

Designing for Inclusivity

A Canadian
Perspective



**CHANGE
THE RULES**



DIVERSITY vs. INCLUSION



DIVERSITY
IS WHAT
YOU HAVE



DIVERSITY
IS WHAT
YOU HAVE

INCLUSION
IS WHAT YOU
DO ABOUT IT



НСМА

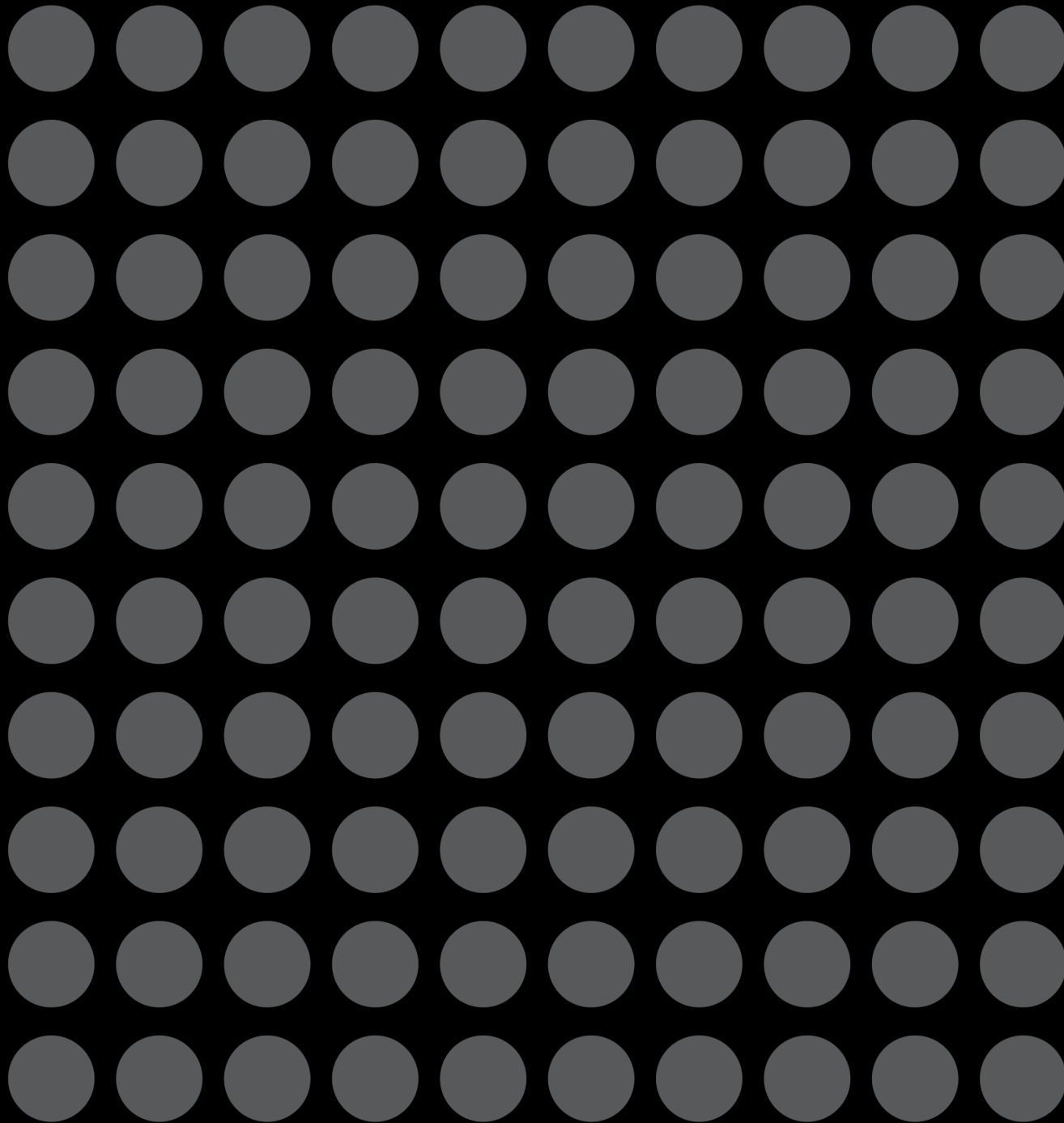


HCMA

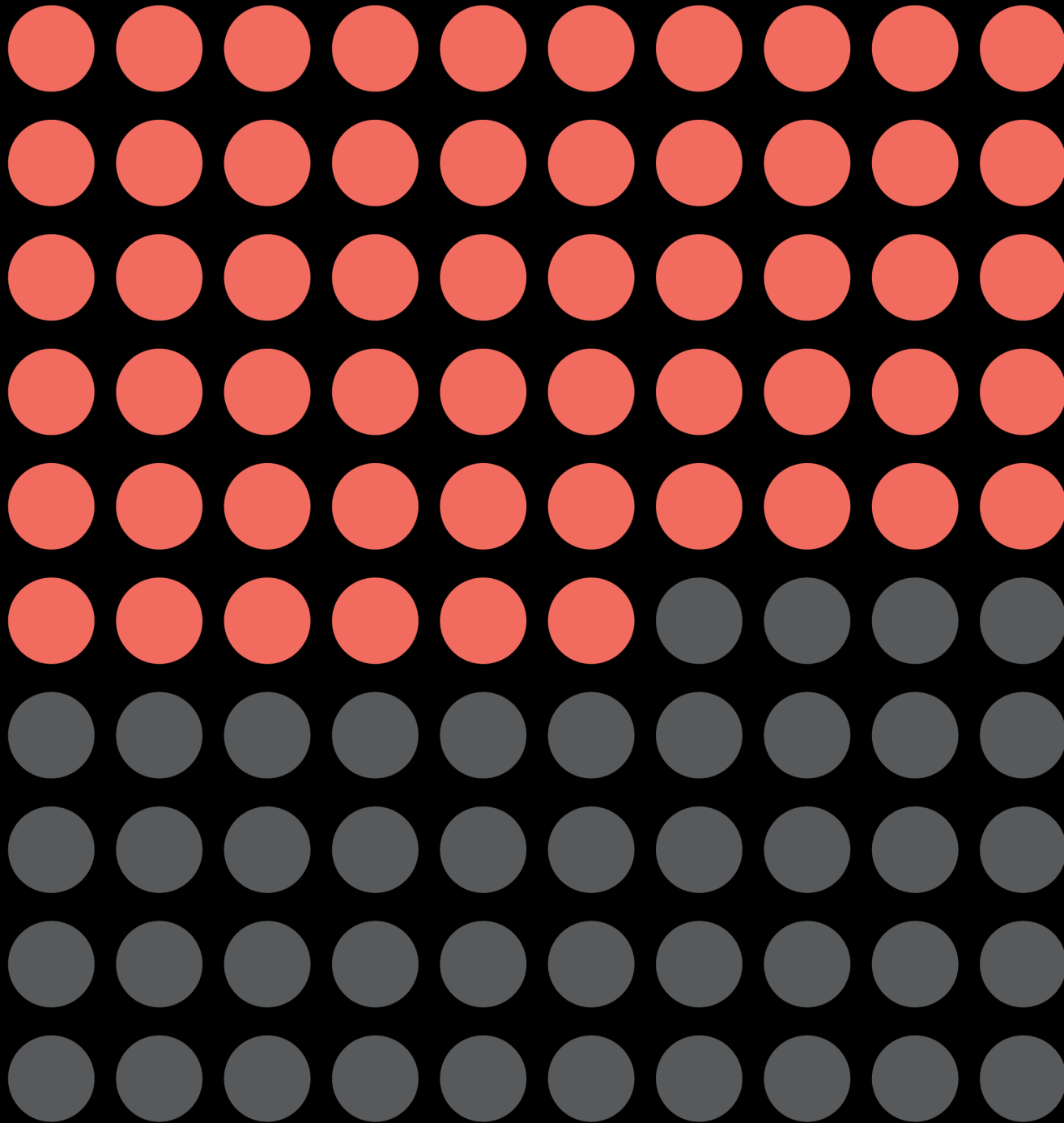




HCMA

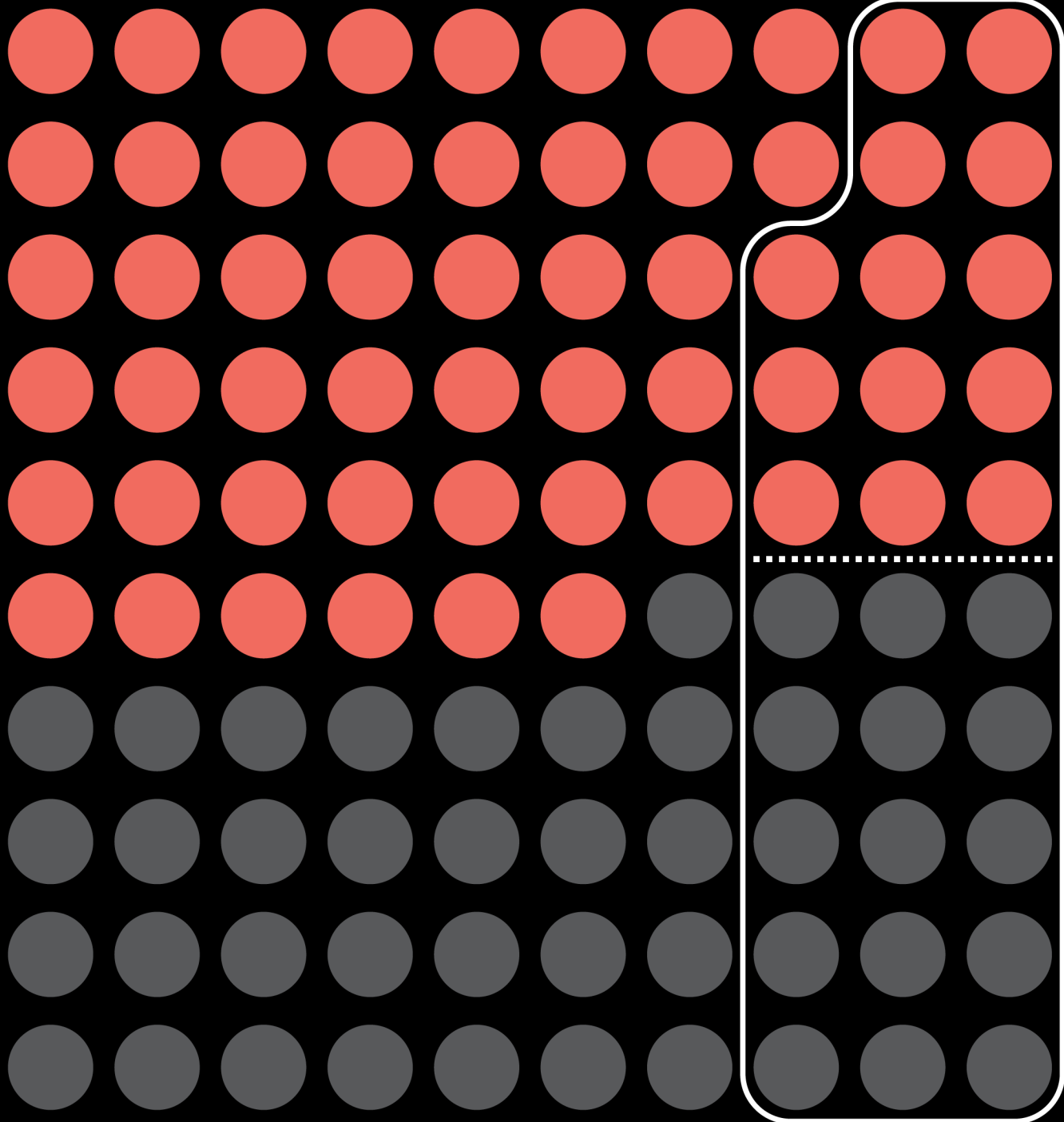


100
employees



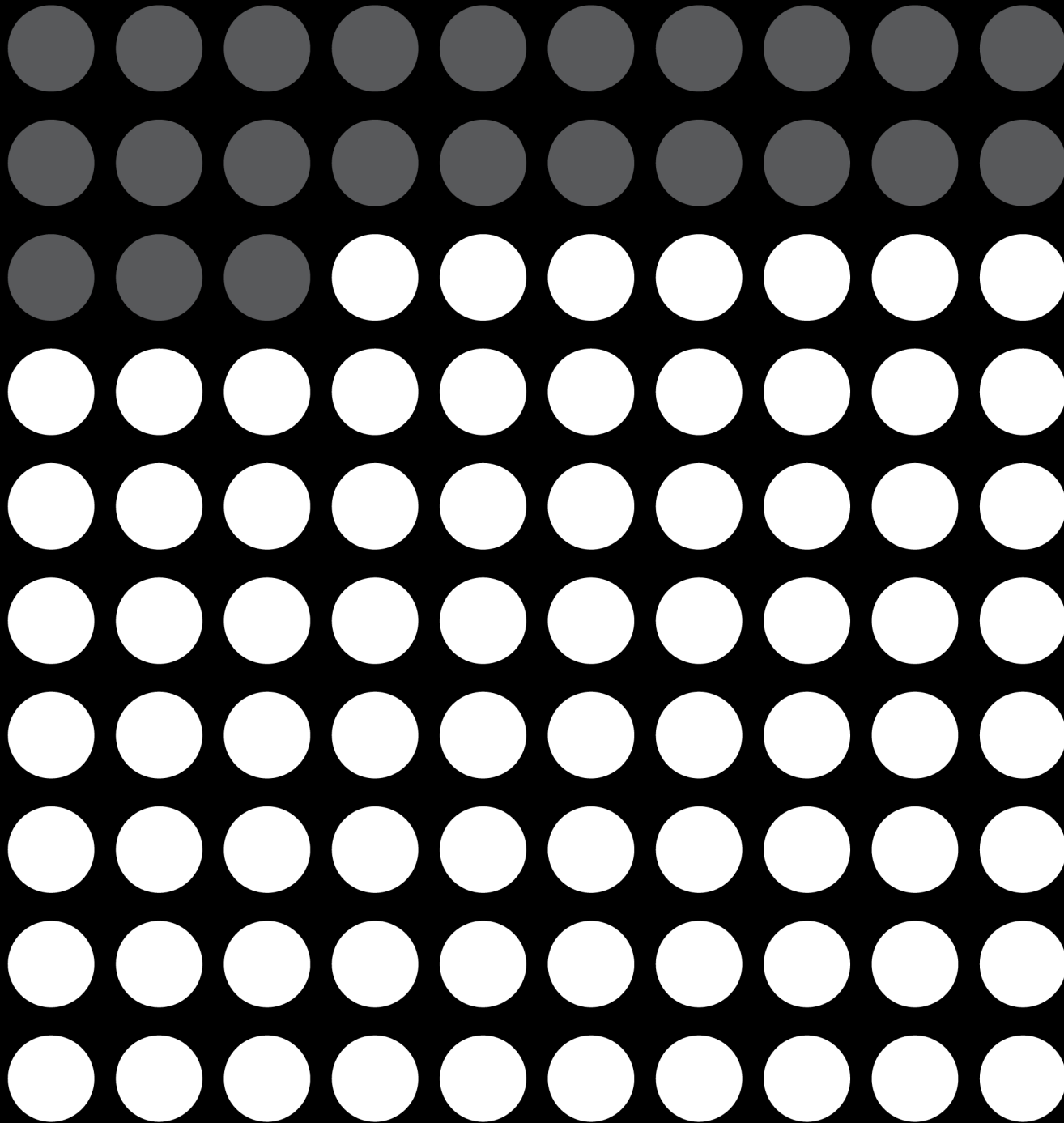
100
employees

56% women



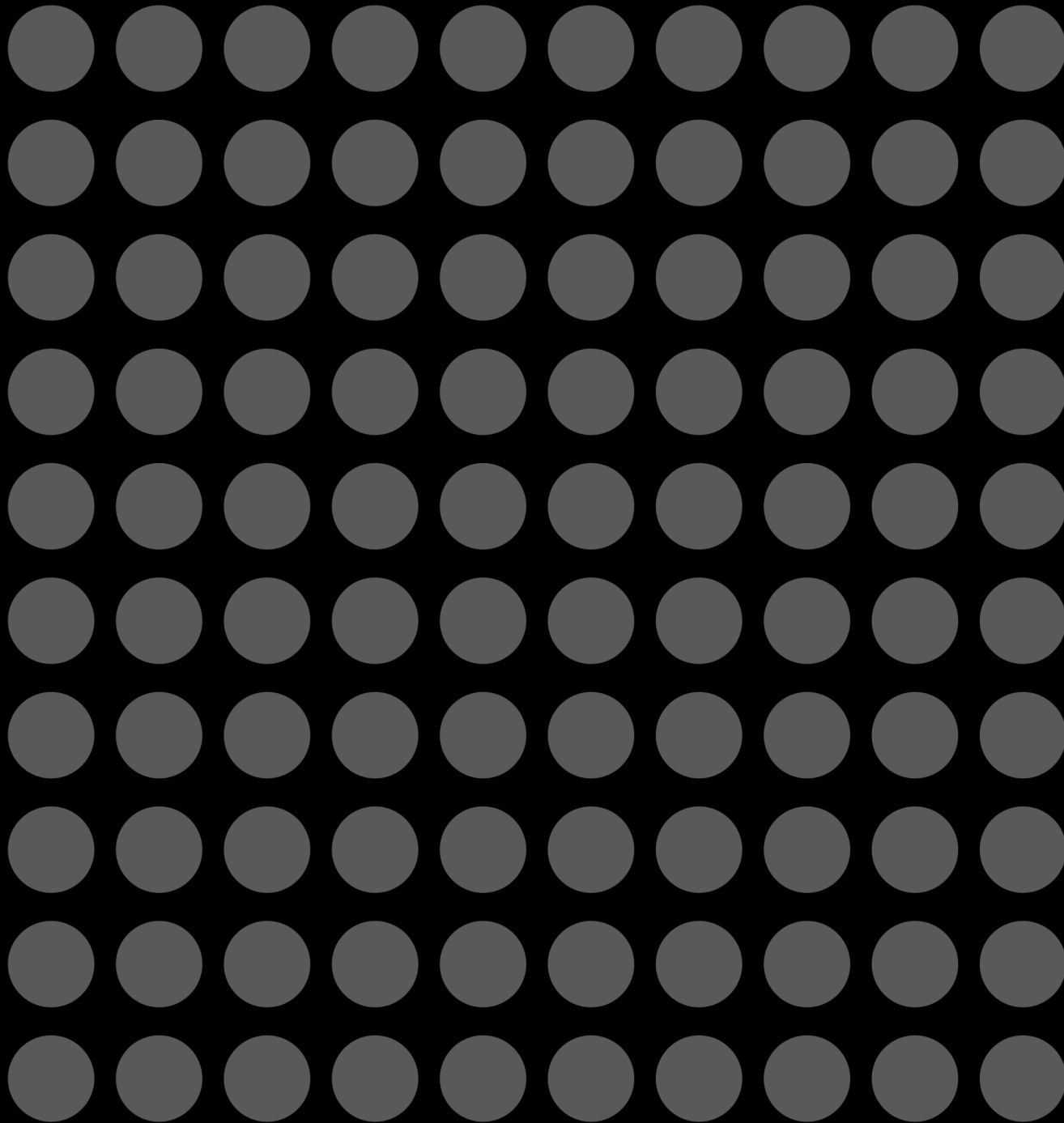
28
leadership
roles

46% women in
leadership roles



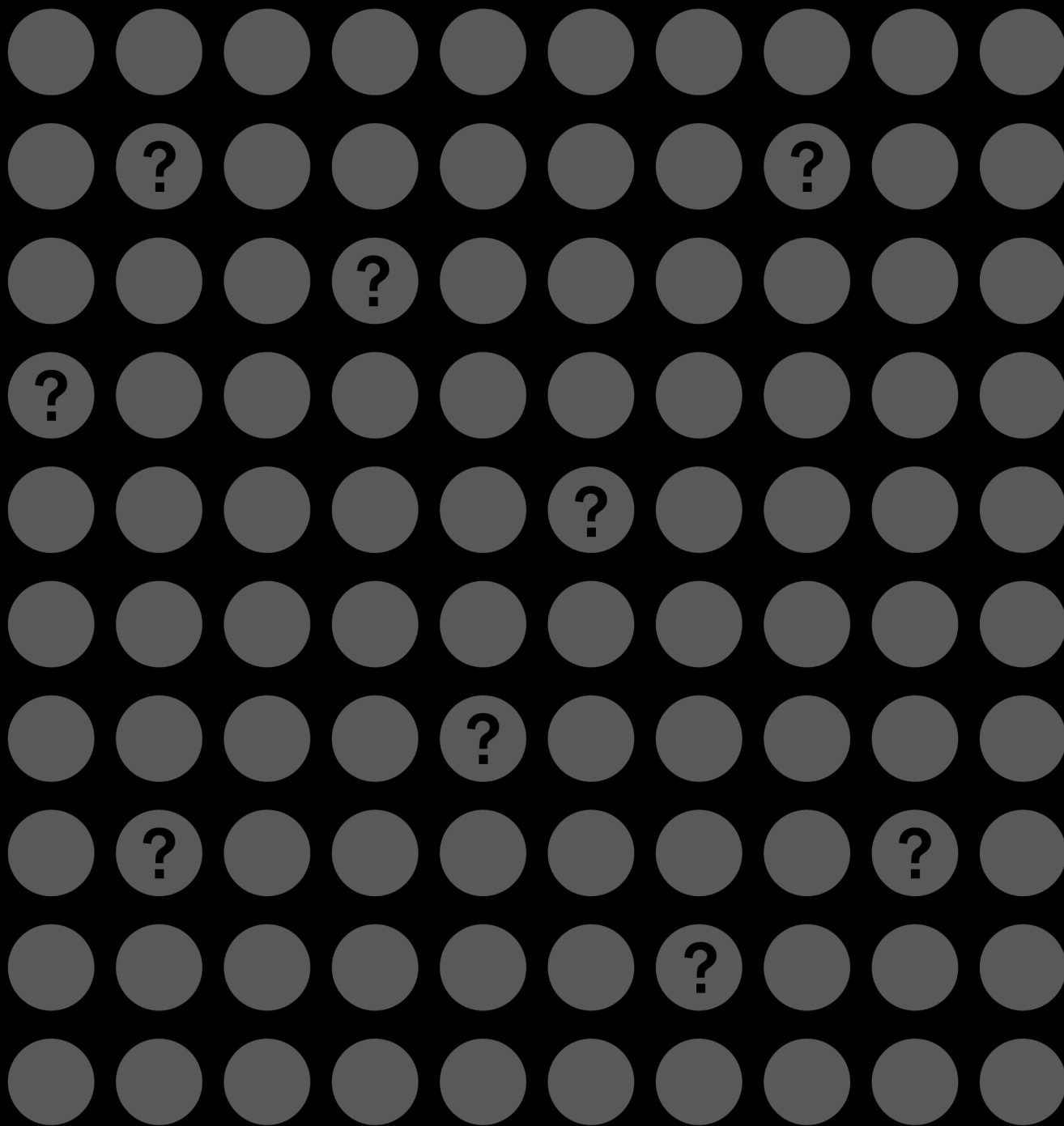
26%

**non-white
ethnicity**



%

disabled?



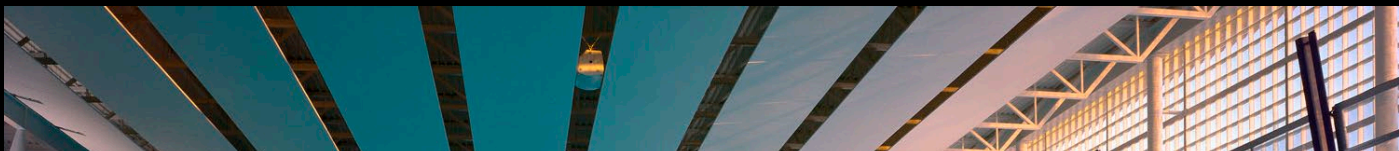
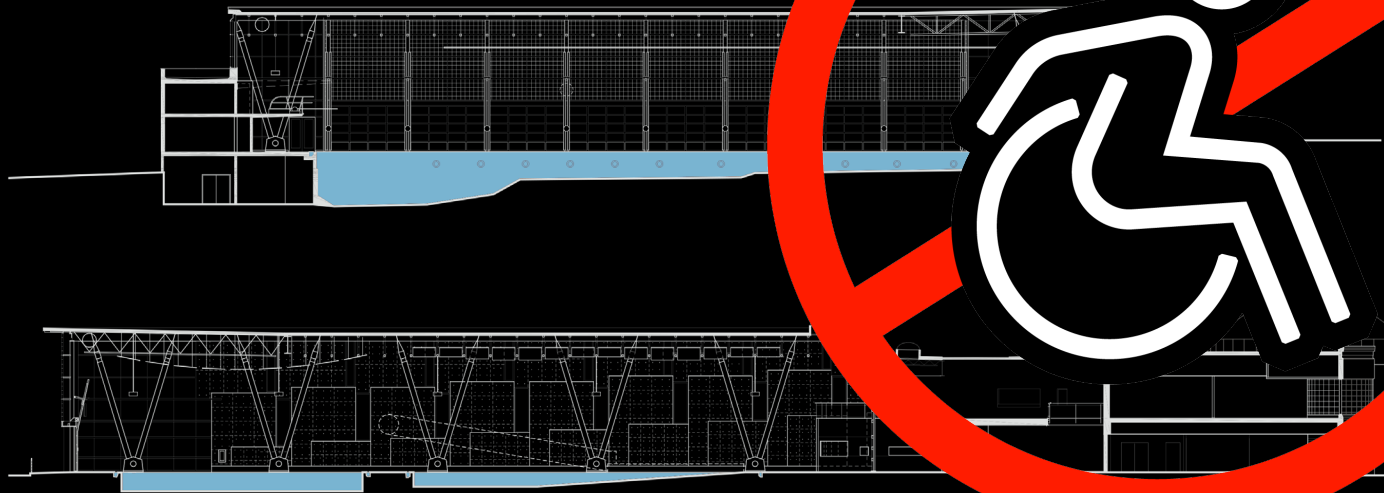
