
Harbourfront Centre Venue and Accessibility Guide

Introduction

Welcome to Harbourfront Centre! We hope you will take advantage of the many arts, cultural and recreational programs we offer year-round. Many of these programs are free and designed with you in mind.

Please note to make our spaces more accessible, we are undergoing renovations in the main building and will make updates to this guide and our website as soon as possible. Please check back for updates.

Information about programs and events can be found at:
HarbourfrontCentre.com

We created this Access Guide to provide information about the buildings and grounds of Harbourfront Centre. Many changes have been made to our 10-acre campus, and we hope you enjoy them all!

Please print this document if you require a print version for access. Limited printed copies will also be available on-site at the Information Desk in the Main Building lobby at: 235 Queens Quay West, Toronto

Accessibility Statement

Inclusion, diversity, equity and accessibility (IDEA) are foundational values in all our campus programs. We commit to inclusion and accessibility for all artists, staff, volunteers and visitors to our waterfront site. To be inclusive and accessible is to ensure everyone is imagined in our cultural offerings. We will continue to listen and learn how to create a place of belonging and serve our community's needs.

We hope you have a wonderful experience!

Getting to Harbourfront Centre

Harbourfront Centre's Main Building is located at 235 Queens Quay West, on the south side of Queens Quay West, where Lower Simcoe Street ends.

The Harbourfront Centre Theatre is at 231 Queens Quay West.

The Fleck Dance Theatre is located on the third floor of the Queens Quay Terminal building located at 207 Queens Quay West.



This is an image of the main entrance on the east side of the Harbourfront Centre's Main Building, and it is what you will see from the street.



This image shows the locations of all areas where Harbourfront Centre programming takes place.

Public Transit

The closest accessible subway station is Union Station. If you are walking from Union Station, walk south down York Street from Union Station.

Turn right on Queens Quay West, walk west for about two minutes, and Harbourfront Centre will be on your left at 235 Queens Quay West.

Streetcar

Union Station is the closest accessible TTC station, and Harbourfront Centre is the name of the nearest streetcar stop. From Union Station, you can take either the 509 Harbourfront or 510 Spadina streetcar. The Harbourfront Centre stop is two stops west of Union Station.

TTC Accessible Trip Planner: www.ttc.ca/trip-planner



This is an image of the 510 Spadina streetcar stopping outside of Harbourfront Centre going east to Union Station.

Parking

Harbourfront Centre Parking Services can be contacted at (647) 494-4227 or monthlyparking@harbourfrontcentre.com.

Lot P2: York Underground

The closest parking facility to all venues is underground, below Ontario Square, at 235 Queens Quay West. There are ten accessible parking spots available in this parking lot on multiple levels on the east side of the lot. All parking spaces are open on a first-come, first-served basis.

There is elevator access to each floor. After exiting the elevator on the Ground level, you will be inside the parking pavilion. The car park itself is indoors; however, you will have to exit the parking garage and go outdoors to access the venues at Harbourfront Centre. There is no direct indoor access.

There are multiple exits from the parking garage. Please note which exit you come out of to make finding your vehicle easier when you are ready to leave.

The main exit will take you to Ontario Square. Ontario Square is between the parking garage and the main building. If you go to the Fleck Dance Theatre, you may exit the parking lot via one of the secondary exits. These will lead you to Canada Square. Please note the area has fake grass (Astroturf) and can sometimes be slippery depending on the weather. Please come prepared to pay to park.

P2 York Underground



This is an image of the entrance to the parking garage at 235 Queens Quay West.

Parking (Continued)

Lot P3: Rees Street

Above-ground parking is available one block west of the main building at Rees Street and Queens Quay West. There are five accessible parking spots available on the southeast corner of this lot. All parking spaces are open on a first-come, first-served basis.

P3 Rees Street



This is an image of the sign and booth at the entrance of the Rees Street parking lot.

Main Building (under construction)

Harbourfront Centre Main Building Map (under construction)



This is a site map of the Harbourfront Centre Main Building.

Main Building Lobby

Temporarily, entrance to the main building will be through the west doors (the south west doors if you require an accessible entrance). There will be an info desk near the west doors – ask a volunteer or staff person to direct you, if needed.



**Image will be added
upon completion of
renovations**

This will be an image of the information desk in the main lobby.



**Image will be added
upon completion of
renovations**

This will be an image of the security desk in the main lobby.

