

2024 ETUG Spring Workshop

Accessibility and Inclusion Package

ETUG



YEARS

2024 ETUG Spring Workshop

May 9 & 10, 2024

Simon Fraser University, Harbour Centre Campus
555 W. Hasting St, Vancouver, B.C.



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Introduction

Welcome to the ETUG Spring 2024 Workshop!

This document aims to provide you with important details about accessibility, inclusion, our venue, and the event being held at the SFU Harbour Centre Campus. If you have questions, please contact us at events@bccampus.ca. We are committed to ensuring your experience at the ETUG workshop is pleasant and fulfilling.

Accessible Practices and Procedures

Accessibility Requests

We personally manage each request and work directly with you to ensure your specific needs are met. If you have particular needs or preferences, you can communicate them in the registration form or contact us directly. We will be in touch to work with you.

Neuroinclusivity

At our events we strive for neuroinclusivity to create an environment that supports individuals with diverse neurological needs. This includes help with our registration process, a personal venue tour, a buddy system during the event, sensory meals, and quiet spaces. Please let us know if there is something we can do to support you.

Alternative Formats

We are dedicated to ensuring our information is accessible to everyone, and we understand you may require alternative formats to standard print to access information. We offer correspondence, reports, and other documents in alternative formats on request, including:

- Hard copy or email
- Large print

If you request another format, we will do our best to ensure your needs are met.

Computer-Assisted Real-Time Translation and American Sign Language

We provide sign-language interpreting (American Sign Language) or computer-assisted real-time translation (CART) on request. All recorded assets include captioning.

Assistive Devices

Many attendees use personal assistive devices to aid them in their daily lives, including communication, cognition, personal mobility, and medical aids. Our organization works closely with our audio-visual providers to ensure attendees have access to the necessary equipment. Additionally, all our event spaces are equipped with microphones and a house PA or speakers to help facilitate clear and accessible communication.

Support Persons

We recognize individuals with disabilities may require a support person to assist them with communication, mobility, personal care, or medical needs. We allow attendees with disabilities to be accompanied by a support person at our events. The support person may be a paid professional, volunteer, family member, or friend and does not need to have any special training or qualifications. There is no fee for the support person; they are sponsored by BCcampus. To ensure we accommodate catering needs, please inform us during registration if you will be accompanied by a support person.

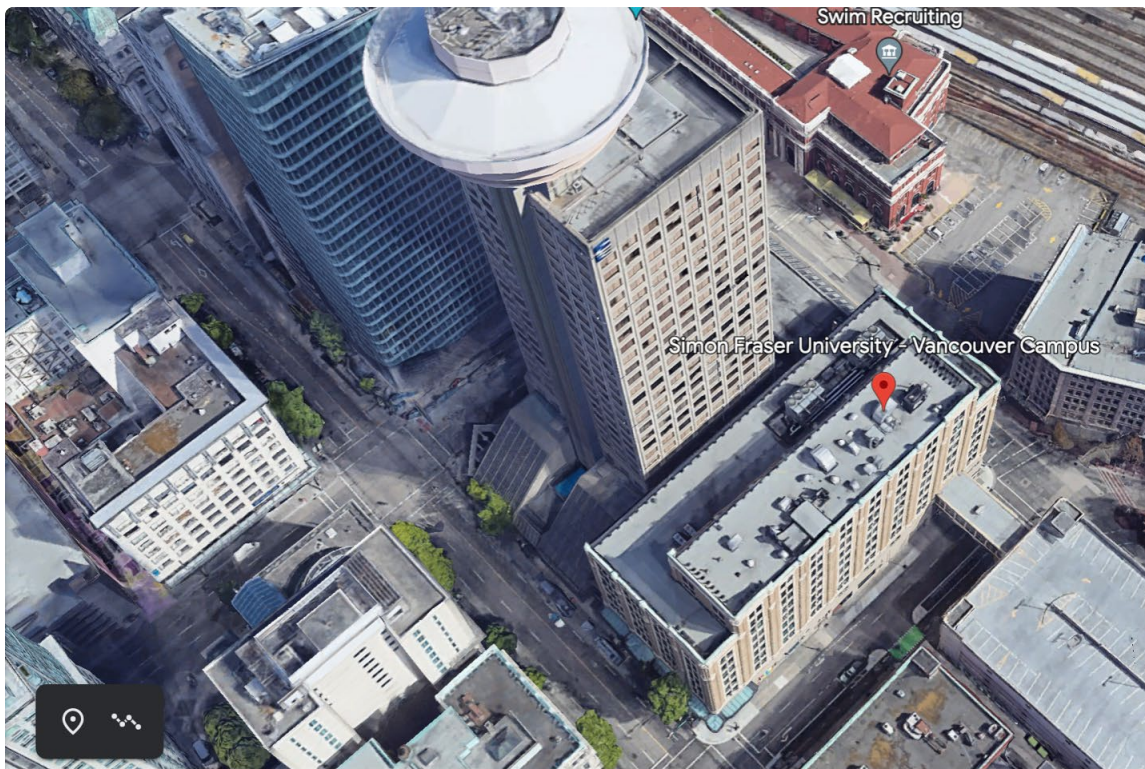
If you do not have a support person but require extra assistance, volunteers and event staff will be available to assist during the event.