Not every
disability
is **visible.**

Our purpose is
to **maximize**
positive impact.



JOURNEY

Walnut Grove Community Centre





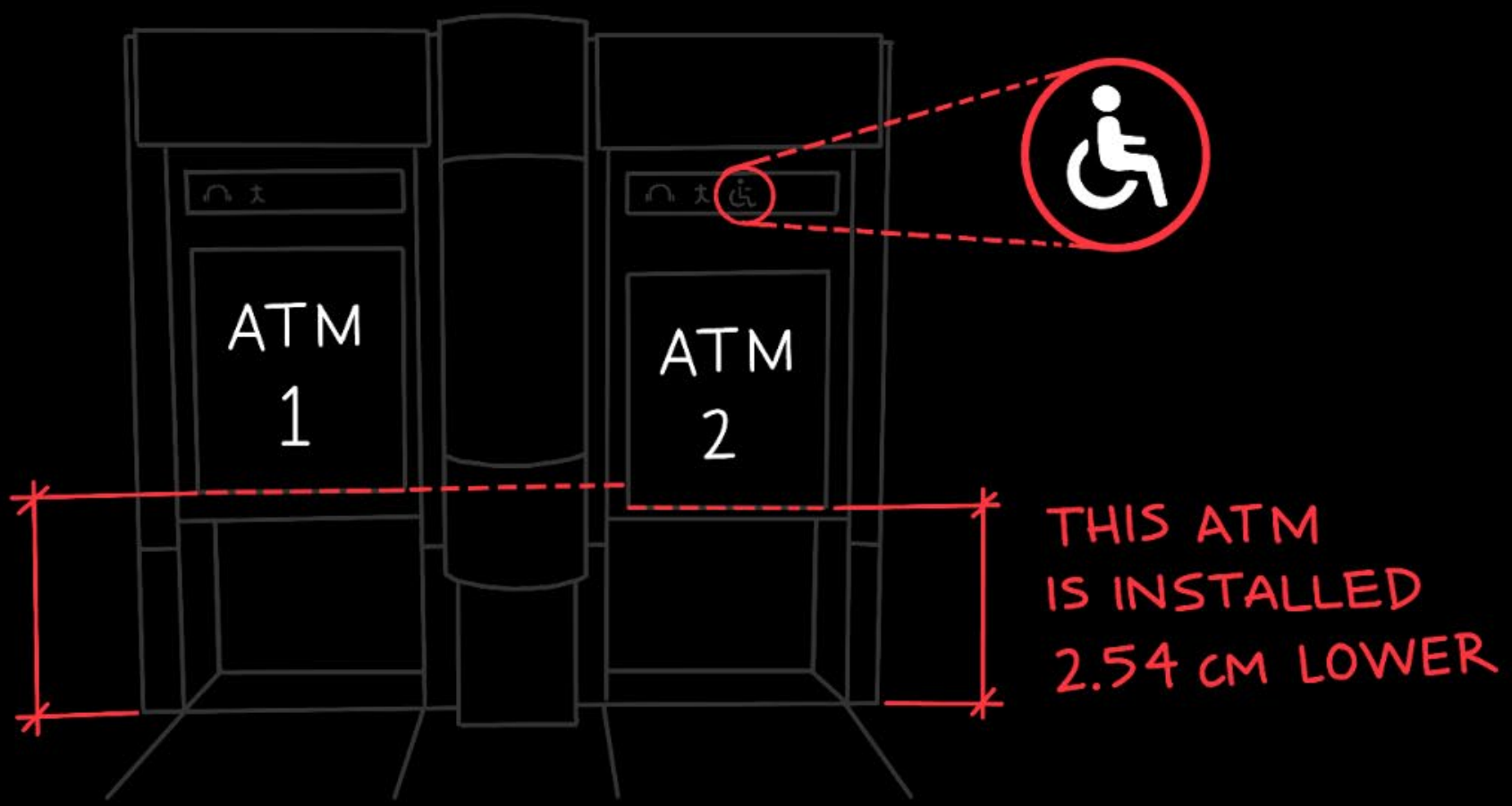
NO MORE

Tianjin Binhai Library

Tianjin, China







ATM
1

ATM
2

THIS ATM
IS INSTALLED
2.54 CM LOWER



Special Needs

Braving The Hand Dryer Of Doom

by E. Shaklee

SHARE



Massimo Merlini / iStock

We worked hard to teach my autistic son independence with daily living skills. We thought we had cleared a major hurdle the moments he finally started to take to [toilet training](#). He was happy, we were happy, and lord knows my washer and dryer were happy too! We were singing the song of victory.