Marilyn Brewer Community Space

The Marilyn Brewer Community Space is inside the Main Building. The space will be set up differently depending on the event taking place. There are two ways to get to the area from the lobby.

Due to construction only ramp access is available.

Ramp Access

There is a ramp that leads to the Marilyn Brewer Community Space and the Brigantine Room on the left side. The ramp has handrails on both sides.

Renovations to make the ramp more user-friendly are already underway. The new layout starts with a 7200mm long ramp that is 1398mms wide. The ramp ends with a platform where guests make two 90-degree right turns and one 90-degree left turn.

After the left turn, a second ramp is 9000mms long and 1398mms wide. Both ramps have a 1:12 slope, railings on each side and tactile strips at the top and bottom. The flooring is linoleum.

**Image will be added
upon completion of
renovations**

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renovations**

These will be two images of the ramp from the lobby to the Marilyn Brewer Community Space.

Brigantine Room

The Brigantine Room is also inside the Main Building and can be accessed from the Marilyn Brewer Community Space. If you use the ramp to get to the Marilyn Brewer Community Space, the entrance to the Brigantine Room will be on the left.



**Image will be added
upon completion of
renovations**

This will be an image of the entrance to the Brigantine Room from the Marilyn Brewer Community Space.

The Brigantine Room is another large open space. When you enter the room, there is a stage on the right side. This flexible space can be set up in various ways, and it may look different depending on the event.



**Image will be added
upon completion of
renovations**

This will be an image of inside the Brigantine Room.

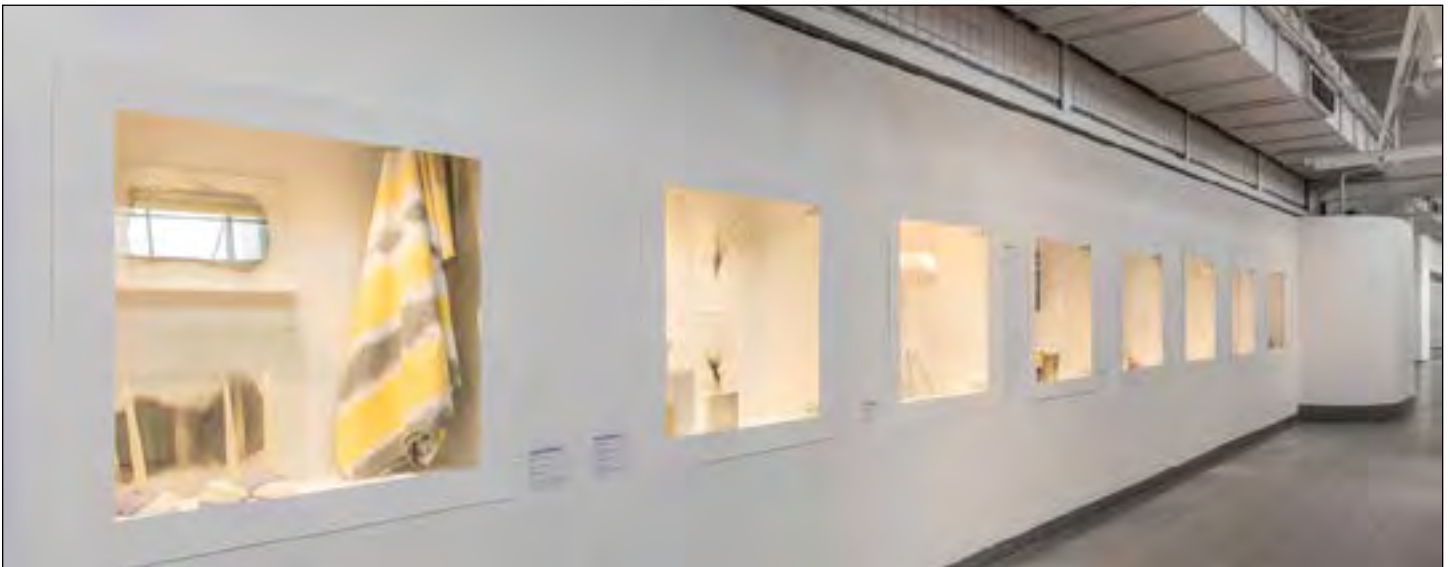
West Vitrines

A vitrine is a glass display case. There are eight vitrines in the west corridor of the Main Building. Each vitrine is approximately 36" tall, 36" wide, and 15" deep and enclosed behind a glass door. The bottoms of the vitrines are 36" from the floor.