Support Animals

Service animals are essential for some individuals with disabilities and include dogs trained to assist people who are blind, hearing-alert animals for those who are deaf or hard of hearing, and animals trained to detect and prevent oncoming seizures. Service animals are always welcome at our events, in accordance with the law.

Simon Fraser University (SFU) Harbour Centre is in downtown Vancouver, so parks in general are limited, and off-leash dog parks are even harder to find. If you are short on time, there are planted-tree areas just outside Harbour Centre's main entrance and along Hastings Street.

The closest park to Harbour Centre is Victory Square at 200 W Hastings Street, just a few blocks from our venue. In Vancouver dogs are welcome at all parks, but Victory Square is not an off-leash park. Organizers will accompany you and your puppy if you use this space.



If these options do not work, we are happy to discuss your dog's needs, including puppy pee pads or a ride to a dedicated dog park.

The City of Vancouver has a [list of off-leash dog parks](#) on its website.

Seating

We implement dedicated easy access and accessible seating for all in-person events. This includes seating in proximity to entrances and exits and near speakers, ensuring all attendees have an equal opportunity to fully participate.



Sensory Bags

Sensory bags will be available to borrow from our event registration desk. Each sensory bag has a range of items to help you feel comfortable and supported, including a weighted blanket, noise-cancelling headphones, various fidget toys, a colouring book, and gum.

In the meeting area itself, you will find a small basket of fidget toys on the tables. Free to play and fidget, but please leave behind for the next fidgeter.

Quiet Room

At BCcampus events we offer a designated quiet room designed to provide a peaceful and calming environment for attendees who need a break from the noise, lights, and other stimuli of our event spaces. The quiet room is intended to help you stay relaxed and focused so you can make the most of your learning and networking opportunities. It is important to note the quiet room is not intended for conversations or meetings but rather as a space to take a break and recharge.

We will inform you of the location of the quiet room through email communication.

Lap Blankets

We understand venue temperatures can be unpredictable, so we've got you covered. We offer fluffy lap blankets to help you stay comfortable. These blankets will be available to borrow from our registration desk and can be returned when no longer needed. If you are feeling chilly, please do not hesitate to ask for a blanket.

Frequent and Extended Breaks

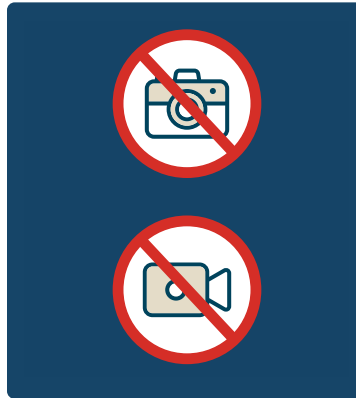
We prioritize the health and wellness of our attendees by including frequent and extended breaks in our event schedules. We often adjust the start and end times to allow for more time between sessions, and we provide longer breaks than typical conferences to give attendees time to rest, recharge, and network. By doing so, we hope to create an environment that promotes learning, collaboration, and well-being.

