

JUNE 1 – 7 JUIN 2019 | VANCOUVER, BC

Accessibility Guide

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DES SCIENCES HUMAINES

congress 2019
OF THE HUMANITIES AND SOCIAL SCIENCES





Accessibility Guide

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1. Introduction

The University of British Columbia and the Federation for the Humanities and Social Sciences are committed to providing the most inclusive and barrier-free Congress experience possible for attendees with disabilities and accessibility needs. Below you will find pertinent information for planning an accessible trip to Congress 2019. Additional information on general services can be found on the Congress website at www.congress2019.ca/local-amenities.

If desired, an accessible version of this information can be found as a webpage on the Congress website at <http://www.congress2019.ca/accessibility>.

2. Accessibility provisions

Accessibility provisions on campus by request

The university will provide accommodations to ensure that participants with disabilities have the opportunity to participate in all aspects of the program. Attendees who would like to request these services must complete the Accessibility Needs and Information Questionnaire during [online registration](#) prior to April 26, 2019. Completion of the questionnaire will assist the university in pre-arranging for the needs of attendees with disabilities. If you missed submitting the form during registration, contact congress@ideas-idees.ca.

- Specialized seating (e.g. chair without arm rests)
- Priority seating (e.g. near access door; front of room)
- Sign language interpretation
- Assistive listening device
- Real-time captioning
- Alternative formats of written material
- Mobility assistance on campus
- Accessible podium (for presenters)
- Seating during presentation (for presenters)

Please note: Provisions which require extensive arrangements, and which are not provided by the university on a regular basis, may incur extra charges. Additionally, last minute requests for some services may not be possible; however, the university will do their best to accommodate.





Local equipment rentals

MacDonald's Home Health Care
604-872-5496 x2
<https://macdonaldshhc.com/>

Provides a wide range of mobility products, including wheelchairs, walking devices, scooters, and on-site mobile repairs.

3. Accessible travel and transportation

Accommodations

The Federation works with all official Congress hotels and on-campus accommodations to ensure equal access for all attendees. We survey each property based on the standards and specifications provided under the Accessibility for Ontarians with Disabilities Act, including the exterior of the building, lobby, rooms, bathrooms and amenities.

Should you have questions regarding the accessibility level of one of the official Congress 2019 hotels, each property listed on the [Accommodations page](#) includes a contact person specifically for accessibility queries.

Airport accessibility

Universal access is a fundamental component of customer care at the Vancouver International Airport (YVR). The airport, along with community and business partners, have developed detailed travel guides to help and support customers preparing for air travel. Further information on accessibility services at the YVR is available at www.yvr.ca/en/passengers/navigate-yvr/accessibility-at-yvr/accessibility-travel-planning. Accessible taxi service is integrated into the fleet of taxis serving YVR. You must request an accessible taxi from the host, or nearby courtesy phone, located on the curb outside Arrivals at the Domestic, International and South Terminals. More information on airport transportation can be found on our [Travel page](#).

Accessible Transit

TransLink is a leader in providing an array of accessible travel options to passengers. Buses, community shuttle minibuses, SkyTrain, SeaBus, and West Coast Express vehicles are all fully accessible. Please take a moment to visit the TransLink Accessibility page to become familiar with the services available, including options for customers who are not able to tap a Compass transit Card. See: <https://www.translink.ca/Rider-Guide/Accessible-Transit/Wheelchairs-and-Mobility-Aids.aspx>.





HandyDART is a door-to-door, shared ride service for passengers with physical or cognitive disabilities who are unable to use conventional public transit without assistance. The driver will come to your home, help you board on the vehicle, and get you to the door of your destination safely.

HandyDART's service provider (First Transit) provides a central customer service team that is available 18 hours a day and operates over 300 buses. Eligible customers can apply to receive a HandyCard, which provides free travel for your attendant.

Are Congress attendees eligible?

- If you have a physical, sensory, or cognitive disability and are unable to use conventional public transit without assistance, you may be eligible to use HandyDART.
- Eligible visitors to Metro Vancouver can make use of our HandyDART service by filling out a Visitor Application Form (the direct link is available on the Congress website).
- To apply, please make sure you have all your personal information available including your date of birth, home address, doctor's name, and phone number, as well as any special medical facts that might affect your ability to use public transit. Your information remains confidential and helps us make sure that the HandyDART service will be suitable for your travel needs.