This is an image of two vitrines. In this photo, the vitrines are displaying black and white geometric artworks.

From the main entrance, continue straight to the end of the lobby, then turn left to enter the west corridor. The vitrines are on the left side of this corridor.



This is an image of 8 vitrines in a row along the left side of the west corridor.

West Bays

The west bays are in the west corridor on the west wall opposite the vitrines. Each bay has large glass garage doors inside and outside, so on sunny days the corridor will be bright.



This is an image of one of the bays.

At the north end of the west corridor is a double door to enter the corridor. The door opening is 6 (six) feet wide. There is a push plate and pull handle on the doors as they are not automatic. Ushers or volunteers will be stationed there during events to assist with opening the doors.

Washrooms On The Main Floor Of The Main Building

Will not be available during the renovations.

Accessible washrooms can be found at the bottom of the south west ramp, in the West Lawn Washrooms (see detail page 26).

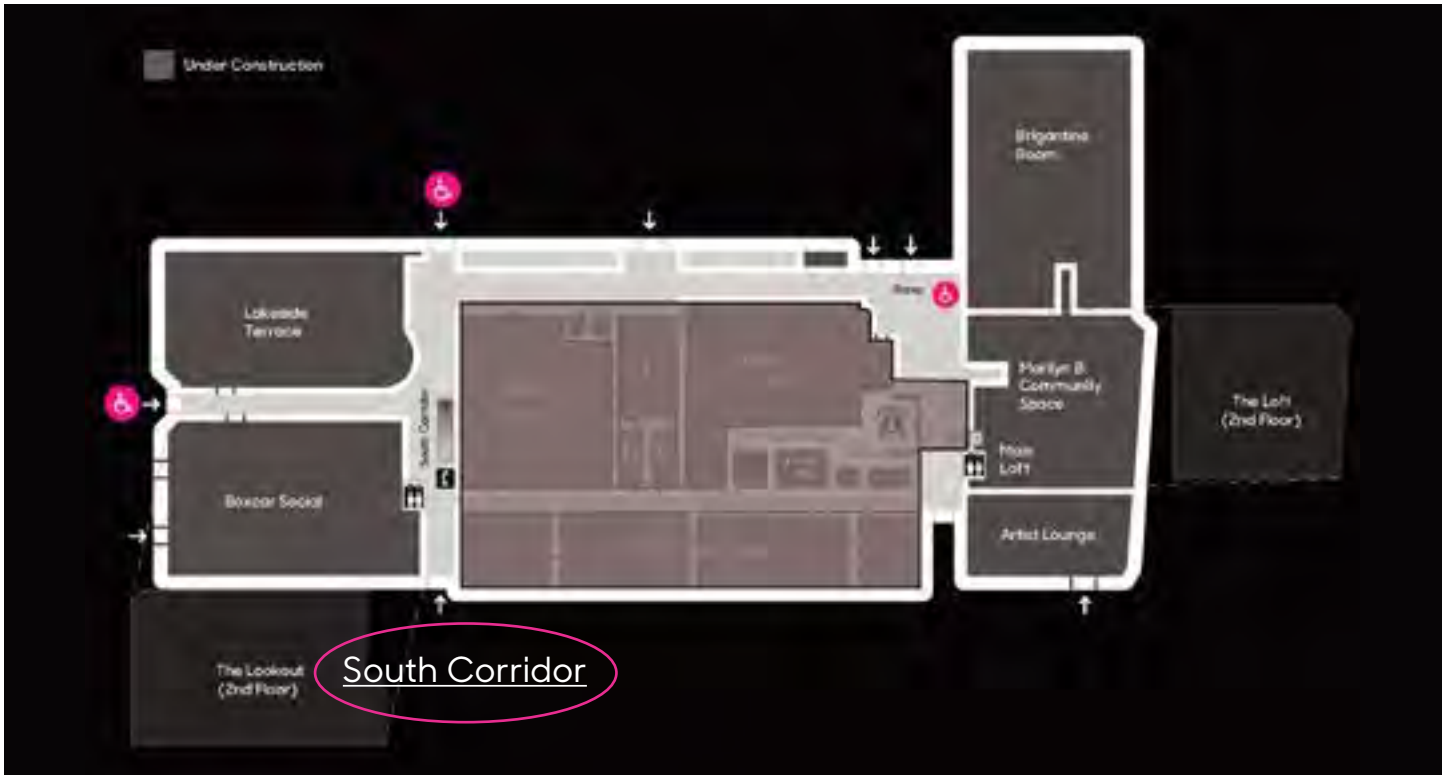
On the south east side of the campus, patrons can find accessible washrooms at Harbourfront Centre Theatre (see detail page 29).

