



# Inclusive Washroom Guidelines for Kwantlen Polytechnic University

July 2024

Prepared by

**Trans  
Focus**  
CONSULTING, INC.

Prepared for



Office of Equity  
and Inclusive  
Communities



# Table of Contents

<b>Glossary</b>	<b>3</b>
Washroom Terms	3
Identity Terms	3
<b>1. Introduction</b>	<b>4</b>
<b>2. Washroom Design</b>	<b>4</b>
2.1 Overview	4
2.2 Overall Guidance	6
2.3 Single-Unit Washrooms	7
2.4 Multi-stall Washrooms	8
<b>3. Signage and Wayfinding</b>	<b>13</b>
<b>4. Prioritization</b>	<b>19</b>
<b>References</b>	<b>22</b>
<b>Appendix A - Case Study of Low-Effort Conversion</b>	<b>24</b>



## Glossary

The following terms and concepts are referred to or relevant to the document and are defined as follows for ease of common understanding.

### Washroom Terms

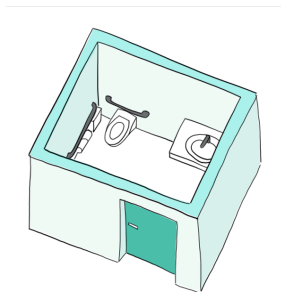
**All-gender, multi-stall washroom (AGMS)** - A washroom with two or more stalls that is available to anyone no matter their gender.

**Fixture count** - A term used in building codes to refer to the number of toilets and/or urinals in each washroom or building.

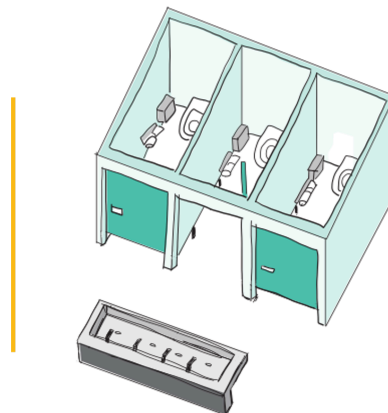
**Gender-designated washroom** - A multi-stall washroom that is designed for either women or men.

**Single-unit Washroom** - A washroom with its own toilet, sink, door, and lock. It may or may not be accessible.

**Universal washroom** - A term used in most building codes to describe a washroom designed for accessible access for people using mobility devices, such as wheelchairs.



Single-Unit Washrooms



Multi-stall Washrooms

### Identity Terms

**Gender Identity** - refers to a person's innate and internal sense of their gender. It entails a wide range of identities that include woman, man, and those that exist between or outside of this binary (e.g., non-binary, agender, genderfluid, bigender, etc).

**Sex** - is assigned at birth based on anatomy, including sex characteristics, hormones, and genes.

**Transgender (Trans)** - is an umbrella term that describes a wide range of people whose gender identity differs from their sex assigned at birth.

**Non-binary** - refers to individuals whose gender identity is neither exclusively woman nor man.

**TNB = Trans (T) and Non-binary (NB)**: Acronym used to capture various common experiences under the broad umbrella of gender diversity.



# 1. Introduction

Kwantlen Polytechnic University (KPU's) Office of Equity and Inclusive Communities engaged TransFocus Consulting to conduct an assessment of transgender and non-binary (TNB) inclusion in washroom facilities. In particular, TransFocus undertook four listening sessions with 18 KPU faculty, students, and staff and reviewed floor plans of washrooms in 17 buildings on five campuses. A set of 30 guidelines were developed with input from KPU employees' and students' lived experiences as well as professional judgment from TransFocus' experiences working at other universities and public sector organizations, including Indigenous, municipal, and provincial governments. The purpose of the guidelines is to address current issues and challenges and improve inclusion of gender diversity at KPU.

This document has two main sections, including 1) washroom design and 2) washroom signage. In each section, requirements for single-unit and multi-stall washrooms are delineated for both existing and future buildings at KPU.

At present, 19% of fixtures are in all-gender washrooms across all KPU campuses. As a point of reference, other post-secondary institutions, such as UBC and Emily Carr, have an all-gender fixture percentage at or above 25% (UBC 2020, ECUAD 2021, and BCIT 2022).

In May 2023, KPU set a goal of 30% all-gender options (KPU 2023). This represents the need to renovate at least 50 fixtures among current single-unit and multi-stall washrooms at KPU. It is not only about the quantity of washroom options, but also about better distribution of options across floors and buildings. Both are discussed in the sections that follow.

## 2. Washroom Design

### 2.1 Overview

KPU consists of five campuses with a total of 17 buildings. Each campus has its own unique blend of issues and considerations vis-a-vis washrooms. Availability of all-gender washrooms is driven by two key factors, including numbers and distribution. Quantities of all-gender washrooms are linked to wait times. That is, where there are small numbers of all-gender washrooms available in a location, KPU students and employees may have longer wait times to access this option. Distribution of all-gender washrooms is also linked to walking distance. In other words, if there is low distribution of these types of washrooms, there could be greater distances to walk to access this option. Both quantity and distribution work together to affect access to all-gender washrooms.

To illustrate this relationship, Figure 2.1-1 depicts Floor 1 on the Richmond campus across its two main buildings with a mix of quantities and distribution of all-gender washrooms. In particular, most of the single-unit washrooms are co-located with the gender-designated washrooms, except the men's and women's washrooms in the northeast corner side of the Main building. As such,



someone seeking an all-gender washroom option does not generally have to walk further than someone seeking a gender-designated washroom, which is a best practice standard.

