

ACPA27 Convention Accessibility Guide

15 March - 18 March 2027 | Toronto, ON, CAN

Welcome to Toronto, ON! Connect with us in North America's fourth largest city. Toronto is home to more than 5 million people from over 230 nationalities speaking more than 180 languages and dialects - the most diverse city in the world. Downtown Toronto is accessible and offers a whole range of activities including shopping, entertainment, attractions, and amazing food.

We acknowledge the land we are meeting on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

Toronto is a city [dedicated to accessibility as a human right](#). The province of Ontario led Canada with the passage of the Accessibility for Ontarians with Disabilities Act in 2001 and Canada followed suit 14 years later with the passage of the Accessible Canada Act. For more information on the Canadian history of disability rights, see [Carly Fox's Timeline on Disability Rights in Canada](#)

The Convention Planning Team, in conjunction with the Coalition for Disability, attempted to provide accessibility information that attendees would find useful during their time at ACPA27. Should you have questions or needs not addressed in this guide, contact the [Accessibility Advisor for ACPA27](#).

The Convention Planning Team values your feedback on ways to improve the accessibility guide. We welcome feedback at access@acpa.nche.edu.

For more information about ACPA27, visit the convention website.

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CONTACT PERSONNEL

The following personnel can assist you with any accessibility questions you may have regarding ACPA27.

Andrew Ives | he, him | access@acpa.nche.edu
ACPA27 Convention Accessibility Advisor

Christopher Snodgrass |
ACPA27 Equity and Inclusion Chair

Dean Kennedy
ACPA27 Convention Chair

ACCOMMODATION REQUESTS

ACPA seeks to provide an inclusive, equitable experience for attendees. Disabled individuals requiring accommodations for ACPA27 should indicate the nature of their request during the online Convention registration process or by contacting the Convention Accessibility Advisor, Andrew Ives (access@acpa.nche.edu), as soon as possible or by 1 March 2027. ACPA will make reasonable efforts to coordinate accommodations whenever notified; however, we cannot guarantee fulfillment of requests received after the priority date. Each attendee who indicates their access needs before ACPA27 will receive individualized outreach to coordinate details.

Interpreting Services

American Sign Language (ASL) Interpreters are scheduled upon request. Follow the Accommodation Request Guidelines to request interpreters.

Captioning at Convention

Real-time captioning will be provided for keynotes, plenaries, and the Annual Business Meeting. Convention attendees who need real-time captioning services for any events or programs at ACPA26 are welcome to submit an accommodation request through Convention registration or by emailing access@acpa.nche.edu.

ACCESSIBLE CANADA ACT

In 2019, Canada passed the [Accessible Canada Act](#) to remove barriers for people with disabilities throughout Canada. The Canadian Government has enacted a series of regulations to ensure that barriers are addressed and that the country realize a barrier-free environment by 2040. For more information, please visit the [About an Accessible Canada website](#).

GENERAL TRAVEL

Traveling with a Disability in Canada

Canada's [Accessible Canada Act](#) lays the legal protections and regulations for accessibility across the country. Please visit Canada's [Take Charge of Your Travel](#) website for helpful guidance.

Canada Border Services Agency Information

The Canada Border Services Agency (CBSA) offers services and accommodations for people with disabilities traveling into Canada.

From the [CBSA Travelling with a Disability webpage](#):

If you are a traveller with a disability, you can request assistance from the CBSA upon your arrival. A border services officer will be happy to help.

The CBSA will:

- **help you through the steps of the border clearance process**, including assisting you in completing your declaration and providing verbal or visual cues or additional instructions
- **provide you with instructions in writing or in sign language, if possible** (in American, Quebec or Indigenous sign language)
- **direct you, and any support person you are travelling with, to a dedicated line** to help you move through customs with ease if you have difficulty waiting in line for disability-related reasons
- **help place and retrieve personal items on a counter for inspection** if you must undergo more extensive clearance

[Canada's Accessible Transportation for Persons with Disabilities Regulations](#), provide guidance and protections for people with disabilities in transportation services throughout the country.

Wheelchair and Guided Assistance

Request wheelchair assistance on your airline's website or booking engine when you book your flight. This is the best way to ensure assistance is available in a timely manner. You may also request a wheelchair at your airline's ticket counter or from gate agents.

Airlines provide free wheelchair services for their passengers. A trained staff member will escort and assist the traveler through the entire airport process. Please contact your airline in advance to request this service.

For travel in U.S. airports, please see the U.S. Department of Transportation's [Wheelchair and Guided Assistance webpage](#).

Traveling in/through the U.S.A.