Affordability

At BCcampus we organize events in a non-profit, cost-recovery format and strive to keep registration fees low or free. To achieve this, we collaborate with post-secondary institutions for venue spaces and receive in-kind support, which helps cover costs and enables us to provide free registration for students and those who may need assistance. If your organization is interested in supporting one of our events, please reach out to events@bccampus.ca.

Photography Opt-Out Option

From time to time, a photographer is present at in-person BCcampus events to capture images to be shared on our digital properties and promotional materials. Attendees are always able to decline the media release of photos. Red lanyards denote an attendee who does not want to be photographed. When we provide events in a hybrid format (in-person and live streaming) we provide dedicated tables that are out of camera shot. Please look for these signs on tables that are out of camera range.



Child Care

Attending an event sometimes means choosing professional development at the expense of spending time with family, but for large, multi-day events hosted by BCcampus, participants do not have to choose one over the other. We welcome children to our events and offer

- Professional child care services
- Invitations to children to join us for nutritious and delicious meals
- Games, art supplies, age-appropriate toys, and books
- BCcampus T-shirts to easily identify the children in our care
- Lactation room (please let us know on the registration form so we can provide a private space).

Code of Conduct and Incident Reporting

The [BCcampus Events Code of Conduct](#) is an important aspect of creating a respectful and safe learning environment for all attendees, speakers, sponsors, organizers, and volunteers. However, we understand sometimes incidents occur. The incident reporting process is equally essential to ensure violations of the code of conduct are addressed promptly and effectively.

Attendees can report incidents or violations by visiting the registration desk or emailing us at events@bccampus.ca. The interview process will be conducted in a private, secure, safe space to ensure confidentiality.

Safety, Security, and Emergency Procedures

Harbour Centre Security and Emergency Numbers

Non-emergency: 778-782-5029 or dial 12 from any classroom or house phone to contact security

Emergency: 778-782-4500 and 911

Venue Information

Harbour Centre has four entrances, one on each side of the building. The main entrance on Hastings Street is ground level and has the best access for wheelchairs.

Harbour Centre has multiple levels: Lower Concourse, Main Concourse, Upper Concourse, and floors 3 through 7. Our event will take place on the Main Concourse in the Joseph & Rosalie Segal Centre, Rooms 1400-1430.

Main Concourse:

- Segal Rooms 1400–1430: Opening remarks, sessions, social event
- 1500 Xerox Conference Room: Quiet Room
- Concourse: Registration, catering, networking

