


BC BUILDING CODE INTERPRETATION COMMITTEE

A joint committee with members representing
AIBC, EGBC, BOABC

File No: 24-0057

INTERPRETATION

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Interpretation Date:	January 21, 2025
Building Code Edition:	BC Building Code 2024
Subject:	Accessible Counters
Keywords:	Accessible, counter
Building Code Reference(s):	3.8.2.9.(2), 3.8.2.11.(1), 3.8.2.12.(1), 3.8.3.20.(1), 3.8.3.21., A-3.8.2.3., A-3.8.2.11.(1)
Question:	<p>Are all types of service counters required to have a section complying with Subsection 3.8.3. as per Sentence 3.8.2.11.(1)?</p>
Interpretation:	<p>No.</p> <p>Sentence 3.8.2.11.(1) notes that where a service counter is provided, at least one section is to comply with Subsection 3.8.3.</p> <p>Service counter is not defined in the code. Sentence 3.8.2.11.(1) of the 2018 BCBC required every counter “at which the public is served and intended as a work surface for extended business transactions” shall comply with Subsection 3.8.3. However, the phrase describing the service counter has been removed in the 2024 BCBC.</p> <p>Note A-3.8.2.11.(1) provides guidance that not all counters are to be accessible, and examples of counters that should be accessible include:</p> <p>“... check-in counters and those in financial institutions and reception areas as well as any counter at which processing and signing of documents takes place. The provision is not intended to apply to work surfaces in industrial occupancies.”</p> <p></p> <hr/> <p>Patrick Shek, P.Eng., CP, FEC, Committee Chair</p>

The views expressed are the consensus of the joint committee with members representing AIBC, EGBC and BOABC, which form the BC Building Code Interpretation Committee. The Building and Safety Standards Branch, Province of BC and the City of Vancouver participate in the committee's proceedings with respect to interpretations of the BC Building Code. The purpose of the committee is to encourage uniform province wide interpretation of the BC Building Code. These views should not be considered as the official interpretation of legislated requirements based on the BC Building Code, as final responsibility for an interpretation rests with the local *Authority Having Jurisdiction*. The views of the joint committee should not be construed as legal advice.

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Note A-3.8.2.3. also provides examples of service counters used by the general public that barrier-free access is required:

“ticket counters, refreshment stands, drinking fountains, cafeteria counters, checkout counters and bank service counters”

Sentence 3.8.2.9.(2) clarifies that “in each location where information, goods or services are provided to the public at service counters in buildings of assembly occupancy, at least one of the service counters” need to satisfy accessible requirements including an assistive listening system and may be an amplification system.

The above examples provide guidance for those service counters used by the general public that are required to comply with Sentence 3.8.3.20.(1) as per Sentence 3.8.2.11.(1).

Please note that Sentence 3.8.2.12.(1) requires in each location where one or more public telephones are installed, at least one telephone shall comply with Subsection 3.8.3. Article 3.8.3.21. requires certain spaces around the phone and the counter (if provided).



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