

**Theatre Name:** El Mocambo  
**Address:** 464 Spadina Ave., Toronto  
**Type of building:** Entertainment / Event venue  
**HD Patron Entrance:** Main entrance of building  
**HD Line Locations:** Ticketholder Line outside  
**Cinema:** "The Starlight Room" (1st Floor) = 300 + "Under The Neon Palms" (2nd Floor) = 400

**Date & Auditor:** Thursday, March 20th, 2026 (HD26 Event Coor)

AREA	ACCESS	YES	NO	NOTES / FOLLOW-UP
Arriving	Public transport			the streetcar comes right out front of the location & those who need an accessible route would get off at the stoplight so that wheelchairs can get onto the sidewalk
	• Accessible public transport within 200m with accessible route to venue			
	Curb ramps outside the venue			
	Outdoor path in good condition (no roots, cracks, holes)			the sidewalk has a bit of cracks & potholes but nothing to note that's dangerous
	Walkway well lit at night			
	Clearly marked drop off area			no clearly marked drop off area but it's very easy for transit & vehicles to pull up in front of the venue
	Parking (type?)			there is parking within the area & nearby; the venue will send us a map
Entrance	• Access parking lot within 200m with accessible route to venue (curb cuts, doors, etc)			
	• Bicycle locking posts or racks			there are bike posts directly in front of the venue
	Step free access			there are handrails along the stairs in the building
	• Handrails on steps that are easy to grip			
	• Contrast edges on steps/ramps			most of the colours of the building are darker shades; brown & black
	Tactile tiles prior to steps, ramps & drop off areas for people with vision loss			
	Protection from wind, rain, & noise in outdoor area		NA	
Safety markings on glass doors & adjacent panels			there's just the wheelchair notices & buttons for accessibility	
Ticketing Area	HD Patron Entrance door is automatic & access button is visible (if not, alternative?)			the venue has staff that can also assist people & lead those with mobility aids into the venue & ensure they have clear pathways for where they need to go/ to access the bathrooms
	• Handle at an accessible height to a person in a seated position (lever? push/pull?)			
	• Wide or double doors			
	• Threshold flush with floor, or nearly so (less than 1/2")			
	Step free access	NA		
	• Handrails on steps that are easy to grip			
	• Contrast edges on steps/ramps			
Reception & Lobby	Handrails from the entrance to ticket counters			
	Low pile carpeting or slip resistant floor & ground surfaces			
	Low height ticket counter			
	• Seating available			
	• Magnifying glass, pen, pad of paper available for communication			
	Brochures & printed information at accessible heights			
	Effective glare free lighting at ticket counters			
Reception & Lobby	Good sound acoustics at ticketing area (echo, loud, etc.)			
	Hearing augmentation at ticket counters			
	Step free access to all levels			
	• Handrails on steps that are easy to grip			
	• Contrast edges on steps/ramps			
Reception & Lobby	Elevator access to all levels			
	• Low buttons for a person in a seated position			
	• Raised number markings or Braille signage on panel			
	• Voice floor announcements			there's a beeping noise in the elevator & a green arrow indicating the floor levels
	Escalator access to all levels			
Reception & Lobby	Low pile carpeting or slip resistant floor & ground surfaces		NA	

