

Supporting Universal Accessibility in the Open Office Environment

*Inviting, Accessible and Universal
Design*

IMBRIDGEBAY
HAMLET OFFICE

WATER'S EDGE
PARK

GJOAHAVEN
HAMLET OFFICE
RENOVATION

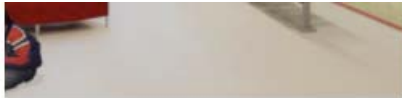
WESTERN ARCTIC
RESEARCH
CENTRE

PRINCE OF WALES
NORTHERN
HERITAGE

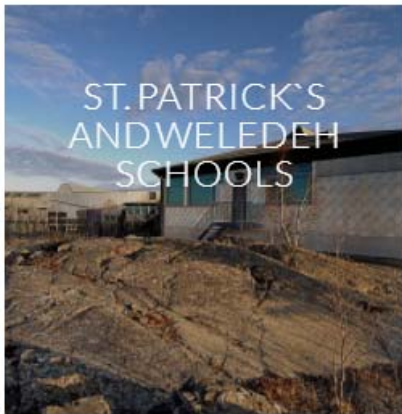
Kate Fane

TAYLOR ARCHITECTURE GROUP

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INSTITUTE FOR
CIRCUMPOLAR
HEALTH
RESEARCH



ST. PATRICK'S
AND WELEDEH
SCHOOLS



CAMBRIDGE BAY
HAMLET OFFICE



WATER'S EDGE
PARK



GJOAHAVEN
HAMLET OFFICE
RENOVATION



CHARLES
TETCHO SCHOOL
RENOVATION



CHIEF ALBERT
WRIGHT SCHOOL



LEGISLATIVE
ASSEMBLY
BUILDING



WESTERN ARCTIC
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New Ways of Working

- Knoll: Workplace Research – Immersive Planning Report
- Work is becoming more group based
- Continued shift toward flattened hierarchies
- Group based work ratios will continue to escalate – rising to 63% from 40% by 2021

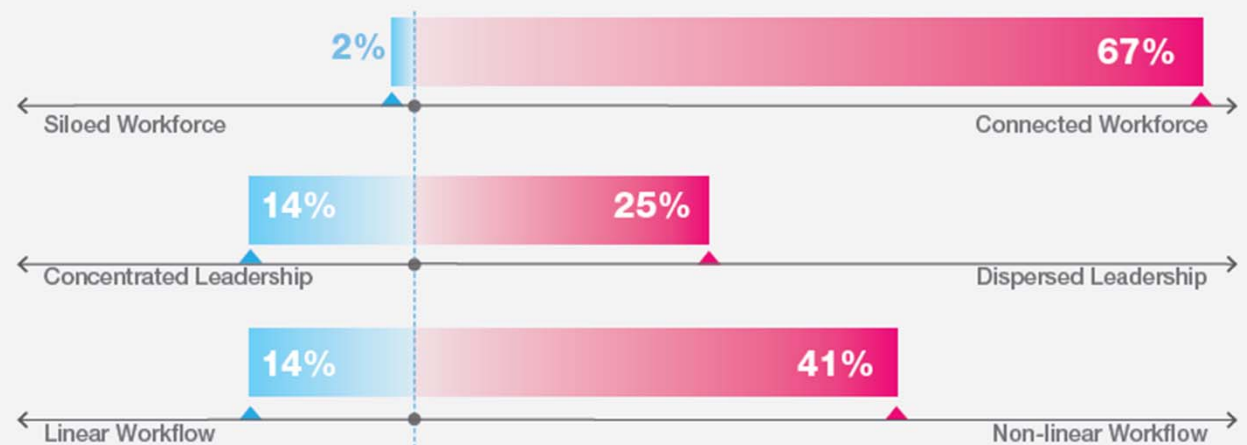
The Contingent Workforce is on the Rise



Most Teams are Medium-sized



Continued Shift Toward Connected, Flattened Organizations



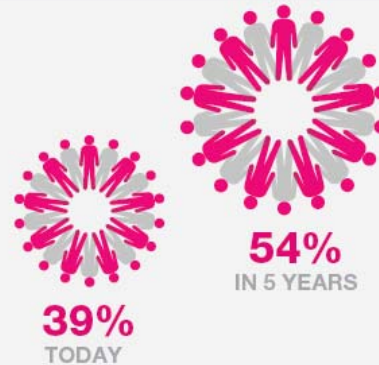
Source: 2015/2016 Knoll Workplace Executive Survey

Knoll Office Research – Immersive Planning Report 2016

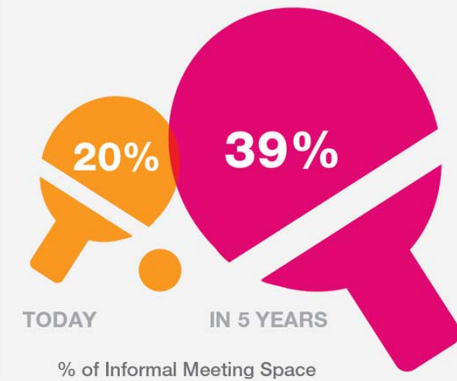
New Ways of Working

- The workforce today is defined as highly collaborative
- Growth from 20% to 40% of informal meeting space expected