Harbourfront Centre Theatre is a short distance from Lakeside Terrace (and also accessible from the south side of the building).

You can ask a volunteer or staff person to direct you.

South Corridor

You can get to the south corridor from the lobby by going through the west corridor. If you travel down the west corridor, past the vitrines, bays, restrooms and Artport Gallery, you will turn left into the south corridor.



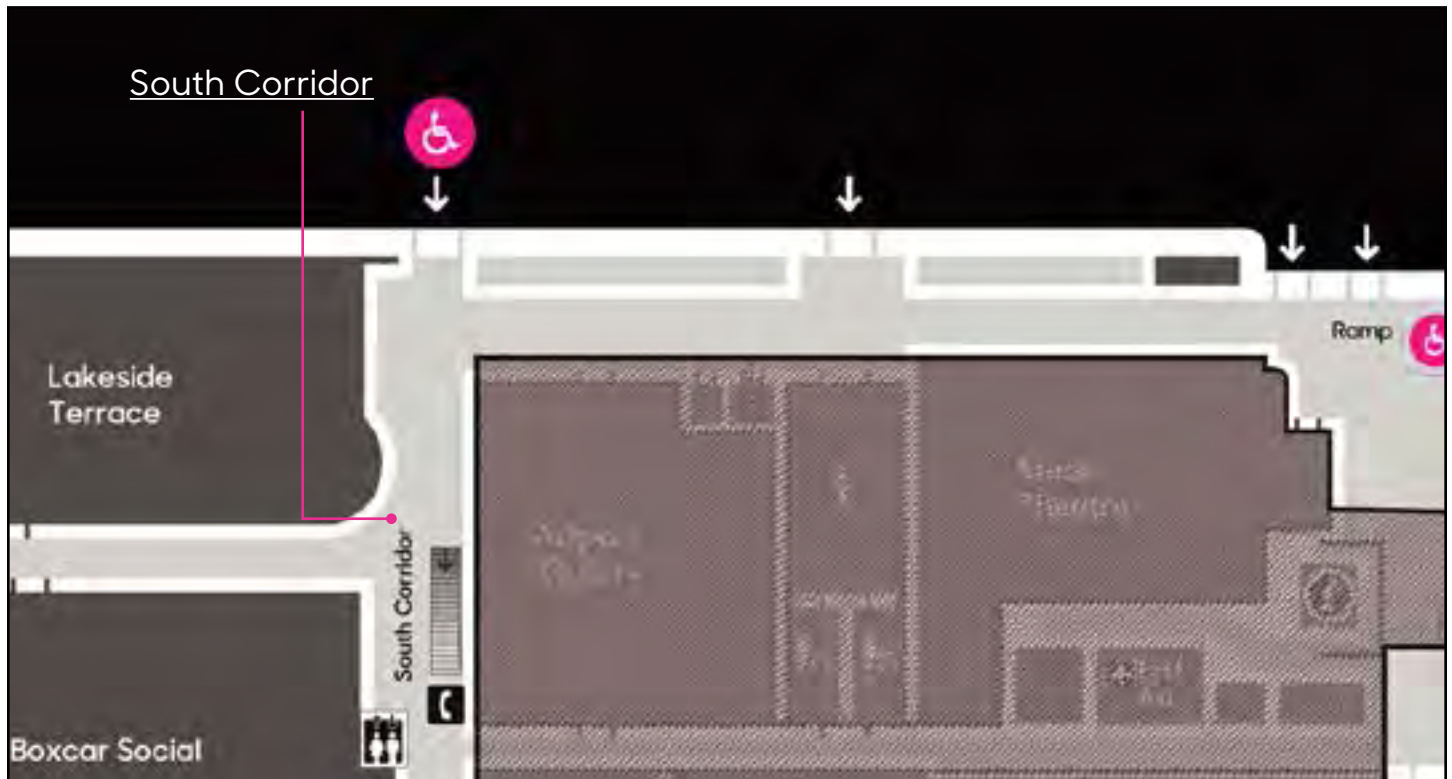
This is a site map of the Harbourfront Centre Main Building, with the South Corridor location circled in red.



