416: Labb

How to navigate the scenario:

Accessing emergency healthcare late at night (Linda)

	Immediate	Short-term	Immediate	Short-Mid term
Timeline: Short Term (e.g. an hour, a day) **Actions, events**	Feel ill/sick, seeking healthcare in middle of night.	Got driven by friend to hospital, parking is expensive! $16/hr → unknown amount of time	Decision to call for ambulance or not.	Access w/o healthcard ↳ you have one but forgot ↳ non-resident ↳ short term visitor ↳ homeless / no address
What are the barriers, challenges?	– Transportation (public) – availability of health service providers – who can help	– price! – time uncertainty – no max price on parking – pricing not dependant on demand / timing	– fee ($45 co-pay, but if not medically necessary up to $200) – what if there is a chronic medical issue = told to call Telehealth	– unclear how to access healthcare service – affordability – systemic or dependant on individual service provider (or mood) – address / bureaucratic process – necessity of photo, ID – language
How do you feel?	– not good – anxiety/panic – without support – vulnerable / at risk	– uncertainty – frustrated – impatient	– anxiety/panic – stress (including money) – uncertainty	– frustration – upset – unsupported – effect of emotional state on medical issue – desperate/vulnerable – uncertain how to proceed
Who is responsible?	– municipal + provincial gov. – local transit planners – local hospital planners	– parking authority – hospital management – provincial gov – outsourced company??	– prov gov – public education – telehealth – municipal/regional – paramedic/ambulance services?	– prov gov – health coverage system – hospital – individual provider – bureaucracy – interprovincial/territory relations – private insurance
Notes Insights	– there are TTC consultations on semi-regular basis ↳ phone, web, social media presence – hospital feedback mechanism? (google maps asked rating) – local gov representatives?	– ambulance not even considered – how does parking industry work? ↳ contact details ↳ feedback? – revenue stream breakdown?	– told to call telehealth first – who are stakeholders? ↳ must be a layer between govs + hospital ↳ governance structure ↳ how do people get selected to boards	– difference of rules between provinces? – availability of info ↳ accessibility of info – depending on time of day, number of providers may influence service level

How to navigate the scenario: Flipping perspective

Transportation to access healthcare / hospital ↳ non-standard hours			

Aneh =
- glass splinter in finger, no health card
- first person says need to pay or no service
- tried again with different person, got treated

Liam =
- had to go to hospital, driven by friend, but parking fee expensive,
- no idea how long visit will be   } Hospital
- 10 hrs waiting for treatment
- afterwards leaving no transport, had to walk 20 min for taxi

Bhupa =
- generally good experiences w/ hospitals
- perhaps more frequent visits as a blind individual
- observation: gets faster treatment as a blind person alone
 going to hospital than if accompanied by sighted individual   } Hospital

Hospital =
- as blind individual its often difficult in large, loud groups
- lots of background noise, chaotic flow of people
- from a very relationship-oriented culture, so obligation to attend

Patients {

Evan =
- friend's mother in a long-term care facility
- needed to be specialized due to dementia/alzheimer's issues
- long wait time to be placed
- facilities were in N.York/Etobicoke, lose easily accessible
- availability in other parts of city?

Dream Machine

How to navigate the scenario:

