**Event Inclusion**

**Project:**
Invictus Games House (IGH)
Toronto September 23 to 30, 2017

**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
  • wayfinding and booth signage (tickets, registration)
  • drink tickets
  • food and drink labels on self serve tables | • lower level signage as well as high level signage for wayfinding and booth signage
  • Braille. Other languages? |

| 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>
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</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](http://docs.fluidproject.org/infusion/development/tutorial-userInterfaceOptions/UserInterfaceOptions.html)

### GRAPHICS
<table>
<thead>
<tr>
<th>BRANDING</th>
<th>cautions</th>
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</thead>
<tbody>
<tr>
<td>applied to all booths</td>
<td>visual noise: too many visual elements demanding attention at the same time. For example, layering TV screens over visually dynamic, high contrast graphics.</td>
</tr>
<tr>
<td>applied behind all TV screens</td>
<td></td>
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</tbody>
</table>

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

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

### 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