Event Inclusion

Project:
Invictus Games House (IGH)
Toronto September 23 to 30, 2017
website: http://www.invictusgames2017.com/

Goal:
Create a space that is inclusive of all visitors.

Scope:
Consult and onsite observation and adaptation

Areas being reviewed and considered:

<table>
<thead>
<tr>
<th>POINTS OF INFORMATION</th>
<th>COMMUNICATION</th>
<th>ACTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUDIO</td>
<td>One TV with audio on</td>
<td>wireless headsets</td>
</tr>
<tr>
<td>VIDEO</td>
<td>8 TV screens captioned</td>
<td></td>
</tr>
</tbody>
</table>
| PRINT                  | address micro and macro print: eg. tickets vs wayfinding have different requirements | • lower level signage as well as high level signage for wayfinding and booth signage  
• Braille. Other languages? |
|                        | • wayfinding and booth signage (tickets, registration) | |
|                        | • drink tickets | |
|                        | • food and drink labels on self serve tables | |

| VOLUNTEERS | Inclusive customer service training | • scheduled for afternoon of opening night (Caren and Moisen).  
• volunteers have general customer services training in inclusion  
• therefore, focus on context-specific: personas scenarios  
• q&a  
script to come |

<table>
<thead>
<tr>
<th>MOVEABLE STRUCTURES</th>
<th>ACTIONS</th>
</tr>
</thead>
</table>
| SEATING             | • couches  
• chairs  
- Aisles need to provide at least 920mm of clear width, with a 1500mm space to turn a wheelchair around at key points in the facility.  
- Chairs need to be light and easy to re-position.  
- should be a mix of seating with arms (20%) and seating without arms (80%)  
source: IG guide |
| TABLES              | • long harvest tables  
• hydraulic cruiser tables |
STATIONS

- bars (with bartenders)
- ticket booths (with service)
- registration booths
- self serve food
- action food stations (making on the spot with a cook)

DIGITAL

WEBSITE (not directly in scope but worth recommending)

- video
- add UIO: http://docs.fluidproject.org/infusion/development/tutorial-userInterfaceOptions/UserInterfaceOptions.html
- if wordpress: https://wiki.fluidproject.org/display/fluid/UI+Options+Wordpres+Plugin+Development+Guide

GRAPHICS

- visual noise: too many visual elements demanding attention at the same time. For example, layering TV screens over visually dynamic, high contrast graphics.

SPONSOR ACTIVATIONS

- inclusion, diversity and accessibility guidelines for sponsors to access?

FOOD AND DRINK

- Have available: caps to cover glasses and straws
- Have trays available for transportation of multiple items from food stations and bar
- Utensils and glassware should be symmetrical for easy use by left and right-handed people.
- loose serviettes rather than serviette dispensers
- source: IG guide

Background information:

Relevant information from director of INVICTUS GAMES HOUSE

Purpose and Mandate of IGH:

- Invictus Games House (IGH) serves as a meeting and social hub for competitors, dignitaries and sponsors to network and enjoy the Games experience together
- It provides a place for competitors from all nations to share the Invictus Games experience
- Dignitaries will have an opportunity to interact with the competitors from their countries and network with other dignitaries
- IGH provides a structured way for all accredited guests to engage in the Games experience
- IGH is also integral to sponsor activation initiatives where sponsors can demonstrate their Invictus support while also providing an enriched experience to get close to competitors and dignitaries
- IGH is a private facility that requires accreditation for entry
- The Vision for IGH is to create an inviting exclusive environment for competitors, dignitaries and sponsors to mingle with other guests in a relaxed fun and inspirational setting that reflects the Invictus brand