This is an image of the south corridor.

Lakeside Terrace

The Lakeside Terrace can be accessed from the south corridor by continuing south towards the harbour. A broad set of double doors will be open when the space is open for events.



This is a map showing the location of the Lakeside Terrace in relation to the south corridor.



This is an image of inside the Lakeside Terrace space with a group of people seated at round tables listening to someone speak from a podium at the front of the room.

West Lawn

The West Lawn can be accessed from the street (Queens Quay) or the building through the West Bays. Outside of the West Bays, there is a brick patio area. You must go down six stairs to get to the West Lawn from the patio.



This is an image of the stairs from the West Bays to the West Lawn.

Accessible Route to the West Lawn

An accessible entrance to/from the West Lawn is available via a ramp to the south of the main building, by the Food Labs (the Food Labs building has a bright blue and black mural painted on it).



This is an image of the accessible route from the West Bays to the West Lawn.

North Orchard

There are many areas on the West Lawn. The North Orchard is the treed area closest to the street (Queens Quay).



This is an image of the North Orchard.

Avenue of Trees

The Avenue of Trees is the long line of trees closest to the Food Lab building, the one with the blue and black mural painted on it.



This is an image showing the Avenue of Trees.

Stage in the Park

The Stage in the Park is situated in the middle of the West Lawn, between the North Orchard and the Avenue of Trees.



This is an image of the Stage in the Park within the West Lawn. In the centre is a concrete circle. It is surrounded by fake grass (Astro turf).

West Lawn Performance and Activity Sites

During festivals and events, tents are placed around the West Lawn. Each tent will be marked with a sign that will identify performances and activities you would like to attend/participate in.



This is an image of the West Lawn with tents.

The Concert Stage

At the southwest corner of the West Lawn area is a large outdoor concert venue. The seating is fixed, meaning it cannot be moved. If you walk past the Avenue of Trees, you will find the entrance. You will enter at the back of the seating area. There are many spots for mobility device users and their companions at the back of the seating area. There is a ramp at the centre back of the seating area to get to the accessible seats. Transfer seats are labelled with a dynamic wheelchair symbol.

The seating area is covered, but the sides are open meaning that the air flows freely through the seating area.

To the east of the Concert Stage is an open-air bistro called The Slip.



This is an image of the Concert Stage and seating.



This is an image of the Concert Stage showing the seating area, canopy above and stage at the front.

Ground Surfaces

There are a number of different ground surfaces throughout the West Lawn. There are bricks, stone pathways, wooden ramps, fake grass (Astroturf) and concrete areas. You will need to maneuver over these different ground styles to get to each West Lawn performance area



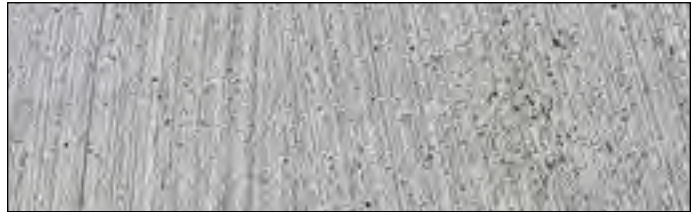
This image shows fake grass (Astroturf) ground covering.



This is a photo showing the wooden ramp ground covering.



This is a photo showing the stone pathway ground covering.



This is a photo showing the concrete ground covering.



This is a photo showing the brick ground covering.

West Lawn Washrooms

Some washrooms can be accessed from the West Lawn without going inside the main building. The entrance to these washrooms is at ground level on the western wall of the Food Labs building. These washrooms are gendered. Accessible stalls are available in the “men’s” and “women’s” washrooms. The washroom doors will be propped open. The doors do not have buttons to open them.



This is an image of the entrance/exit of the west lawn washrooms.

Food Lab

The Food Lab building has a bright blue and black mural painted on it. This is the same building that contains the outdoor washrooms. Access to the Food Labs is on the upper level from the concrete ramp on the east end of the building.



This photo shows the access route to the Food Labs.

Harbourfront Centre Theatre

The Harbourfront Centre Theatre is inside a separate red brick building across the east laneway from the Main Building. The building address is 231 Queens Quay West, and it has a large smokestack coming out of its roof. The Power Plant Contemporary Art Gallery is also inside this building.

