



MaRS Discovery District  
Guest Accessibility Package

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## **Welcome to MaRS Discovery District**

MaRS Discovery District (“MaRS”) is one of the world’s largest urban innovation hubs, a place for collaboration, creativity and entrepreneurship. MaRS is where big ideas grow into disruptive companies that will transform our society. We work with more than 1,000 startups in leading technology sectors, including health, cleantech, energy, education, finance, digital media, and more. We also encourage entrepreneurial thinking through a range of free education programs and events that are open to the community.

The following pages provide detailed information about the MaRS Centre and our commitment to providing access to all the building’s goods and services.

Should you require additional information about our services or facilities, or about your safety while you are our guest, please do not hesitate to contact Security at (416) 673-8101.

## **Introduction to the Guest Accessibility Package (GAP)**

The GAP encompasses information about MaRS, its amenities and surroundings in a way that speaks to persons with disabilities.

Upon request, this package is available in a variety of formats, including print, large print and electronic text. If you have any questions or concerns regarding the contents or format of this information package, please provide feedback directly to Accessibility Professionals of Ontario by phone at (647) 477-8745, or by email at [info@accesspros.ca](mailto:info@accesspros.ca).

## **Information in this Package**

This package is divided into sections to allow for simple navigation. The items marked with an asterisk (\*) are available electronically only, as they apply to individuals who cannot access printed material, or who have difficulty doing so. You may request alternative formats of this package at any time by contacting Security at (416) 673-8101.

This package contains:

- MaRS' commitment to accessibility and official Accessible Customer Service Policies and Procedures
- Emergency and evacuation information
- \*Written descriptions and directions of the MaRS complex layout
- Overall accessibility, including details on amenities and alternatives, and a list of assistive devices and services available for guests
- External directory of local chapters of associations that serve and support persons with disabilities
- Local transportation information and accessibility, including TTC, Go Transit and taxi, tour and limousine services
- Accessible feedback process information

# **Accessible Customer Service Policies, Practices and Procedures**

## **Purpose**

MaRS supports the full inclusion of persons with disabilities as set out in the Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, the 2001 Ontarians with Disabilities Act (ODA) and the 2005 Accessibility for Ontarians with Disabilities Act (AODA).

This policy has been prepared to outline what members of the public may expect of MaRS and ensures compliance within the AODA legislation. MaRS will make reasonable efforts and use all means at its disposal to ensure that the information or service requested is provided in a manner that is consistent with the principles of independence, dignity and equality. This policy applies to MaRS employees, volunteers, contractors and agents (“MaRS Staff”) that interact with members of the public on behalf of MaRS.

## **Communication with Persons with Disabilities**

MaRS will communicate with persons with disabilities in ways that take into account their disability. MaRS Staff will communicate in a means that enables persons with disabilities to communicate effectively for the purpose of using, receiving and requesting MaRS services and facilities.

## **Notice of Temporary Disruptions in Services and Facilities**

In the event of a planned or unexpected disruption to services or facilities for clients with disabilities, MaRS will notify people in the building promptly. The notice will be placed at all public entrances and reception areas.

This notice will include the following information:

- The reason for the disruption;
- its anticipated length of time;
- a description of alternative facilities or services, if available; and
- contact information.

When possible, every effort will be made to reduce disruption to persons with disabilities using MaRS services or facilities by contacting them and/or arranging alternate meeting/work locations or alternative means of accessing MaRS information.

## **Assistive Devices and other Measures that Assist with Accessibility**

Persons with disabilities often use personal assistive devices to help them with daily living. They include any auxiliary aids such as communication aids, cognition aids, personal mobility aids and/or medical aids. Members of the public who are disabled usually bring these devices with them.

MaRS will ensure that its staff is trained and familiar with various assistive devices that may be used by persons with disabilities while accessing MaRS services. MaRS Staff will always ask before assuming assistance is required.

### **Service Animals**

MaRS welcomes persons with disabilities and their service animals. Service animals are allowed in the public areas of the MaRS Centre. A few examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf or hard of hearing, and animals trained to alert an individual to oncoming seizure and lead them to safety.

MaRS will permit any person with a disability who is accompanied by a guide dog or other service animal to enter MaRS premises (those areas open to the public) with the service animal and keep the animal with him or her.

MaRS Staff may ask to see documentation to ensure that the animal brought onto the premises is a certified service animal.

### **Support Persons**

A person with a disability who is accompanied by a support person will be permitted to have that person accompany them on the MaRS premises (those areas open to the public), and MaRS will ensure that the individual needing the support person will have access to this person at all times.

Some persons with disabilities rely on support persons to help with communication, mobility, personal care, medical needs or access to services. A support person may be a paid professional, a volunteer, a family member or a friend of the person with a disability and does not necessarily need to have special training or qualifications. Fees will not be charged for support persons for programs that are sponsored solely by MaRS.

### **Training for Staff**

MaRS will provide appropriate training to MaRS Staff who deal with the public on their behalf. This training will be provided to MaRS Staff as soon as practicably possible after he or she joins MaRS.

Training may include, as appropriate:

- An overview of the Accessibility of Ontarians with Disabilities Act, 2005 and the requirements of client service standards
- MaRS' plan related to client service standards
- How to interact and communicate with people with various types of disabilities
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person
- What to do if a person with a disability is having difficulty in accessing MaRS services. Staff will also be trained when changes are made to this plan.



## **Feedback Process**

Individuals who wish to provide feedback on the way MaRS provides services to persons with disabilities can do so through email, mail, in person or by telephone.

All feedback should be directed to:

Human Resources  
MaRS Discovery District  
South Tower, Suite 100  
101 College Street, Toronto, ON  
M5G 1L7  
T: (416) 673-8100  
Email: [aoda@marsdd.com](mailto:aoda@marsdd.com)

Individuals can expect to hear back within 10 business days from receipt of feedback.

## **Availability and Format of Documents (Alternative Formats)**

MaRS is committed to providing accessible information and communication to clients and members of the public, and recognizes that persons with disabilities often use methods other than standard print to access information. MaRS will provide any publicly available correspondence, reports and other documentation in an alternative format where reasonably possible, upon request.

All reports and other documents distributed to the public will indicate that alternative format documents are available upon request.

Types of alternative formats available:

- Hard copy or email
- Large print
- If another type of format is requested, MaRS will do what is reasonably possible to ensure that information is shared within a reasonable time frame, no longer than 20 business days.

## **Safety and Security**

If you work in or are visiting the building, please ensure that you are registered with the front desk as a person who may require assistance during an emergency or evacuation.

If you work in or are visiting the building and the possibility exists where you may have a problem evacuating the building in an emergency due to a disability, every effort will be made to create an accommodation plan.

During any large event that may be attended by persons with disabilities, MaRS will inform the Toronto Fire Department of the possible need for evacuation of persons with disabilities in the event of an emergency during the specified dates.

### **Emergency Evacuation Procedures**

MaRS is committed to ensuring the safety of every guest visiting the complex with and without disabilities. We ensure our facility staff is fully equipped and trained on policies, practices and procedures as it pertains to their specific roles and responsibilities in any emergency. All of our Security team are fully trained in First Aid, CPR and AED (Automated Defibrillator). Below is our procedure for handling emergencies for our guests with disabilities.

#### **Fire Alarms**

This section outlines what to do if you hear a fire alarm second stage (evacuation) signal.

#### **Fire Wardens**

Provided it is safe to do so, perform the following procedures:

##### **1. Initiate evacuation.**

###### **Searchers**

- a. Check assigned area (including meeting rooms, washrooms, storage rooms, elevator lobbies) for fire/smoke.
- b. Advise occupants (including visitors) to evacuate.

###### **Exit Monitors**

- a. Check assigned exit stairs to ensure it is safe to use.
- b. Remain at the stairs. Advise occupants to continue evacuating down the stairs until they are outside the building and to proceed to the assembly location.
- c. Advise occupants not to take drinks, food or large items into the stairwell.
- d. Ensure occupants are merging safely and efficiently with persons evacuating from floors above.
- e. Monitor the safety of the exit stairs and provide guidance regarding crossover floor, if necessary.

- f. Report any hazardous conditions on the exit stairs (smoke or significant obstruction).