Walk Donate



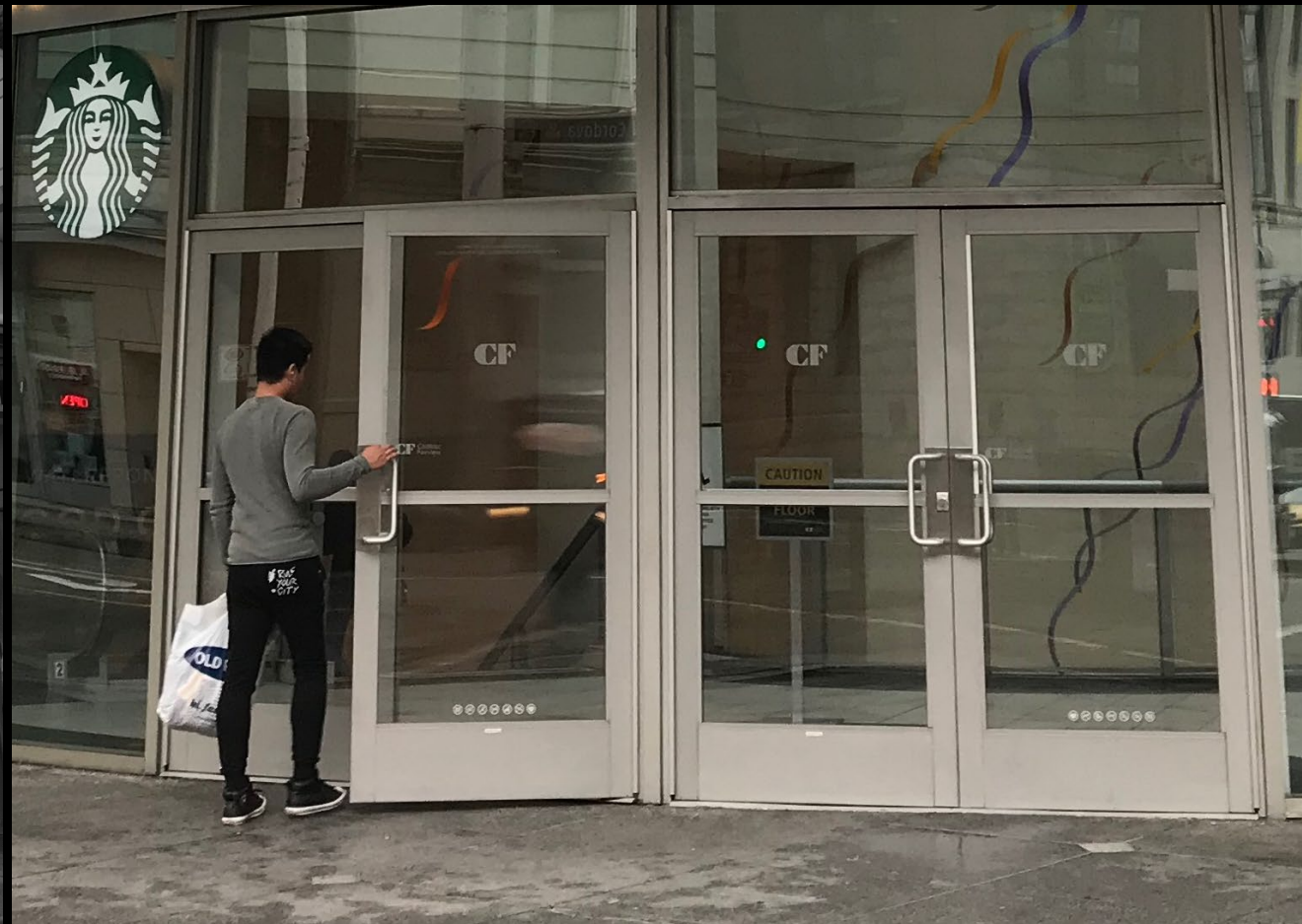
Help! My Kid Won't Use a Public Restroom

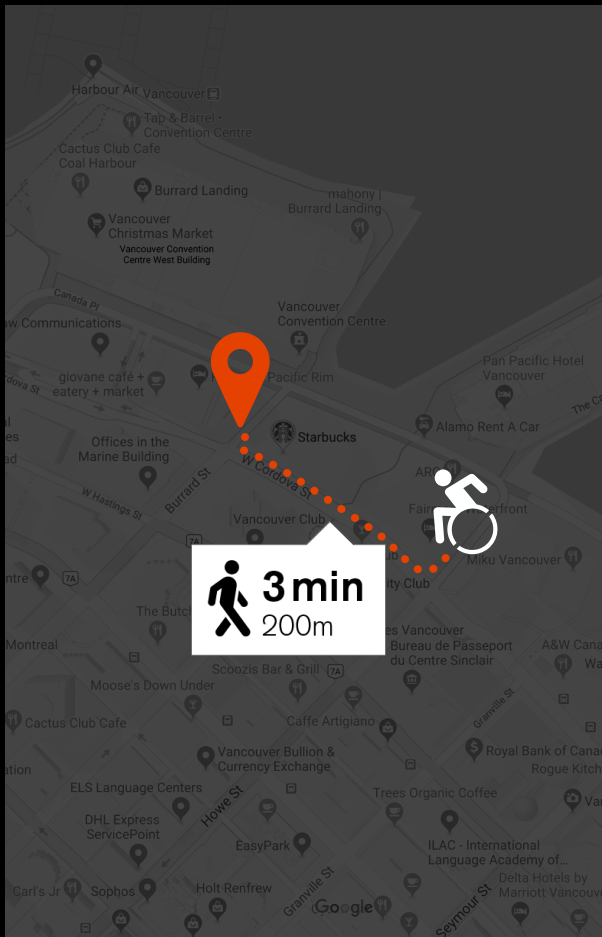
June 8, 2012

Today's "Got Questions?" answer comes from psychologist Terry Katz, Ph.D., of Autism Speaks [Autism Treatment Network \(ATN\)](#) clinic at the University of Colorado-Denver School of Medicine and Children's Hospital.



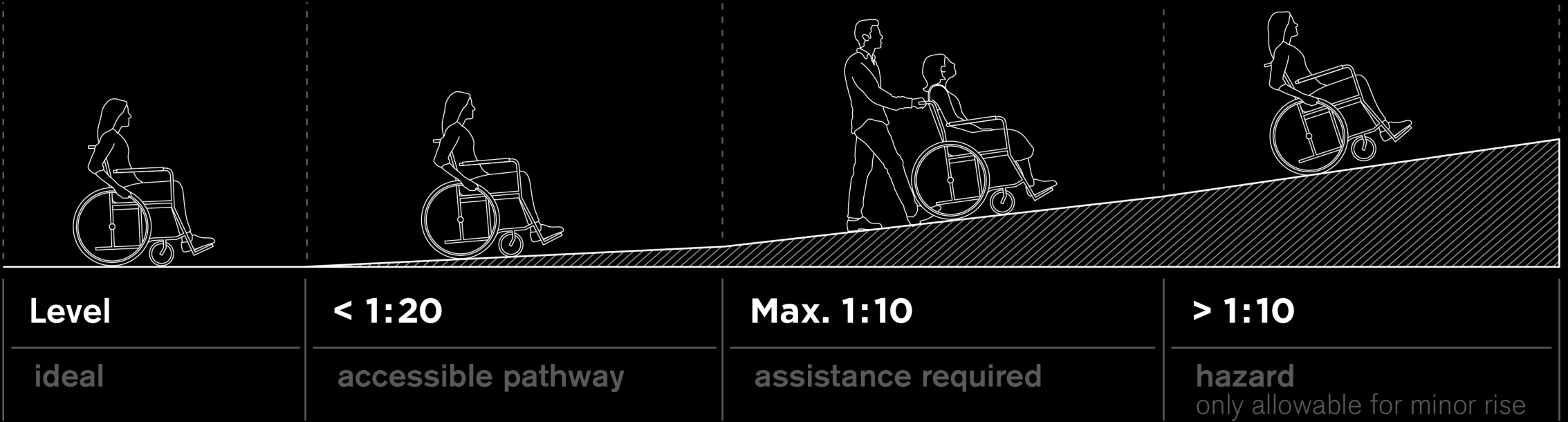
My son used to use public restrooms but now screams bloody murder if we even try. Any suggestions?





**Building codes are
the absolute worst.**

Building codes are
**the absolute worst
we can do.**



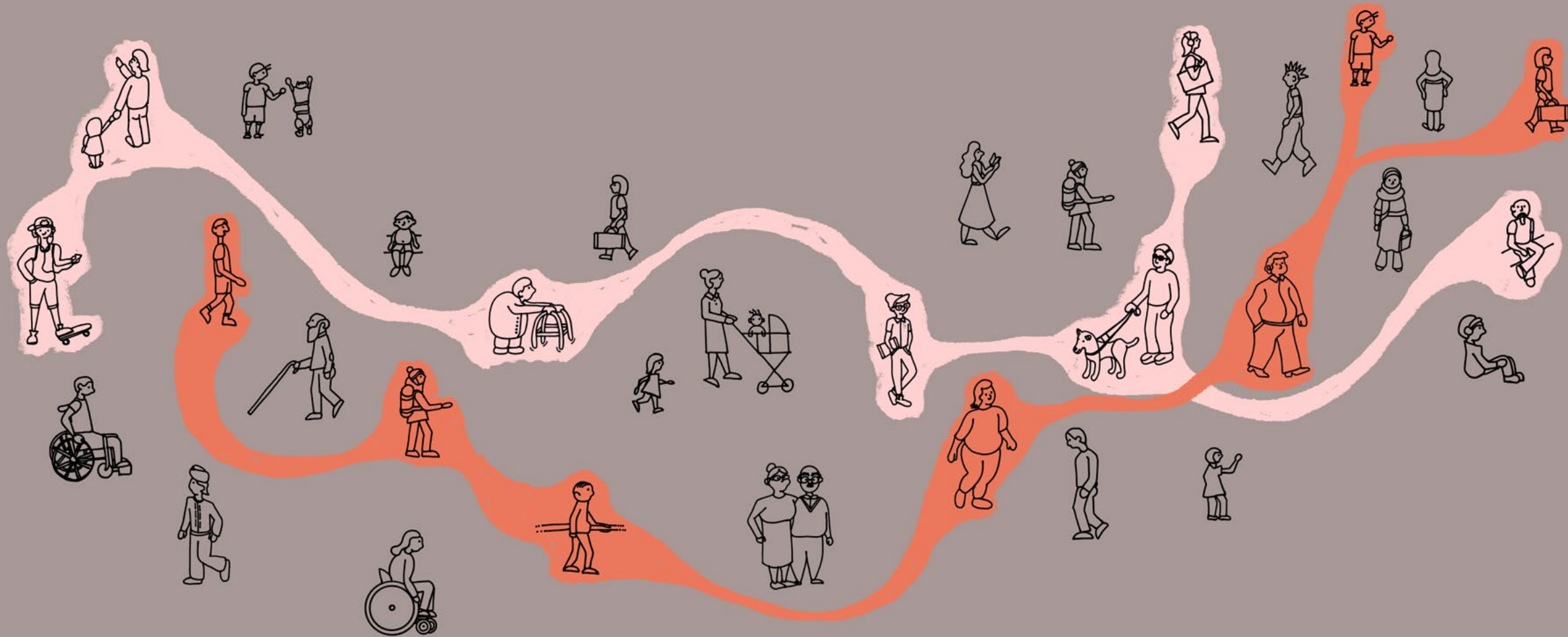
**Building code compliance
is not enough.**

Accessibility
is not enough.

Participation
is not enough.

INCLUSIVE DESIGN NEEDS

COMPASSION



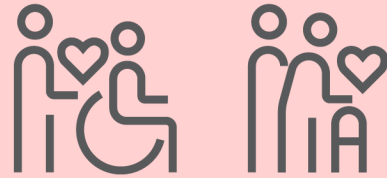
Directly Affected



24%

are dealing with a vision¹, hearing² or mobility³ disability or physical challenge themselves

Affiliated



30%

do not have an issue personally, but have a close friend or family member dealing with a disability or physical challenge

Concerned



32%

are concerned about how these issues will affect them in the next five to 10 years

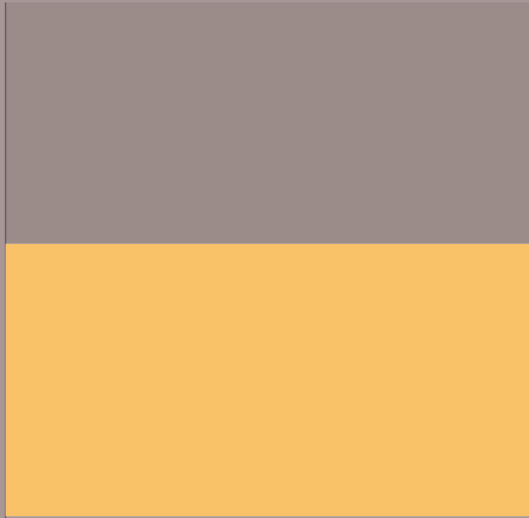
Unaffected



14%

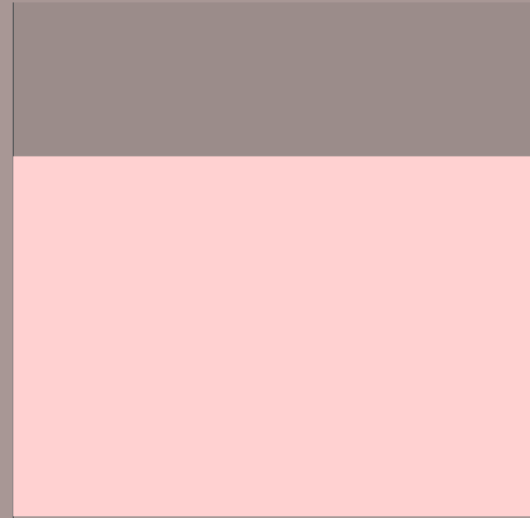
have no relationships or concerns when it comes to these issues