	1	2	3	4
Timeline: Short Term (e.g. an hour, a day) / IMMEDIATE. PERSONAL. ACTION				
Actions, events	Go to Info Desk	Go to Website (before/after)	Live Online Portal - Robot/Real-Time.	Vendor Electronic Kiosk.
(A) What are the barriers, challenges?	nobody sitting there. not easy to find. Slow Service. don't know who is in charge	Doesn't direct you. Not on landing page. No clear phone # (no live chat)	don't know who is → behind it →	they don't know what was in it? / visual impairment, language complicated. surveillance/privacy. reach out - height / need personal health privacy in public realm
(B) How do you feel?	Panic frustration	Frustration Invisible Panic Disrespected. Unwelcome. Unheard	insecure.	Sick Scared Angry Fear Upset Pain / violated exposed. nervous. fearful
(C) Who is responsible?	Market organizer ? Don't know who.	? Don't Always know. Passing buck.	? Don't know.	Vendor - ? Don't know. accountability.
(D) Notes Insights	accountability. trained in accessibility food security privacy → quiet space come to you (mobility). integrated staff.	Need urgent contact us with phone number + List of who is responsible + how to contact live human.	+ve parts- fast service, responsive -ve - not human. (less empathy?)	ingredient list signage + labels. → accountability → / need person to navigate / help / integrated staff trained on accessibility. → food education → informed consent/options access help w/ to tech out giving up privacy.
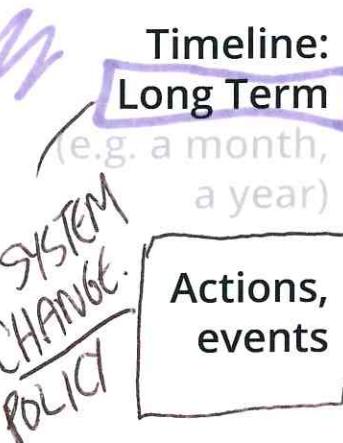
Security, emergency services
clear closed command/central comm.system/channel (intercom) — people can see who is attending to need.

	Receives complaint about gluten - Disbelief... Celiac	Call Cook; Person who helped them	Damage Control. Market.	Ingredient Check. What ... Less	(Include) Attempt ... Label - education ... Everything has gluten / Exclude
Barriers	Don't know ingredients	Other person doesn't know either	Vendor person isn't connected to owner. minimizes issue.	No resources available to deal with it.	lack of education resources. diverse perspective / kicks everyone out who might have issue
Feelings	denial disbelief	Confusion fear guilt anger denial	fear. defensive	helpless. scared. incompetent uncertain confused	Confusion - don't know how ... defensiveness satisfaction help people / defensive/ passive aggressive territorial
Who is involved?	Supplier. group impacted	2 people - phone/maker, seller group impacted	3rd party	Supplier of ingredients	diverse perspectives. / fewer/own people bubble.
Insights	informed/educated - raised awareness need for accountability in supply chain.	Cross-integrated + transparent chain of everyone from visitor, to vendor to operator. transparent governance. (labelling + advocacy - ingredients + allergens (government) - need resources around legislation	cause/effect & impact of food on health. → transparent governance.	Ombudsman/Mediator to resolve conflict, ID solutions, input people together → best practices	More $. feels good to help people. Share w/ other vendors / reduce economic opportunity.

—m

How to navigate the scenario:

	Timeline: Long Term (e.g. a month, a year)	**2** Awareness	**3** Policy Change / Advocacy	**4**
SYSTEM CHANGE POLICY **Actions, events**	Administration Who Is Responsible — Complaint Mechanism Research Accountability. Market + Level / lawsuit? Deeper Dive website — Escalation Identify who - manager / CEO	Tweet + Social Raise Awareness of Issues	City Councillor + 311	Other Levels of Govt	Team for Recommendations — Contact + Accessibility Co-Design Channels! + Toolkit! change
(A) **What are the barriers, challenges?**	hard to figure out who + how accountable. going nowhere / no response inadequate response no action / change / lack of understanding of issue of accessibility			
(B) **How do you feel?**	pissed off unheard unsafe unwelcome marginalized			
(C) **Who is responsible?**	Market - Owner. multi - level — part of shared - govt — problem. all levels organization / individual. Operator / ac	Collective portal of info		
(D) **Notes Insights**	shared responsibility — need intersectional approach better education about what is accessibility — Customized / specific + beyond AODA.			