#### **Team Leaders**

- a. Advise occupants (including visitors) to evacuate.
- b. Ensure Fire Wardens are implementing their emergency procedures. Assist where necessary.

#### **All Fire Wardens**

- a. Ensure persons who require assistance to evacuate are being assisted, using the following guidelines:

#### **Persons requiring assistance to evacuate via the exit stairs:**

- Persons being assisted to evacuate via the stairs should be moved into the exit stairwell when there is a break in the flow of persons evacuating, or when the stair is clear.
- If, in the process of descending the exit stairs, the person is unable to continue, stop at the next crossover floor. If you are obstructing others exiting by remaining in the stairwell, and if the fire is not on that floor, exit the stairwell. Station the person immediately outside the stairwell door. Exit the building and immediately report the person's location to Fire Department personnel or building staff.

#### **Persons unable to use the stairs to evacuate:**

- **If there is no fire or smoke on the floor** - those persons who cannot evacuate via the exit stairs are to remain immediately outside the exit stairwell door. If conditions worsen, they are to use the firefighter handset to report this, then move into the exit stairs, ensuring that the stair door remains closed.
- **If there is fire or smoke on the floor** - assist the person into the exit stairs. Notify the Fire Department of the situation via the firefighter handset or by dialing 911, giving the location of anyone remaining on the floor. Those persons who cannot evacuate via the stairs are to remain in the exit stair, ensuring the stair door remains closed.

### **2. Evacuate the building.**

- a. If you know of persons still in the building, or if you saw fire or smoke, report this to building staff or Fire Department personnel immediately upon evacuating the building.
- b. Proceed to your assembly location.

### **3. Obtain information on any hazards and missing persons from evacuees in your assigned area.**

- a. If anyone has information that should be reported to the Fire Department or building staff, ensure that it is reported.

b. If persons reported missing are subsequently accounted for, ensure that building staff or Fire Department personnel are advised.

**4. Follow instructions from the Fire Department and assist them as requested.**

**5. Advise evacuees to remain at the assembly location until the Fire Department has declared the building safe.**

## **Accessible Washroom Directory**

Some washrooms located in the MaRS complex are not as accessible as others, even though they are indicated with signage as accessible.

There are three sets of washrooms in the complex that have automatic doors:

- West Tower lobby – Men's and Women's
- South Tower lobby (Upper Atrium behind the Security Desk) – Men's and Women's
- Lower Concourse near the entrance to Toronto General Hospital – Men's and Women's

**Of these washrooms, the West Tower lobby is the most accessible for anyone using a mobility device.**

## Amenities That May Not Be Accessible

### East and West Upper Atrium Elevators

While there are elevators available at either end of the Upper Atrium to access both the Toronto Medical Discovery Tower and West Tower, these elevators are not manned and require a key to operate. You must call Security at (416) 673-8101 to request assistance.

If for any reason you cannot access the elevator, you can still access the area required by using a series of alternative elevators.

- **Toronto Medical Discovery Tower:** Proceed to the Heritage Building parking elevator (directly north of the Upper Atrium Security Desk) and take it down to the Lower Concourse. Once on the Lower Concourse level, head right to enter the Lower Concourse, and make a left (east) past the Food Court and staircase to the end of the hall. Proceed through the glass doors and take the elevator to the Toronto Medical Discovery Tower lobby.
- **West Tower Lobby:** Proceed to the Heritage Building parking elevator (directly north of the Upper Atrium Security Desk) and take it down to the Lower Concourse. Once on the Lower Concourse level, turn right to enter the Lower Concourse, and make another right (west) past the MaRS Real Estate offices and the escalators to the end of the hall. At the end of the hall, there is a glass walled elevator that will access the West Tower.

### Outdoor Eating Area

The outdoor eating area located in the Upper Atrium does not have an automatic door. It is not accessible for persons using a mobility device from the Discovery Tower entrance.

# Description and Directions For Orientation and Navigation

## About MaRS

Located in downtown Toronto, MaRS is one of the largest urban innovation hubs in the world. We educate and support entrepreneurs, and work with more than 1,000 startups in leading technology sectors, including health, cleantech, energy, education, finance, digital media and more.

The MaRS Centre is made up of a series of connected buildings, spanning one full block on College Street from the southeast corner of University Avenue and College to the corner of College and Elizabeth Street. For the purposes of this guide, we have listed descriptions and directions for the main public or common areas, including washrooms. You can navigate by headings to find the area you're looking for.

The building at the southwest end of the complex is known as the West Tower (formerly known as "Phase 2"). To the east of this tower are the Heritage Building and the South Tower, followed by the Toronto Medical Discovery Tower at the southeast end of the building. All areas are connected by the Lower Concourse and the Upper Atrium levels.

For more information, please visit [www.marsdd.com](http://www.marsdd.com).

## Building Access Points at MaRS

### University Avenue Entrance (661 University Avenue)

You can access this entrance from the street or the indoor stairwell exit at the southeast end of Queen's Park Subway Station.

### Queen's Park Subway Station to University Avenue Entrance

Note: For details on navigating the subway station to MaRS, please see the section entitled "Queen's Park Subway Station," or visit [www.ttc.ca](http://www.ttc.ca) for a station description.

Upon exiting the doors at the top of the stairs at the southeast end of the Queen's Park Subway Station, you are facing south. Orient yourself in the 10:00 position on the clock face. Travel southeast for approximately 7 metres or 24 feet to a single step down. The building will be on your left. Head south for about 10.5 metres or 35 feet after the step down and you should be in the middle of the entranceway. The wall goes in to the left at the start of the covered entrance. The depth of the covered entranceway is 3.5 metres or 12 feet.

It is not a good idea to trail the wall here because there is a knee-high trip hazard in the form of a water supply pipe along the wall, and the automatic door operator button is mounted on a standalone pillar about 6 feet out from the building as you near the entrance.

There are two sets of double glass doors with large tubular handles. Travel straight through a short vestibule to find the inner doors. You are now entering the Lower Atrium facing east. The main intersection for orientation is straight ahead of you, about 30.5 metres or 100 feet. The lobby of the West Tower is to the right or south once you enter the corridor.

### **From the Street**

You can access the University Avenue entrance whether traveling north or south. If coming north up University, you will cross the driveway into the Toronto General Hospital. Continue north for another 61 metres or 200 feet and turn right. Proceed east for about 15 metres or 50 feet and find the double doors to enter the building. There are two sets of double glass doors with large tubular handles. Travel straight through a short vestibule to find the inner doors. You are now entering the Lower Atrium facing east. The main intersection for orientation is straight ahead of you about 30.5 metres or 100 feet. The lobby of the West Tower is to the right or south once you enter the corridor.

From the southeast corner of University Avenue and College Street, proceed south for approximately 21 metres or 70 feet and locate the subway station entrance structure. Find the doors to the subway station on the south side of the structure and follow the directions listed under the heading called “Queen’s Park Subway Station to University Avenue Entrance.”

### **College Street Entrance**

You can access this entrance from the street or the indoor stairwell exit at the southeast end of Queen’s Park Subway Station.

### **Queen’s Park Subway Station to College Street Entrance**

From the exit doors of the subway station, turn 90 degrees left to face east. Travel east for just shy of 7 metres or about 22 feet and you will come to the bottom of two stairs. The building will now be on your right. Continue east for about another 21 metres or 70 feet and the building will open up on your right to a covered entranceway. Head south for a few feet to find two sets of double doors.

You will enter a vestibule with the inner doors straight ahead. Once inside, there are four stairs, or a ramp on the eastern side, to take you into the Lower Atrium. You are now looking south towards the West Tower Lobby. The main intersection, which is the orientation point for this area, is approximately 10.5 metres or 35 feet



in front of you. For details on this area, please see the heading called “Lower Atrium.”

### **From College Street**

If traveling west on College Street, it is easiest to walk to the intersection at University Avenue and follow the directions under that heading to the University Avenue entrance, as there is no distinct landmark in front of the College Street entrance.

If traveling east along College from University, continue for about 35 metres or 115 feet and turn right. From here, it’s a straight shot across a wide, paved area for approximately 21 metres or 70 feet to the two sets of glass double doors to enter the building. Travel through a short vestibule and find the inner doors straight ahead.