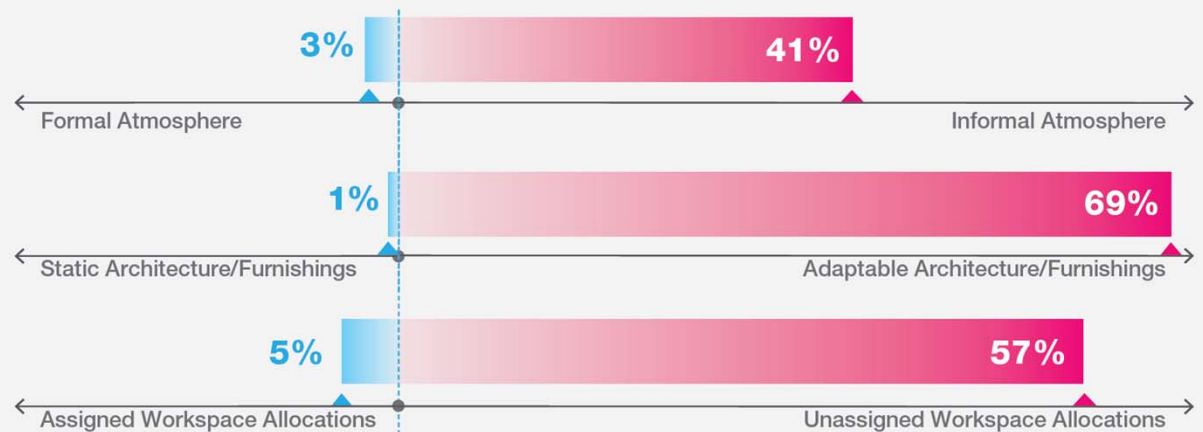
Time Spent in Informal, Unstructured Group Activities Will Increase



Informal Meeting Space Will Nearly Double



Casual Settings and Furnishings Predominate in the Future Workplace



Source: 2015/2016 Knoll Workplace Executive Survey

New Ways of Working

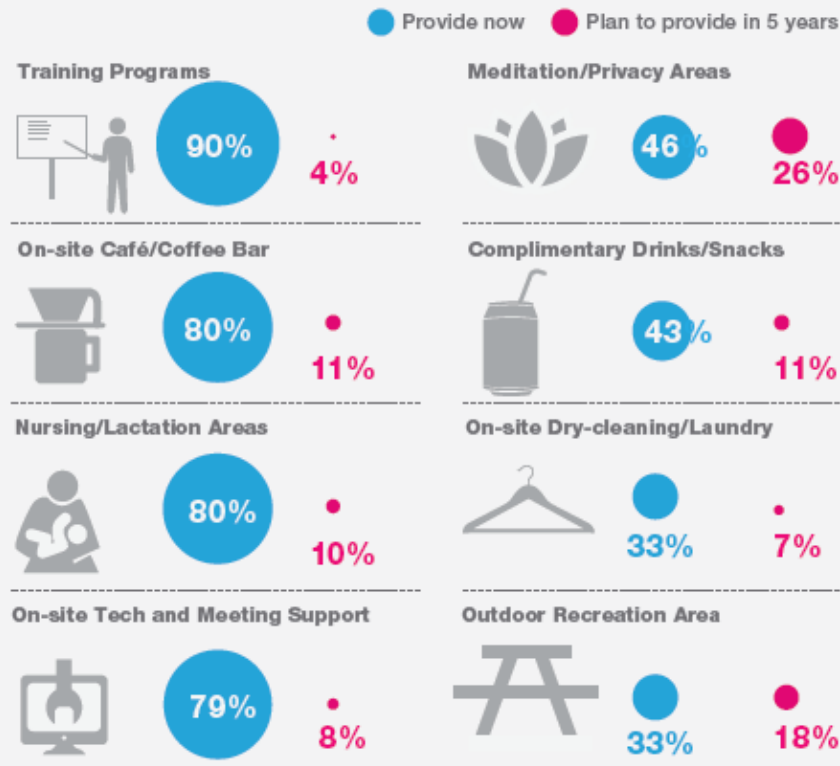
- Offices are becoming more casual; based more on hospitality and home environments
- Increase in adaptable spaces and furniture in next 5 years



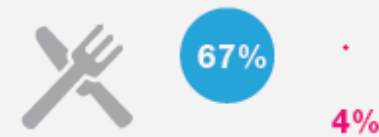
Steelcase Concept Office, Neocon 2017

New Ways of Working

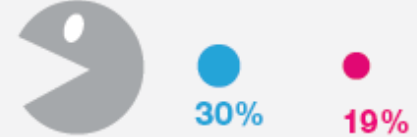
Companies Provide New Levels of Amenities



