

TAS
(Toronto Accessible Solutions)

is limited and controlled. The second feedback process is through the mobile unit and will be aggregated feedback data that is decided by community and city.

► PART 1

Describe your idea here: Service design For Accessible Health Care
We introduce Central dispatch where people can call when they have health concerns. What central dispatch does is a triage call to decide for next steps. Central dispatch team based on your situation give you options including a mobile unit and/or sends you to the hospital. The mobile unit includes taking test, xRays, lab work, common treatment and some treatment options. They have access to people medical records and they are health professionals.

► PART 2

Who do you think is excluded by this idea?

- People without insurance
- People who feel uncomfortable w/ strangers in home
- People unfamiliar with system
- Language barrier
- People who don't want to share health records

People w/
- Hearing impairment?

Who do you think is enabled/supported/empowered by this idea?

- People who can't leave home
- People who have access to a phone?
- People w/ knowledge of health care system
- People who are unaware of their issues.

What are the advantages of this idea?

- Can lead to knowledge of other services -
- immediate access
- \$ Savings
-

What are the disadvantages of this idea?

- Lack of feedback mechanism at earlier stage and exit?
- Requirement to share medical records in order to enter service
- define "dispatch team" - to include specialized, such as social workers.
- Consent of which professional service you receive...

► PART 3

Describe your revised idea here: People can communicate their needs in the initial communication. The service provides remote language services and disabilities (like: language options and asl...). Social workers are cooperating to connect people without health insurance to charities and community resources. The mobile unit needs the medical record to provide faster service. Individuals can ~~choose~~ ^{choose} not to refuse to share their medical records knowing that it impacts their treatment. There is a follow up by the system to ask for patients feedbacks. The system will be designed and co-created by the help of diverse individuals to make sure it includes different people's perspective.

Sharing Community Team

► PART 1

Describe your idea here:

Integrated transportation service
for ^{sub-}emergency health care needs.
A one-button service that calls an autonomous vehicle to take you to the hospital, ^{optionally} a person in your building to come with you, and notifies the hospital/clinic that you're coming. ^(so you don't have to repeat.) Optionally lets you record your symptoms and send them on to the hospital.

► PART 2

Who do you think is excluded by this idea?

- people who can't reach the button.
 - Who is funding?
 - people who are too ill to make to button's location.
 - people w/out a home.
 - people who need voice activation / sensors instead of button.
- mentally ill (possibly).
- people who can't speak

Who do you think is enabled/supported/empowered by this idea?

- chronically ill
 - financially able people
 - people who have coverage / insurance for "the button"
 - GP house services
 - urban dwellers
- mental health patients should be able to have at home visits and not be sent to jail.

What are the advantages of this idea?

- scale ER trips / save bed space.
- makes people feel safer w/ autonomous vehicle.
- reduces confusion as to what your route of action is.
- healthier - more willing to ask for help.
- independent (sense of) for some.

insurance? public/private
hospitals to, # of no-shows?
family members
↑ FUNDING

What are the disadvantages of this idea?

- concern around cost for individuals in homes, if this is not covered by insurance/OHIP.
- Homeless can't use → maybe make a more public spot?

► PART 3

Describe your revised idea here:

- Make the button wearable as a bracelet or piece of jewelry so you don't need a phone to access.
- Add a microphone to the button for voice activation.
- Funding options: ^{private/public} insurance, nonprofits, HOA, private company funding surcharge on black car rides goes to ~~sub-emergency~~ rides for people who couldn't ^{sub-emergency} find financially ^{then self}

MASS Design

► PART 1

Describe your idea here:

Redesigning the TTC for cognitive, visual, auditory accessibility.
Use names for subway, streetcar, buses that tie into streets. Station names are cross intersections or major landmarks. Colour code subway lines & use same colours for intersecting streetcar lines. Use one font for North-South. Another for East-West. Tie textures to colours. Use colours/textures on vehicles, maps, signs. Grid of all numbers.

► PART 2

Who do you think is excluded by this idea?

people who find simplicity in numbers
color does not help the usually impaired / color blindness (solved by auditory feature)
Additional features may be distracting and over-stimulating (colours/textures/shapes etc.)
noise

Who do you think is enabled/supported/empowered by this idea?

Multi-Functions supports all abilities.
↳ Dependent on simultaneous operations of all features.

LOVE the improvement ideas!

What are the advantages of this idea?

Increased accessibility.
Increased aesthetics.

How can you make it a priority in TTC when they have many other problems to address?
↳ Keep scope within TTC or integrate with the city?

What are the disadvantages of this idea?