Fantastic Five

How to navigate the scenario: FEEDBACK GIVING

Timeline: Long Term (e.g. a month, a year) Actions, events	KNOWING WHERE FEEDBACK GOES	JOINING TOGETHER WITH OTHERS WHO SHARE SAME CONCERN	REPORT SOMETHING BROKEN	VOLUNTEER TO HELP
What are the barriers, challenges?	- remembering 311 ref # - don't have 311 in Niagara small municipalities. people don't always know the services bureaucracy they're providing + that people use them.	- can't upvote or see other people with same concern.	- tree branch about to fall ~~Not~~ washroom locked - not taking you out of the experience of the park	- we've legalized the way we communicate - how do you make that + everyone else not scared of liability
How do you feel?	- you end up getting runaround - did my feedback get received?		- a negative experience already takes you out of the moment - how can you capture that feedback	
Who is responsible? How much of this is partner the city's involved? like what Hydro? groups you have feedback? how might you used?	(311) SLA - service level agreement			volunteers? corp sponsors? (some drawbacks)
Notes Insights How can get a family number to sign up for amenities? if you've ever # and can see if more often. Keep track of feedback - what amenities you've used. IDEAS: that feedback in rewards your group points. CARROT? radio, frequency	- they give you a reference number + you shouldn't have to remember that - chat bot - assigning volunteers/ summers to current job. - using own phone to on website to give feedback	- physical board w/ opp. to contribute ideas - digital or using a phone to just text it in, voice to text - feedback in the moment... important	- upon leaving [Happy or Not] kids can use it - Costco or other consistent tactile experience - being able to cancel wrong button.	instead of "we'll get back to you" would you like to be involved in the solution? • Park Ambassadors Program? • Hire students to address concerns for park for credit • Adopt a park or section of a park - maybe would help with legalization ⊖ Don't want corporate sponsored parks

How to navigate the scenario:

Timeline: Short Term (e.g. an hour, a day)	1	2	3	4
Actions, events	WALK IN ~~WHOS~~ DOOR ~~Rez possible?~~	GO TO FRONT	TURN ON MIC	SPEAK TU ~~GROUP~~ GROUP.
(A) What are the barriers, challenges?	• door doesn't open • no sign	• no path.		
(B) How do you feel?	• angry • sad	• frustrated		
(C) Who is responsible?	• manager • ?	• govt		
(D) Notes Insights	Need a better door	Person in front is unly person • heard		

Double point + simple.

• One point
• More complex context.

How to navigate the scenario:

Timeline: Short Term (e.g. an hour, a day)

Actions, events

taking kids, parents, family, friends to park.

RESEARCH

TRANSPORT / GETTING TO PARK

ENTRY POINT EXPERIENCING

Love one park a rec B. from parks a rec. sculptural element. tactile maps. (weather proof) (non vandalisable) + consistent wayfinding

CONSISTENT WAYFINDING FOR EACH AMENITY

What are the barriers, challenges?

- checking out park before leaving home?
- how much walking?
- stairs

- keeping everyone together
- people can be scared of dogs + lots of big dogs. animal safety
- being able to quickly locate yourself in the space (from) (tactile)
- Where are the rest areas / amenities?
- understand by total park experience, benches, splash park, etc.

no smart elevators exist (not autonomous)
things should re-space themselves when
- bike infrastructure
- when with parents, having a parking lot is really important.

- no real person to talk to
- get info on amenities
- beacon for info you can listen to (storytelling/contextual/historical information.)

Same flooring in every situation - maybe a consistent flooring element in a path where trash cans + water fountains are picnic areas

How do you feel?

- not website
- not enough info
- o-to-reach
- no community element-want friendliness
- no reviews

- feel like giving up. If it feels like work, I don't want to.

not able to spend time w/ family in park if a family member has mobility issues.

curiosity
not knowing what's there
knowing what's there + not being able to access
"ignorance is bliss"
sense of comfort + security

not knowing where to go

Who is responsible?

Park maintainers / City

parking authorities

park maintainers. ~~fac~~

311, city parks dept

Notes Insights

Things to Do
I've given up on trips to the pool because the City of TO website is too hard to navigate.
Need quick access to info - window of opp t small.
Experiences should come to us. I place value of reviews from people in my situation.
Social media feedback.

access to food integrated into parks is important, price point options
WANT to be able to decide the level of info you want at the beginning.
Airai.o activation spot.
Debbie uses it when she travels.
Be My Eyes - Debbie just signed up [site access] for minds

You want to stand there by monument + write your review in the moment. + photo sharing of stairs, washroom locked.
- button to report
  - how can I help you?
  - is there another way to?
- on demand someone would help like passenger assistance in subway stations.
+ 211 is a great example. someone who has contextual info for where you are.

Some parks have a radio frequency you can call into and announce the problem, or hear @ parks in Saskatchewan where you can tune into a radio frequency
Need to have a website.
Project Murmur - geolocated symbols could phone in a number + hear a story.
- Have given feedback on Facebook, called 311 - making that more
- ask if you want to share your location.