Canadians care about access



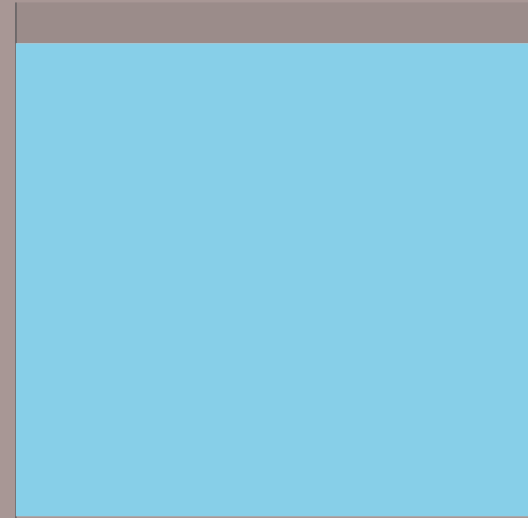
53%

want Canada-wide standards for access



70%

say new buildings should be universally accessible



92%

agree accessibility for people with physical disabilities is a basic human right, not a privilege



88%

said Canada should be a world-leader in ensuring universal access to public places



ACTION

ACTION 1

**Think more broadly
about inclusion and
barriers to participation.**

Physical – Cognitive – Social

Culture – Income – Gender expression – Indigeneity – Ethnicity

Education – Gender identity – Geographical location

Number of dependents – Sexual orientation – Legal status

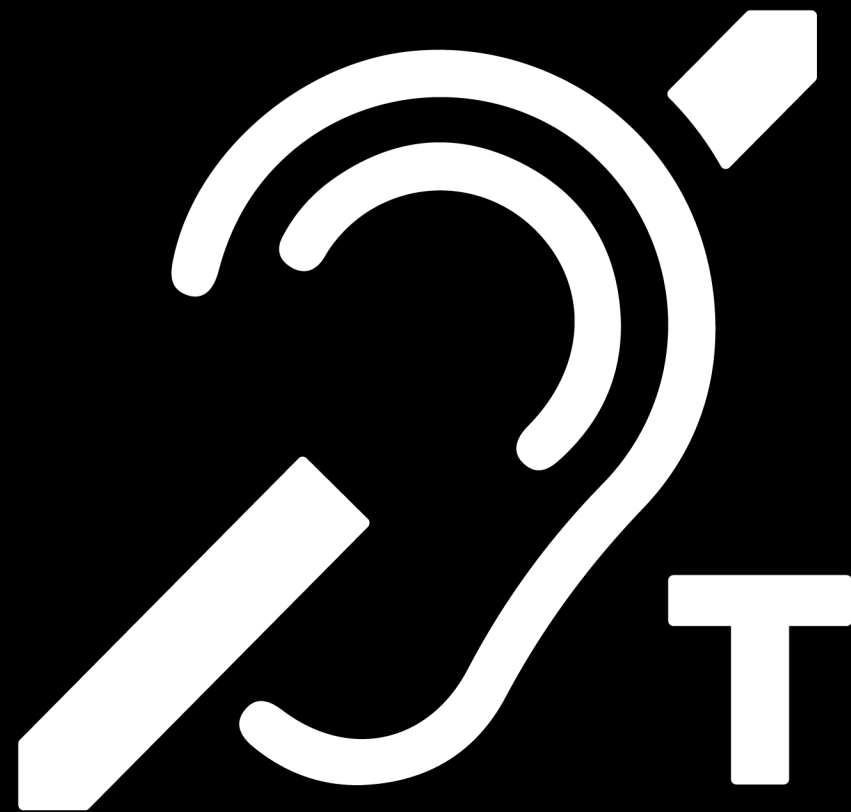
Age – Degree of introversion – Dexterity – Hypersensitivity

Mental health – Relationship status – Appearance – Mobility

Communication style – Employment – Family structure

ACTION 2

**Listen to those with
lived experiences.**







ACTION 3

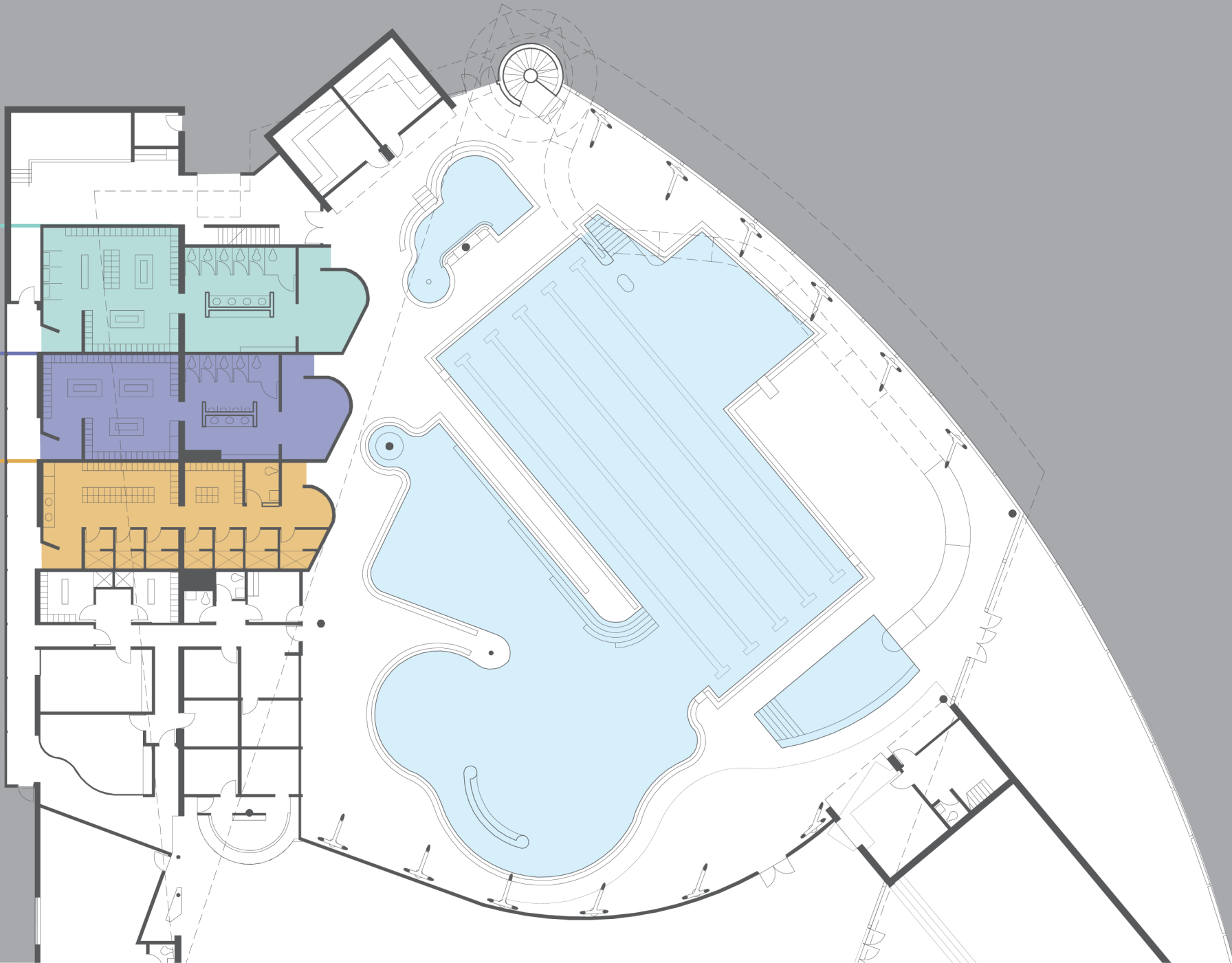
Be a changemaker.

UNIVERSAL CHANGE ROOMS

Mens Changeroom

Womens Changeroom

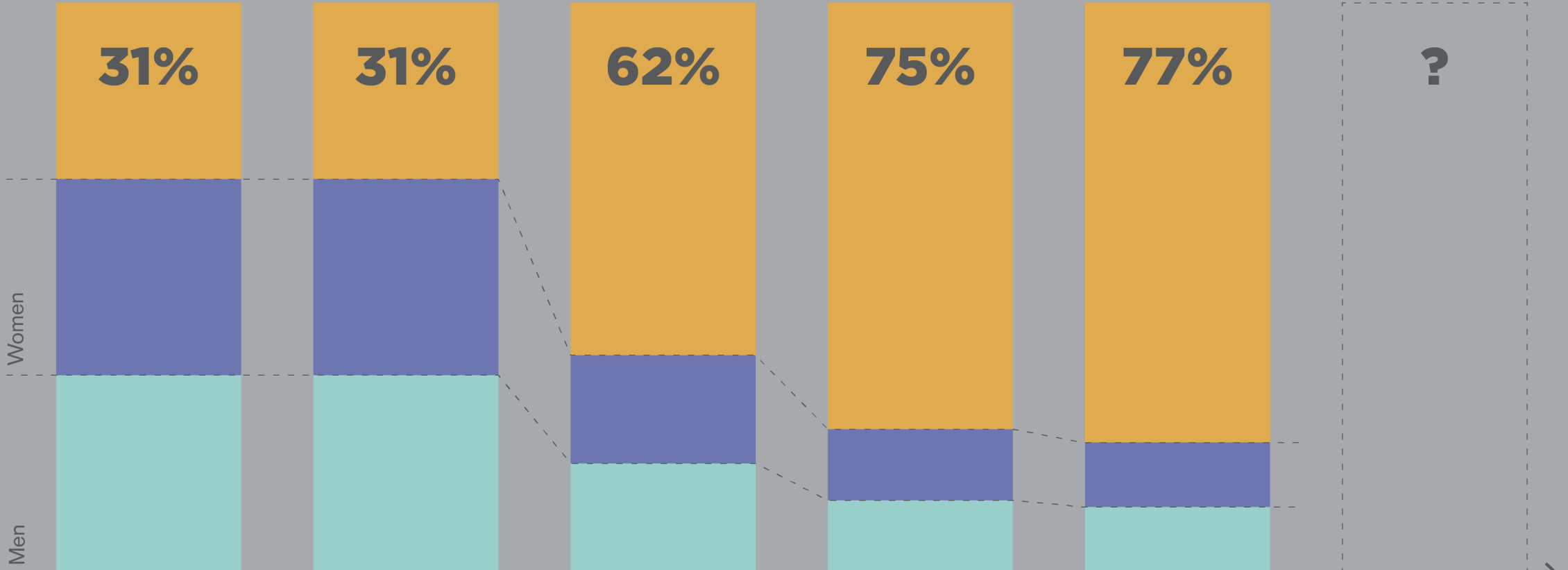
Universal Changeroom
**Family Changeroom*



Family Changeroom

Universal Changeroom

What's next?



1993

Eileen Dailly Pool and Fitness Centre
Burnaby, BC

1999

Walnut Grove Community Centre
Langley, BC

2006

Killarney Community Pool
Vancouver, BC

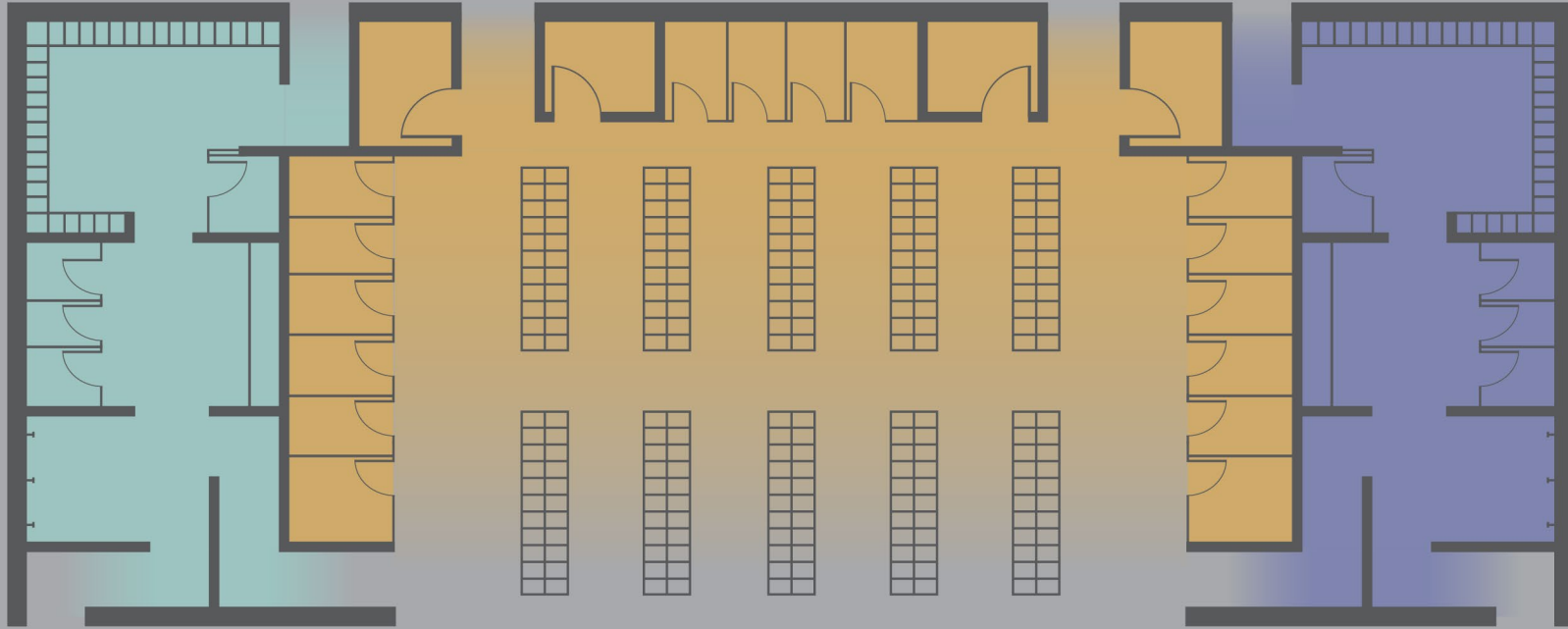
2011

Hillcrest Centre
Vancouver, BC

2016

Grandview Hights Aquatic Centre
Surrey, BC

Future



Universal
Changeroom

77%



Women Change



Women



Womens Changing room Family Changing room Mens Changing room

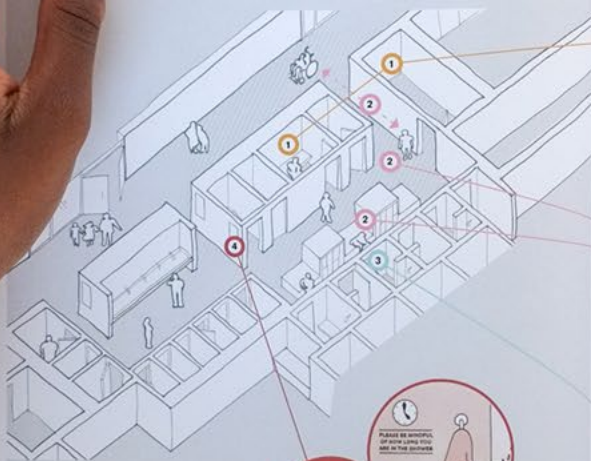




ACTION 4

**Share, share, share.
You'll gain more than
you'll lose.**

Visualizing Design Strategies Universal Change Rooms



- 4 Welcome everyone with **signage** that emphasizes function

Signage can designate clothing as required in the central area, encourage efficient use of showers, and emphasize function. Clear user identity to help everyone feel welcome.