The United States Transportation Safety Administration (TSA) has specially designated lanes at security checkpoints for persons with disabilities. To help expedite your passage through the security checkpoint and for information on prohibited items onboard the aircraft, visit www.TSA.gov or call 1-866-289-9673. Email the TSA for more information at TSA-ContactCenter@tsa.dhs.gov.

TSA Cares is a national helpline that provides travelers with disabilities, medical conditions, and other special circumstances with additional assistance during the security screening process. To reach TSA Cares, call 1-855-787-2227. Call 72 hours prior to traveling with questions about screening policies, procedures, and what to expect at the security checkpoint.

The TSA also provides on-site Passenger Support Specialists. Travelers requiring accommodations or concerned about the security screening process may ask a TSA officer or supervisor for a Passenger Support Specialist, who can provide on-the-spot assistance.

Please see the [TSA Cares website](#) for traveling with disabilities.

AIR TRAVEL TO TORONTO

Toronto Pearson Airport (YYZ)

6301 Silver Dart Dr. | Mississauga, ON | Canada, L5P 1B2

Toronto Pearson Airport is Canada's busiest airport and is well connected to the city of Toronto. Just a 28 minute train ride the the city centre!

Visit the [YYZ Accessibility Webpage](#).

Airport Contact Information

Visit the [YYZ Contact Us webpage](#) for ways to contact the Toronto Pearson Airport.

Airlines Servicing YYZ

Visit the [YYZ Airlines webpage](#) for more information about airlines that fly to YYZ.

Getting Around YYZ

Map of YYZ

Check out the following YYZ maps:

- [YYZ Interactive Map](#)
- [Downloadable YYZ Terminal Maps](#)

Washrooms

Visit [YYZ's Accessible Toilets and Assisted Changeroom webpage](#) for information about accessible washroom facilities.

If you have questions or need assistance, call airport assistance at 416-247-7678 or toll free at 1 (866) 207-1690.

Service Dog and Pet Relief Areas

Visit [YYZ's Service Dog and Pet Relief Areas webpage](#) for location information.

Services for Blind and Low Vision Travelers

Visit the [YYZ's Aira Explorer webpage](#) for information on how to access a free app to get guided assistance for blind or low vision visitors to YYZ.

Additionally, the Toronto Pearson Airport suggests that blind or low vision passengers contact their airline at least 48 hours prior to their flight for assistance on airplanes.

American Sign Language

Visit the [YYZ Aira ASL webpage](#) to learn more about their American Sign Language pilot program for visitors who are deaf or hard of hearing.

Travelers with Hidden Disabilities

If you have a non-visible disability, you can wear a [sunflower lanyard](#) to show airport staff that you might need a little extra help or time. Look for the Sunflower Logo at all Special Assistance lanes when you go through security or customs.

Pick one up for free at:

- The information counter in Terminal 1 (Arrivals level, near door C) and 3 (Arrivals level, near door G).
- The Lost and Found office in Terminal 1 (Ground level, between doors R and S).

Accessible Transportation at YYZ

Visit [YYZ's Transportation Accessibility webpage](#) to learn more about ways to travel to and from YYZ. Including driving a car, using ride shares or taxis, or public transportation.

You can find more information about all transportation options on [YYZ's Parking and Transportation webpage](#).

Passengers can also use the free and fully accessible [Link Train](#) to navigate throughout the airport.

Additionally, YYZ offers a connection to an express train to the city, [the UP Express](#), that drops off blocks away from the convention center and hotels.

Billy Bishop Toronto City Airport (YTZ)

1 Island Airport | Toronto, ON | Canada, M5V 1A1

The Billy Bishop Toronto City Airport is located near the city centre and is owned and operated by the Toronto Port Authority.

Visit the [YTZ Accessibility Webpage](#) for general accessibility information.

Airport Contact Information

Find contact information on the [YTZ Contact US webpage](#).

Airlines Servicing YTZ

- Porter Airlines: 1-888-619-8622
- Air Canada: 1-888-247-2262

Getting Around YTZ

Map of YTZ

[YTZ Terminal Map](#)

Restrooms

Accessible restrooms located near Gate 1, International Baggage Claim, and in the YTZ Airport Ferry Terminal.

Service Animal Relief Areas (SARA)

Passengers travelling through Billy Bishop Toronto City Airport with a pet or service animal can now find pet relief areas pre-security and post-security.

Pre-Security

The outdoor pet relief area pre-security is located outside the Airport Terminal south of the Curbside Assistance zone and main entrance.

Post Security

Each lounge at Billy Bishop Toronto City Airport is equipped with a pet relief area post- security in both the domestic (next to door “E” near the connections desk) and trans-border lounges (behind the security check point at the departures level). The relief areas are available for any passenger

travelling with pets or service animals.