• planning and maintaining.
• cost
• Ensuring consistency.
• How does this affect other infrastructures? (ie. street signs)
• Learning cost: Educating all users about new system.
• Ensuring sustainability (Feedback system)

adoption rates

► PART 3

COLOURS = TEXTURES (they correspond)

Describe your revised idea here:

~~MINIMALIST~~ MINIMALIST DESIGN USING VISUALLY ACCESSIBLE COLOURS
LARGE FONT + LARGE SIGNS.
\$ is already being put into this at the moment, so it is the time to make sure this is channelled into inclusive design.
community input around what each stop should be named before implementation according to the naming principals we've outlined.
ensuring mobile app being designed is corresponding to colour + textures.
↳ feedback section around accessible design.
change attitude of upper management.
↳ feedback won't be heard unless there is a change.

QuArtet

FAL·LOW (adjective)

~~NOT FARMLAND~~ PLOWED AND HARROWED
LEFT UNSOWN TO RESTORE FERTILITY
UNCULTIVATED

► PART 1

Describe your idea here:

FOSTERING FALLOW SPACES IN CITIES

WE BELIEVE THAT AN IMPORTANT PART OF CITY INFRASTRUCTURE IS AT RISK. WE WOULD LIKE TO INVIGORATE

IMAGINE +

EXPLORATION AND CREATION IN THE CITY

Through the fostering of fallow spaces!

► PART 2

Who do you think is excluded by this idea? Developers / real states / transit / real estate

Who do you think is enabled/supported/empowered by this idea? Empowers users of the space to experience it and shape it based on their needs. It allows individuals to be involved in forming the space since the beginning and co-create the space with the city.

What are the advantages of this idea? ^{Fallow spaces} bring happiness to the community. Fallow spaces are fluid it means they are flexible and adaptable. It's open space. ~~and~~ The flexibility makes fallow spaces more inclusive for diverse individuals. It allows to design accessibility to the space since the beginning.

What are the disadvantages of this idea? It does not matter if you have the fallow space if the larger environment that you are surrounded by is disadvantageous to you. Fallow space might not be usable for different seasons like for winter. Undesirable things might take place there like illegal activities. Homelessness? +

LOS of

NORMALIZING = RECOGNIZE VALUE + AGILE + TEMPORARY

- seize the moment

► PART 3

- network of spaces. + recognize that they have value and promote usage by having flexible zoning industry

Describe your revised idea here:

~~Fallow can be post economic shift~~
allowing for re-zoning/temporary re-zoning of available spaces.

Policy to allow for fluctuating free zones/fallow spaces. Network around Ontario. Post industrial. As technologies change. Fallowbookings.ca

REIMAGINING / REPURPOSING OF UNDERUTILIZED SPACES DUE TO ^{ED + Tech} Tech Shift.

Flexible usage of network of spaces - a los of fluctuating spaces that encourage flexible ^{agile} zoning practices.

C-Scapes

► PART 1

Info Screens within Calming Refuge

- accessible space for accessible information

Describe your idea here:

KIOSK

Two Aspects - Information screen with info to meet next need - food, transit, health, social services, crisis, etc. with symbols, languages.

phone booth area

Calming Space (semi-enclosed).

plants → refuge + tranquility
low sensory, water station
few kids toys, music + mood available.
skylight/soft lighting - white board to write on

► PART 2

Who do you think is excluded by this idea?

- people who don't like enclosed spaces (semi-enclosed)
- people who don't like or read screens ✓
- can the pod fit a range of mobility devices? Yes

- be able to talk naturally to your screen in your language & ask questions
- add an audio component to your screen

Who do you think is enabled/supported/empowered by this idea?

- people who want a low sensory load place.
- people who are more comfortable with languages other than English
- people without smartphones or internet access
- parents with young children

What are the advantages of this idea?

- usable by everyone
- if ubiquitous, providing services on demand
- alternative for people who want it good

how might you give feedback on how accessible screen information is?

how might you give feedback on when the pod needs to be cleared?

on how big the pod is / physically accessible

What are the disadvantages of this idea?

- doesn't include a bathroom
- might not be big enough for various physical ability reqs
- requires lot of maintenance / tragedy of commons
- requires up to date information

- expensive
- requires space downtown

► PART 3

Describe your revised idea here:

Revision

- A kiosk that's in open space / semi-enclosed
- IVR / screen / smartphone / live help
- ~~Real~~ User Feedback function re: kiosk & info provided
- Soothing music to help ill location
- QR (way finding), Blind Square Radio Frequency
- Fob to provide way finding
- Info linked to an app on your phone

- consistent interface
- consistent locations

SUGGESTIONS:

- consider using a temporary tent structure to decrease cost, and maintenance AND only deploying during large outdoor public events
- projectable portable screen instead of large LCD screen that could break