Taxis

Most taxi companies in Vancouver offer accessible vehicles on request.

Black Top & Checker Cabs (604) 731-1111, www.btccabs.ca
 Yellow Cab..... (604) 681-1111, www.yellowcabonline.com
 Maclure’s.....(604) 831-1111, www.maclurescabs.ca

4. Accessible campus

Accessible parking

Parking at UBC can be challenging at very busy times so plan ahead and allow extra time to find a stall and get to your destination.

The University provides designated accessible parking stalls across campus, most located within a parkade. An interactive parking map is available on our website - use the filter to show accessible parking locations within parkades. If parking in a non-accessible stall please use Health or Thunderbird parkades and use the elevator (North, Fraser and West are older parkades and do not have elevators). Note that payment or an approved permit is required to park at UBC and if using an accessible stall a valid accessibility permit (blue wheelchair SPARC type) must be displayed.





For additional assistance please email support.parking@ubc.ca, call the team on 604 822 6786 or visit our Access Desk which is located inside the UBC Bookstore on East Mall.

Mobility Assistance Shuttle

Mobility support will be available to attendees with accessibility needs or any kind of disability (permanent or temporary) to navigate campus. This includes:

- Accessibility shuttle for individuals in wheelchairs, individuals with motor, visual, hearing and/or cognitive disabilities;
- Mobility assistance golf carts for individuals with temporary accessibility needs (e.g. recent injury; health issues impacting mobility; recovery from surgery; pregnant)

Accessibility shuttle will be available from 7:00 to 21:00 daily during the Congress. You can access this service either through reservation or ride pick-up options.

To book a ride:

- Speak with a dispatcher or leave a voice message at 604.822.9929.
- When you book your ride, please be prepared with your pick up and drop off locations, dates and times.
- Rides will be available on a first-come, first-served basis.
- You must book your ride ahead of time. Bookings are made on a first-come, first-served basis and are subject to availability. Wait time can be between 5 – 40 minutes, depending on volume. Book ahead to ensure more timely and reliable service. If you leave a voice message to book your trip, you will receive a call back to confirm your ride by 8pm the evening prior to your pick-up date. We encourage you to plan your congress events in advance.

Ride Pick Up:

- Please be at your shuttle stop on time. Once the shuttle arrives at your stop, it will wait a maximum of five minutes, depending on rider demand.
- Look for shuttle signs at your stop location. This is where the shuttle will meet you. See the official Congress map for more details on where to go for your pick up.

If you have other questions please contact accessibility.congress2019@ubc.ca

Mobility assistance Golf Cart Shuttle will be available during the hours of 7:30-18:30, this service will travel on two continuous loops along campus roads taking you closer to key Congress event places. Wait times will vary between five to 10 minutes, approximately. Mobility assistance golf cart locations are identified on the Official Congress 2019 map.





Building entrances

All campus buildings used for Congress have at least one accessible entrance. These entrances are comprised of either a level entrance or ramp access, with an automatic door. Accessible entrances and internal routes identified with appropriate signage.

Wheelchair assistance

The university will have a wheelchair available at the Information Centre in the Congress Hub for those who require mobility assistance to get from one place to another. You can also ask for assistance from anyone in a Congress t-shirt.

Washrooms

Wheelchair-accessible single stall washrooms and gender inclusive washrooms are available across campus and are identified with standardized signage.

Quiet spaces

The University of British Columbia is pleased to provide designated quiet spaces for attendees for the duration of Congress 2019. The use of these spaces are open to all individuals without prior request, and rooms will be available during the hours of 7:00am-6:00pm. Visit the [Local amenities](#) page for locations and additional information.

Emergency procedures

Procedures governing personal safety are outlined on the Congress website under our “Plan your trip” tab. In emergency situations, persons with impaired mobility are to proceed to the nearest emergency stairwell and advise a companion to inform an emergency warden, Campus Security or an available firefighter of their location. Firefighters and first responders are trained to assist persons in wheelchairs to evacuate buildings.

5. Support person registration

Support persons or companions are not required to register or pay for Congress if they are travelling with a registered Congress attendee. Support persons will be allowed to enter Congress sessions without a badge *only* when accompanied by the individual whom they are supporting.

6. Questions and contacts

For more information about accessibility at The University of British Columbia, please contact accessibility.congress2019@ubc.ca with a copy to logistics.congress2019@ubc.ca. If possible, please submit questions via email and include all relevant details.

