

2026-2027

# Accessibility at the City of Regina

Programs and Services Information



[Regina.ca/Accessibility](https://regina.ca/Accessibility)



# Accessibility Matters

The City of Regina is committed to providing accessible and inclusive programs and services for residents in our community.

**For more information on any of the programs and services mentioned in this brochure:**

- Visit: **[Regina.ca/Accessibility](https://regina.ca/Accessibility)**
- Call: 306-777-7000

## Affordable Access Program

The Affordable Access Program helps eligible low-income Regina residents access City of Regina recreation and transit options at a reduced rate.

Once approved, the discount applies to leisure passes, single admissions, registered programs and transit passes.

**For more information:**

- Visit: **[Regina.ca/AffordableAccess](https://regina.ca/AffordableAccess)**
- Call: 306-777-7733
- Email: [AffordableAccess@regina.ca](mailto:AffordableAccess@regina.ca)
- Visit the Sandra Schmirler Leisure Centre, North West Leisure Centre or Sportplex

# Attendant Admission Program

If you require an attendant to support you during a program or activity, the Attendant Admission Program allows your attendant to enter City-operated facilities and use fixed-route transit and Paratransit at no extra cost. Individuals can apply through **[Regina.ca/Accessibility](https://regina.ca/Accessibility)** or at any recreation facility.

City of Regina recreation facilities now accept Access 2 Cards from Easter Seals Canada. With an Access 2 card, your attendant receives free admission and no separate application is required.

## Recreation for All

The City of Regina offers leisure programs and classes throughout the year, including drop-in and registered options. All City of Regina programs are open to everyone.

Programs marked “AP” (Adapted Programs) are additional options that are changed or designed specifically to be more accessible to people with disabilities. Adaptations may include changes to equipment, program content, support, technology and/or the environment.



# Inclusion Support Service

The Inclusion Support Service offers one-on-one, person-centered support to help individuals experiencing barriers to access City recreation facilities and programs.

Support can be provided before participation, such as assistance with finding suitable programs, registering and accessing services, or during participation with a leisure companion, who provides support and adaptations at no cost during City programs and activities.

## **For more information or to apply:**

- Call the Inclusion Support Office at 639-590-8895
- Email [InclusionSupport@Regina.ca](mailto:InclusionSupport@Regina.ca)

## Recreation

### **Equipment at our recreation facilities that support access**

#### **Fieldhouse (1717 Elphinstone Street)**

- ✓ Wheelchair accessible weight machines, recumbent steppers, hand bikes and rope trainer
- ✓ All-gender or family changeroom with shower, overhead sling lift and adjustable height adult change table

#### **Lawson Aquatic Centre (1717 Elphinstone Street)**

- ✓ Chair lift access into main pool
- ✓ All-gender or family changeroom with shower, overhead sling lift and adjustable height adult change table

### **North West Leisure Centre (1127 Arnason Street)**

- ✓ Ramp and aquatic wheelchairs for access into pool
- ✓ All-gender or family changeroom with shower, portable hoist advance lift and adjustable height adult change table, located on pool deck

### **Sandra Schmirler Leisure Centre (3130 Woodhams Drive)**

- ✓ All-gender or family changeroom with shower, overhead sling lift and adjustable height adult change table
- ✓ Aquatic wheelchair available
- ✓ Overhead sling lift to access main pool

### **Core Ritchie Neighbourhood Centre (445 14<sup>th</sup> Avenue)**

- ✓ All-gender or family washroom with shower, overhead sling lift and adjustable height adult change table
- ✓ Aquatic wheelchair available

### **Glencairn Neighbourhood Centre (2727 Dewdney Avenue East)**

- ✓ All-gender or family washroom with shower, overhead sling lift and adjustable height adult change table, which is accessible from indoors and outdoors

### **Mitakuyé Owâs'ā Centre (1770 Halifax Street)**

- ✓ All-gender or family washroom with curb-free shower, aquatic wheelchair, overhead sling lift and adjustable height adult change table
- ✓ Elevator access to second floor

### **Wascana Outdoor Pool (2400 Wascana Drive)**

- ✓ Individual all-gender change rooms and toilet stalls
- ✓ All-gender changeroom with shower, overhead sling lift and adjustable height adult change table
- ✓ Sling lift access into all pools
- ✓ Ramps into all pools (entry depth 0 metre)
- ✓ Aquatic wheelchairs and walker available

### **Maple Leaf Outdoor Pool (1101 14<sup>th</sup> Avenue)**

- ✓ Individual all-gender change rooms and toilet stalls
- ✓ All-gender changeroom with shower, overhead sling lift and adjustable height adult change table
- ✓ Sling lift to access pool and aquatic wheelchair
- ✓ Beach entry option into pool (entry depth 0 metre)
- ✓ Aquatic wheelchair available

### **Regent Outdoor Pool (3600 McKinley Avenue)**

- ✓ All-gender changeroom with overhead sling lift and adjustable height adult change table
- ✓ Ramp access into pool
- ✓ Aquatic wheelchair available



# Transit

## Accessible Features on Fixed-Route Transit:

1. Low-floor design: Buses have a flip-out ramp for easy boarding and exiting.
2. Designated accessible seating at the front of the bus.
3. Two seating stations: One forward facing and one backward facing. Most buses have a backward facing QUANTUM securement station which allows people using a wheelchair or scooter to secure themselves independently.
4. Most buses have a scrolling reader board that displays upcoming stops.
5. Audible announcements: Interior and exterior announcements help those with low vision.
6. Clear bus signs: Exterior signs use sentence case for easier reading.