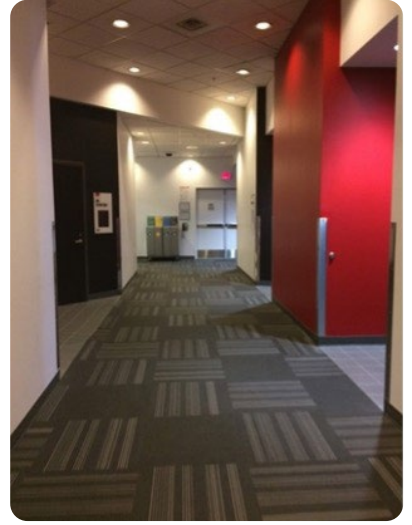
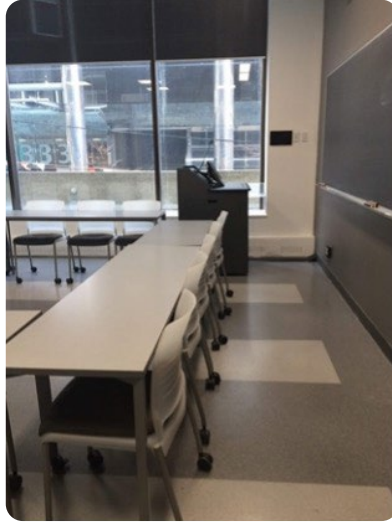
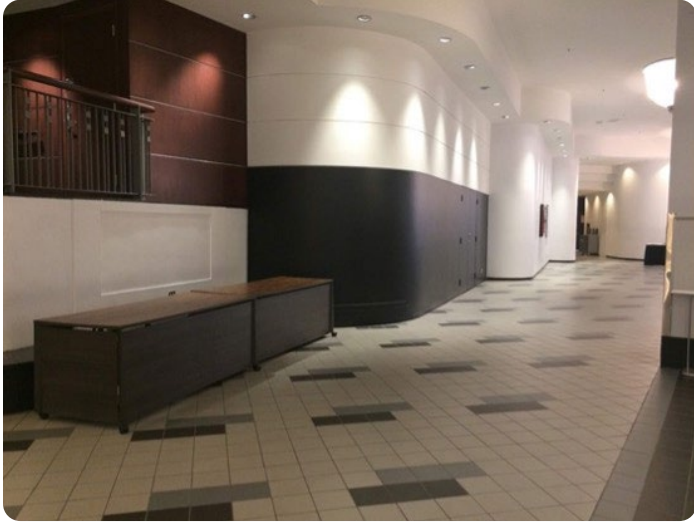
Inclusive Washrooms

Inclusive, all gender washrooms are on the Main Concourse ([see map](#)). They are wheelchair accessible and have a baby changing station.



Flooring

Harbour Centre has a few types of flooring installed in the areas where our event is being held, including tile, laminate, and low-pile carpet. Please be mindful of where the different types of flooring meet.



Chairs

The venue has various seating types and arrangements. Our main venue space will have padded chairs. These padded chairs are not on wheels and need to be slid out.



Light

SFU is abundant with natural light. Most of our venue space has floor-to-ceiling windows with window shades.

Sights, Sounds, and Engagement

SFU Harbour Centre Campus is bustling with activity. Featuring a food court, retail stores, and connectivity to an office tower building, it hosts a diverse crowd of students, shoppers, and event attendees. Upon arrival, expect a lively atmosphere, but rest assured, you won't encounter any disruptive noises or harsh lighting.

During sessions, it is possible the presenter may have group engagement. You may opt out if you choose. Our sessions are generally 30- to 90-minutes long and often include screen presentations from a podium and microphone. Inside our session spaces it is generally quiet during sessions.

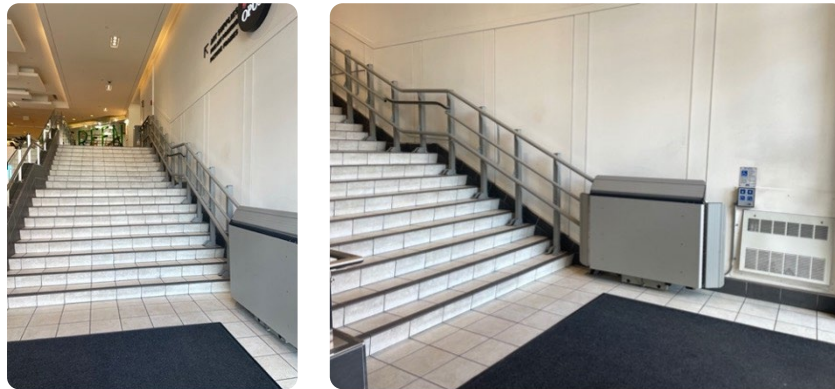
Please refer to the schedule for session descriptions to stay informed.