Once inside, there are four stairs, or a ramp on the eastern side, to take you into the Lower Atrium. You are now looking south toward the West Tower Lobby. The main intersection, which is the orientation point for this area, is approximately 10.5 metres or 35 feet in front of you. For details on this area, please see the heading called “Lower Atrium.”

### **College Street Entrance to Heritage Building (101 College Street)**

The Heritage Building main entrance is the central entrance to MaRS. For a few reasons, this entrance is not the recommended route of travel.

There is a walkway leading from College Street to two sets of stairs, separated by a landing area, with the entrance at the top. The lower landing also has stairs on either side leading to different walkways.

Please Note: There is a large MaRS sign positioned in the very centre of the walkway leading from College Street to the stairs. It is parallel to the route of travel. This means the side of the sign is pointing at College Street. It is not very cane-detectable and could be quite dangerous to run into. Please travel with extreme caution here if you choose to use this entrance.

Please Note: The upper set of stairs at this entrance leading to the outer doors has continuous stairs outside the railings, which lead to nowhere. This means a person could easily believe they are climbing the stairs in between the railings only to encounter a barrier. It is also possible to fall off the side of the stairs here as they become quite narrow. Make sure you are on the inside of the handrails if you choose to use this entrance.

The walkway from College Street is just over 4 metres or about 14 feet wide, and the surface is interlocking brick. The large sign explained above is 3 metres or 10

feet in from the sidewalk, directly in the middle of the walkway, and is 2 feet wide. It is recommended to stay to the right side of the walkway here and follow the edge where there are some hedges and shrubs leading to the first set of stairs. The total distance from the College Street sidewalk to the bottom of the first set of stairs is just over 7 metres or about 24 feet.

There are four stairs with handrails on either side. Climb the stairs and continue straight south for 4.5 metres or 15 feet to the bottom of the second set of stairs. Make sure you are inside the handrails before climbing the second set of stairs here. There is a centre railing here with 13 feet of width on either side of it. There are six stairs to climb up to a landing. The doors are then just over 3 metres or 11 feet in front of you.

This entrance consists of only one set of double doors. There is no vestibule. Once you enter the building, there are another three stairs in front of you, or ramps on either side, leading to the main lobby of the Heritage Building, facing south, with access to the Upper Atrium to the southeast.

For details on this area, please see the heading entitled “Heritage Building Main Entrance to Upper Atrium.”

### **Heritage Building Main Entrance to Upper Atrium**

Once inside, climb the three stairs in front of you and continue south for 4.5 metres or 15 feet. You should now be standing on a permanent carpet. Turn left to face east and proceed 10.5 metres or 35 feet. You are now in a small hallway that connects the Heritage Building to the Upper Atrium, and acts as a landing area for Elevator B to the South Parking area and the Food Court. Turn right to face south again and travel about 14 metres or 45 feet and you will find the Upper Atrium security desk.

## **Access to MaRS from the TTC**

MaRS is connected to the Queen's Park Subway Station, which is located along the University portion of Line 1 (Yonge University Spadina), four stops north of Union Station. It is also an accessible station for people with mobility disabilities. For details and information concerning all TTC routes, including service disruptions and station descriptions, please visit: [www.ttc.ca](http://www.ttc.ca).

MaRS is also accessible by streetcar on the 506 Carlton route. The westbound stop is located on the north side of College Street, just east of University Avenue. The eastbound stop is on the south side of College Street, just west of University Avenue.

For more information about all TTC routes, including service disruptions and schedules, please visit: [www.ttc.ca](http://www.ttc.ca)

Please Note: University Avenue is a large and very busy street. It is a long crossing with an island halfway across.

### **Queen's Park Subway Station**

The Queen's Park Subway Station is accessible for people with mobility disabilities. MaRS can be accessed directly from the southeast point on the Concourse Level of the station. You can either follow the passage at the southeast point of the Concourse Level directly into the Lower Concourse of MaRS, or locate the set of stairs just east of this corridor, which will bring you up near the University Avenue entrance.

Please Note: the direct entrance from the Queen's Park Subway Station Concourse Level to the Lower Concourse of MaRS is not available between 9:00 p.m. and 7:00 a.m. for security reasons.

For details on the Lower Concourse, please see the heading called "Lower Concourse." For details on the University Avenue or College Street entrances, both of which can be accessed from the top of the stairs exiting the subway station, please see the heading called "Building Access Points at MaRS."

Queen's Park Subway Station features a centre platform and three levels: Platform Level, Concourse Level and Street Level. There are six cars that make up a subway train. If you are on a northbound train, the escalator, elevator and stairs to the Concourse Level are near the fifth car, and there is an additional set of stairs near the third car. For southbound trains, the escalator, elevator and stairs are near the second car, while the additional stairs are near the fourth car.

Proceed to the Concourse Level, exit the turnstile and navigate to the southeast point. From there, choose whether you enter MaRS from the Lower Concourse, or climb the stairs to the University or College Street entrances.

For more information, including customer service contact phone numbers, please visit [www.ttc.ca](http://www.ttc.ca).

### **Lower Concourse Details**

The Lower Concourse runs in a general east-west direction, with the TTC access point at the western-most point and the Food Court at the east end. This level also includes escalators and elevators to access the upper floors, a connection to Toronto General Hospital, entrances to the parking garages and the main Auditorium.

### **Central Point of Reference: Atrium Escalators near Food Court and Real Estate offices**

The Atrium Escalators run in an east-west direction. When traveling to the upper or ground level, you are moving east, when traveling down to the Lower Concourse, you are moving west. Therefore, after proceeding down the escalator to the Lower Concourse, the Food Court is behind you to the east while the West Tower parking elevators, West Tower parking garage and TTC access point are to the west. Note that there are routes of travel available on either side of the escalators, but the corridor to the north of the escalators is the main one, and will act as our point of origin. It is also important to note that there is no barrier blocking off the underside of the escalators. MaRS is addressing this issue, but until it is resolved, a head height hazard is created under the escalators, which is not cane detectable. Use caution and be sure to orient yourself while in this area.

### **West Tower Parking Elevators and Garage Access**

From the bottom of the Atrium Escalators, travel 52 metres or 170 feet directly west or straight ahead. When the corridor opens up on the left, turn left to find the access doors to the elevator landing area and entrance to the parking garage. There is a slight gradient change along the way; this will tell you that you're headed in the right direction. The first of the double doors to the elevator landing area is 9.75 metres or 32 feet from the mouth of the hallway. After passing through both sets of doors, the elevator to access the West Tower Lobby and parking levels is on the right, or the west wall, and the access point to the West Tower parking garage, Level P1, is on the left, or east.

## **Emergency Exits and Stairwells**

### ***Stairwell 26***

Align yourself at the bottom of the escalators on the north side. This means the escalator bank is on your right and the Food Court is directly in front of you. Proceed 12 metres or approximately 40 feet. You are now in the centre of a four-way intersection. To the left or north, the hallway ends with access to the emergency exit and stairwell 26 on the east wall. Traveling south from this intersection takes you down a hallway connecting MaRS to the Toronto General Hospital. Continuing east beyond this intersection brings you to the Food Court.

### ***Stairwell 20***

Position yourself at the bottom of the escalators facing away from them. Be sure to stay off to one side and a few feet away so you are not in the escalator exit route. Orient yourself to approximately 11:00 on the clock face, or slightly southwest. Proceed 15 metres or 49 feet and you will find the entrance to Stairwell 20 with an emergency exit. Please Note: There is a permanent cable covering on the floor directly in front of the access door, so be mindful of this trip hazard.

### ***Stairwell J***

Stairwell J is located on the south wall of the main corridor leading to the West Tower parking elevator. The best landmark to find this stairwell is the slight gradient change along the route of travel. From the bottom of the Atrium Escalators, travel directly west or straight ahead for 19.5 metres or 64 feet. You should now feel a slight decline. Turn left and move to the south wall to find the stairwell door. Please Note: Since the door is positioned along the gradient change, you may encounter a slight threshold once the door is open.

### ***Stairwell D***

Access to Stairwell D is just west of the hallway that leads to West Tower parking and the elevator on the south wall. From the bottom of the Atrium Escalators, proceed straight ahead or west for 52 metres or 170 feet along the main corridor. You will now be at the intersection of the hallway leading to West Tower parking and elevator. Move just past the mouth of the hallway and you will find the entrance to Stairwell D on your left, or the south wall.