Regina Transit is working to make bus stops accessible.

- New shelters accommodate people using mobility devices.
- Accessible bus stop signs include large lettering, Braille plaques with raised lettering, a bright yellow pole and an information holder for easy reading for those seated in a mobility device. This holder also serves as a marker that differentiates it from other poles for people with low vision.

### For Transit information:

- Visit **Regina.ca/Transit** • Call 306-777-7433
- Visit the Transit Information Centre in person at 2124 11th Ave.

# Paratransit

Regina Paratransit is a shared ride transportation service for people experiencing disabilities who are restricted in using fixed route transit. The service provides a scheduled door-to-door service for those who are registered.

To qualify for Paratransit, someone must be restricted in one or more of the following:

- Ability to walk or wheel to a bus stop.
- Ability to identify landmarks, follow directions or navigate fixed route transit.
- Easily confused or disoriented.
- Risk of falling.
- Unable to board fixed route transit independently.
- Tires easily.

## To register or for more information:

- Visit **Regina.ca** • Call 306-777-7007
- Email [Paratransit@regina.ca](mailto:Paratransit@regina.ca)



# Roadways – Accessible Pedestrian Signals (APS)

Regina has 120 intersections with Accessible Pedestrian Signals (APS) and we are adding more each year.

## APS Features

- Use of two audible tones with visual pedestrian signals to designate the direction of the pedestrian right-of-way. A 'cuckoo' sound indicates the north or south right-of-way, while a 'chirp' sound indicates east or west.
- Vibro-tactile features for pedestrians who are deaf or hard of hearing. Raised arrows indicate the crossing direction of the unit, which vibrates in combination with the audible tone to indicate right-of-way.
- A 'locator tone' assists pedestrians in locating the push button. The tone varies between units as a 'beeping' or 'ticking' sound.

To request a location for APS installation, please contact Service Regina at 306 777-7000 or use the online request form at **Regina.ca**. Requested locations are prioritized using criteria, such as intersection configuration and safety, pedestrian and vehicle volumes and proximity to public transit and various pedestrian destinations.

# PedApp

Residents can now interact with select signaled crosswalks in Regina from their mobile phones with the PedApp. This tool automatically announces the intersection as residents approach, allowing them to push the “cross” button signal remotely and hear real-time updates on when it is safe to cross. Once it is safe, the app announces the remaining countdown time out loud to help residents cross the street safely. It also uses vibrations for people who are deaf or hard of hearing.

Residents can download the free PedApp on the App Store and Google Play Store.

For a list of current locations and more details, visit **[Regina.ca/PedApp](https://Regina.ca/PedApp)**.



# Waste, Water and Municipal Tax Affordability Programs

The City of Regina offers support for low-income residents with their water and waste bills and municipal taxes.

1. **Water and Waste Rebate Program:** Applies a rebate on the monthly bill of eligible residents. For details or to see if you are eligible, email [APRSprograms@regina.ca](mailto:APRSprograms@regina.ca).
2. **High-Efficiency Water Retrofit Program:** Helps eligible households with support to obtain efficiency audits and high-efficiency fixtures (e.g. toilets, showerheads, faucets, faucet aerators). For more information or to see if you are eligible, email [APRSprograms@regina.ca](mailto:APRSprograms@regina.ca).
3. **Low-Income Municipal Property Tax Deferral Program:** Allows approved households to defer part of their municipal property tax up to \$600, \$1,200 or the amount of the increase from the previous year.

For more information or to see if you are eligible, please visit **[Regina.ca/Affordability](https://regina.ca/Affordability)**

## Accessibility Plan

The City's Accessibility Plan, approved in 2024, aims to prevent and remove barriers for people with disabilities. Here's how the plan benefits residents with disabilities:

- This plan provides a coordinated approach for accessibility throughout the City.
- It builds on past successes to ensure accessibility remains a top priority.

# Tangible Impacts

- More educated City employees, providing more sensitive services to people with disabilities and older adults.
- Expanded sidewalk snow clearing, making it easier to get around in winter.
- More accessible transit services.
- Greater awareness of existing accessibility features and services.
- More job opportunities at the City for people with disabilities.

By improving accessibility of programs and services, we make our city more inclusive for everyone. If you have questions or want more information on our Accessibility Plan and the work that we are doing, please email [Accessibility@regina.ca](mailto:Accessibility@regina.ca).