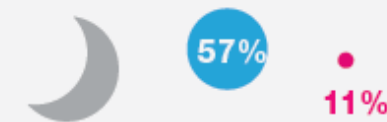
On-site Cafeteria



Game Rooms



After-Hour Networking



Daily Complimentary Meals



Exercise/Fitness Areas



Childcare Services



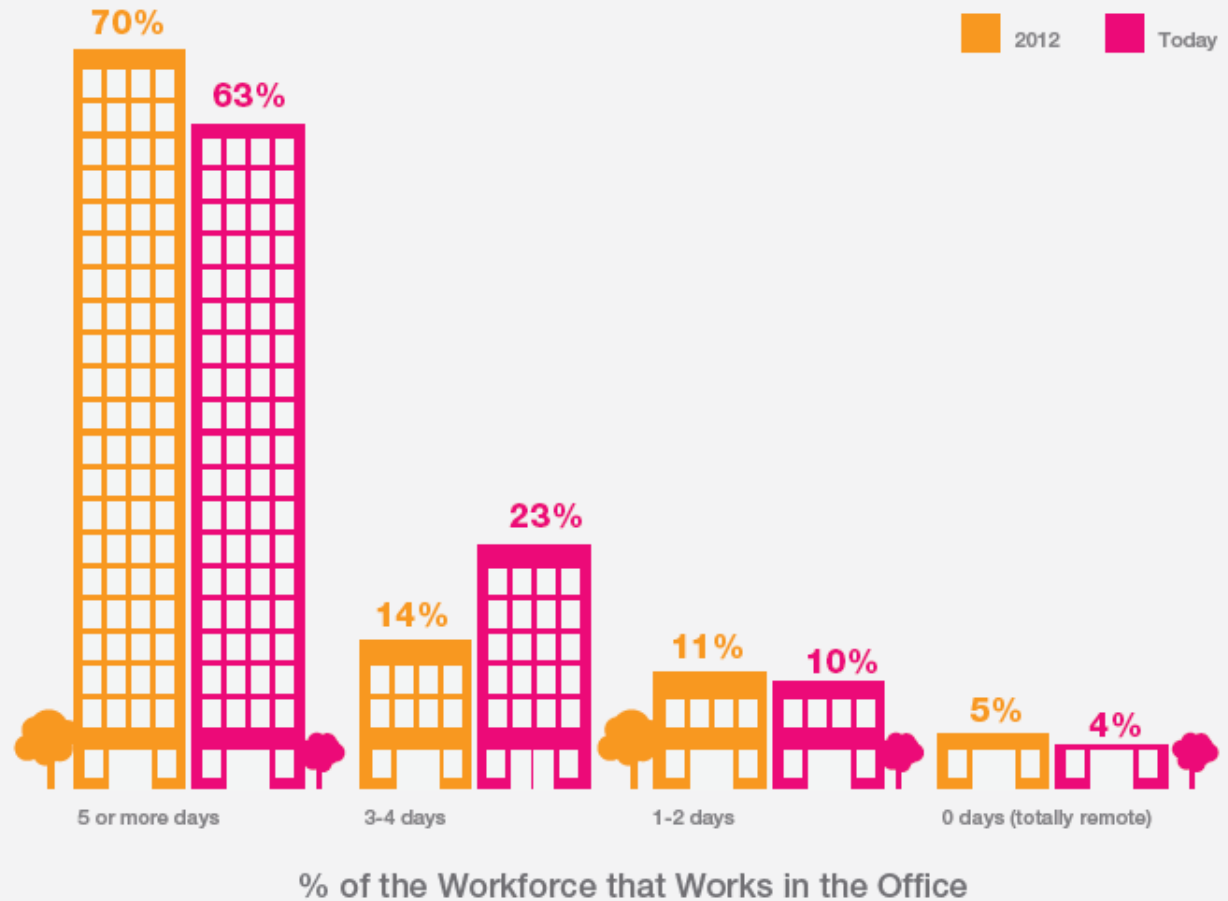
Source: 2015/2016 Knoll Workplace Executive Survey

Figure 16: Today's workplace features an unprecedented level of amenities. In the future, companies plan to provide even more wellness, relaxation and recreation-themed spaces, such as Meditation/Privacy Areas, Game Rooms and Outdoor Recreation Areas.

New Ways of Working

- still trending that fewer people spend the entire workweek in their office;
- However, research shows people prefer to come to the office even when other options are available