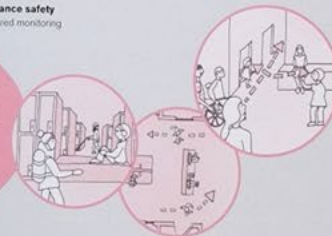
- 1 Strive for **inclusivity** and **access for all**

Larger showers/change stalls increase accessibility and provide spaces that accommodate multiple users.



- 2 Use **openness** to enhance safety through activity and shared monitoring

Openness in the central shared area and multiple open entrances/exits adjacent to main circulation areas promote activity, passive monitoring, and options for entering and leaving.



- 3 Create **privacy** where most needed to enhance comfort

Change/shower stalls with full-height doors and solid walls provide maximum privacy, while translucent door panels allow for monitoring of use by staff. Door lock features will clearly indicate vacancy.



Visualizing Design Strategies

- S** Universal Single-User Washrooms
- M** Universal Multi-Stall Washrooms

5 Ensure **supportive** staff operations and communications

YES! EVERYONE IS WELCOME...

Washrooms are located near the reception desk, facilitating staff assistance and monitoring.

3 Create **privacy** where most needed to enhance comfort

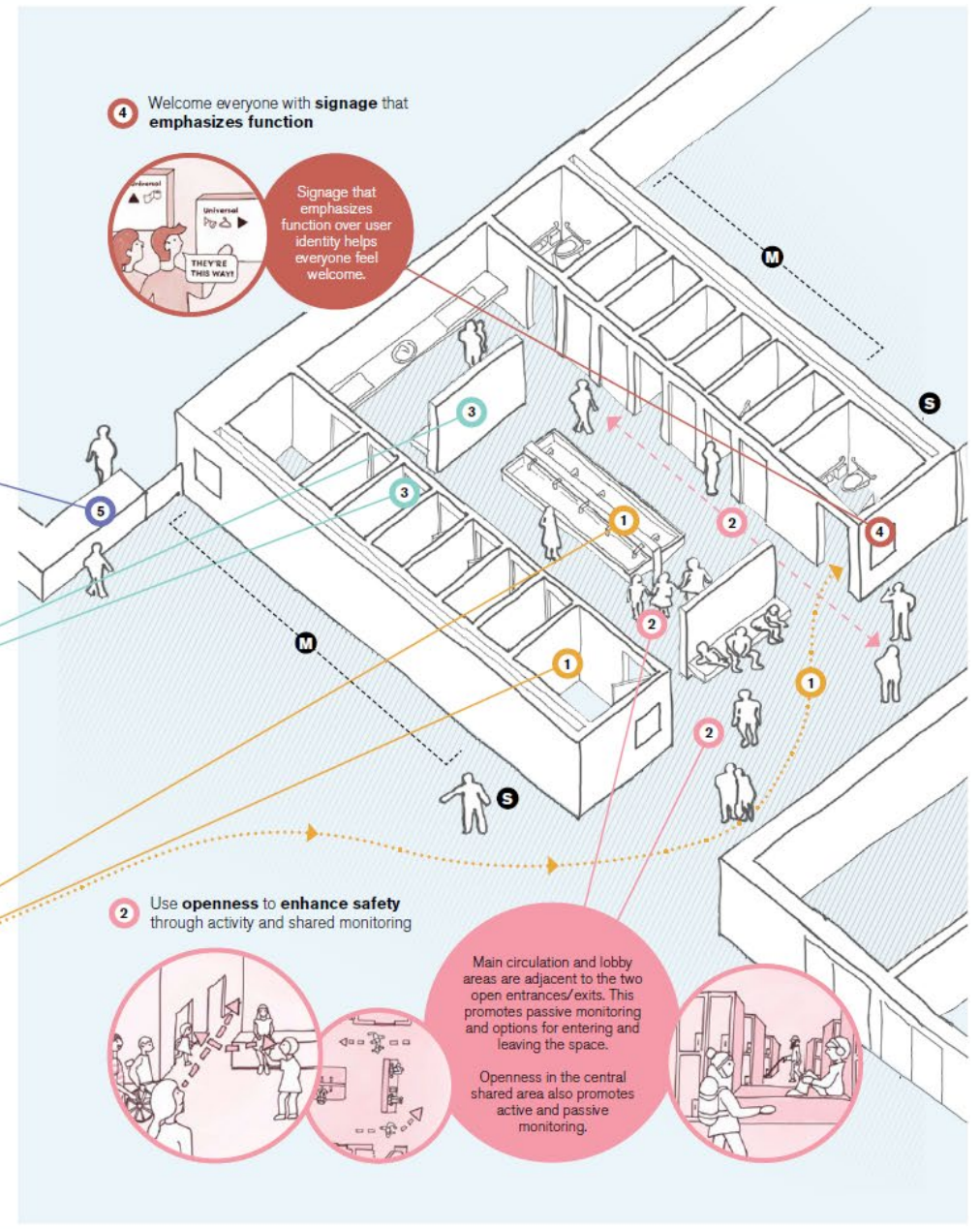
Full-height doors and solid walls provide sound/smell separation, while translucent door panels allow for monitoring of use by staff. Door lock fixtures clearly indicate vacancy.

Partial walls create gradients of privacy from the corridor into the shared sink and vanity/baby change areas.

1 Strive for **inclusivity** and access for all

Universal single-user washrooms with sinks are located for ease of visibility and access for those with mobility requirements, as well as those who want more space and/or privacy.

Shared sinks can accommodate all users.



4 Welcome everyone with **signage** that emphasizes function

Signage that emphasizes function over user identity helps everyone feel welcome.

THEY'RE THIS WAY

Universal

2 Use **openness** to enhance safety through activity and shared monitoring

Main circulation and lobby areas are adjacent to the two open entrances/exits. This promotes passive monitoring and options for entering and leaving the space.

Openness in the central shared area also promotes active and passive monitoring.

Inclusivity for

- ✔ people with disabilities
- ✔ families
- ✔ transgender and non-binary people

Increased

- ✔ privacy and safety
- ✔ efficiency

ACTION 5

**Influence policy change to
increase your impact.**

POLICY

Upgrade Categories



Parking + Transit



Lobby + Reception



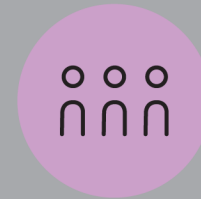
**Routes to Entrances +
Exterior Circulation**



**Washrooms +
Changerooms**



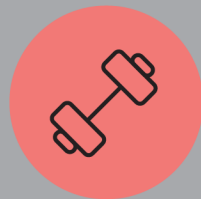
Elevators



**Assembly +
Performance**



Interior Circulation



Sport + Recreation



Other

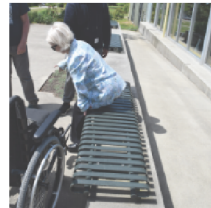
Champlain Heights Community Centre Site Plan

Parking + Transit

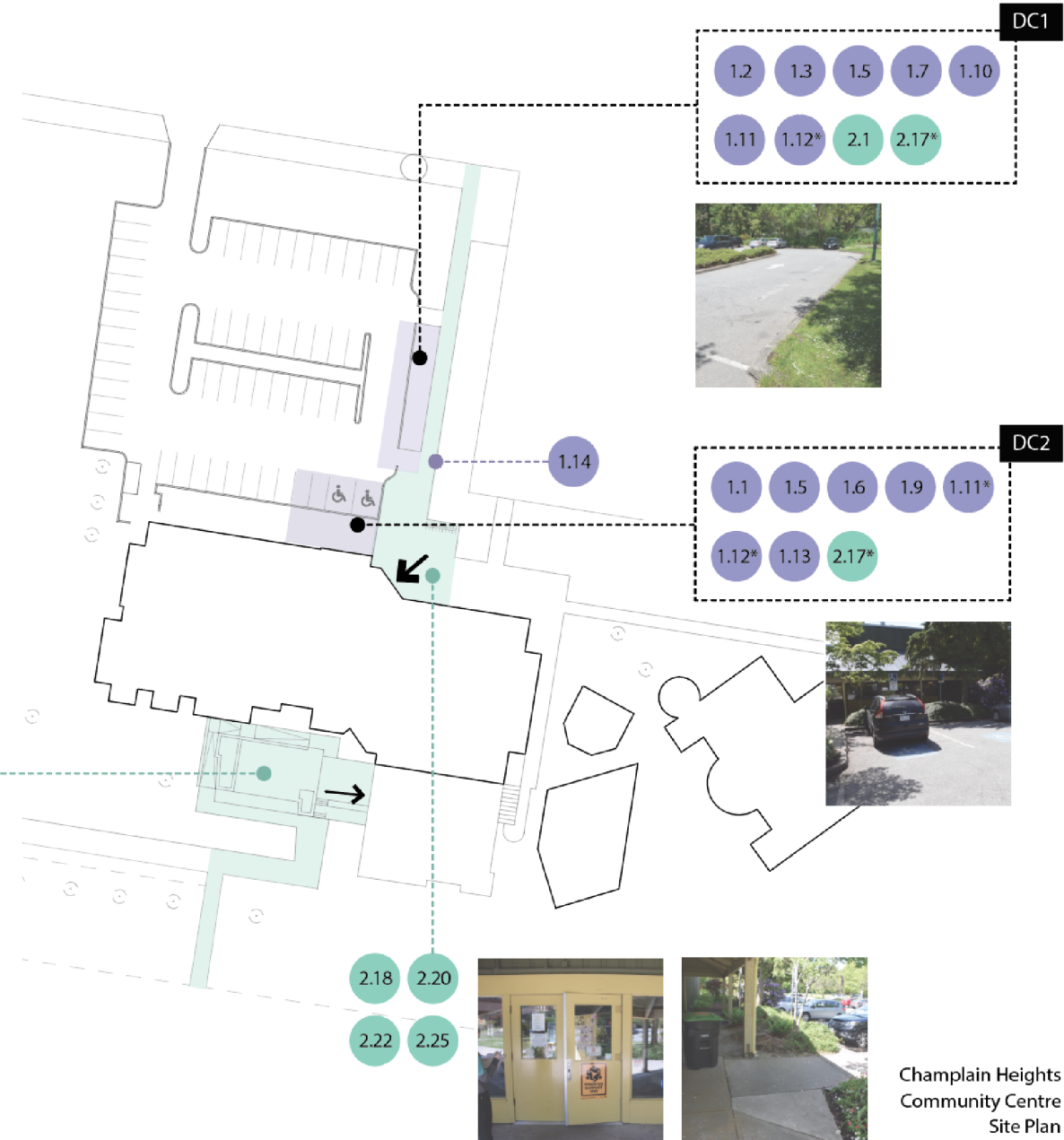
- 1.1 Repair parking lot surface
- 1.2 Add sheltered area
- 1.3 Designate drop-off area
- 1.5 Add access aisle (x2)
- 1.6 Add clearly marked safe passage from parking to path of travel
- 1.7 Add ramp
- 1.9 Add curb cut
- 1.11 Add/upgrade seating (x2)
*Underneath overhang (x1)
- 1.12 Add/upgrade signage (x2)
*For drop-off
*For accessible stall
- 1.13 Repaint horizontal accessible stall signage + markings

Routes to Entrances + Exterior Circulation

- 2.1 Repair walkway/area surface
- 2.17 Add/upgrade signage (x2)
*Directional signage x2
- 2.18 Add/upgrade signage for door opener



- 2.1 2.2 2.4 2.5 2.7 x2
- 2.12 2.17 2.18 2.20 2.22
- 2.24



ACTION 6

Collaborate.



Rick Hansen
Foundation



Rick Hansen Foundation Accessibility Certification™

June 2019



The Rick Hansen Foundation

Inspire leaders, influencers, and the public to join Rick in creating a global movement to remove barriers in the built environment and liberate the potential of people with disabilities.





Meaningful Access

Refers to:

- the ability to independently and safely access the built environment based on planned inclusion
- the level of access for the facility as a whole, not just the sum of its parts

RHF Accessibility Certification™ (RHFAC)

RHF Accessibility Certification™ (RHFAC) is a rating system that measures the accessibility of the built environment using consistent methodology on a national and international scale.



How are Sites, Buildings, or Facilities Rated?



Vehicular Access



**Exterior Approach
and Entrance**



Interior Circulation



**Interior Services
and Environment**



Sanitary Facilities



**Signage, Wayfinding
and Communications**



Emergency Systems



**Additional
Use of Space**



Residential Units

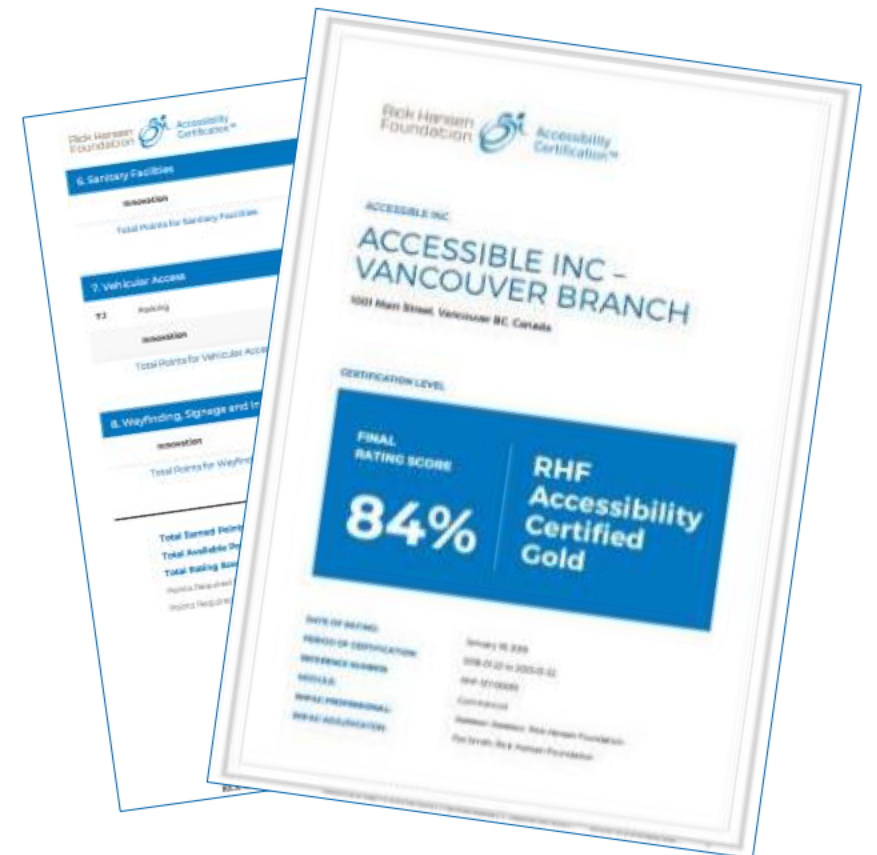


Trails and Pathways

Rating Scorecard and Certification Levels

Depending on the points outlined on your Scorecard, your building or site will receive a rating score and corresponding certification level:

RATING SCORE	CERTIFICATION LEVEL
80% and higher	RHF Accessibility Certified Gold
60% - 79%	RHF Accessibility Certified
Below 60%	Not Certified



RHFAC Current Statistics

1,200+

Sites rated to date!