Points of Entry

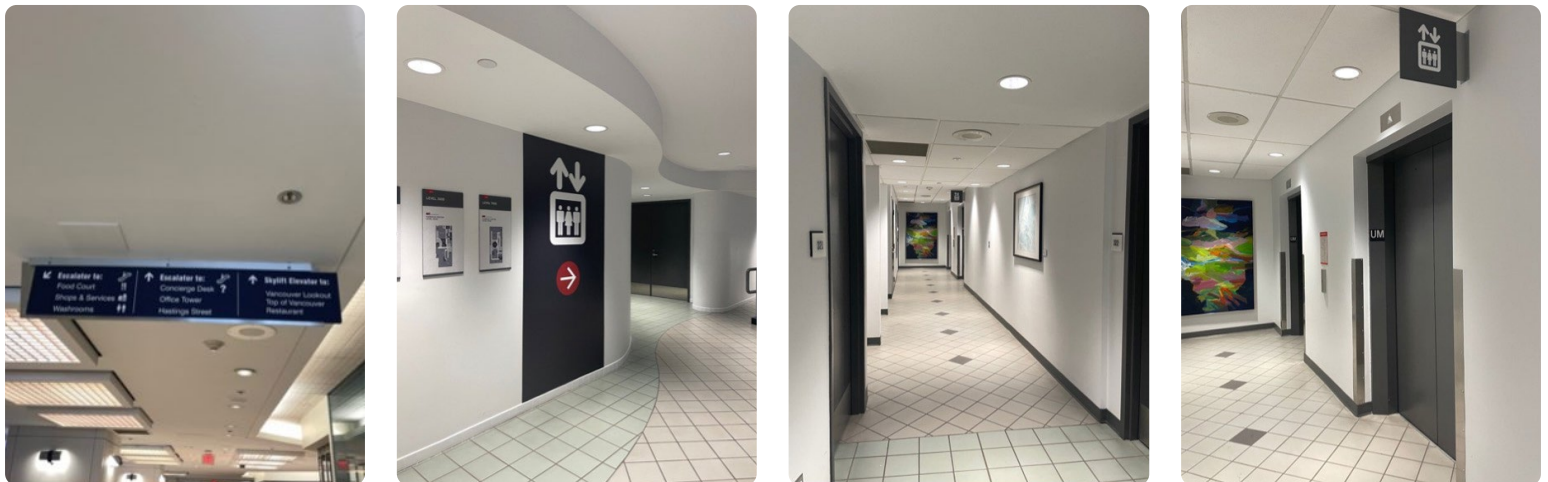
Harbour Centre has multiple entrances. We recommend the Hastings Street entrance for the most direct, accessible route. You may enter from Cordova Street, but it is not as direct.

From Hastings Street: Enter through the main doors and follow the signs until you reach us.

From Cordova Street: Inside the doors is set of stairs with a chair lift.



When you reach the top of the stairs, move through the Lower Concourse, following Hastings Street, the office tower, and the elevator signs. Take the elevator to the Main Concourse.



Once on the Main Concourse, please [see the map for directions](#).

Registration Desk

The registration table will be located on the main concourse. Staff and volunteers will be available during event to help if you have questions or requests or require assistance with mobility or access, including but not limited to problems with space, sound, scent, or lighting; navigating from session to session; and connecting with resources.

Registration Hours

May 9, 8:00 a.m. – 5:00 p.m.

May 10, 8:00 a.m. – 5:00 p.m.

Wi-Fi

We will provide attendees with dedicated Wi-Fi access on site. You will find this information on the back of your name tag. You may connect to [Eduroam](#) if you have this account set up.

Text for Service

We understand that sometimes it's not easy to flag down event staff or ask for assistance in a crowded room so we have introduced our convenient and discreet 'Text for Service' feature. For your comfort and convenience, simply send a text to Christy Foote, events manager, at 778-999-0310 with your request, and our event team will discreetly handle your needs. Whether it's a question, a special request, or assistance of any kind, we're here to make your experience seamless and stress-free. Your comfort is our priority, so feel free to text us anytime during the event, and we'll take care of the rest!

Social Events and Installations

The ETUG Spring Workshop includes the following events and amenities.