To get to the Harbourfront Centre Theatre from the Main Building, travel north to the Queens Quay West sidewalk, then east past the Main Building and past the entrance to the parking garage. Turn south towards the lake, and the building will be on your right – there is an entrance to the lobby on the east side with automatic doors.



This is an image of the east entrance of the building.

Harbourfront Centre Theatre (continued)

Ramp Access

There is a long, curved ramp with railings on both sides. The ramp is 33.5" wide and can only fit one-way traffic for people using mobility devices.

Volunteers will be at the top and bottom of the ramp traffic for safety and aid if needed.

Stairs

There is also a set of eight stairs leading up to the theatre's doors.



This is an image of the ramp and stairs leading up to the Harbourfront Centre Theatre.

On the right-hand side is the box office, on the left is a corridor leading to a set of restrooms, and the doors to the theatre lobby are straight ahead.

Harbourfront Centre Theatre Restrooms

There are two gender-inclusive single-stall restrooms in the Harbourfront Centre Theatre building with the accessible sign on them and two other multi-stall restrooms marked Women's and Men's.

Please note that the doorways to both single stall restrooms are 28.5" wide.

If you enter the lobby from the east side of the building, there is a restroom on the right side.

There are two grab bars inside this restroom, one to the right and one behind the toilet. The tap has standard independent hot and cold controls and is not automatic.



This is an image of the door of the accessible restroom on the main floor of the building.



This is an image of inside the restroom on the main floor.

Restroom Access Note

There is an automatic door opener about five feet to the right and just to the left of the bottom of the ramp. The doorway is 28.5" wide.

Harbourfront Centre Theatre Restrooms (continued)

Turn left when you get to the top of the ramp or stairs. Proceed down this small hallway to find another set of restrooms. Women's is on the left, Men's on the right, and a single-stall gender-inclusive restroom is straight ahead.

Access Note

The automatic door opener to open the restroom door is on the wall on your left when facing the door.



This is an image of the hallway leading to the washrooms in the Harbourfront Centre Theatre lobby.



This is an image of the door to the second single stall restroom in the Harbourfront Centre Theatre building.

This upper lobby restroom has the same features as the lower lobby restroom.



This is an image of inside the upper lobby restroom.

Harbourfront Centre Theatre Box Office

From this landing, you will pass through a set of glass doors, turn to the right, pass through another door and be inside the Harbourfront Centre Theatre Lobby. The entrance to the theatre space is in this lobby. The lobby may be busy with other visitors to Harbourfront Centre, especially if an event is beginning or ending. There will be staff and volunteers to assist with directions and to get into the theatre.



This is an image of the Box Office. The left area of the counter is lowered.

Balcony Access

The balconies in the Harbourfront Centre Theatre are only accessible via stairs (no elevator access). If you are unable or would prefer not to use the stairs, please purchase a ticket on the main level or in the accessible seating section.



This is an image of the Harbourfront Centre Theatre showing the balconies along the sides and rows of seats leading to a stage at the front of the space.

Fleck Dance Theatre

The Fleck Dance Theatre is a large theatre on the third floor of The Queen's Quay Terminal building. The building address is 207 Queens Quay West.

There are two main access points on the ground floor of this building.

The first access point is on the north side of the building, facing Queens Quay Road, just east of the Farm Boy grocery store. It is the closest access point to the sidewalk and TTC streetcar stops. There is an elevated entranceway with ramps at the east and west ends and four stairs. The entrance doors are power automated.

After going through the entrance, a security desk is straight ahead and to the right (on the west side of the hallway). This is a great place to ask if you have questions about getting to the Fleck Dance Theatre.



This is an image of the north entrance to the Queen's Quay Terminal building.



This is an image of the security desk just inside the north entrance.

Fleck Dance Theatre (continued)

The other access point is at the southwest corner of the building, next to the lakefront boardwalk and facing the Harbourfront Centre main campus.



This is an image of the southwest entrance to the Queen's Quay Terminal building.

There are four steps up to the entrance doors and a ramp at the west or left side of the entrance. Once you have entered the building, continue straight ahead until the hallway opens – there will be restaurants and a food court area on your right.



This is an image of the food court area inside the Queen's Quay Terminal building, which you pass to get to the Fleck Dance Theatre.