	Wide, clear internal & external walkways			
	Colour contrasting door frames & trims			
	Limited use of roped barriers			
	Public seating in reception/lobby area:			
	• Variety of seating options			
	• Spaces for a person using a wheelchair to sit with family & friends			
	• Seating with backs & armrests			
	• Seating with colour contrast to walls & floors			
	• Some cushioned bench seats in this area			
	• Spaces between furniture for people with mobility aids to manoeuvre			
	• Low tables to accommodate a person in a seated position			
	Designated Waiting Area for patrons unable to stand in line (where? how many?)			
	• Are there options other than folding chairs in the Designated Waiting Area?			there will be a lineup out front initially & once inside there's enough room so that people won't be bottlenecked
	Effective lighting throughout facilities			
	Appropriate acoustic environment to reduce background noise (echo, loud, etc.)			
	Area to charge a mobility scooter & battery powered wheelchair (where?)			possibly? it's a bit more circumstantial
	Accessible storage area for mobility aids (where?)			there's lots of space, so if we ask there's sure to be somewhere we can store mobility aids.
Concession	Food & Beverage Policy in effect?			can have any food needed
	Does the building have a liquor licence?			
	Access to any bar / kiosk / concession area			
	Low pile carpeting or slip resistant floor & ground surfaces			
	Section of counter no more than 34" above the floor & at least 60" long			
	Alternatives to any verbal information (text, braille, etc.)			
	Accessible payment options			
	Discount for pensioners		NA	
	Concession sold in the auditorium to patrons who choose not to leave		NA	
	Water fountains available? (where?)			
• Low height for use by a seated person				
Washrooms	All-Gender accessible washroom (if not, what arrangements have been made?)			
	• Step free access			
	• Access button on the door			
	• Handle at an accessible height to a person in a seated position (lever? push/pull?)			
	• Door swings out			
	• Washroom has an alarm or assist button			
	• Washroom has grab bars			
	• Accessible toilet paper holder (close to toilet, easy to operate, ect.)			
	• Counter heights allow a person using a wheelchair to fit chair arms underneath			
	• Reachable taps			some taps are reachable & some are sitting at normal level
	• Soap dispensers are close to the edge of the counter			some soap dispensers are close & others are at normal level
	• Paper towels are near the sink			
	• Slanted or low mirror			
	• Coat hook & inside shelf			some hooks on the washroom doors or hand rails in the bathroom
	• Baby change area			
Step free access to other washrooms on site			lots of washrooms with many accessible	
• Accessible stall (marking on door, 5' x 5' clearance, grab bar, toilet paper)				
• All-Gender (stall toilets? urinals?)				
• Baby change area (accessible?)		NA	19+ event & no change tables	
Theatre Seating	Pre-seat patrons with disabilities from Designated Waiting Area	NA		
	Cinema door is automatic & access button is visible			
	• Handle at an accessible height to a person in a seated position (lever? push/pull?)			
	• Wide or double doors			
	• Threshold flush with floor, or nearly so (less than 1/2")			