Most People Work in the Office the Majority of the Time



New Ways of Working

- Flexibility of private/dedicated spaces

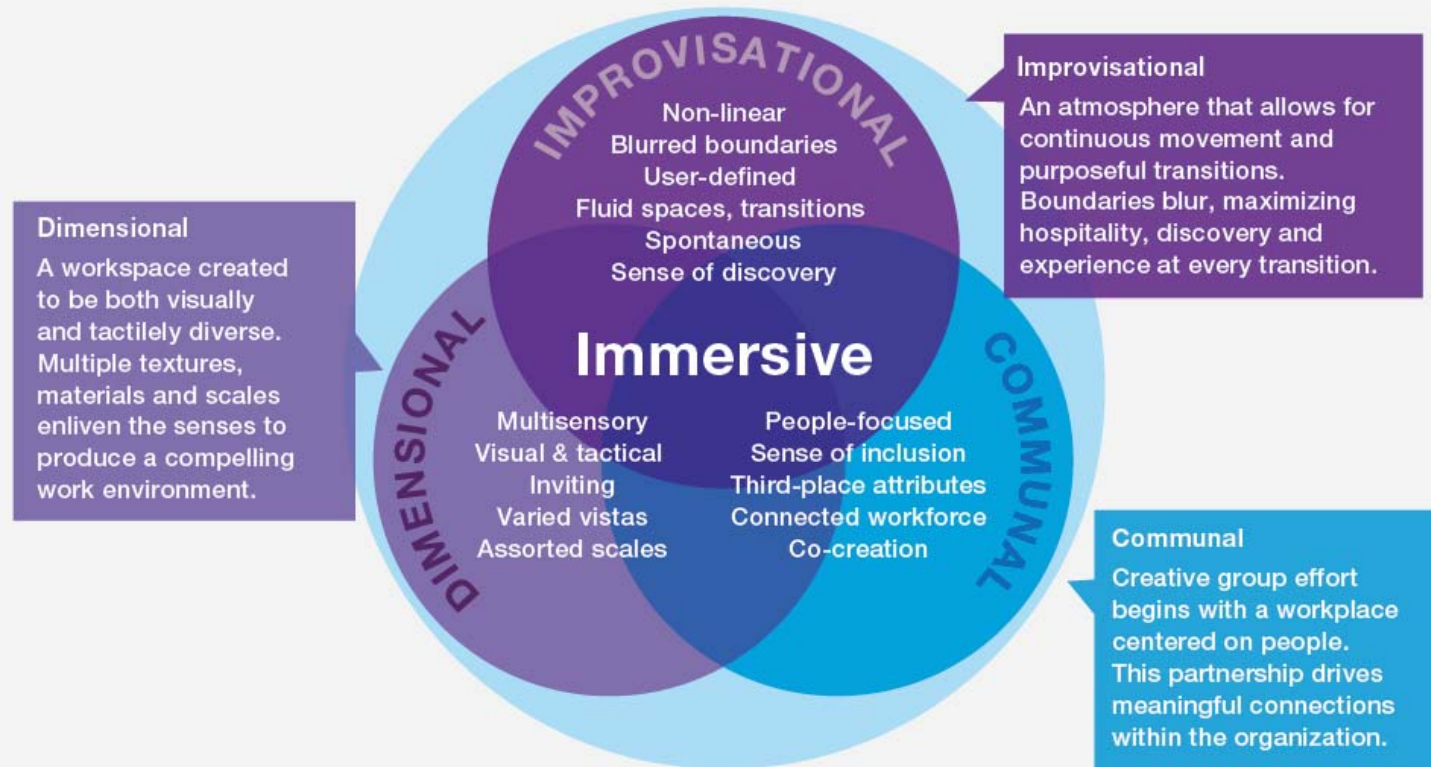


Haworth Concept Office, Neocon 2015

New Ways of Working

- Dynamic office environments require fluid and flexible workspaces
- workspaces become defined by actions rather than job function & divisions between spaces blur
 - Sense of hospitality
 - Enhancing interaction

Immersive Planning Embodies Three Main Attributes



New Ways of Working

- Mobility and flexibility
- Noise control: design and behaviour
 - Teaming Spaces/
Focus Spaces



Cisco Singapore Office

New Ways of Working

- Less work is being done at dedicated primary spaces
- Furniture:
Workbays/Touch-downs/Call Rooms