665+

RHF Accessibility Certified!

37

Gold Certified!



1160+

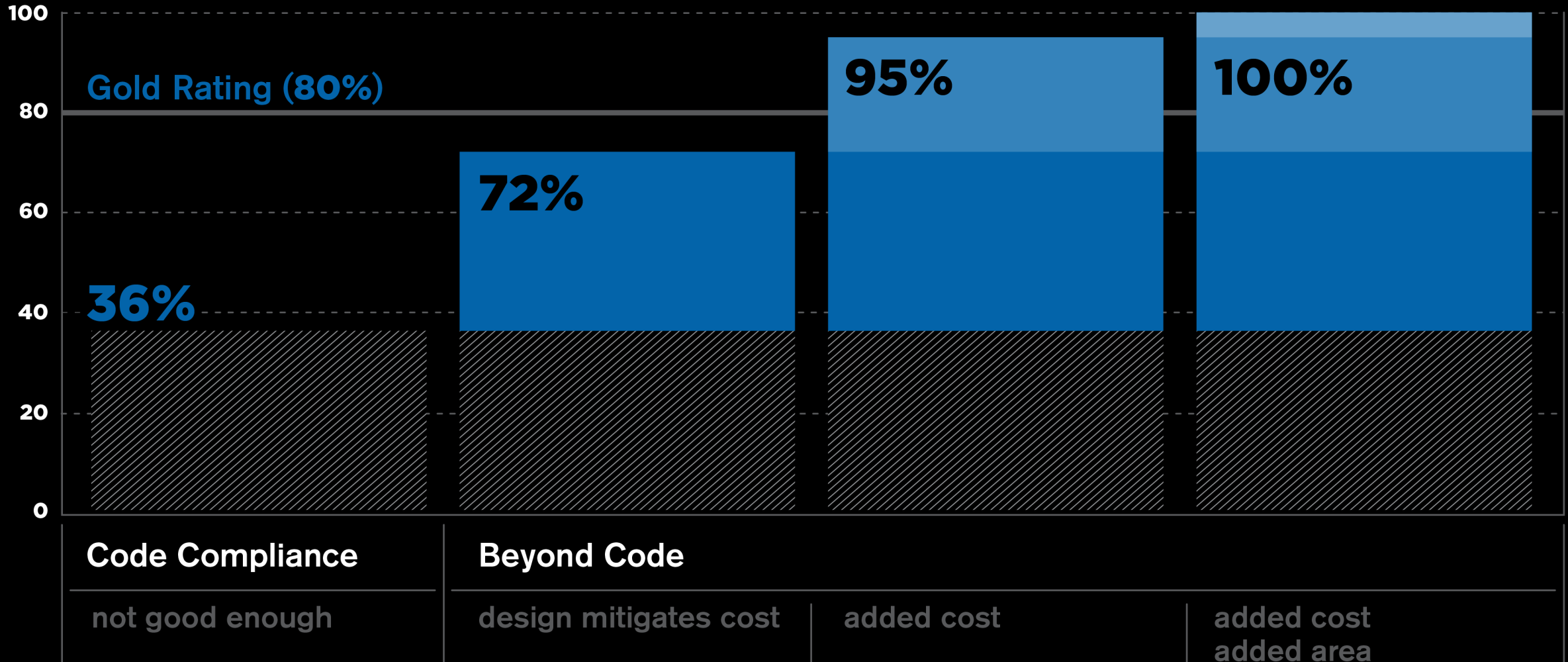
Sites Registered!

RHF Accessibility Certified Sites

“I love coming to Cowbell Brewing with my family because I don’t need to think about any accessibility issues, from getting into the building to sitting at tables, to using the washroom. For me, it just makes my life that much easier.” – **Julie Sawchuk, wheelchair user & RHFAC Professional who rated Cowbell Brewing**