### **Auditorium**

The Auditorium and Green Rooms are located just south of the Atrium Escalators. From the bottom of the escalator bank, position yourself facing west or away from the escalators. Turn left and head south for 8 metres or 26 feet and you will locate the outer wall of the Auditorium. Turn left and follow the wall east to encounter the entrance A to the Auditorium. If you continue east past the Auditorium entrances, you will find the intersecting hallway toward Toronto General Hospital.

Approximately 24 metres or 80 feet south down this hallway you will discover the Auditorium B entrance on the right-hand side, or the west wall. If you continue another 9 metres or 30 feet beyond the B entrance, you will find the Auditorium C entrance, again on the west or right-hand wall. A few steps past Auditorium C is the entrance to the Green Room, again on the west wall.

### **TTC Access Point**

The TTC access point is located at the western end of the lower concourse. There are a few ways you can get to this point. To simplify, we will use a point of orientation from the escalator bank that connects the TTC access route in the Lower Concourse to the West Tower Lobby. These escalators run in a north south direction. They are located on the north side of the transition area between the main Lower Concourse corridor and the TTC access route, but the bottom of the escalators are facing the north wall with only 8 feet of space in between. This means when you are approaching from the south, where this area intersects with the main Lower Concourse corridor, you could encounter the railing which blocks off the underside of the escalators. It is a good idea therefore to stay to the west side of this route. Here's how you navigate to this point:

### **From the Food Court**

If you are coming from the Food Court at the eastern end of the Lower Concourse, travel in a west direction through the main route of travel. You will pass the Toronto General Hospital access hallway, the Auditorium and the Atrium Escalators before the corridor opens up fully. Beware of the overhead obstacle underneath the Atrium Escalators. Your best bet is to stick to the extreme left or right side to avoid it as it is not cane detectable and poses a major hazard.

Once the corridor opens up, continue along for approximately 67 metres or 200 feet. You will travel down a slight decline and then pass the access hallway to West Tower parking garage and elevator on your left. The main corridor will end with a wall. At this point, turn right or north and the escalator bank is approximately 9 metres or 30 feet to your northeast, about 2:00 on the clock face. As mentioned above, stay on the west side to avoid the railing barrier. As you travel north, you will pass a hallway on your left. This hallway leads around a small square block that contains an elevator and retail space, which is not yet occupied. It's best to ignore this detour and continue north to the far wall. You are now just west of the bottom of the West Tower escalators. Now scroll down to find Queen's Park Subway Station access.

### **From the West Tower Parking Elevator/Garage**

After exiting either the elevator or the P1 Level West Tower parking garage, you are in a small vestibule. To exit, turn left from the elevator, or right from the garage

entrance. You will now pass through two sets of doors. Travel 9.75 metres or 32 feet straight ahead to find the intersection between the access hallway and the main Lower Concourse corridor. Turn left and proceed west for approximately 9 metres or 30 feet to the wall at the west end of the main corridor. At this point, turn right, or north, and the escalator bank is approximately 9 metres or 30 feet to your northeast, about 2:00 on the clock face. As mentioned above, stay on the west side to avoid the railing barrier. As you travel north, you will pass a hallway on your left. This hallway leads around a small square block that contains an elevator and retail space. It's best to ignore this detour and continue north to the far wall. You are now just west of the bottom of the West Tower escalators. Now scroll down to find Queen's Park Subway Station access.

### **From the Upper Atrium Escalators**

Continue west from the bottom of the escalators, along the main Lower Concourse corridor, for approximately 67 metres or 200 feet. You will travel down a slight decline and then pass the access hallway to West Tower parking garage and elevator on your left. The main corridor will end with a wall. At this point, turn right, or north, and the escalator bank is approximately 9 metres or 30 feet to your northeast, about 2:00 on the clock face. As mentioned above, stay on the west side to avoid the railing barrier. As you travel north, you will pass a hallway on your left. This hallway leads around a small square block that contains an elevator and retail space, which is not yet occupied. It's best to ignore this detour and continue north to the far wall. You are now just west of the bottom of the West Tower escalators. Now scroll down to find Queen's Park Subway Station access.

### **Queen's Park Subway Station Access**

From the bottom of the West Tower escalator bank, you have a couple options to find the entrance to the Queen's Park Subway Station. Once you find the north wall of the corridor, which the escalator landing area is facing, you can follow that wall west or left, and you will eventually find the entrance. The wall is not a straight shot, however, and you will find yourself in and out of a few alcoves along the way. The more direct route is to put your back to the bottom of the escalators and turn 90 degrees to the left, or west. From here, proceed approximately 6 metres or 20 feet and you are basically in the middle of the intersection. Then, turn slightly to the right, about 2:00 on the clock face. You may want to find the south wall of the corridor and put it on your left shoulder before doing this. Either way, once you are oriented to 2:00, proceed straight ahead for approximately 23 metres or 75 feet and you will find the glass doors to the subway station. You will encounter a slight gradient change as you approach the entrance, so you know you're on the right track. There are two sets of doors to navigate. Once inside, you are at the southeast part of the station on the Concourse Level with turnstiles and ticket kiosk. Note that the doors here swing outwards, so please approach with caution.

Please Note: The direct entrance from Queen's Park Subway Station Concourse Level to the Lower Concourse of MaRS is not available between 9:00 p.m. and 7:00 a.m. for security reasons.

For more details on Queen's Park subway Station, including a station description, visit: [www.ttc.ca](http://www.ttc.ca). Select Subway, then Line 1 Yonge University and find the link to Queen's Park Station.

### **MaRS Real Estate Offices**

To locate the entrance to the MaRS Real Estate Offices, find the landing area at the bottom of the Atrium Escalators and put your back to them, facing west. Turn 90 degrees to the right, or north, and proceed 6.5 metres or 21 feet. Once you locate the north wall, the glass doors to the Real Estate Offices are 5 feet to the right, set into the north wall.

### **Toronto General Hospital Corridor**

The corridor to access Toronto General Hospital is just west of the Food Court and just east of the Atrium Escalators. From the escalator landing area turn 180 degrees so you are facing east toward the Food Court. You can do this on either side of the escalator bank. Travel east for approximately 12 metres or 40 feet and you will be in the middle of a 4-way intersection. Turn right, or south, and move straight for about 41 metres or 135 feet. The corridor terminates at the bottom of a ramp, or set of three steps, leading to the doors to Toronto General.

Please Note: There is also access to the auditorium and Green Room on the west wall or right hand side of this corridor. For details on the auditorium entrances, please see the Auditorium section.

Also note at the mouth of this corridor, on the east side there is a service or pick-up counter for Tim Hortons, then some plants, followed by a dry cleaners and dental office retail space. It is best to follow the west wall to avoid related traffic and obstacles.

### **Lower Concourse Washrooms**

The public washrooms on the Lower Concourse are accessed via the Toronto General Hospital corridor. The intersection for this corridor is 12 metres or 40 feet east of the Atrium Escalator bank. You can simply move east from the escalator bank towards the Food Court and turn right after 12 metres, or find the south wall just beyond the escalator bank and trail along it until you find the intersection. Once you locate the corridor, travel approximately 36.5 metres or 120 feet and locate the entrance to the washroom hallway on your left or to the east. Once inside the hallway, the men's washroom is 7 feet straight ahead and then on the right. To find the women's washroom, enter the washroom hallway and then turn



immediately right. Move south down the hallway for about 7 metres or 23 feet and locate the entrance to the washroom on the left.

### **Lower Concourse Men's Washroom**

This is a basic rectangular room. When you enter the washroom you are facing south. When entering, the activation button for the power door operator is mounted 1 foot left of the door at a height of approximately 3 feet.

Directly across from the door there are five urinals on the south wall. They do not have privacy screens. If facing the urinals, the five cubicles are to the left, just beyond the urinals and also on the south wall. The farthest cubicle from the door is the accessible one. The urinals are automatic flush. The toilets are activated manually by a standard lever.

Directly across from the cubicles, there are five sinks with automatic faucets and counter top soap pumps at approximately the 10:00 position at each sink. The GFI power source is 1 foot above the counter, on the left wall of the vanity when facing the sinks. Directly left of the vanity, there are two pull-down paper towel dispensers with garbage cans recessed into the wall below them. Locate the left end of the vanity and reach up on the same wall to find them. There are finger wheels on the right side of each dispenser if the towel is not protruding.