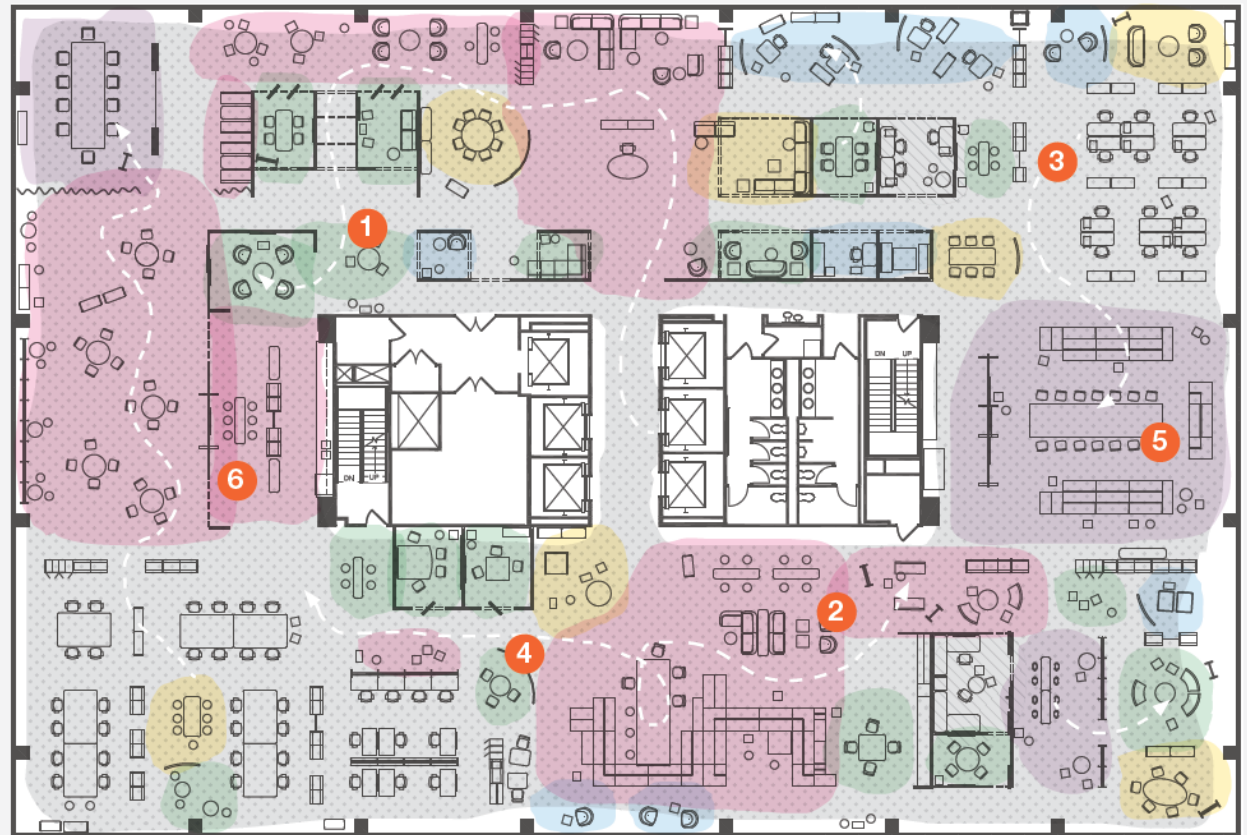


New Ways of Working

- Organizations are deploying smaller/more personalized tech devices
- Furniture: Workbays/Touch-downs/Call Rooms



New Ways of Working



- 1 Open pathways invite occupants to discover the space and provide easy flow from gathering areas to refuge spaces.
- 2 Familiar forms of the third spaces (upholstered lounge, counter-height surfaces) offer a range of different horizons, scales and sceneries.
- 3 Table-based work settings and an arrangement of diverse seat options give users the ability to define how they want to work.
- 4 Implied and literal borders create discreet experiences for individuals or groups.
- 5 Large gathering spaces, with space to spread out, the ability to reconfigure and access to power and wi-fi, provide individuals the option to work "alone together" or "together together."
- 6 A café can not only provide access to refreshments, it can also work as the heart of the office community, offering places to retreat and focus as well as socialize.

Grey Primary
 Blue Refuge
 Green Enclave
 Yellow Team Meeting
 Purple Assembly
 Pink Community

*Knoll Office Research –
Immersive Planning Report 2016*

New Ways of Working

- Focus on wellbeing merges with concepts of inclusivity and universal design



Deloitte Montreal Offices by [Arney Fender Katsalidis](#)

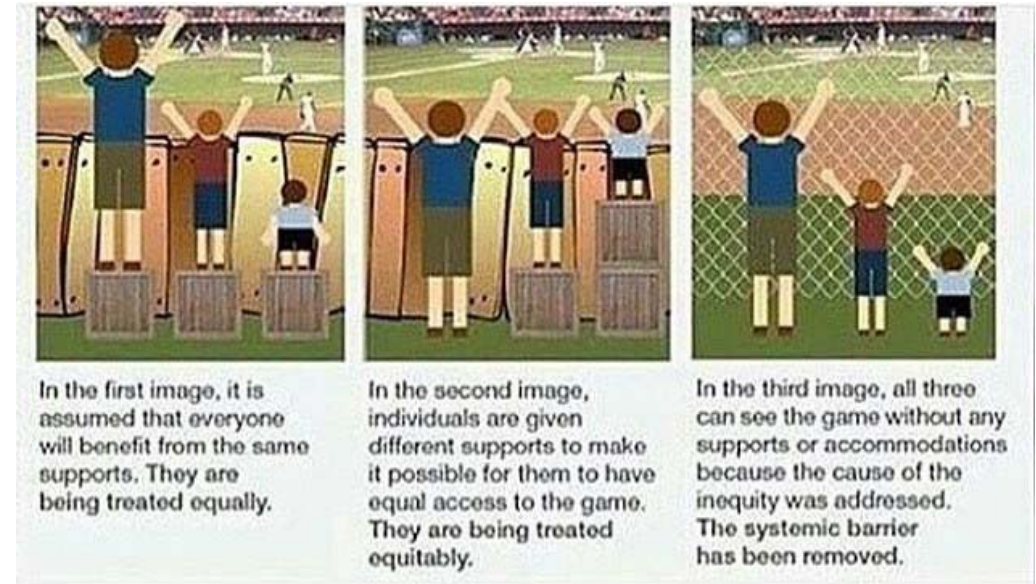
Accessibility, Barrier Free & Universal Design

- Regulated by National Building Code 2015; life safety and basic building provisions;
- Canadian Standards Association provides additional guidance; CSA B651-12;
- Municipal/Provincial Standards & Guidelines apply CSA B651 and other standards to create own regulations/requirements for building developers, business and organizations to follow



Accessibility, Barrier Free & Universal Design

- Accessible: can be independently used by people with disabilities; equitable treatment
- Universal: usable by as many people as possible without the need for adaptation; removal of barriers as much as possible
- equity vs. equality



From JanetLevinger.com; Beyond Equity, Removing Barriers

Defining Disability

Did you know that 1 in 7 Canadians have a disability and that number will rise to 1 in 5 by 2036?