Social Event

The social event will be held on May 9 at approximately 4:30 p.m. at the Butcher & Bullock Public House located at 911 W. Pender Street. The Butcher & Bullock is fully accessible. This is a special time to connect and engage. Attendees will receive two complimentary drinks tickets and appetizers. Non-alcoholic beverages will also be provided. We offer complimentary \$20 taxi vouchers when you leave the social event. Please don't drink and drive.

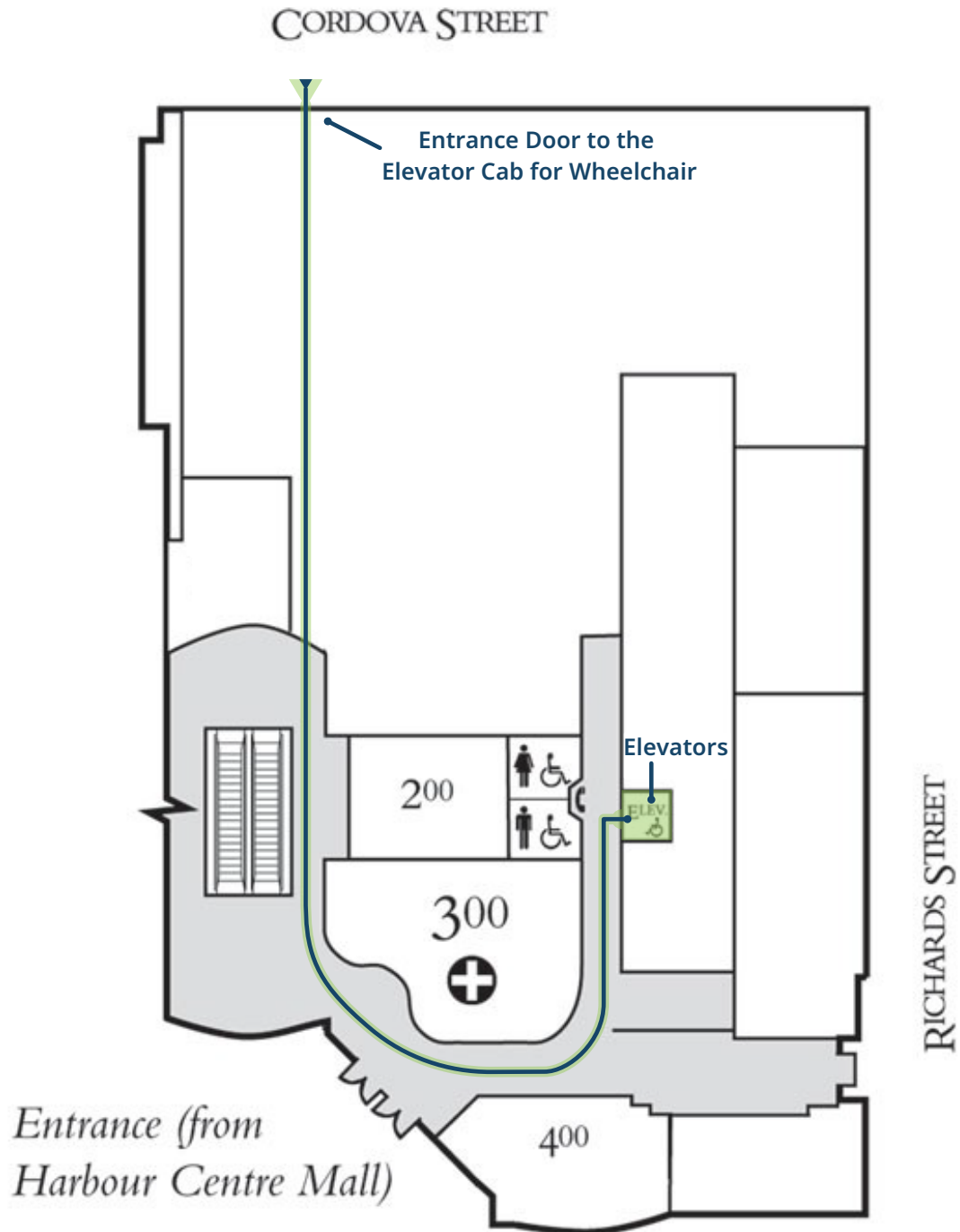
Quiet Room

The Quiet Room is designed to help participants stay relaxed and grounded so they can do their best learning and networking throughout the event. The Quiet Room will be in the Xerox Room 1500 on the Main Concourse and will have bean bag chairs, and meditation mats.