Family Restrooms and Adult Changing Stations

Family Restroom located in the International Lounge.

Services for Blind and Low Vision Travelers

Passengers wanting assistance to and from the boarding gate, with baggage, as well as with boarding or deplaning an aircraft, are encouraged to pre-arrange assistance their airline when making travel arrangements — at least 48 hours prior to travel.

Airlines can provide information on the use of wheelchairs, a passenger escort service, baggage assistance, transportation within the airport, and support in checking in, boarding, and arriving at your destination.

Travelers with Hidden Disabilities

Visit the [YTZ Sunflower Program webpage](#) for more information about how YTZ supports people with hidden disabilities.

Ground Transportation at YTZ Parking

All parking lots at Billy Bishop Toronto City Airport are fully accessible with designated parking spots marked by the Universal Access Symbol. To use one of these spots simply display your valid Accessible Parking Permit on your vehicle.

Public Transit

Billy Bishop Toronto City Airport is located on the Toronto Transit Commission (TTC)'s 509 Harbourfront streetcar route, which provides service between Exhibition and Union Station. The TTC's streetcar, bus and subway fleet is entirely accessible to people using wheelchairs and can accommodate a non-folding or non-collapsible mobility aid as well as other walking aids. Learn more at ttc.ca.

Shuttle

The complementary shuttle service between Billy Bishop Toronto City Airport and Union Station is equipped with an accessibility ramp and a designated seating area to secure wheelchairs.

Taxi

If you are travelling with a service animal, you can take the first vehicle in the taxi or limo line- up. Passengers with mobility aids cannot be refused, hindered or charged

additional fees to transport their equipment.

TRAIN TRAVEL TO TORONTO

Many rail transit options stop at Toronto's Union Station. Please visit the [TTC webpage](#) for more information about accessible features at the station.

VIA Rail

VIA rail has a wonderful [Accessibility webpage](#) that makes planning your accessible trip to Toronto easy. Find out information about on board accessibility as well as accessibility at different stations serviced by VIA Rail

Amtrak

Amtrak's [Maple Leaf Train](#) provides transit from New York to Toronto. Please see [Amtrak's Accessible Travel Services webpage](#) to explore accessible features via Amtrak.

BUS TRAVEL TO TORONTO

Many bus transit options stop at Toronto's Union Station. Please visit the [TTC webpage](#) for more information about accessible features at the station.

FlixBus

[FlixBus](#) has a stop at Toronto's Union station and offers information about [traveling with reduced mobility](#).

Go Transit

GO Transit offers a [stop at Toronto's Union Station](#). Please visit [GO's Accessibility webpage](#) for more information on traveling with a disability via GO Transit.

Greyhound

Greyhound bus services [operate in Toronto](#). Learn more about accessible travel via [Greyhound's Customers with Disabilities webpage](#).

CONVENTION ON-SITE ACCESSIBILITY

ACPA27 will use the Metro Toronto Convention Centre (MTCC) and events and sessions will be located in the South Building floors 6-8.

Transit Directions to the Convention Centre

Visit the [MTCC's How to Get Here webpage](#) for information about accessible transportation and parking options.

Convention Center Navigation

ACPA's Annual Convention will take place in The South Building of the Metro Toronto Convention Centre. The South Building provides accessible street-level access from Bremner Blvd. The South Parking Garage has 9 accessible parking spaces, and there is also an accessible entrance from the PATH.

Physical Navigation

Accessibility Floor Plan Maps can be found on the [MTCC Accessibility Webpage](#).

Sensory Navigation

ACPA27 will provide a Sensory Friendly space at the Convention Center.

Service Animals

Recognized service animals are welcome in all public areas of the Metro Toronto Convention Centre (MTCC). Animals must remain leashed or under similar control and should ideally wear an identifying harness or vest. Emotional support animals and pets are generally not permitted without prior written authorization.

Nursing Areas

Lactation Pods: The MTCC has dedicated Mamava nursing pods on-site to offer private, secure, and clean spaces for mothers to breastfeed or pump.

Water Stations

Water stations at the Metro Toronto Convention Centre (MTCC) are primarily located in the pre-function spaces and near the washrooms/restrooms in both the North and South Buildings. These stations are equipped with touchless bottle refilling capabilities, and guests are encouraged to bring their own reusable water bottles. [[1](#), [2](#), [3](#), [4](#)]

CONVENTION HOTELS

Accessibility at Marriott Toronto City Centre

- One Blue Jays Way, Toronto, ON, Canada, M5V 1J4
- 1 km walk to MTCC
- Terrain: Mostly Flat

Accessibility Features Offered

Hotel Features: Property has elevators, service animals welcome without a fee or documentation.