Continue past this area, and slightly to the left, there is an elevator with glass walls that can be used to access the 3rd floor, where the Fleck Dance Theatre is. There are fountains in this lobby so you will hear the sound of water.



This is an image of the glass elevators that can be used to get to the Fleck Dance Theatre on the 3rd floor.

Fleck Dance Theatre (continued)

Once you reach the third floor, exit the elevator, and the box office is in front of you, slightly to the left. The entrance to the theatre lobby is ahead of you and slightly to the right. There are two windows for the Box Office – the one on the left is lowered.



This is an image of the Fleck Dance Theatre Box Office.



This is an image of the Fleck Dance Theatre lobby.



This is an image of inside the Fleck Dance Theatre.

Fleck Dance Theatre Restrooms

There is an accessible gender-neutral restroom on the main level of the Queen's Quay Terminal, west of the south elevator bank. This restroom has an automatic door opener, a large turning radius, grab bars and a personal alarm system.

There are also gender-specific restrooms within the theatre that are partially accessible, including automatic door openers. When entering the Fleck Dance Theatre lobby travel straight inside the theatre. The Coat Check desk is on your left, and the gender-specific Women's and Men's multi-stall restrooms are on your right.



This is an image of inside the accessible washroom at the Fleck Dance Theatre.

Harbourfront Centre Access Features

Harbourfront Centre Venue Access Information

The venues at Harbourfront Centre are wheelchair accessible, and wheelchair seating is available for performances and events.



Service animals are welcome in all venues and all areas of Harbourfront Centre open to the public.



Performance And Event Access Features

Access icons and explanations help identify which events include the access features below.

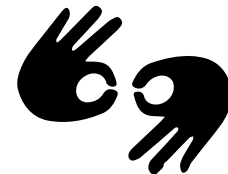
Assistive Listening

Headphone-based assistive hearing devices are available for performances upon request. To reserve an assistive hearing device, please get in touch with the Box Office at:

tickets@harbourfrontcentre.com or call (416) 973-4000 and choose Option 1.



ASL Interpretation



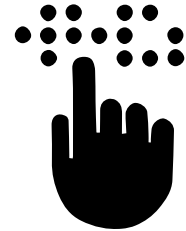
Audio Description

Audio Description is the descriptive narration of key visual elements in performances, events and media.



Performance And Event Access Features

Braille



Captions

Captions include information translated from sound to text and are a direct transcript of the language being used. Captions may be open (visible for everyone) or closed (allows the viewer to turn captions on and off).



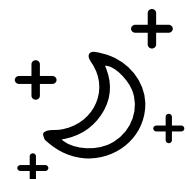
Live Captions

Live, real-time captions will be provided for certain events.



Chill Out Spaces

A Chill Out Space is designed to reduce sensory stimulation and allow patrons to take a break from the main action of the event.



Performance And Event Access Features

Relaxed Performance

Relaxed Performances are designed to welcome audience members who may benefit from a less restrictive and more relaxed sensory environment. Relaxed Performances have a relaxed attitude to noise and movement, including leaving house lights on at a low level and allowing audience members to come and go as needed.



Fact Sheets may be available for the Relaxed Performance. They will provide details about access features, content warnings and descriptions and other information that may help patrons prepare for the event.

Subtitles

Surtitles are translated lyrics and dialogue projected above a stage or displayed on a screen.



Touchable

Certain visual arts exhibits will have touchable elements.



Who To Contact For Assistance

For assistance with booking tickets, purchasing an accessible seat, or reserving other access features (audio description equipment, hearing assist equipment, etc.), please get in touch with the Box Office at:

Email: tickets@harbourfrontcentre.com

Phone: (416) 973-4000 – Select Option 1

Acknowledgements

Creative Users Projects

Harbourfront Centre uses the access icon package compiled by the Creative Users Project, a disability-led national arts service organization whose community program, weekly newsletter and online platform connect people to cultural knowledge, resources and accessible opportunities to help artists and arts leaders build stronger and more inclusive communities.

Learn more about this organization by visiting www.CreativeUsers.net.

Access Guide Consultation and Review

Thanks to Shay Erlich, BA CYC, MA CYC, CEO Shay Erlich Consulting and the Cyborg Circus Project Co-Director for expert advice in creating this Access Guide. Additional thanks to Rachel Marks for updates and additions to the 2023 version.