Rick Hansen Foundation Accessibility Certification



IMPACT

Minoru Centre for Active Living





7191

7191 CENTER FOR ACTIVE LIVING



Burrard Inlet

VANCOUVER

Vancouver International Airport

**MINORU CENTRE
FOR ACTIVE LIVING**



RICHMOND

Fraser River

Fraser River

Fraser River

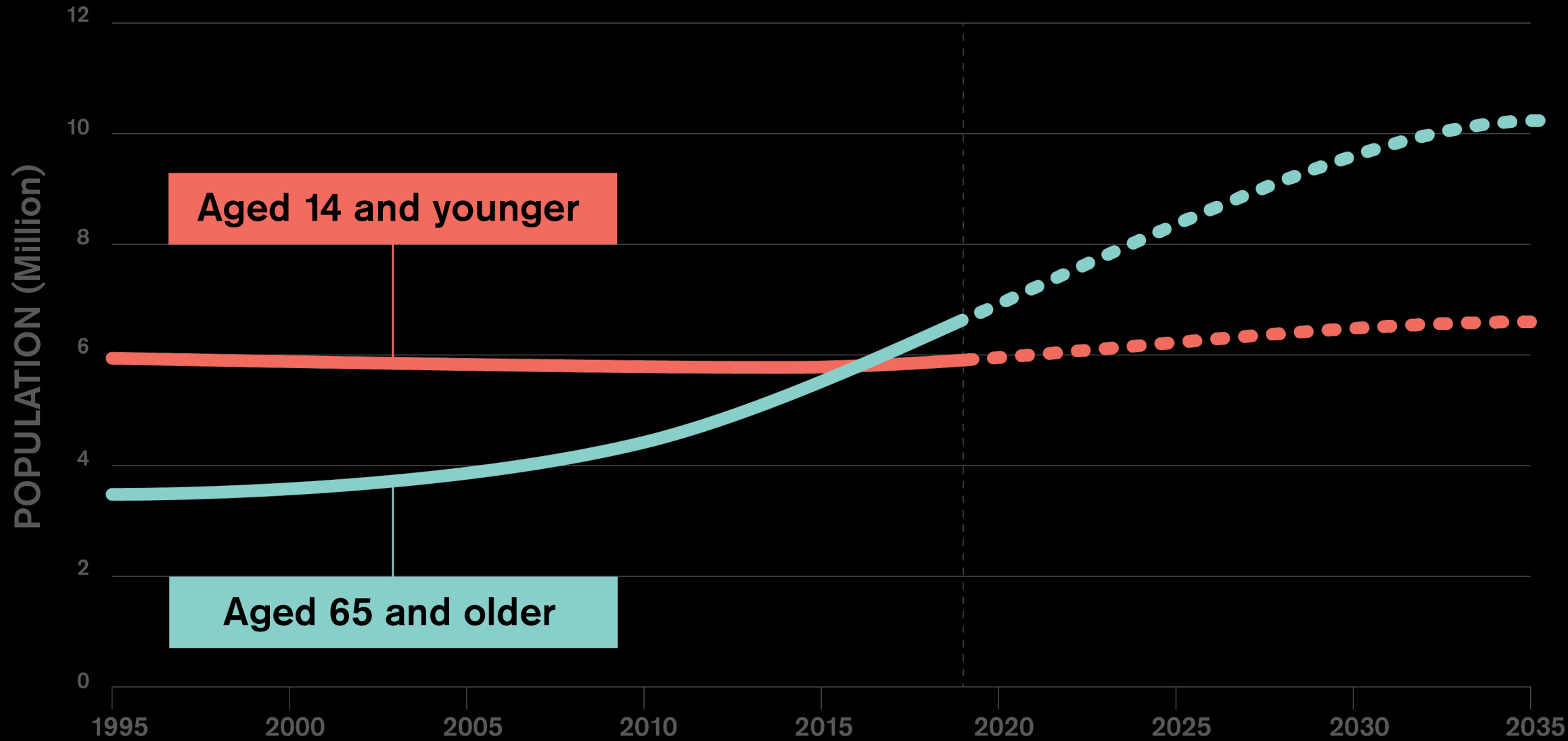
Fraser River

Fraser River

Fraser River

HISTORICAL

PROJECTED

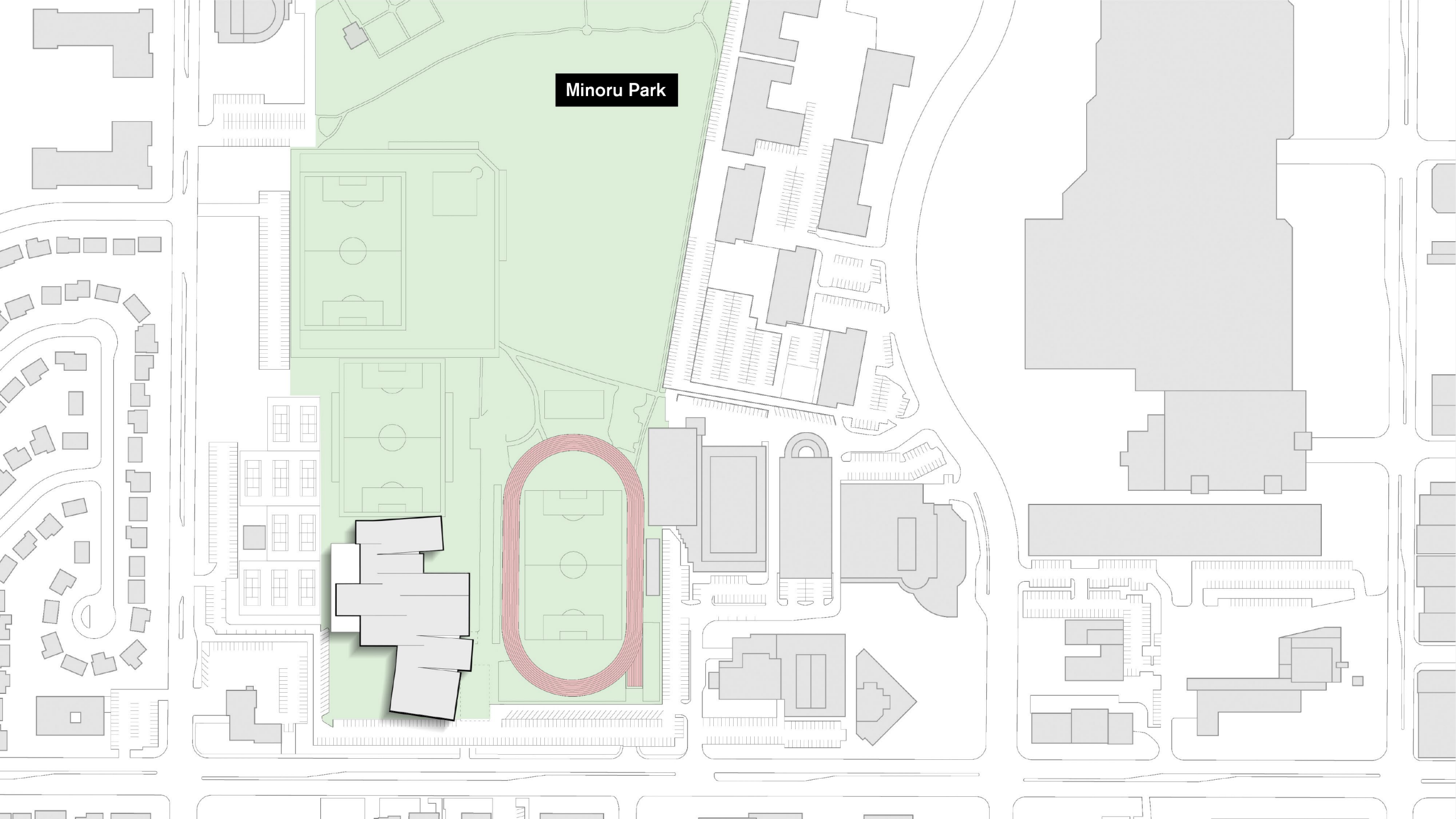


Aged 14 and younger

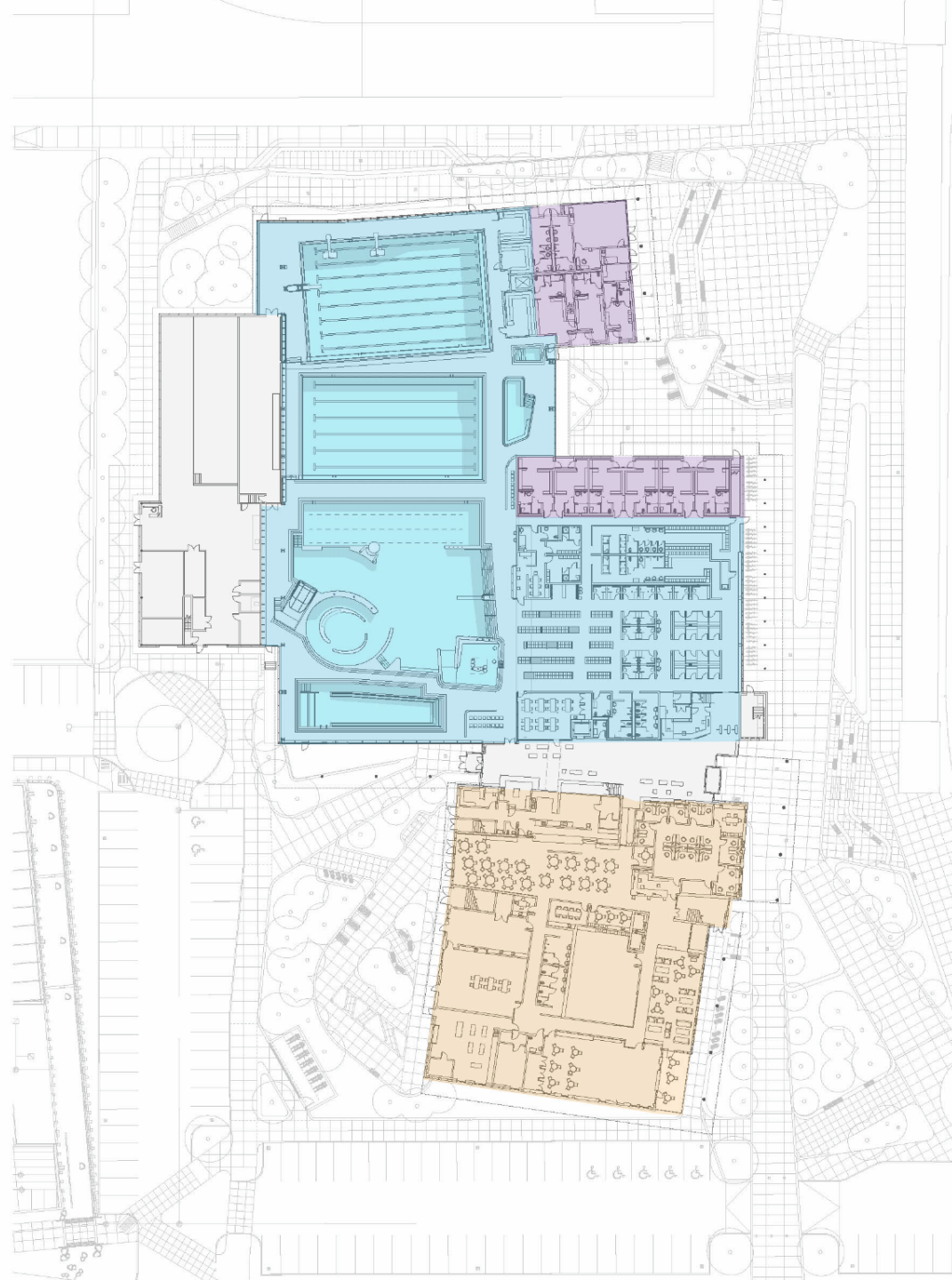
Aged 65 and older



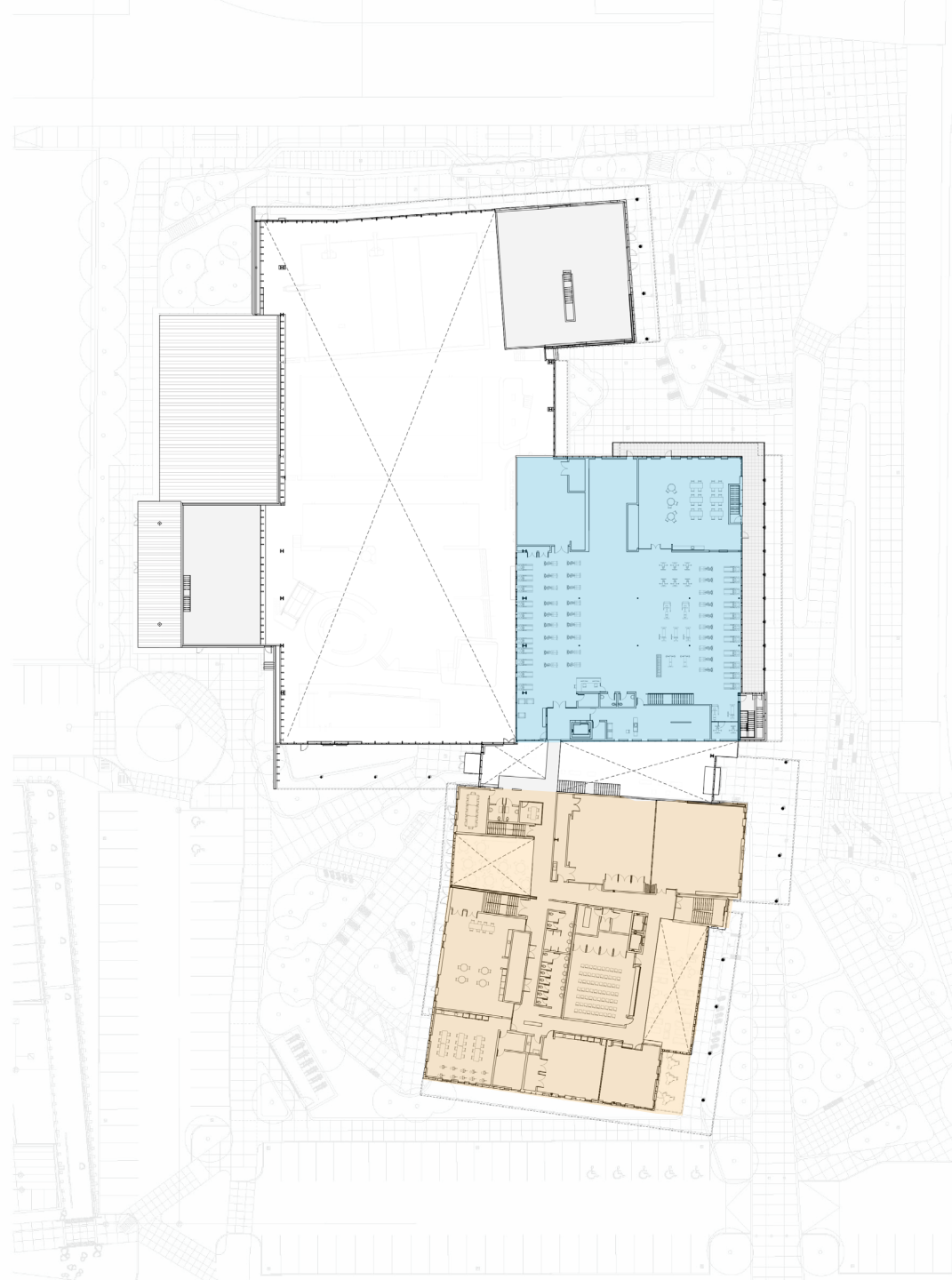
Minoru Park



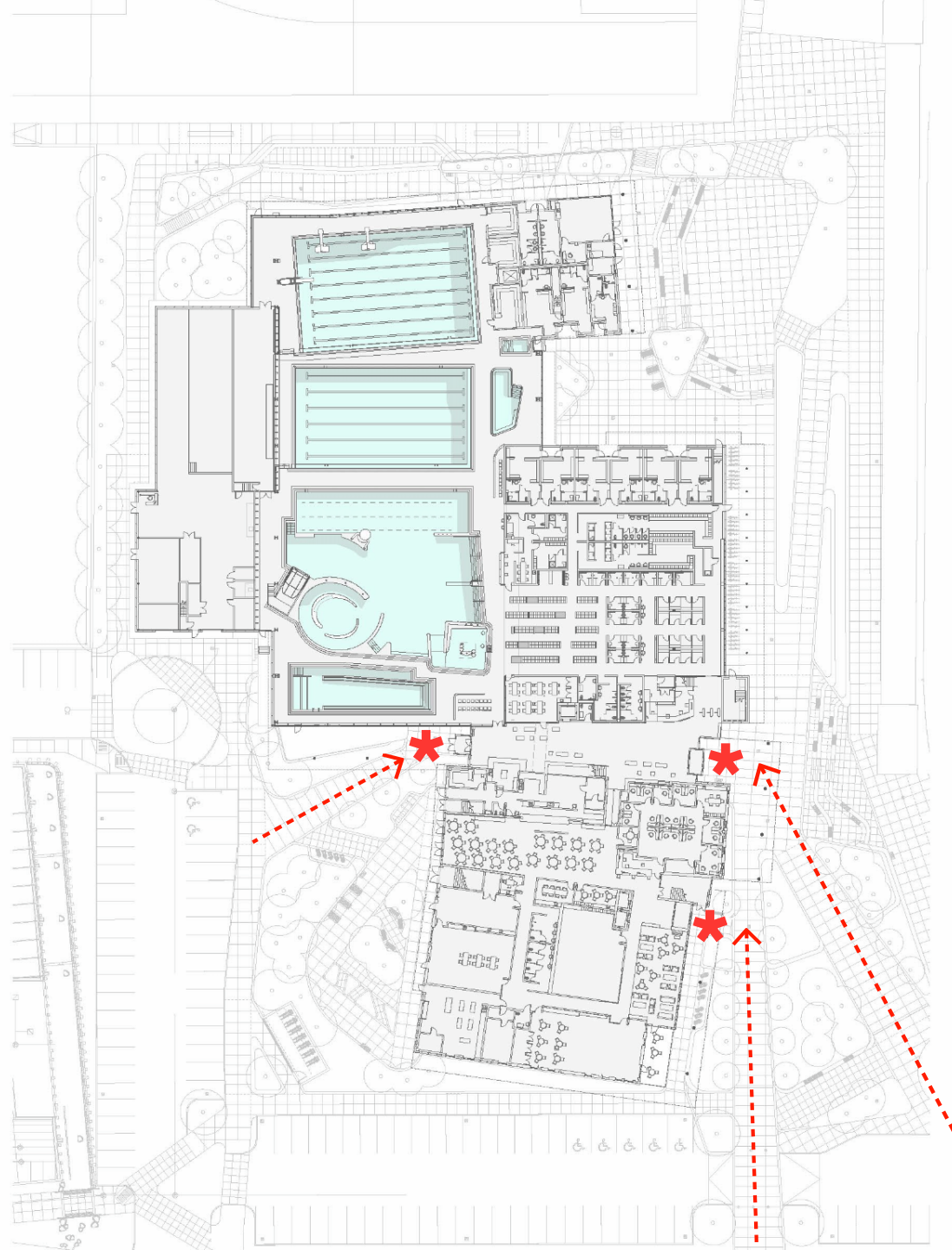




- Aquatics
- Field House
- Seniors'

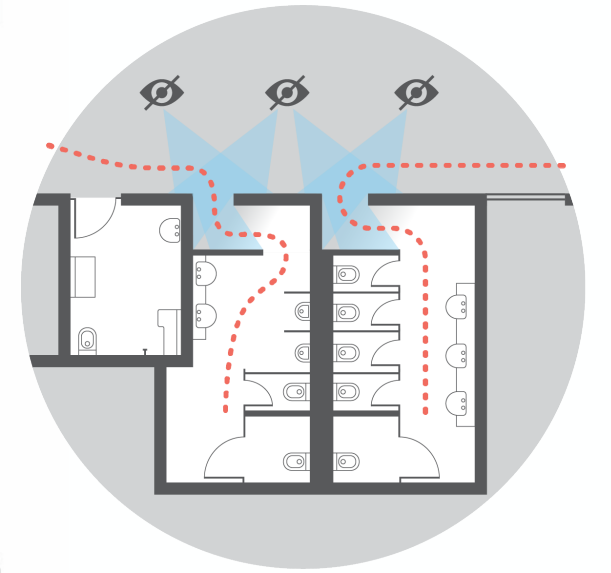
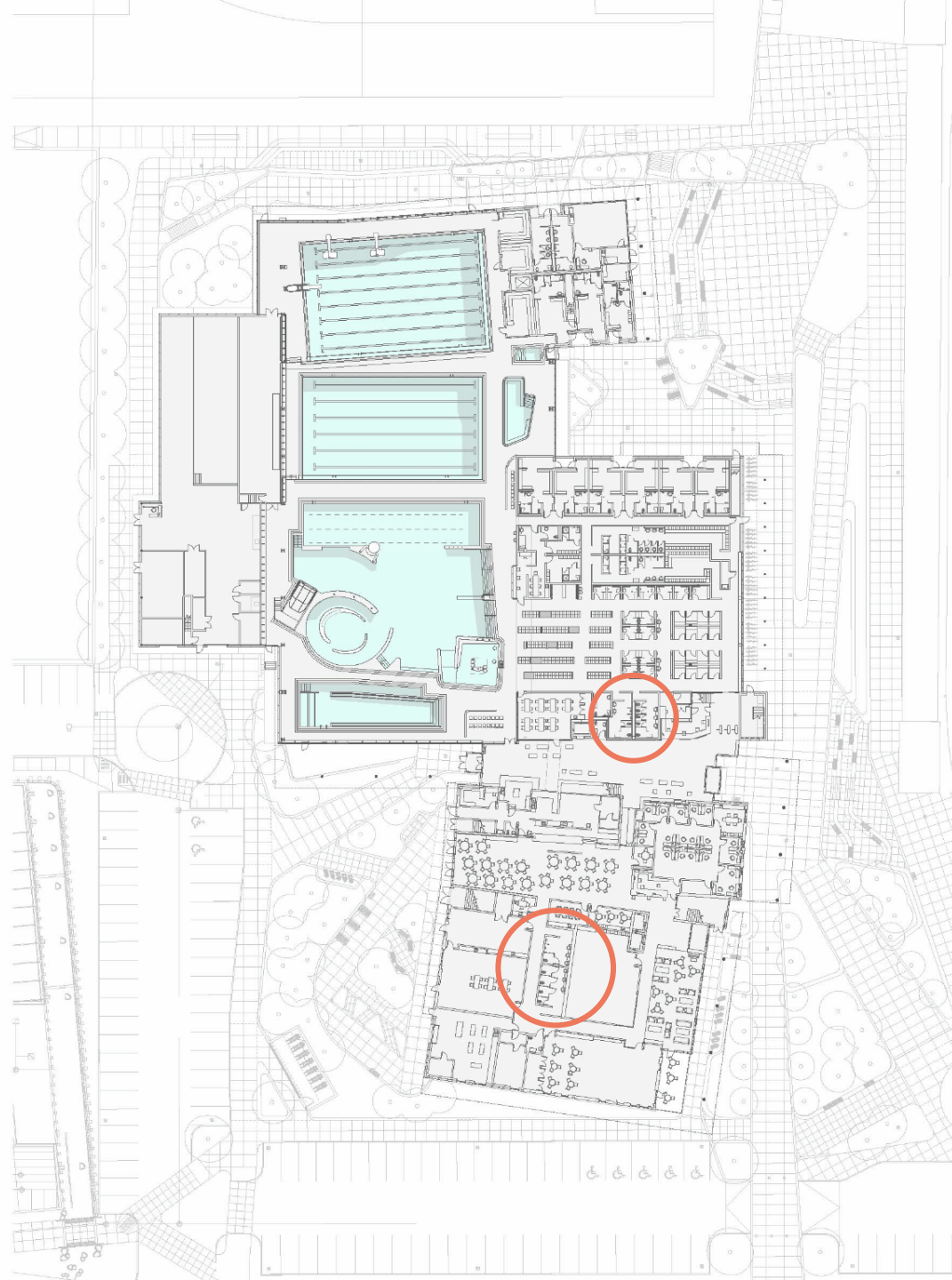


Aquatics
Seniors'