Just left of the paper towel dispensers, the wall juts out slightly. Beyond that, there is a single automatic hand dryer and two hand sanitizer pumps before you reach the washroom door. The activation button for the power door operator is just to the right of the hand dryer, 4 feet from the door at a height of approximately 3 feet.

### **Lower Concourse Women's Washroom**

The activation button for the power door operator is approximately 2 feet left of the door at a height of 3 feet from the floor. There is a small wall directly in front of you when you open the door. You need to turn slightly to the left, at about 11:00 on the clock face to head towards the centre of the room. As you open the door, you are facing east.

Along the north wall, to your left as you enter, are a row of ten cubicles running from west to east. The farthest east cubicle is the accessible one. (Please note, this cubicle is not truly an accessible cubicle as it is smaller than the standard.)

Across from the cubicles is a row of five sinks set into a vanity. Each sink has an automatic faucet and a counter top soap pump at about 10:00 on the clock face. At the west end of the vanity, or the right if looking at the sinks, is a GFI outlet 11 inches above the counter top.

The wall at the west end of the vanity juts out slightly for 5 inches and then continues west towards the exit. On the north-facing surface of the wall as you head toward the exit are two paper towel dispensers with finger dials on the side and garbage cans recessed underneath. To the right or west of these is the automatic hand dryer. In between the dryer and the paper towel dispensers, at a height of 38 inches from the floor, is the activation button for the power door operator.

The sanitary napkin dispenser is located just beyond the leading edge of the door when it is fully open. This means it is directly on your right upon entering the room, before you move around the wall that juts out. There is also a full-length mirror on the west wall of the room as you exit.

### **Food Court**

The Food Court runs generally from west to east and is located at the eastern end of the Lower Concourse level, opposite the TTC access point. It begins just beyond the point where the main and Toronto General Hospital corridors intersect.

From the bottom of the Atrium Escalator bank, when facing away from the landing area, move right or north into the main corridor and turn 180 degrees. The Food Court is now directly in front of you with the escalator bank on your right and the MaRS Real Estate Offices on the left. From here, the beginning of the Food Court is approximately 19 metres or 62 feet directly ahead.

As you enter the Food Court from the west, there are a number of points of interest. On the right-hand side, or south, is a full service Tim Hortons outlet. It has queuing stanchions leading up to the two ordering stations. There are also two service stations for receiving your order, located at either end of the outlet. If you place your order from the station on the left, you would then move left to find the service counter and receive your order. If ordering from the right hand station you must move to the right and go around a corner to the left. This is often an extremely high traffic area, so you may want to seek assistance. At this point, there are no tactile queuing guides on the floor.

Just north of the Tim Hortons by approximately 10 metres or 33 feet, still in the mouth of the Food Court, is a sushi outlet called Sushi by Bento Nouveau. It is the only food outlet that is floating on its own in the middle of the route of travel. Unless you are traveling along the far north wall, you will enter the Food Court by passing between the Tim Hortons on your right and the sushi outlet on your left.

On the far north wall as you enter the Food Court, you will pass a set of garbage receptacles for trays, paper, bottles and cans, trash and organic waste. (Each of the items is labeled in braille.) Continuing east along the north wall you will find an

RBC automatic teller machine, followed by an elevator connecting the Lower Concourse to the South Parking Garage, the Upper Atrium and the Heritage building. Beyond the elevator is a Gateway News Stand shop. After that, the north section of the Food Court is predominantly filled with tables and seating of various types. For obvious reasons, we cannot describe how the individual tables are arranged, but there is a divider separating the seating area from the main route of travel and the food outlets. The divider has small, round stand-up tables along it.

East of the Tim Hortons are the access halls to the South Tower Elevators and Stairwell 19. For details, please scroll down to “South Tower Elevators and Hallway”. Continuing east past this point are a number of food outlets and a MaRS Studio along the south side of the Food Court. In order from west to east, these are:

Pumpnickels  
Anoush Middle Eastern Cuisine  
Subway  
MaRS Studio Y  
Teriyaki Experience  
Pastacceria

The Food Court terminates at the eastern end with a double door leading to Toronto Medical Discovery Tower Parking Garage and elevators. There is an open staircase that leads to the Toronto Medical Discovery Tower directly across from the Teriyaki Experience on the north side. These stairs run from west to east if you are traveling upwards. You can also access the Upper Atrium from there. For details, please see “Upper Atrium.”

Please Note: There is a large piece of equipment being stored against the north wall, underneath the open staircase, at the eastern end of the Food Court. This poses a major hazard at head height and injury potential. Please use extreme caution when traveling in this area.

### **South Tower Elevators and Hallway**

The South Tower Elevator Bank is located in the Food Court area, but just south of the actual Food Court. The access hallway is just east of the Tim Hortons’ service counter. After passing the Tim Hortons, turn right and travel approximately 7.5 metres or 25 feet in a south direction. The hallway will then open up on your left. Turn left, heading east again for another 7.5 metres or 25 feet. The three cabs will then be on your left. If you continue to the end of the hallway past the elevator cabs, the door to Stairwell 19 is on the south wall or your right hand side. You may also turn back north and travel down a hallway for about 10.5 metres or 35 feet to re-enter the Food Court. This north south hallway is directly across the Food Court

area from the Gateway News Stand, which could be used as a landmark to find the South Tower elevators. Alternatively, if you square off from the door to Stairwell 19, the Gateway News Stand entrance is directly ahead.

### **Upper Atrium Access**

There are stairs, escalators and two single elevators that grant access to this area. (Please Note: The elevators are only for persons with mobility disabilities, and a staff member is required to operate them.) The escalators are the same ones used as the point of orientation from the Lower Concourse. The stairs are at both the east and west ends of this level. The staircase at the eastern end connects with the one leading down to the Food Court. All staircases in this area are similarly designed with sets of stairs augmented by long landings. To skip directly to details for this area, please scroll down to find the heading "Upper Atrium Details".

### **Access from the Food Court**

To access the Upper Atrium from the Food Court in the Lower Concourse, travel east through the Food Court. When you reach Teriyaki Experience, the second vendor in from the far eastern point, the wall separating the seating area from the main route of travel will end. (The service counters are along the south side of the Food Court.) If you come to a double door at the end of the Food Court, you've gone too far.

If you can, square off from the Teriyaki Experience and head directly north across the Food Court to the north wall. The staircase should then be on your right, running from west to east. Once up the staircase, turn to the right 180 degrees to face west. There will be another staircase in front of you heading up to the Upper Atrium. Please Note: This staircase has a railing in the centre, with four sets of four stairs and 16-foot landings between each set. The security desk, which will be the central point of reference for this area, is on the south side of the main route of travel for the Upper Atrium, 33.5 metres or 110 feet west of the top of the staircase.

### **Escalator Access**

The escalators in the Lower Concourse just west of the Food Court lead to the Upper Atrium. Travel 19 metres or 62 feet west after exiting the Food Court. Keep toward your right, or to the north wall, to avoid the head-height hazard created by the underside of the escalator bank. You can either listen to locate the escalators or locate the glass doors to the MaRS Real Estate offices on the north wall. Move five feet past the MaRS Real Estate offices and turn left or south. The escalator landing area faces west. Locate the southern escalator, on the right when facing them, and proceed upwards to the Upper Atrium. The escalator will deposit you on the south side of the main route of travel, 15 metres or 50 feet west, of the security desk.

## **Upper Atrium Details**

The Upper Atrium runs from east to west. Along the north wall are access doors to businesses located in the Heritage Building. There is also an access point to enter the Heritage Building with an elevator and an exit to outside. From east to west, the access points along the north wall are:

Celtic House Venture Partners  
University Health Network  
Hubba  
Norton Rose Fulbright  
Entrance to lobby of Heritage Building  
RBC Royal Bank  
Airbnb

Please Note: There is an accessible Automatic Banking Machine located at the west end of the long open entrance to RBC.