Room Features: Accessible vanities, adjustable height hand-held shower wand, bathtub grab rails and seat, CCTV, self-closing doors, hearing accessible rooms/kits, lowered deadbolts and viewports, TTY/TTD Compatible, toilet seat at wheelchair height.

Visit the [Marriott Toronto City Centre webpage](#) and scroll down to Property Details, Accessibility Information for more details.

Hotel Contact

For more information about the physical features of our accessible rooms, common areas or special services relating to a specific disability please call +1 416-341-7100. Click to see [accessible rooms types](#) at this hotel.

Accessibility at InterContinental Toronto Centre

- 225 Front St. W, Toronto, ON, Canada, M5V 2X3
- 800 m walk to MTCC
- Terrain: Mostly flat with some gentle slopes

Accessibility Features Offered

Hotel Features: Property has elevators, accessible parking, ramp access to amenities, accessible restaurant seating, dogs and cats allowed with fee.

Room Features: Wheelchair accessible, accessible door locks, grab bars and tall toilets available, adequate clear turning space in bathrooms, portable bathtub seats, handheld shower with hose, handrails in bathroom, accessible controls.

Hotel Contact

Visit the [InterContinental Accessibility Webpage](#) for more information or contact the Front Desk at +1 416-597-1400

Accessibility at Delta Toronto

- 75 Lower Simcoe St., Toronto, ON, Canada, M5J 3A6
- 550 m walk from hotel
- Terrain: Mostly flat

Accessibility Features Offered

Hotel Features: Accessible on-site parking, Property has elevators. Service Animals are welcome without a fee or documentation, Valet parking for vehicles outfitted for drivers in wheelchairs, Van Accessible on-site parking

Room Features: Accessible vanities, adjustable height hand-held shower wand, bathtub seat, CCTV, self-closing doors, hearing accessible rooms/kits, lowered deadbolts and viewports, TTY/TTD Compatible, toilet seat at wheelchair height, guests in mobility accessible rooms may inquire about lowering bed height.

Visit the [Delta Toronto webpage](#) and scroll down to Property Details, Accessibility Information for more details about accessibility features.

Hotel Contact

For more information about the physical features of our accessible rooms, common areas or special services relating to a specific disability please call +1 416-849-1200. Click to see [accessible rooms types](#) at this hotel.

Accessibility at Fairmont Royal York

- 100 Front St W, Toronto, ON, Canada, M5J 1E3
- 750 m walk to MTCC
- Terrain: Mostly flat with gentle slopes

Accessibility Features Offered

Hotel Features: Property has elevators, service dogs are welcome at no additional fee (the hotel kindly asks that you contact the hotel in advance of your stay)

Room Features: Lowered light switches, Lowered peephole, Lowered thermostat, Wider doorways, Grab bars in bathroom, Raised sink, Raised toilet, Lever door handles, Lowered clothes rack, Seat in shower, Roll in shower

Hotel Contact

For questions, contact the hotel at 1-416-368-2511 or by email at RYH.RoyalService@Fairmont.com.

OFFSITE AMENITIES & CONSIDERATIONS

Accessible Public Transportation in the City

Visit the [Toronto Transit Commission \(TTC\) Accessibility Webpage](#) to find more information about accessibility.

All [buses](#), [streetcars](#), and [subways](#) are accessible and over half of the subway stations are wheelchair accessible. Visit the [Easier Access on the TTC webpage](#) for more information.

Alcoholics Anonymous (AA) & Narcotics Anonymous (NA)

For Alcoholics Anonymous meetings, visit the [Greater Toronto Area Intergroup webpage](#).

For Narcotics Anonymous meetings, visit the [Toronto Area of Narcotics Anonymous website](#).

Pharmacies

City Life Pharmacy & Compounding Centre

- **Address:** 35 Lower Simone St, Toronto, ON, Canada M5V 3M9

- 600 m from MTCC

Guardian - Morelli's Pharmacy

- **Address:** 222 Bremner Blvd, Toronto ON, Canada M5V 2T6
- 800 m from MTCC

Medical Supply and Equipment Rental

[Scootaround Powered](#) By Whill for Scooter and Wheelchair rental.

If you have questions about specific needs, please contact the Access Advisor who can support you in fulfilling your needs in Toronto.

Accessible Restaurants & Attractions

Check out Destination Toronto's [7 Accessible Wheelchair Restaurants](#) and [7 Accessible Attractions in Toronto webpage](#) to find fun, exciting, and accessible things to do while visiting Toronto!