FEED BACK RECEIVING

from perspective of the city/park admin

At the park: what are the amenities + how can I find them?

+ I want to give feedback on this.

+ stay in the experience.

WANTS: → specific enough feedback.
- triage feedback
- You want the feedback to come in in an actionable format.
  ex. I want to be able to take a photo in this location.
- you want all feedback to come in in the same format.
  ex. Happen or not is the same thing.
  BUT that's not immediately actionable.
  ex. staff: positive good feedback → negative feedback?

- I want to categorize this right away + make it actionable.
- what do I do if we don't have an existing dept to deal with this?
  NO MISCELLANEOUS / Elizabeth Taylor folder

- give people ONE PLACE
- website or app - receiver or user both have an account
- see all tabs. ↓

PLACES FEEDBACK VISITED

(BUG TRACKER FOR CITY)

do you want to incentivize feedback? maybe list.

- be able to handle a large amount of feedback.
- tell people what amenities they're using + how much so they care and are more engaged.

experience:
accidentally subscribed to a meditation app, talked to a chatbot [I thought was a person / actually a person] incredible balance of detachment + empathy. Took any frustration + took hold so the experience voice of people calm, it will be resolved. No subjectivity. Extreme clarity of communication. Trained staff is really important.

info needed from user
- granular location (ask each time) use park wifi, or phone location
- what is the existing mapped infra around them (bathrooms, paths, trees,) parks
  that it could be about

- how important is this feedback.
(- take your pulse (as you give feedback.))

CONTENT
- multiple choice questions
  OR OPEN ENDED
  "Tell me what happened."
- severity
⊕ confirmation. (OK w/ being contacted?)
 + you should expect an email or text confirmation.
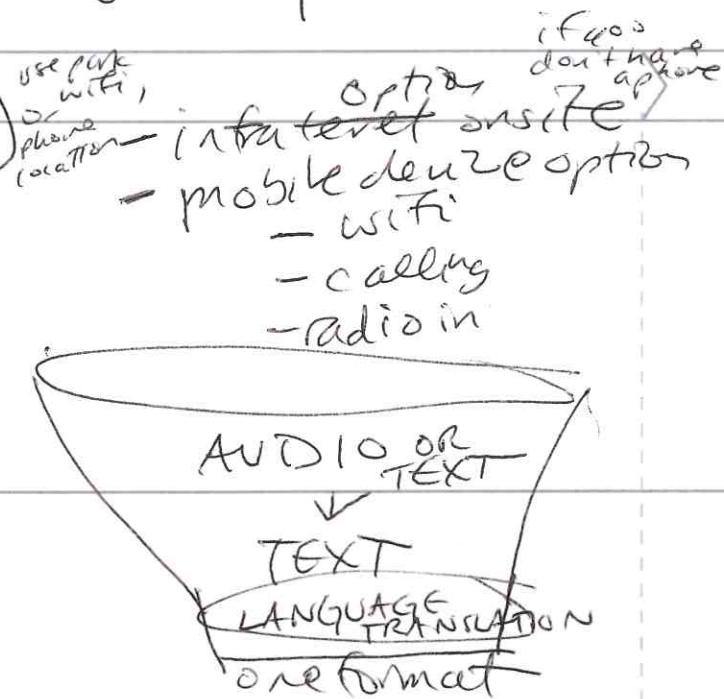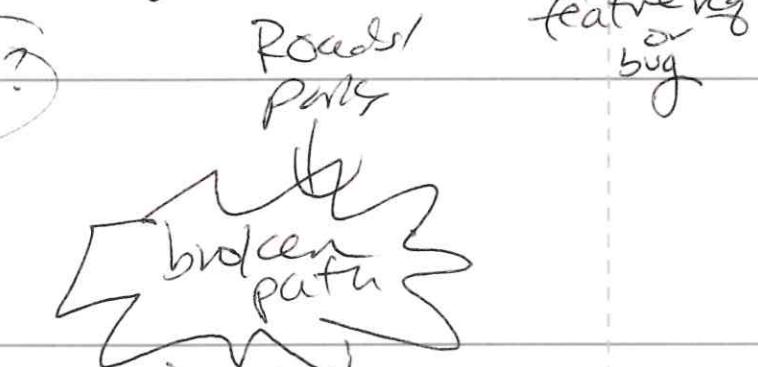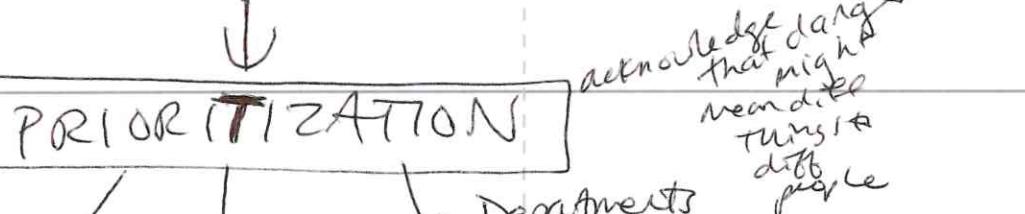
- shouldn't need to log in to use. BUT you do want to be able to keep track of all feedback a single user has given should've other identified user + followers
  Anonymous but collected as one.
  (example: Craigslist account)