It's time to think differently about disability.

Defining Disability

Temporary disabilities were not considered

- 1 in 10
- Disabilities related to pain, flexibility, and mobility were the most common
- 3 out of 4 adults reporting a disability reported more than one type of disability

Table 1
Number and percentage with and without disabilities, aged 15 years or older, Canada, provinces and territories, 2012

Canada, provinces and territories	Population	Persons with disabilities	Persons without disabilities	Prevalence of disability
		number		percent
Canada	27,516,200	3,775,910	23,740,290	13.7
Newfoundland and Labrador	420,970	59,300	361,670	14.1
Prince Edward Island	117,440	18,840	98,600	16.0
Nova Scotia	765,100	143,760	621,340	18.8
New Brunswick	606,820	99,450	507,380	16.4
Quebec	6,436,930	616,740	5,820,190	9.6
Ontario	10,727,900	1,651,620	9,076,280	15.4
Manitoba	929,650	145,270	784,380	15.6
Saskatchewan	779,150	116,640	662,520	15.0
Alberta	2,945,140	369,190	2,575,950	12.5
British Columbia	3,703,010	546,760	3,156,250	14.8
Yukon	28,360	4,070	24,290	14.4
Northwest Territories	33,370	2,740	30,630	8.2
Nunavut	22,350	1,540	20,810	6.9

Note: The sum of the values for each category may differ from the total due to rounding.

Source: Statistics Canada, Canadian Survey on Disability, 2012.



Statistics
Canada

Statistique
Canada

Defining Disability

In the Workplace

- 27% of workers with disabilities indicated their employer was unaware of their limitation
- 44% felt their current employer likely to consider them disadvantaged
- 24% needed a modified schedule or reduced work hours
- 17% required a special chair or back support
- 15% required a job redesign (modified or different duties)



Defining Disability



Types of Aids/Assistive Devices

- Universal washrooms
- Universal Signage (such as International Symbols)
- Tactile (raised lettering) & Braille signage
- Vision assistive devices – keyboards, headsets, etc
- Assistive Listening Devices



Wayfinding – Environmental Cues

- Directional
- Contextual
- Informative



Here East campus, London, Britain - Studio dn&co



Parking Garage Signage Project, [Claudia Najarro](#)

Wayfinding – Signage and Graphics

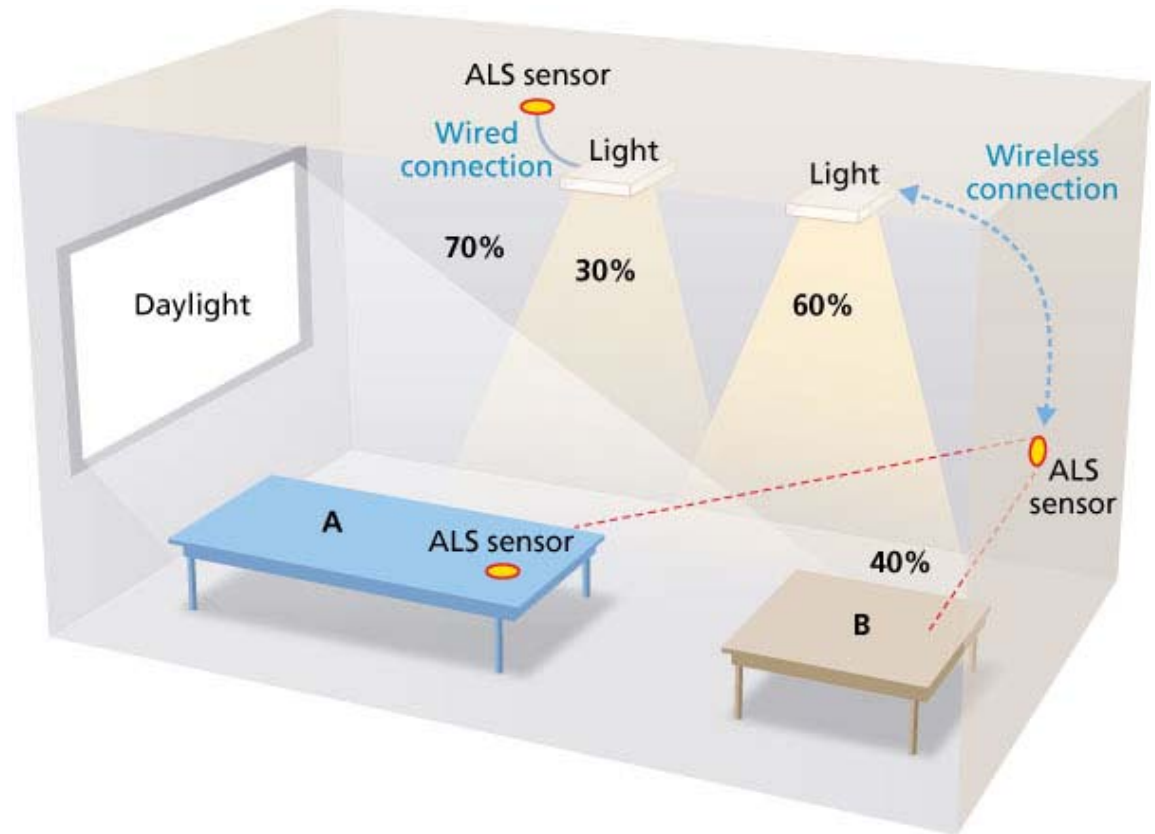
- Size and scale of information
- Braille, international symbols, raised lettering