C		<ul style="list-style-type: none"> <li>Integrated &amp; dispersed accessible seating within the regular seating area</li> <li>• Spaces for a person using a wheelchair (how many? location from screen?)</li> <li>• Adjacent companion seating available</li> <li>• Step free seating (how many? location from screen?)</li> <li>• Moving armrests on seats adjacent to wheelchair spaces (for easy transfer, etc.)</li> <li>• Enough space between seating rows for easy movement along aisles</li> </ul>			
		Handrails on steps that are easy to grip			
		Lighting on stairs in theatre areas (edges? sides?)			
		Does the theatre have a balcony?			
		<ul style="list-style-type: none"> <li>• Accessible (how?)</li> </ul>			
		Assistive Devices available (where do patrons go to get them?) (how many of each?)			
		<ul style="list-style-type: none"> <li>• Hearing Assist</li> <li>• Captiview (Closed Captioning or CC screenings)</li> <li>• Descriptive Video (Described Sound or DS screenings)</li> </ul>			
	Stage Area	Step free access to stage area from inside theatre	NA		
		<ul style="list-style-type: none"> <li>• From backstage (cables, wide doorway, ect.)</li> <li>• Alternate Intro/Q&amp;A area (if regular stage isn't accessible)</li> </ul>			if we need the stage, it's one of the very few things that isn't accessible
		Handrails on steps that are easy to grip			
		Contrast edges on steps (specify)			
		Stage area seating available			
		Wireless handheld microphones (how many?)			
		<ul style="list-style-type: none"> <li>• Alternate microphone possibilities available (mic stand, LAV, etc.)</li> </ul>			
	Backstage	Backstage space available?			we can have access to a green room for the Events team & supplies
		<ul style="list-style-type: none"> <li>• Seating available backstage</li> <li>• Accessible (door, stairs, size of space, cables, ect.)</li> </ul>			a few chairs
		Handrails on steps that are easy to grip			not wheelchair accessible
		Contrast edges on steps (specify)			
		Washrooms available backstage			
		<ul style="list-style-type: none"> <li>• Accessible</li> </ul>			
	Dressing rooms available (how many?)				
	<ul style="list-style-type: none"> <li>• Accessible (door, counter, size of space, etc.)</li> </ul>				
	Alternate entrance/exit to theatre/backstage (back door)				
	<ul style="list-style-type: none"> <li>• Accessible (door, stairs, etc.) (if not, why?)</li> </ul>				
Alternate Holding / Rep Office / Volunteers	Alternate holding area available? (where?)	NA			
	<ul style="list-style-type: none"> <li>• Is the area private?</li> <li>• Seating available</li> <li>• Accessible (door, stairs, size of space, ect.) (if not, why?)</li> </ul>				
	Washrooms adjacent to alternate holding area available				
	<ul style="list-style-type: none"> <li>• Accessible</li> </ul>				
	Alternate entrance/exit to building (back door)				
	<ul style="list-style-type: none"> <li>• Accessible (door, stairs, etc.) (if not, why?)</li> </ul>				
	Is the Rep Office accessible? (where?)				
	Is the Volunteer Break Area accessible? (where?)				
Responsive Evacuation Procedures	Emergency evacuation plan in place (incl. considerations for accessibility)				
	<ul style="list-style-type: none"> <li>• Emergency evacuation plan/route posted</li> <li>• Emergency procedure information available in alternate formats, on request</li> </ul>			was told that the staff knows the emergency route & if there is an emergency, they would just tell people & lead everyone out of the building to the safe spot	
	Emergency doors clearly marked				
	<ul style="list-style-type: none"> <li>• Accessible emergency exits are clearly marked with access symbols</li> </ul>				
	All alarms have both visual & audible signals (how many stages to alarm?)	NA			
Signage	Clear external & internal building/directional signs (solid contrasting background, matte finish, large print, simple serif fonts)				

	Raised letters on external & internal building/directional signs			
	Can a person approach within 36" of a sign without standing within door swing?			
	Displayed at an approximate height to be read by a person in a seated position			
	Alternatives to any visible information (announcements, braille, etc...)			when someone uses the mics on any of the stages or playing any content on the screens or music
	Captioning on any film or video screens			
	Plan of building posted at entrance			didn't see a plan posted
	• Access symbols used on plan of building			
	Clear large print name tags on staff/volunteers	NA		
	List of on-site staff/volunteers who can assist patrons in other languages			we can just ask this before the event & when on-site too; the venue will have a better idea of their staff needs & availability then too
	When applicable, specialized performances signs: DS, CC, Relaxed, ASL			
	When applicable, warning signs for strobe lighting or large technical effects			
	When applicable, warning signs for physical access aids that are out of order (elevator, etc)			
Service Animals	Service animals permitted in all public spaces			
	Availability of a water bowl at the main entrance/exit for service animals			not currently any on-site but we could likely get some if we asked
	Designated run/toilet area in an adjacent garden area			
Other Considerations	Is the building scent-free? (unscented products used throughout incl. washroom)			
	Is the building generally a loud bustling environment?			
	A quiet area where patrons can interact in a less chaotic environment			some of the floors are quieter than others so there's lots of space where the loud sound is diluted or where people can go to relax
	Availability of mobility aids for loan (wheelchair, walker)			
	Availability of a fridge for dietary needs & medication			not currently, but depending on the circumstance we might be able to get access to a small bar fridge if the venue's staff are tending to it