use park wifi, or phone location → infra level onsite
- mobile device options
  - wifi
  - calling
  - radio in

if you don't have a phone

AUDIO OR TEXT
↓
TEXT
LANGUAGE TRANSLATION
one format
↓
[AUTO PRIORITIZATION]

acknowledge that danger that might mean diff things to diff people

↓ ↓ ↓ Departments
Roads/Parks   features or bug

broken path

give a time
• estimate to feedback provider
• tell others it's a problem in meantime
• schedule a fix
• tell people when it's been acted on
• ask feedback provider for more info
• ask for help?

WAZE FOR PARKS
give user a notification

• acknowledge trends

Surfing The Design

How to navigate the scenario:

Timeline: Short Term (e.g. an hour, a day)			
Actions, events	Crossing the street - Accessible Pedestrian Signals - finding and using them	When unable to use APS. Call 311 → Tweet 311 Chirps start too late Too hard to press No sounds – no click or chirps Not loud enough Not long enough to chirp	When unable to find APS.
What are the barriers, challenges?	Finding APS. Not enough. Often doesn't chirp, click, or vibrate. No geographic location markers Too hard to press	Tell him Ministry of Transportation or City of Toronto Take complaint & don't transfer	Use to tell me will be fixed within 4 hours Now they ignore me. or tell me I have to call as need personal info.	Don't bother complain if small. If large/high traffic, call & request. Transfer to wrong person if enough people call, only then APS put in
How do you feel?	Too far away from curb Potholes on crossing. Proper lighting to see clearly Frustrated Fearful Forgotten about In danger Confused when have to cross & doesn't work	Frustration as nothing resolved.	Annoyed Angry on behalf of blind who can't complain & won't be helped	City council has to give approval for new APS (not always true) 311 won't take requests City council has limited installing new APS to 40/year New built/rebuilt intersection supposed to have them but don't
Who is responsible?	311 & City of Toronto		311 Management Toronto Councillor	
Notes Insights		Will register a formal complaint with either management or HR.	I don't have energy to fight them. If have energy to call, will get APS fixed. City of TO staff told me 311 should not ignore my tweets. It's more inclusive to allow complaints by tweet.	Frustrated It took 2 years for a new APS to be installed for one. Supposed to be done within a year. Large intersections should have been done without requests.

How to navigate the scenario:

Barriers (scenario)

Crossing the Street Issues
1. Accessible pedestrian signal not available or hard to use or broken. Should activate light.
2. Light cycle too short
3. No zebra crossing
4. Paint gone or can't see
5. Insufficient lighting
6. Potholes – can't be seen by visually impaired
   – can't be stepped on or over & with balance problems
   – hard to roll over
7. Drivers try to beat pedestrians on right turns
8. Drivers don't wait for pedestrians to reach sidewalk safely
9. Cyclists come up from behind silently,
   weave in and out on sidewalks & crossings
10. Drivers block pedestrian crossing
11. Lighted intersections too far apart, forcing pedestrians to jaywalk.
12. How can a visually impaired person stare at driver.
13. How to use the features like APS
14. No island
15. No bench
16. Curb cuts
17. Crowd behaviour.
18. No red light cameras for epidemic of red light runners.