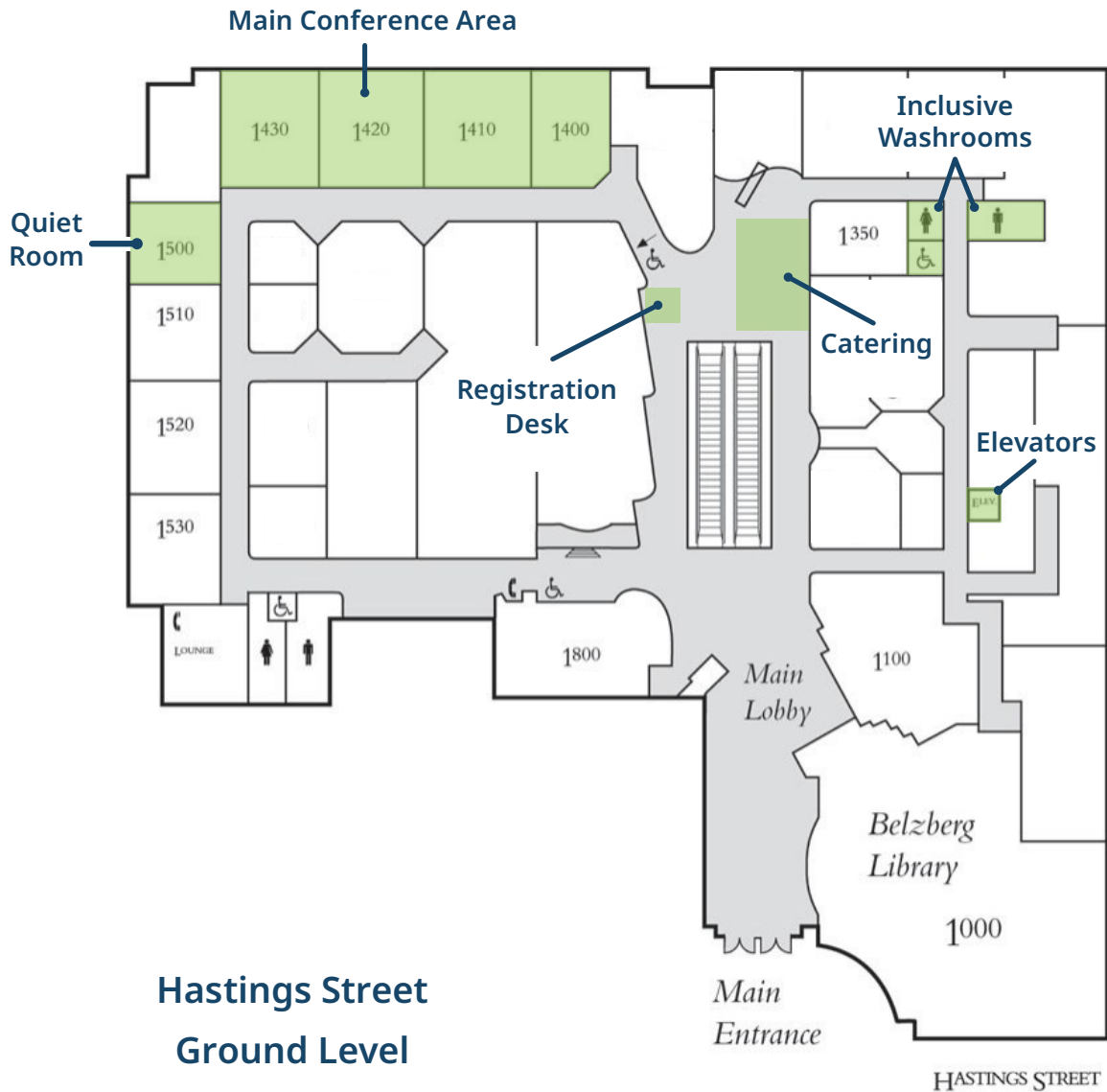
Maps

The following accessibility-focused maps indicates staircases, elevators, access paths, and accessible washrooms.