## **Upper Atrium Public Washrooms**

Find the security desk and move to the very western end. (If you are facing the desk, this will be to your right.) You will find a large glass information screen here in a hard plastic case. Square off from the end of this unit facing west. Turn slightly left to face the 10:00 position on the clock face. Travel about 10.5 metres or 35 feet straight ahead and then angle slightly more left to proceed directly south. You will then find the south wall, which is glass, and you should be positioned just east of the MaRS Collaboration Centre. Turn left and walk east along the south wall and you will find the hallway leading to the washrooms on your right. Once you find this hallway, the women's washroom is straight ahead on the east wall. The men's is on the left-hand side at the very end of this hallway, about 6 metres or 20 feet from the mouth. There is an entrance to a service elevator area at the end of this hallway.

## **Upper Atrium Men's Washroom**

This is a small washroom with one standard height urinal and two cubicles. The activation button for the power door operator is 2 feet left of the door, mounted at a height of approximately 3 feet from the floor. Upon entry you are facing east. There is a wall directly in front of you after passing through the doorway.

If you turn left immediately upon entering the room, the lone urinal is directly in front of you on the north wall. Just to the right or east of the urinal are two cubicles. The far east one is the accessible cubicle. The urinal flushes automatically while the toilets are activated; manually by a standard lever.

Directly across from the cubicle doors are two sinks recessed into a vanity with automatic faucets and counter top soap pumps just left of the faucet. There is a

GFI power source 1 foot above the counter top on the wall to the left of the sinks if you are looking at them. The pull-down paper towel dispenser is on the east wall at the far end of the vanity. When exiting, there are two hand sanitizer pumps located on the west wall, just to the right of the door when you are facing it. The activation button for the power door operator is located approximately 4 feet right of the door at a height of 3 feet from the floor.

### **Upper Atrium Women's Washroom**

This is a small washroom with three cubicles. As you enter the washroom, you are facing east. The activation button for the power door operator is 3 feet from the floor just to the right of the door. There is a small wall directly in front of you when you open the door. Turn slightly right to about 1:00 on the clock face to head towards the centre of the room.

Immediately on the right when you enter, there are three cubicles along the south wall. The farthest east of these is the accessible cubicle. All toilets here are activated manually by a lever flush.

At the far end of the room is the sanitary napkin dispenser. It is mounted on the east wall. Across from the cubicles, on the north wall, there are two sinks recessed into a vanity. Both sinks have automatic faucets and counter top soap pumps at approximately 10:00 on the clock face. At the east end of the vanity, to the right if you are looking at the sinks, is a GFI power outlet just above the counter top. The paper towel dispenser with a finger dial on the side and recessed garbage can underneath is on the east wall, between the vanity and the sanitary napkin dispenser.

To the left or west of the vanity, the wall comes out slightly. Mounted on the south face of this little wall is a hand sanitizer pump. On the west wall, to the left of the door as you are exiting, is a full-length mirror. The activation button for the power door operator is in between the mirror and the face of the first cubicle, mounted on the west wall 37 inches from the floor.

### **MaRS Collaboration Centre**

Start at the Upper Atrium security desk and move to the very western end of it. Here you will find a large glass information screen in a hard plastic casing. Go to the end of that and square off from the west side of it. Turn slightly left to face in a 10:00 direction on the clock face. Travel on that line for 12 metres or 40 feet, and you will find the two sets of double glass doors to enter the corporate offices.

### **Stairs and Escalators to Food Court and Lower Concourse**

From the Upper Atrium Security Desk the stairs down to the Toronto Medical Discovery Tower and Food Court are to the east, while the escalator to the Lower

Concourse is to the west. To find the staircase, face the desk and turn to your left. Travel straight for 33.5 metres or 100 feet, and you will locate the top of the stairs. This staircase has four sets of four stairs each, with 16-foot landings and a railing in the centre. At the bottom of the staircase, you are facing the entrance to the Toronto Medical Discovery Tower. Turn left and move a few feet forward. Turn left again to go down the next flight of stairs to the Food Court. Once at the bottom, you are facing west, positioned at the eastern end of the Food Court, directly across from the Teriyaki Experience, which is on the south side.

To locate the escalators, face the security desk and turn right. Travel for 15 metres or 50 feet, and the escalator landing area will be on your left. The escalators run from east to west, and the escalator on the right side when facing them is the one going down. The escalator will deposit you in the Lower Concourse about 19 metres or 62 feet west of the start of the Food Court.

### **Elevator B (South Parking and Food Court)**

Locate the Upper Atrium Security Desk. Square off from the desk so you are facing north and travel just over 9 metres or 30 feet straight ahead. You will now be in a small hallway that acts as the elevator landing area, and the two elevator cabs will be on your left, along the west wall of this hallway. This elevator lands just beside the Gateway News Stand in the Food Court on the Lower Concourse. These cabs serve ground, Heritage Level, Lower Concourse and P2 parking level.

### **Elevator C South Tower Elevators**

Locate the Upper Atrium Security Desk and move to its western end. Here you will find a large glass information screen in a hard plastic casing. Move to the end of that and square off from its side, facing west. Turn slightly left to face 10:00 on the clock face and travel 7.5 metres or about 25 feet. There will now be a hallway opening up to your left that takes you back east behind the security desk. This hallway is the landing area for the South Tower elevators, which will be on your left, or the north side of this hallway. This elevator lands in between Tim Hortons and Pumpernickel's on the south side of the Food Court in the Lower Concourse.

### **Stairwell 19 and Outdoor Courtyard**

From the Upper Atrium Security Desk, move to the west end of the counter past the glass display screen (to the right if you are looking at the desk). Square off from the end of the casing that houses the display screen facing west. Turn slightly left to face 10:00 on the clock face and travel 7.5 metres or about 25 feet. There will now be a hallway opening up to your left that takes you back east behind the security desk. This hallway is the landing area for the South Tower elevators, which will be on your left, or the north side of this hallway. Locate the south wall of the hallway and follow it left or east. Twelve metres or 40 feet past the elevators along the south wall is the entrance to Stairwell 19. Just beyond this point, the

corridor ends at the east wall, where you will find the exit to an outdoor eating area. There are tables and seating on the top level of this area, and stairs leading down to the courtyard just beyond this door.

### **Access to Heritage Building Levels and Emergency Exits**

To find the Heritage Building main lobby and exit, square off from the Upper Atrium Security Desk facing north. Travel straight ahead for just shy of 14 metres or 45 feet, passing the cabs for Elevator B on your left. Find the far north end of this hallway and turn left. Travel west for approximately 10.5 metres or 35 feet, and you are in the centre of the Heritage Building lobby. The main exit is just to the north or to your right. There are three stairs leading down to the doors, with more stairs outside. There is a permanent mat on the floor here, which ends just before the top of the 3 stairs. For details on the exit, please see “Heritage Building Main Entrance.”

### **Elevator A8 and Stairwell 17**

From the Upper Atrium, there are two separate elevators to access floors 2, 3 and 4 of the Heritage Building, as well as the Heritage Level in the basement. There are very similar landing area foyers at either end of the Upper Atrium with accompanying stairwells with emergency exits. The eastern-most elevator is A8 with Stairwell 17. The access point for this elevator, and for Stairwell 17 and emergency exit, is along the north wall of the Upper Atrium, approximately 8 metres or 27 feet west of the top of the eastern-most staircase. If you are at the top of the staircase, you may orient yourself in a 2:00 position, moving northwest to locate the opening. The north wall will open up and a small hallway leads to a glass door that enters the elevator landing area. This hallway is 5.5 metres or 18 feet long.

Once through the glass door, the entrance to Stairwell 17 is straight ahead. The elevator is on your left after you enter the landing area.

For the emergency exit, locate the entrance to Stairwell 17, proceed straight through and down a flight of stairs. The emergency exit will be directly ahead of you, exiting the north side of the Heritage Building, just east of the main entrance. This door will activate an alarm.

### **Elevator A7 and Stairwell 16**

From the Upper Atrium Security Desk, face away from the counter or north. Proceed about 10 feet north to orient yourself in the middle of the route of travel. Turn left or west and go approximately 44 metres or 145 feet. Just beyond the long opening to the RBC, there is a small hallway leading off to the right. Proceed north down the hallway and you will find a glass door into a small foyer. Elevator A is



now on your left. It also serves Heritage Level, Ground, and floors 2, 3 and 4 of the Heritage Building.

To find Stairwell 16 and the western-most emergency exit. Move to the north wall of this foyer and follow it to the right. The entrance to Stairwell 16 will be set into the north wall on your left as you move along. It is a straight shot down a flight of steps and out the emergency exit from here. The exit is west of the main Heritage Building entrance on the north side of the building. This door will activate an alarm.