How to navigate the scenario:

Timeline: Long Term (e.g. a month, a year)	arriving at intersection	contacting → call	Getting feedback
Actions, events	hard to find buttons or spaced too widely	finding info	
	timing is too quick / no island	going to community meeting	
	visual clutter. zebra doesn't match	Is it a city service or provincial?	
	cuts aren't wide enough curbs		
What are the barriers, challenges?	→ Finding out who is in charge	Not easy to find! or contact	Busy!
	will they listen? —	Knowing what things are called	Arduous process
	timing not in sync design attitudinal	time consuming	documents are so technical
	no bench to sit	so many things to report!	knowledge isn't accessible
	cars don't drive safely		
	jaywalking disrupts traffic		
How do you feel?	Frustrated tired		Confused
	disrespected worried		Dismissed
	unrecognized		Engaged
	excluded		
Who is responsible?	??? Many! Everyone!		
	City → Traffic, accessibility, designers		
	Drivers		
	TTC		
Notes Insights	Many entities responsible/involved		
	attitudinal barriers		

How to navigate the scenario:

Timeline: Short Term (e.g. an hour, a day)			
Actions, events	City councillor connecting with residents		
What are the barriers, challenges?	no voiced mail from city no Braille text heavy → not good for cognitive issues ASL users low literacy		
How do you feel?	uninformed lack exposure not hearing much embarrassed assume? this will be citywide? no understanding of accessible services		
Who is responsible?	City →? community groups residents governments schools		
Notes Insights	Interlocking of services are is fragmented and confusing Community notices aren't consistent or well designed		

The Other Five

How to navigate the scenario:

**Timeline:
Long Term**
(e.g. a month,
a year)

**Actions,
events**

| Find the Store | INSIDE THE STORE | LEAVE THE MALL |

**What are
the barriers,
challenges?**

No clear signs – No clear visual / audio cues

ACCESSIBILITY BARRIERS

Physical obstacles inside the store

Can not move inside the store with wheelchair

No clear signs/

Difficult to navigate way back

**How do you
feel?**

Confused lost – bored

RELIEVED HELPED (+)
–
YOU CAN'T MOVE (–)

TIRED
–
RELIEVED ?
--

**Who is
responsible?**

...nd owner standard makers writers guidelines? city law?