Cordova Street Entrance Floor Plan



Hastings Street Main Concourse Floor Plan



Hastings Street
Ground Level

Getting to SFU Harbour Centre Campus

Please visit [SFU's Getting Here](#) webpage for maps and directions.

TransLink Bus

Every TransLink bus can hold up to two wheelchairs or mobility aids, but not all bus stops are accessible. TransLink advises that you plan ahead using its [Trip Planning tool](#) or call Customer Information at 604-953-3333 to find the nearest accessible bus stop to your starting point or destination.

To board the bus with your wheelchair or mobility aid, your dimensions should not exceed the following:

Length: 122 cm (48 in.)

Width: 61 cm (24 in.)

Weight: 273 kg (600 lbs.) (Combined weight including the transit rider and mobility aid)

These dimensions include all add-ons such as bumpers, wheel bars, and baskets. Three-wheel scooters in these dimensions may fit, but some four-wheel scooters may not because of their wider turning radius.

Taxi Services

Yellow Cab

604-681-1111

Black Top and Checker Cabs

604-731-1111

Contacts for Wheelchair Rental and Repair

[Macdonald's Home Health Care](#)

604-872-5496

Wheelin' Mobility

Office: 604-200-0119 extension 901

Cell: 778-654-7792

Advanced Mobility

604-293-0002

Out and About in Vancouver

Airport

Vancouver International Airport is located on Sea Island in Richmond, 12 kilometres from Downtown Vancouver. Find information on getting to and from the airport on the [Vancouver International Airport website](#).

Harbour Air

[Harbour Air](#) is a scheduled floatplane service and tour and charter airline based in Richmond. Harbour Air specializes in routes between Vancouver, Nanaimo, Victoria, Sechart, Comox, Whistler, and the Gulf Islands.

Car Rental

A number of car rental companies operate in downtown Vancouver, including [Pacific Car Rentals](#), [Enterprise Rent-A-Car](#), [Avis](#), and [Budget](#).

Hotels

Like any big city, Vancouver offers a wide range of hotels. If you are travelling from out of town and require accommodation, we recommend the following hotels close to the event space:

- [Skwachàys Lodge](#)
- [Marriott Metropolitan Hotel Vancouver](#)
- [Marriott Delta Hotel Vancouver Downtown Suites](#)
- [St. Regis Hotel](#)

Parking

Most of downtown Vancouver has paid parking via city-owned parking meters. There are multiple ways to pay for metered parking: using the PayByPhone app, using a credit card (at some locations) or coins.

SkyTrain

SkyTrain is the rapid transit system in Metro Vancouver. To access the service, purchase a ticket or load a prepaid card. Visit the [SkyTrain website](#) for maps and information.

Mobi Bike Share Program

Mobi is Vancouver's extensive bike and e-bike network, conveniently located across the city and just outside SkyTrain stations. Learn more on the [City of Vancouver's Mobi webpage](#).

Vancouver Attractions

For more fun things to do around Vancouver, check out the [Vancouver Attractions website](#).

Weather

Vancouver's weather can change quickly. November is often chilly and wet.

Contact Us

General questions

events@bccampus.ca

Christy Foote, events manager

cfoote@bccampus.ca

BCcampus support team

support@bccampus.ca

BCcampus communications team

communications@bccampus.ca

Feedback

As we are always learning. We welcome feedback and suggestions on this document.

Please email events@bccampus.ca.

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YEARS