### ***Stairwell 20***

The entrance to Stairwell 20 is directly across the Upper Atrium from the hallway leading to Elevator A7 and Stairwell 16. From the Security Desk, face away from the counter pointing north. Move a few paces into the route of travel and turn left or west. Travel for about 44 metres or 145 feet just past the long entrance to RBC on your right. You can square off from the entrance to the small hallway in the north wall and move straight south to the south wall to locate Stairwell 20. If you find the top of the stairs leading down to the West Tower Lobby, you have gone too far west.

### **Upper Atrium to West Tower Lobby**

From the Upper Atrium Security Desk, face away from the counter so you are looking north. Move about 10 paces in that direction and turn left, or west. From here, you will be looking straight down the main route of travel in the Upper Atrium. Travel for about 46 metres or 150 feet and you will come to the top of the stairs that lead to the West Tower Lobby. This staircase is similar to the one at the eastern end of the Upper Atrium. There are four sets of four stairs, each separated by long landings of 7.5 feet. There are also three railings separating this very wide staircase, making five railings in total. Be aware the Upper Atrium corridor continues on the north side of the staircase for another 13 metres or 42 feet, leading only to a second entrance for Airbnb on the right. It is only 3.5 feet wide here. If you are following the north wall looking for the staircase to West Tower Lobby, you will miss it and find yourself at a dead end.

### **West Tower Lower Atrium**

The West Tower is the newest of the MaRS buildings. In the Lobby and Lower Atrium, you can access an escalator to the TTC corridor on the Lower Concourse, exits to University Avenue and College Street, elevators to West Tower Parking and the Lower Concourse, elevators to the upper office tower levels, a security desk, washrooms, two large multi-purpose rooms and many seating areas.

For orientation purposes in the Lower Atrium, we will use the main intersection of the two corridors. The one running east to west starts at the bottom of the staircase from the Upper Atrium and terminates at the exit to University Avenue. The north

south corridor starts at the exit to College Street and terminates at the tower elevator banks just beyond the security desk.

The main intersection is 17 metres or about 57 feet west of the bottom of the staircase to the Upper Atrium. From the University Avenue entrance, travel east for 30.5 metres or 100 feet to reach the centre of the main intersection. This means the total east to west length of this route of travel is about 48 metres or 157 feet.

The centre of the main intersection is just over 10.5 metres or 35 feet south from the bottom of the four stairs that are just inside the College Street entrance. These stairs go up if you are exiting, or down upon entry. There are two centre railings and two side railings for these stairs. There is a ramp on the eastern side. The main intersection is approximately 12 metres or 40 feet north of the three stairs from the West Tower Lobby, where the security desk and elevators are.

### **TTC Escalator to Lower Concourse**

From the main intersection, the escalator access and upper landing are 9 metres or 30 feet in a northwest direction, just west of the northern edge of the corridor leading to College Street. Therefore, if facing west towards the University Avenue exit, turn slightly right or north, positioning to about 2:00 on the clock face. Travel for 9 metres or 30 feet to find the top of the escalators. The down escalator will be on the right. If you find yourself on a carpeted surface, you are either too far to the north towards the College Street exit, or too far west towards the University Avenue exit. There is a metal screen separating the corridor accessing College Street and the escalator.

If you are coming from the West Tower Lobby, proceed up the three stairs, or the ramp on the east side of these stairs, to enter the Lower Atrium. Continue north for 12 metres or 40 feet, and then angle slightly to your left. In about another 9 metres or 30 feet, you will detect the top of the escalators. If you find yourself on a carpeted surface, you are either too far right or east and you are headed toward the College Street exit, or too far left or west and cutting across the access route to the University Avenue exit. There is a metal screen separating the College Street access corridor from the escalator.

For instructions on how to access the Queen's Park Subway Station from the bottom of this escalator, please see "Queen's Park Subway Station Access" under "Lower Concourse."

### **Jewel Box**

The Jewel Box is a multi-purpose room located approximately 4.5 metres or 15 feet northwest of the TTC escalator landing. From the main intersection, orient yourself in approximately a 1:00 position on the clock face. Travel for 15 metres or

50 feet northwest, passing the escalators on your right. You will then find the glass doors to the Jewel Box on the north wall on your right. The entrance is 4.5 metres or 15 feet west of the centre of the escalator landing. If you are looking for the Jewel Box and you come to the escalator landing, look directly down the escalators and turn left. Follow the wall on your right to find the entrance to the Jewel Box.

If coming up the escalator, turn right at the top and follow the wall on your right to find the entrance to the Jewel Box.

From the University Avenue entrance you would travel east for about 20 metres or 65 feet. Turn left heading north to the wall and find the entrance to the Jewel Box. If you find the escalator landing you have gone too far east.

### **Multi-Purpose Room**

The Multi-Purpose Room is on the east side of the West Tower Lower Atrium. From the main intersection, travel south for 6 metres or 20 feet (you are heading towards the West Tower Lobby). Turn left and go another 4.5 metres or 15 feet to find the top of the set of three stairs leading down into the lobby outside the Multi-Purpose Room. This staircase is much the same as the one at the College Street exit with two centre railings and two side railings. There is a ramp on the north side of the stairs.

To find the entrance to the Multi-Purpose Room, travel 3 metres or 10 feet east from the bottom of the stairs and turn right. Go south to find the glass wall of the Multi-Purpose Room. There are two sets of double doors here to enter the room. The second set is on the same south wall about 12 metres or 45 feet from the bottom of the three stairs.

### **Lower Atrium Washrooms**

There is a small hallway leading to the Lower Atrium washrooms on the west side of the main north south corridor. From the main intersection, travel south towards the West Tower Lobby for just shy of 10 metres or 32 feet. Turn right and head for the west wall. You will find the mouth of the hallway leading to the washrooms. It is located 10 feet north of the three stairs leading down to the West Tower Lobby so if you find these stairs, you have gone too far.

Once you enter the washroom hallway, the entrances to the washrooms are both set into the west wall, which is directly in front of you. For the men's, turn left or south and go about 2.5 metres or 8 feet and the door will be on your right. You can also locate the west wall and turn left trailing the wall to find the door.

For the women's, turn right upon entering the washroom hallway and travel approximately 4 metres or 13 feet to the north. The entrance will be on your left on the west wall. Alternatively, you can find the west wall and turn right, trailing along

until you find the entrance on the left. There is typically a standalone garbage can positioned along this west wall, so proceed with caution.

### **Men's Washroom Lower Atrium**

The activation button for the power door operator is 2 feet to the right of the door, mounted approximately 3 feet above the floor. The door opens into an open space and you are facing west. The three urinals are along the north wall just beyond 2 metres or 9 feet from the door on the right. The one closest to the door is a lowered urinal while the two far ones are standard height. There are three cubicles on the north wall just past the urinals. The farthest west cubicle is the accessible one. The urinals are automatic flush while the toilets are activated with a manual lever. On the south wall, directly across from the cubicles, is a vanity with five sinks. These sinks are bowl style, which means they stick out from the vanity surface. The faucets are automatic and the soap is a counter top pump located at about 2:00 on each sink. At the left end of the vanity, if you are looking at the sinks, is a GFI outlet about 10 inches above the counter top.

The automatic hand dryer is located at the east end of the vanity, or to the left if you are looking at the sinks. Beyond the dryer is a recessed paper towel dispenser with garbage can underneath. The activation button for the power door operator is just left of the door, mounted approximately 3 feet from the floor.

### **Women's Washroom Lower Atrium**

The activation button for the power door operator is just left of the door, mounted approximately 3 feet from the floor. There is a small wall directly in front of you upon opening the door. After entering, turn slightly left to about 11:00 on the clock face to head towards the centre of the room.

When you enter the room, you will be facing west. There is a line of nine cubicles on the south wall, or on your left as you enter. The accessible cubicle is the farthest west of these. All toilets are activated manually by a lever handle. On the west wall at the end of the room is the sanitary napkin dispenser.

There are five bowl-style sinks across from the cubicles, which protrude out from the vanity. Each has an automatic faucet and a counter top soap pump on the right side of each sink at about 2:00. There is a GFI outlet at the far right end of the vanity, if you are looking at the sinks, about 10 inches above the counter top.