standard writers, laws stores owner

ARQUITECT MALL TEAM

**Notes
Insights**

using different codes un unified communication

PRIVACY

How to navigate the scenario:
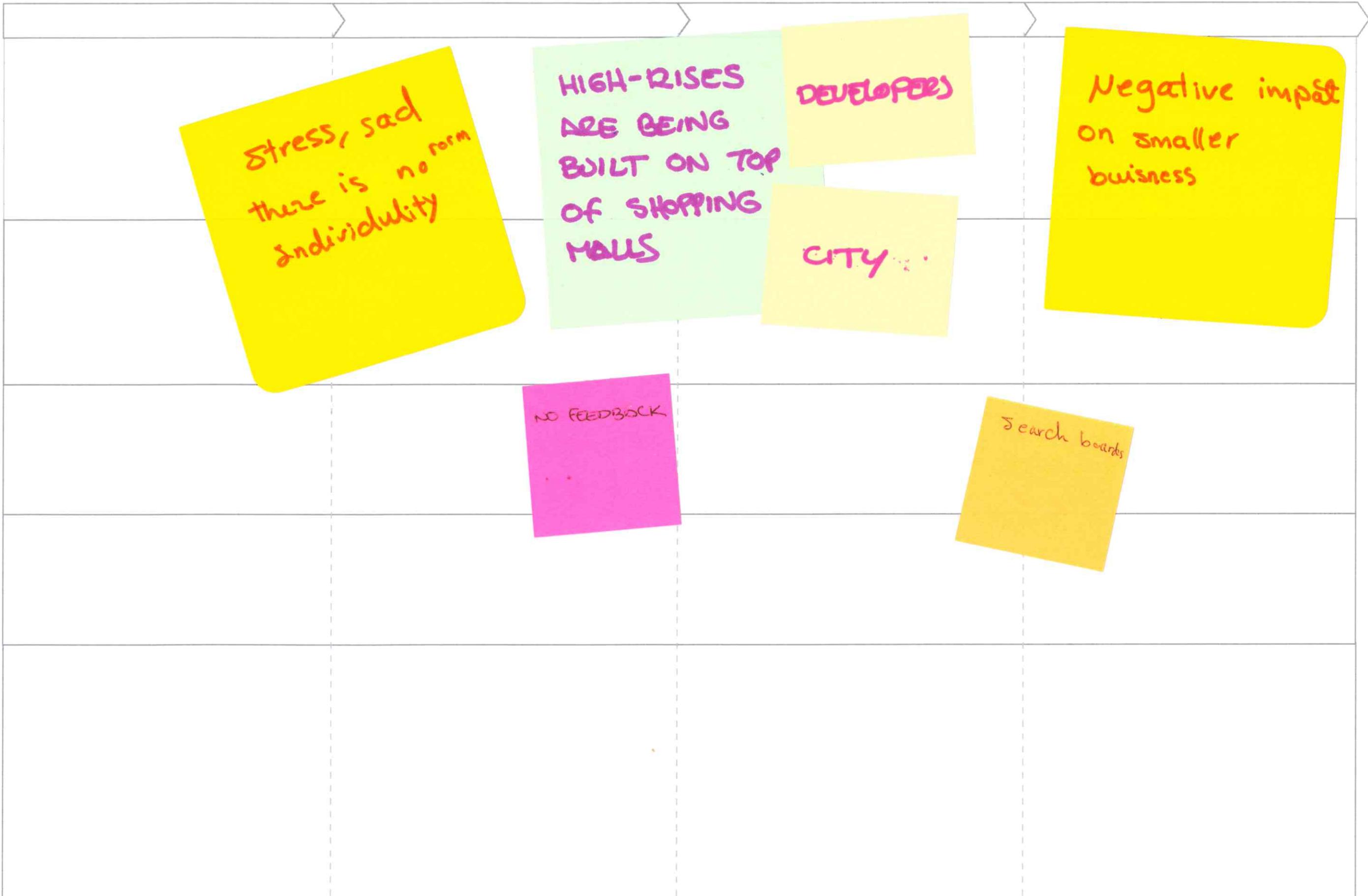
Timeline: Short Term (e.g. an hour, a day)			
Actions, events	Stress, sad there is no norm individuality	HIGH-RISES ARE BEING BUILT ON TOP OF SHOPPING MALLS / DEVELOPERS / CITY...	Negative impact on smaller buisness
What are the barriers, challenges?			
How do you feel?		NO FEEDBOCK	Search boards
Who is responsible?			
Notes Insights			

How to navigate the scenario:

Timeline:
Short Term
(e.g. an hour,
a day)

Pre-mall	ARRIVE TO THE MALL	Navigate the mall	Search for the Store

What are the barriers, [...]s?

Youth

mothers

Who are carrying

Environmental Designers

City planners

Funding

Policy

TEMPORARY INJURIES (BREAK A LEG)

brain injury concussion

People with cognitive impairment, Visual impairment

How you find what is best place to go

Access Individualized inf. ?

TRAFFIC
- ACCESSIBLE PARKING
- OBJECTS ON YOUR WAY

NSTRUCTION) KE ACCESS FFICULT

NO PLACE TO SIT
- NO WATER FOUNTAINS
- NO ENOUGH LANDMARKS

Not clear signs Not enough visual cues

BOARDS HAVE TOO MUCH TEXT, NO OPTIONS FOR SEARCH, COMPLEX INTERFACES

RECT for LLENGING ly impaired E BOARD

Confused stressed rushed / calm

FRUSTRATION OUT OF CONTROL

CONFUSED
- EXHAUSTED / TIRED
- LOST / ALONE - HELPLESS

lost, bored Frustrated IGNORED

City / T.T.C Mall

TTC / THE CITY "NOBODY" TOO ABSTRACT

ARCHITECT DEVELOPERS MALL OWNER POLICY MAKERS

Mall owner ?

How internet-literate you are? Access to inter Access to device

Not easy to navigate Complex feedback channel T.T.C

NO FEEDBACK

No Information on who to ask

No Info on who to ask