EMP Museum, Seattle, WA - Studio Matthews

Environmental Characteristics

- Lighting
- Acoustics
- Air quality



"Intelligent sensors...", LEDs Magazine, 2013

Case Study 1 Rick Hansen Foundation

- 10 private offices replaced with open work area
- Increased circulation, more natural light, better sight lines
- Sit-stand workstations
- New signage at general office and at personal desks



Rick Hansen Foundation Office

Case Study 1

Rick Hansen Foundation

- Braille business cards
- Assistive technology on site and available for use
- Training for employees:
 - Communicating with people with hearing loss
 - Assistance for people with low sight



Rick Hansen Foundation Access and Inclusion Team

Case Study 2

Stuart Hodgson Building

3rd Floor

- Enhanced Barrier Free Access
within the office suite;
beyond NBC 2015

Case Study 2

Stuart Hodgson Building

3rd Floor



Case Study 2

Stuart Hodgson Building 3rd Floor

Wayfinding

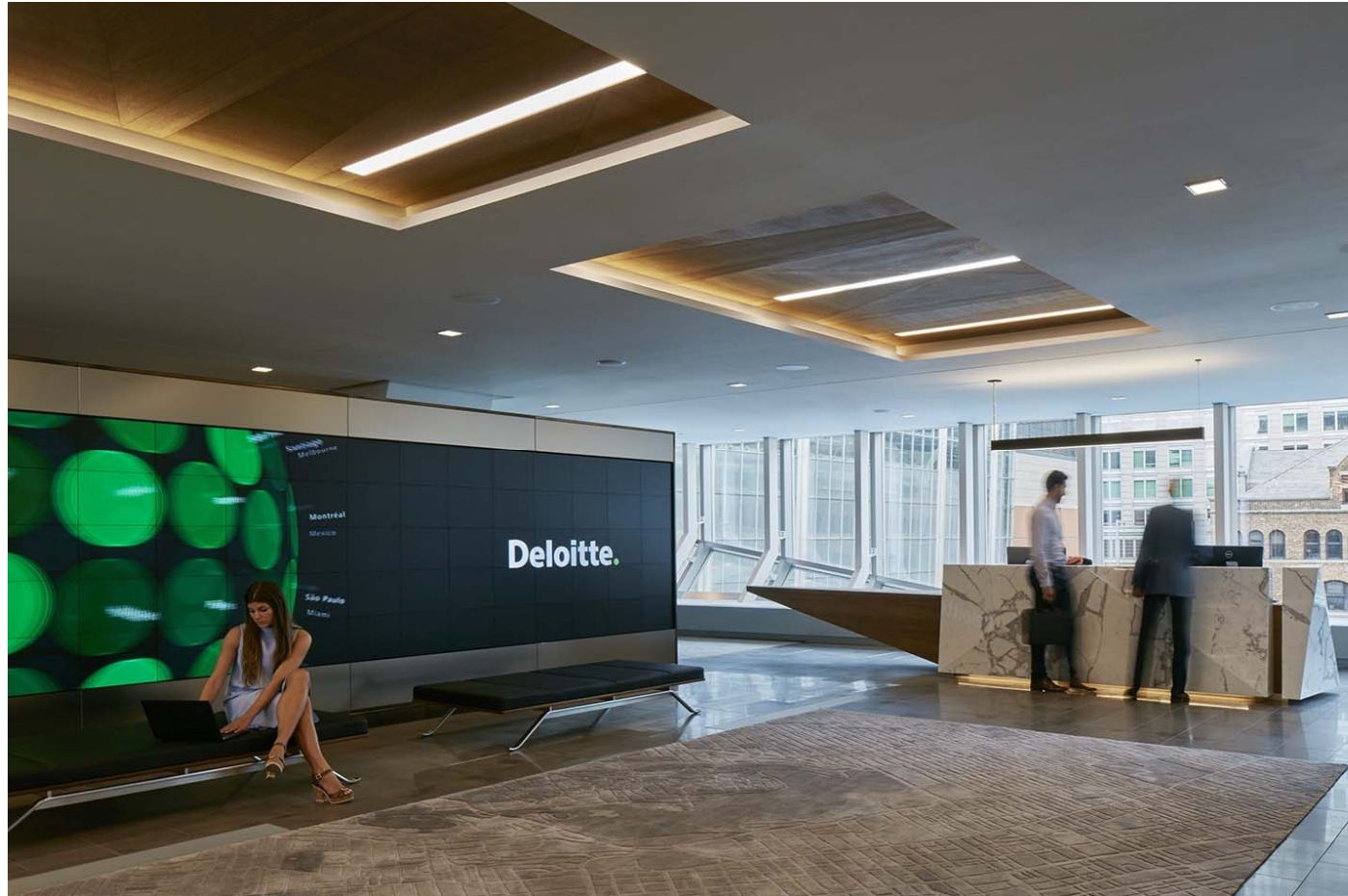
- Contrasting flooring patterns to indicate main circulation paths
- Colour contrast at core walls to assist with orientation within the open office space
- Signage at main nodes of activity and enclosed spaces