At the east end of the vanity, heading back towards the door, the wall juts out slightly and then heads east again. On that east west portion of the wall, before you reach the exit, there is an automatic hand dryer followed by a paper towel dispenser and garbage can recessed into the surface. The activation button for the

power door operator is approximately 3 feet above the floor, just to the right of the paper towel dispenser.

### **West Tower Lobby**

The West Tower Lobby is a small lobby area bordered on the north by the three stairs leading to the Lower Atrium, on the south by the elevator banks to the office towers, on the east by the security desk, and on the west by the elevator to West Tower Parking and the Lower Concourse, including the TTC access point and the Food Court.

The three stairs between the lobby and Lower Atrium have five railings in total with three across the centre. There is a ramp on the far east side.

### **West Tower Elevator to Parking and Lower Concourse**

When squared off from the bottom of the three stairs separating the Lower Atrium from the West Tower Lobby, you are facing south. Proceed south another 6 metres or 20 feet. Turn right and head west for approximately 4.5 metres or 15 feet and the elevator is on THE west wall directly in front of you.

### **Security Desk**

The Security Desk is 12 metres or about 40 feet south of the three stairs separating the West Tower Lobby and the Lower Atrium. After coming down the stairs, you are facing south. Continue for 12 metres or 40 feet and turn left or east. The Security Desk is now about 2 metres or 7 feet in front of you.

From the elevator coming up from West Tower Parking and Lower Concourse, proceed straight east out of the elevator for about 4.5 metres or 15 feet. Then angle slightly right to about 2:00 on the clock face and head for about 6 metres or 20 feet. You will find the Security Desk on your left.

### **LR West Tower Elevators (Floors 2 to 6)**

Find the Security Desk 12 metres or 40 feet south of the bottom of the three stairs separating the Lower Atrium from the West Tower Lobby. The desk will be just to the east, or on your left. Go to the very south end of the desk and face away from it, pointing west. You are looking directly down the hallway serving as the landing area for the three elevator cabs, LR 1, 2 and 3, serving Ground, and floors 2 through 6. From the desk, it is about 15 metres or 50 feet along the route to the middle cab. The elevators will be on your left.

### **HR West Tower Elevators (Floors 7 to 20)**

There is a hallway running from north to south at the southern end of the West Tower Lobby, which is the landing area for the HR elevator cabs. There are eight cabs in total, four on both the east and west walls of the corridor. The northernmost four cabs, or the ones closest to the lobby area, service floors 7 through 13.

The four cabs at the south end of the corridor service floors 14 through 20. The middle point of the hallway is about 21 metres or 70 feet south of the bottom of the three stairs that separate the Lower Atrium and the West Tower Lobby. You will pass the Security Desk on your left if you are coming from the bottom of these stairs.

## Associations Serving Persons With Disabilities

The following is a list of some of the organizations that may help to solve issues or remove barriers to persons with disabilities. In any threatening or emergency situation, please call 9-1-1, MaRS Security at (416) 671-8101 or contact your nearest hospital.

Accessibility Directorate of Ontario  
866-515-2025 <http://www.accesson.ca>

Canadian National Institute for the Blind (CNIB)  
800-563-2642 <http://www.cnib.ca>

Canadian Deafblind Association of Ontario  
(877) 760-7439 (519) 442-6641 (TTY)

Canadian Hearing Society (Toronto)  
416-928-2504 <http://www.chs.ca>

Spinal Cord Injury Ontario  
416-422-5644 <http://www.sciontario.org>

Canadian Mental Health Association  
416-977-2813 <http://www.cmha.ca>

Kerry's Place Autism Services  
905-579-2720 <http://www.kerrysplace.org>

The Arthritis Society  
416-979-7228 <http://www.arthritis.ca>

Design Ingenuity  
416-704-5533 <http://www.designingenuity.ca>

Home Medical Equipment Ltd.  
866-571-9333 <http://www.hmemobility.com>

The Canadian Foundation for Animal Assisted Support Services  
888-473-7027 <http://www.cf4aass.org>

# Transportation

## Toronto Transit Commission (TTC)

- Website: <http://www.ttc.ca>
- Contact information can be found on the TTC website.

The TTC is a public transit network consisting of bus routes, street cars (light rail cable cars or trams at street level), and subways. The TTC services the city of Toronto proper. If you need to travel outside of the city, please refer to the designated regional transit system for schedules, routes and accessibility information.

Wheel-Trans is an accessible TTC bus service that provides accessible transportation to passengers with mobility disabilities. Please see below for specific Wheel-Trans information.

Subways: - MaRS is situated directly at the Queen's Park Subway Station, on the University portion of Line 1, (Yonge-University-Spadina subway line). For more information, including a description of this station and its amenities, please call customer service, or visit: <http://www.ttc.ca/Subway/index.jsp>.

For information on Toronto's bus routes, including trip planning and service disruptions, please visit <http://www.ttc.ca>.

## Wheel-Trans

Wheel-Trans is the TTC's door-to-door accessible transportation system. This service is available 24 hours a day, and is available by reservation only. Reservations can be made up to four hours in advance of a trip, but service is subject to vehicle availability, and it is recommended that arrangements be made as soon as possible.

For information, questions and to register for service, please call Wheel-Trans Customer Service directly at: (416) 393-4111 or visit: <http://ttc.ca/WheelTrans/index.jsp>.

## Go Transit

The Go Transit system is a series of bus routes and train lines that connect the City of Toronto proper to its surrounding communities. Please Note: Bus drivers and customer service agents on trains and at Go Stations are trained in accessible customer service, but are not available for personal support services. Passengers requiring personal support are encouraged to travel with a support person utilizing a support person ticket, which allows both parties to travel on one fare.

More information regarding accessible transportation with Go Transit can be found by visiting: <http://www.go transit.com/public/en/travelling/accessibility.aspx>



For trip planning online, schedule, route or service information, including elevators and escalators, please visit: <http://www.gotransit.com>

## **Alternative Accessible Transportation**

### **Dignity Transportation**

Dignity is an accessible transportation service provider operating in the Greater Toronto Area. They provide pre-arranged transportation in many forms. On-demand service is also available, but is subject to vehicle availability. To inquire about service availability or to get more information, please use the contacts provided below:

Local Phone: 416-398-2109, Toll Free: 1-866-398-2109

Email: [info@dignitytransportation.com](mailto:info@dignitytransportation.com)

### **Diamond Taxi**

Diamond Taxi is available for pre-arranged accessible transportation. On-demand service is available, but is subject to vehicle availability. All operators are trained by the Toronto Licensing Commission. It is recommended that trip requests are made 24 to 48 hours in advance whenever possible. There is a 24 hour cancellation policy for all pre-arranged trips. All Diamond accessible taxi cabs are side-entry vehicles with power ramps.

To book a trip, or get more information, please call 416-366-6868.

### **Royal Transportation Services**

Royal Transportation is a taxi company with approximately 40 contracted accessible vehicles. They offer on-demand and pre-arranged service, but 24 hours notice is recommended. All of their vehicles employ a dual ramp system on either side of the vehicle.

For more information, please visit: [http://www.royaltaxi.ca/royal\\_accessible.htm](http://www.royaltaxi.ca/royal_accessible.htm)

To book a trip, please call: 416-777-9222

### **Other Options**

There are many other taxi companies operating in the City of Toronto. Recent changes to Toronto's laws governing taxi companies have increased the number of accessible taxi cabs in service. It is always recommended that passengers call in advance to inquire about availability and trip booking.

## **Accessibility Feedback**

The management and staff of MaRS are committed to working diligently to remove barriers that may impede any guest with a disability from accessing the goods and services of the MaRS Centre. The Guest Accessibility Package, or GAP, is an important part of MaRS' accessibility program. In order to improve the program, we ask that you provide us with any feedback related to this accessibility package.

To provide feedback on your overall experience while visiting MaRS, or to comment on their accessible customer service, please call 416-673-8100 or send an email to [aoda@marsdd.com](mailto:aoda@marsdd.com).

If you have any questions or concerns regarding the contents or format of this information package, please provide feedback directly to Accessibility Professionals of Ontario by phone at (647) 477-8745, or by email at [info@accesspros.ca](mailto:info@accesspros.ca).