

Section D - Wayfinding

Previous sections of this Code have already covered the aspects related to the identification of the accessible path and the prevention of risks by means of tactile warning pavements and obstacle identification.

In this section the process of wayfinding is addressed.

Wayfinding encompasses all of the ways in which people orient themselves in physical space and navigate from place to place. When there is a well-designed wayfinding system, people shall be able to understand their environment. This provides users with a sense of control and reduces anxiety, fear and stress.

Wayfinding can be particularly challenging for some people with disabilities. For example, someone who is deaf or hard of hearing will rely on visual information but may not be able to hear someone providing directions. Someone who is blind will not be able to see a directory, but if it is in a predictable location and has information in a tactile format, they can read it and they will use sound and even smell to gather more information about their environment.

It is important to provide wayfinding information in a variety of different formats as visual, auditory, olfactory and physically. All people use different forms of information gathering to find their way to their destination but this is especially important for people with disabilities.

From the user perspective, the wayfinding process involves four stages:

Wayfinding process	
1 Orientation	Is the attempt to determine one's own location in a concrete space in relation to the chosen destination
2 Route decision	Is the selection of a course of direction to the destination
3 Route monitoring	Is checking to make sure that the selected route is heading towards to the destination.
4 Destination recognition	Is when the destination is recognized

Table 11. Wayfinding process