Case Study 3

Deloitte Montreal Office

- 7 floors, 153,000 sq ft
- Reich + Petch Design International – Wayfinding project
- Design by Arney Fender Katsalidis
- ‘agile’ work environment – required a new approach to wayfinding



Deloitte Montreal Offices by [Arney Fender Katsalidis](#)

Case Study 3 Deloitte Montreal Office

- No permanent workstations or offices
- Each staff person reserves 'work essentials' as needed



Deloitte Montreal Offices by [Arney Fender Katsalidis](#)

Case Study 3

Deloitte Montreal Office

- Wayfinding strategy especially important (bilingual requirements in Quebec language laws)
 - International symbols
 - Technology assists
- Subtle colour coding
- Large scaled floor numbers



Deloitte Montreal Offices by [Arney Fender Katsalidis](#)

Case Study 3

Deloitte Montreal Office

- Accessibility for Ontarian with Disabilities Act, and Ontario Building Code followed
- Impacted/influenced virtually all aspects of the design
- Above and beyond minimum:
 - circulation
 - All workstations and personal storage in Braille



Supporting Inclusivity and Integrating Universal Design

- Creating an inviting, comfortable and social atmosphere at the workplace to enhance collaboration, creativity and inclusivity
- Involvement of end-users in process; feedback loops to identify problematic areas or processes to increase

Make sure your policies are guided by these principles:

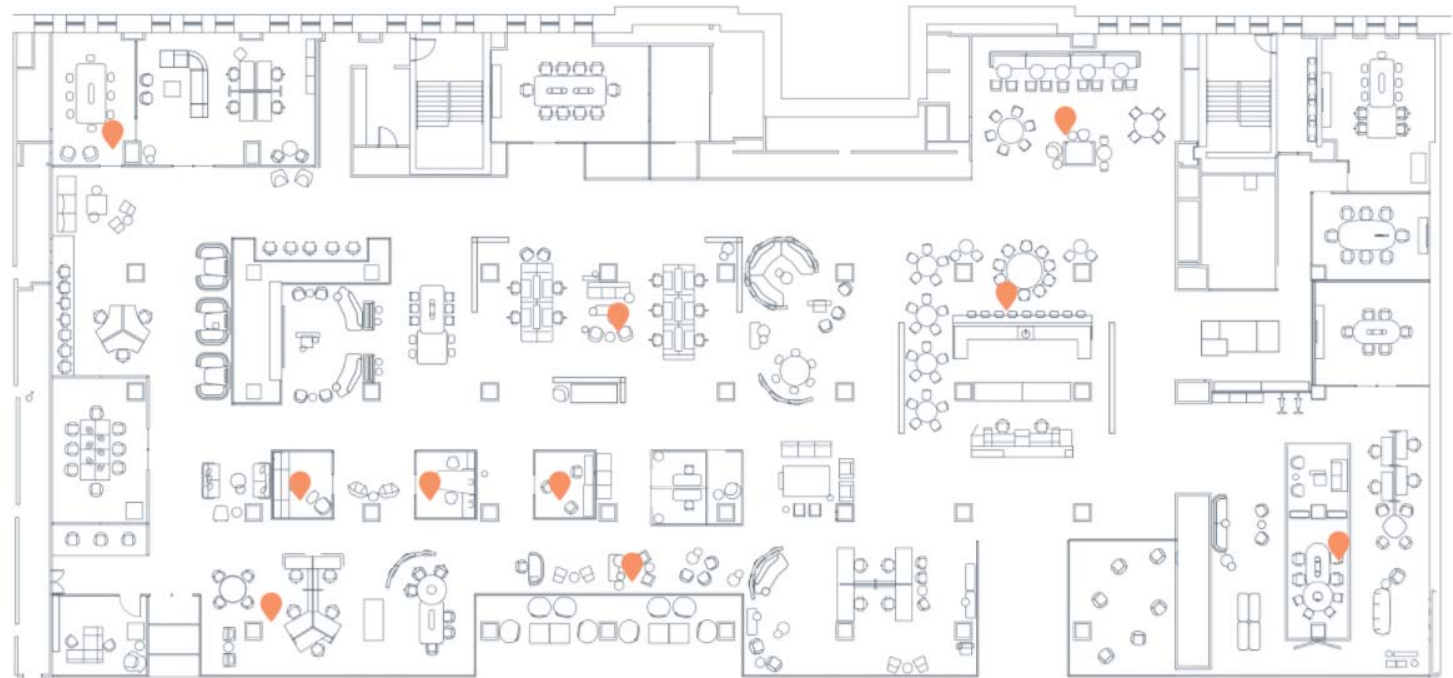
- Dignity
- Independence
- Integration
- Equal opportunity



Immersive Planning

Key Takeaways:

1. Group-based work is the norm
2. Hospitality and residential influences enter the workplace
3. Despite new alternatives, office is still home base
4. Empowered by choice, employees make the workplace their own
5. Management of the real estate asset is tighter than ever



Haworth Concept Office, Neocon 2017

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