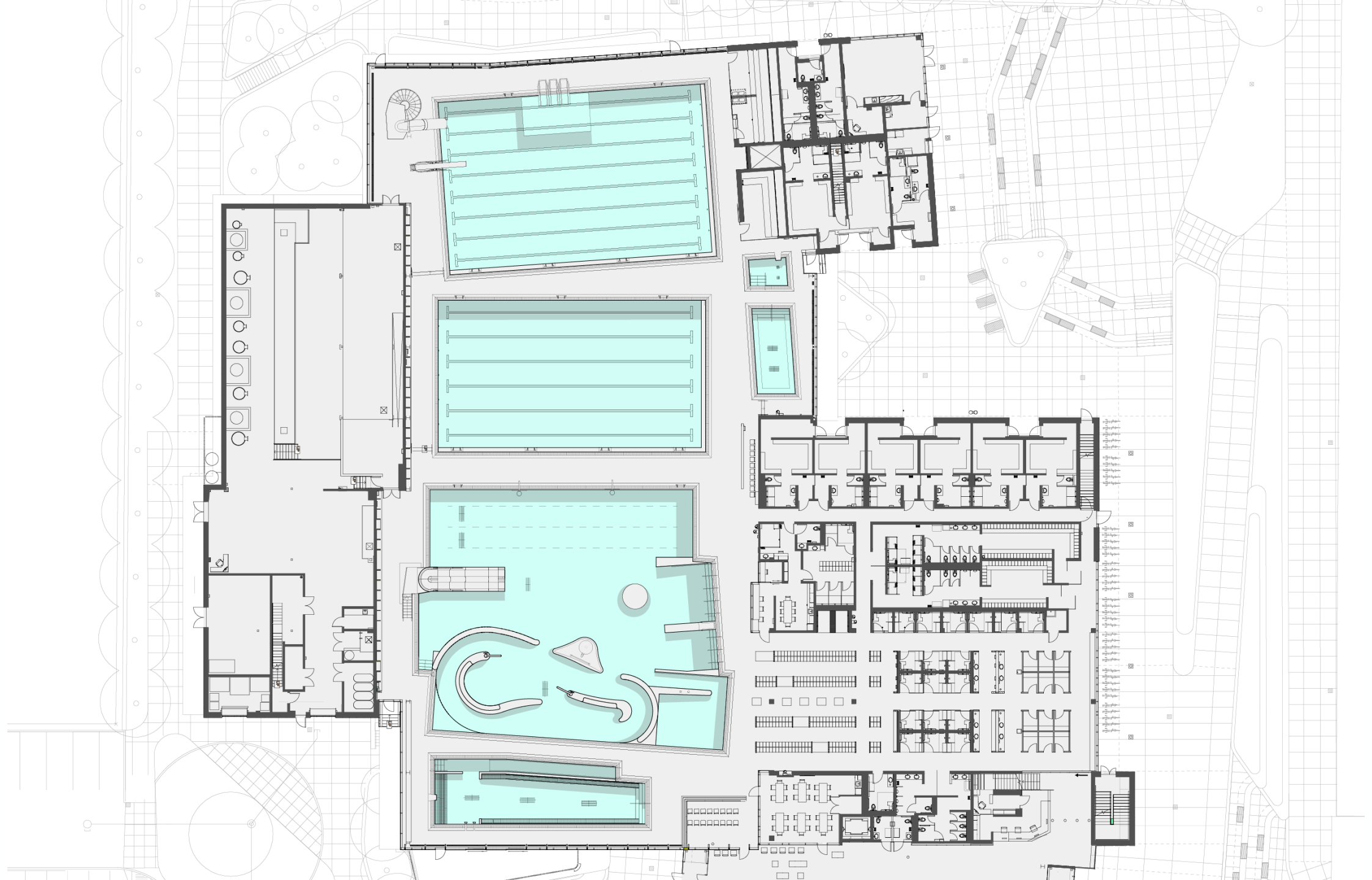


**Gentle slope to entries
with automatic doors**

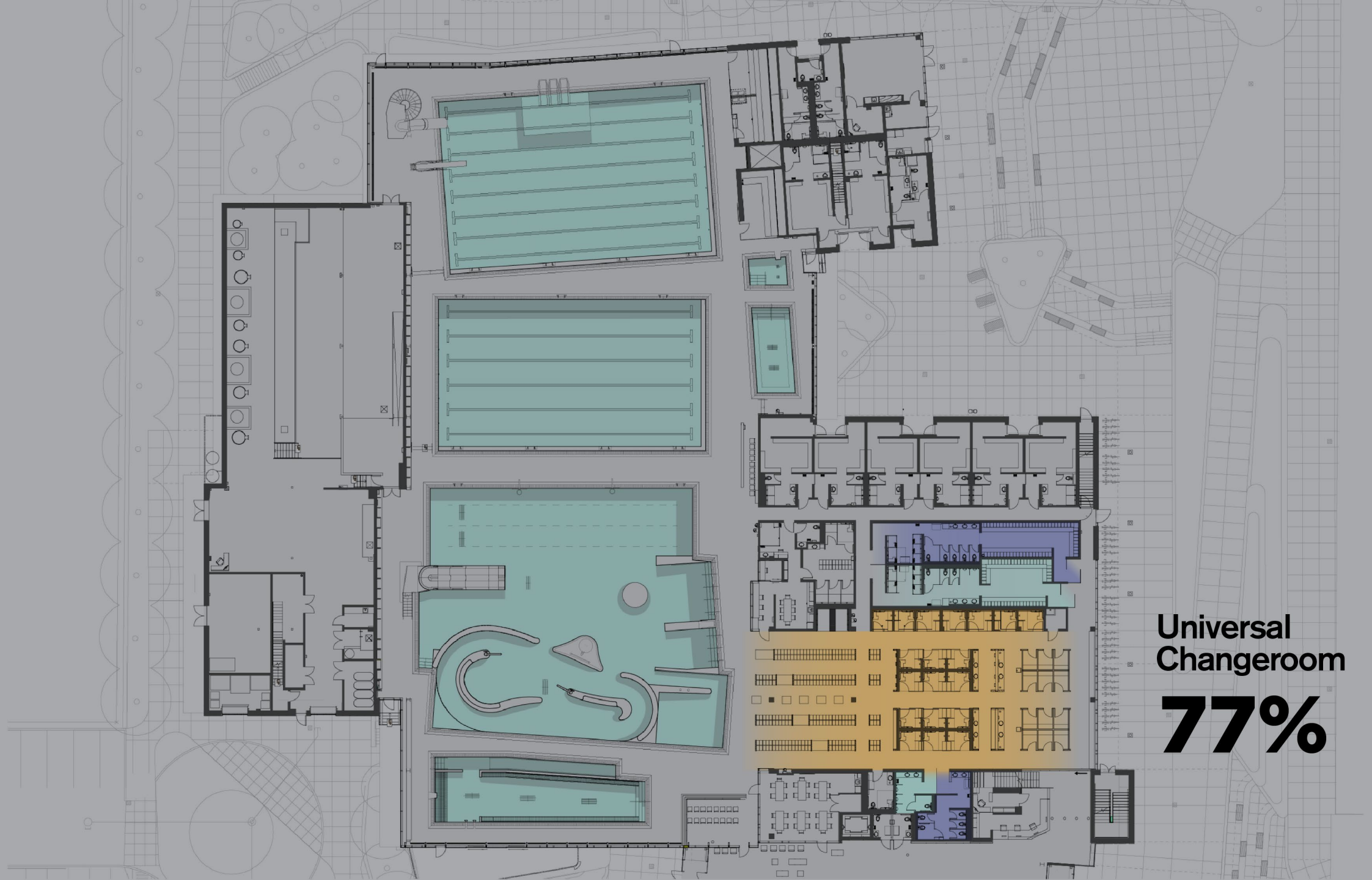




**Barrier-free access to
public washrooms**





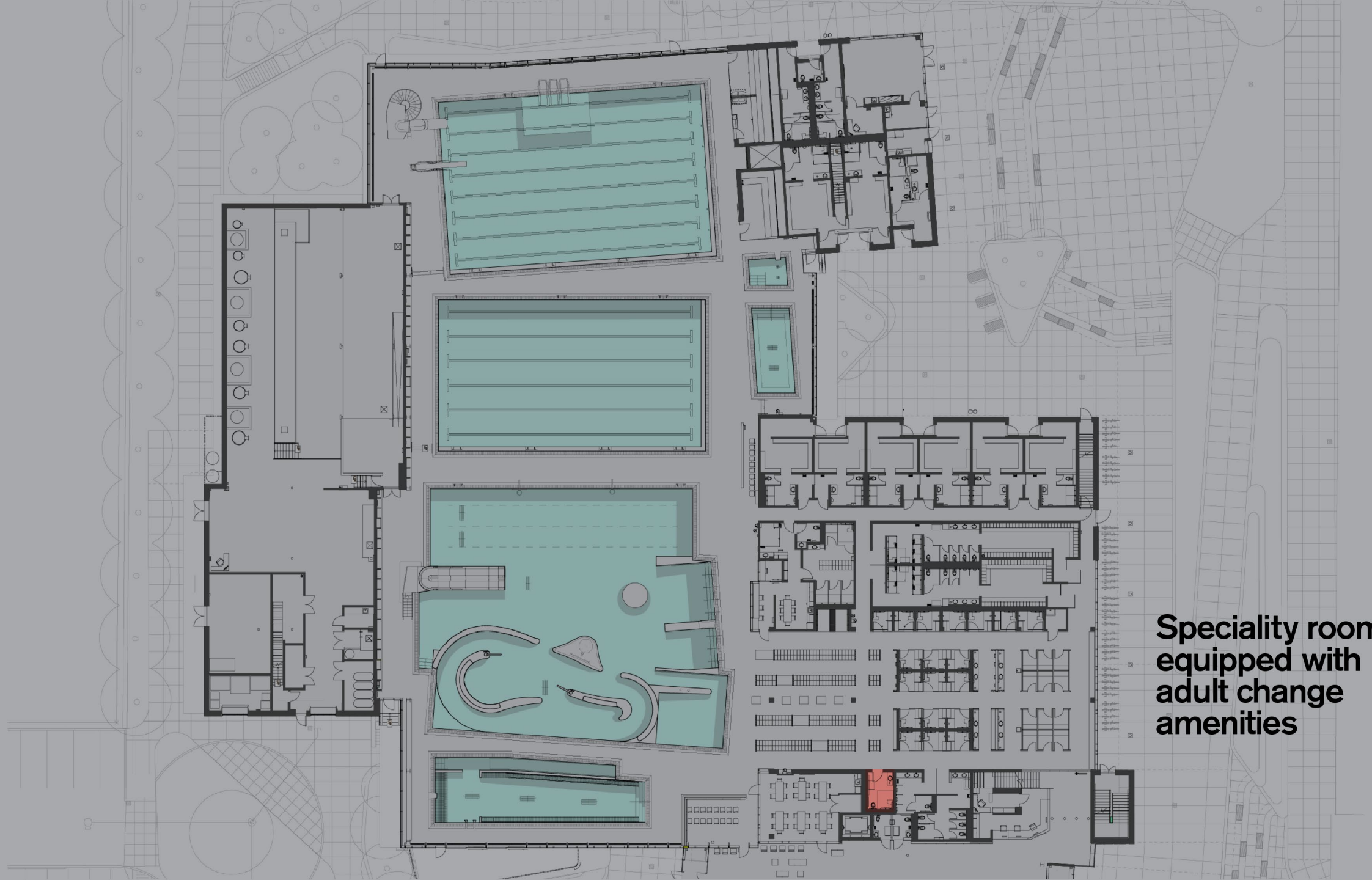


Universal
Changeroom

77%



**Fully accessible,
fully private
shower and
change cubicles**



**Speciality room
equipped with
adult change
amenities**

Transfer ledge
into pool







Transfer ledge
into pool

Gentle slope
ramp into pool





STEAM

SAUNA

1.05

1.05M

1.05M

1.05M

NO DIVING

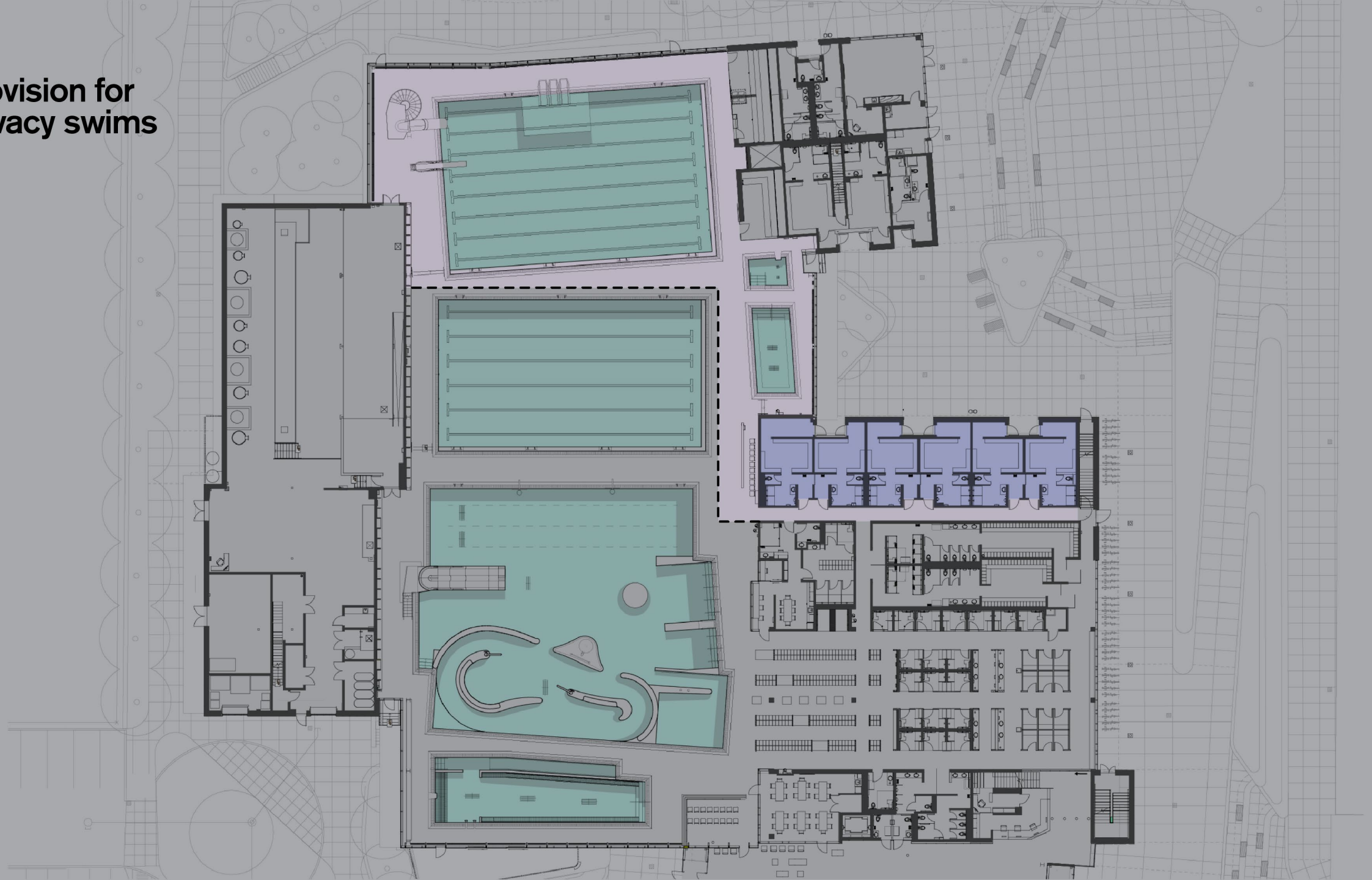
 Transfer ledge
into pool

 Gentle slope
ramp into pool

* Lift into pool



Provision for privacy swims



RALLY CRY

**Think more broadly
about inclusion.**



**We need to change
our attitude.**

**We need better – more
consistent standards.**

**Research, collaborate
and share.**



Responsible design
solutions make it possible
for all individuals to
participate with dignity.



Don't do things the way
they've always been done.
Ask "what's possible?"
and **change the rules.**

Let's talk

d.condon@hcma.ca

[@darrylcondon](#)

HCMA