However, while there is a good distribution of single-unit washrooms, there are more fixtures in gender-designated washrooms than all-gender washrooms (by a ratio of 4:1). As such, there are likely insufficient numbers of single-unit washrooms to support the demand for them, resulting in longer wait times to access this type of washroom.

**Figure 2.1-1 Floor 1 Richmond Campus with Quantities and Distribution of All-gender (Yellow) and Gender-designated (Blue) Washrooms**



Source: Campus Map with Shading added by TransFocus with Numbers from KPU Washroom Inventory



The sections that follow provide details for overall guidance across washroom types (Section 2.2) as well as guidance specific to single-unit washrooms (Section 2.3), followed by guidance for all-gender, multi-stall washrooms (Section 2.4).

## 2.2 Overall Guidance

Before providing guidance on features within specific types of washrooms, it is important to delineate standards across washrooms. In particular, overall guidance provided in Table 2.2-1 contains five guidelines to inform the numbers and locations of different washroom types in both existing and new buildings.

### Legend:






= Guideline applies to renovations





= Guideline applies to new design-builds

**Table 2.2-1 Overall Guidelines across Washroom Types**

Guideline #	Issue Type	Description of Guidance
G1	Number of washrooms 	In <u>smaller</u> existing buildings, there should be at least one all-gender washroom option in each building. In <u>larger</u> , multi-floor buildings, ensure: <ul style="list-style-type: none"> <li>• <u>Minimum</u>: All-gender washrooms are on <i>alternating</i> floors.</li> <li>• <u>Ideal</u>: All-gender washrooms are on <i>every</i> floor.</li> </ul> This is to ensure walking distances to washrooms are equitable.
G2	Access 	If it is not possible to introduce all-gender washroom options, update women's and men's washrooms with new signage that states "Trans People Welcome." While simple to create the signage, this guideline requires much more communication to help facility users understand that they are W+ and M+ facilities (not all-gender). This is covered in the change management toolkit.
G3	Number of washrooms 	For new buildings, every washroom should be all-gender with the following considerations based on size of building: <ul style="list-style-type: none"> <li>• <u>Smaller buildings</u>: All-gender washrooms can be all or mostly single-unit washrooms.</li> <li>• <u>Larger buildings</u>: A blend of co-located majority of all-gender, multi-stall washrooms and a minority of single-unit washrooms (for those in need of greater privacy). Avoid building women's and men's, multi-stall washrooms.</li> </ul> Co-locating washroom types in proximity to each other ensures that it is easy and quick to locate them.



<b>G4</b>	Location 	In new buildings, locate washrooms close to staircases and elevators to facilitate faster and more intuitive access. Relatedly, locate washrooms in high traffic areas. Also, avoid locating washrooms near kitchens and where queuing happens.
<b>G5</b>	Location 	Centralize washrooms to key traffic areas and avoid placing all-gender washrooms in areas predominantly accessed by staff and/or remote areas.

## 2.3 Single-Unit Washrooms

Table 2.3-1 summarizes five key guidelines to ensure that there are more single-unit washrooms available along with privacy and safety measures to ensure comfortable and secure use of these critical facilities.

### Legend:







= Guideline applies to renovations






= Guideline applies to new design-builds

**Table 2.3-1 Guidelines for Single-Unit Washrooms for Inclusion of Gender Diversity**

Guideline #	Issue Type	Description of Guidance
<b>G6</b>	<b>Number of washrooms</b>  	Avoid designating single-unit washrooms by only one or two genders (e.g., no men's-only or women's-only washrooms) or roles (e.g., staff-only washrooms). Instead, ensure every single-unit washroom is for any gender by updating signage (See <b>G22</b> ). Relatedly, if a bank of single-unit washrooms are co-located, a higher percentage should be accessible and a smaller percentage non-accessible.
<b>G7</b>	<b>Number of washrooms</b> 	In existing buildings, create new single-unit washrooms by converting small gender-designated washrooms with only two stalls by adding locks and updating signage [where fixture count permits].
<b>G8</b>	<b>Number of washrooms</b> 	In existing buildings, create new non-accessible, single-unit washrooms by converting janitor rooms with the addition of a mirror, toilet, and sink using the existing plumbing [when other janitor rooms are available nearby].



<p><b>G9</b></p>	<p><b>Feature: Privacy</b></p> 	<p>Install hardware with visible indicator of occupancy (e.g., colour-coded locks on stall doors or light indicator above stall door). Regularly test automatic doors with red/green push button locks to ensure functionality (to avoid compromises to privacy).</p>
<p><b>G10</b></p>	<p><b>Feature: Safety</b></p> 	<p>Install motion detectors with clear response protocols, especially where there are known safety issues.</p>  <p><b>Source:</b> Brave Sensor</p>

## 2.4 Multi-stall Washrooms

In order to address the challenges related to the distribution and quantities of all-gender washrooms within and between buildings, TransFocus proposes that KPU adopt 10 guidelines to improve the inclusion of TNB students and employees at KPU. Section 2.4.1 contains guidelines for existing buildings and Section 2.4.2 for future builds. It is recognized that there are constraints to renovating existing buildings. As such, the guidelines in Section 2.4.1 are recommended, but may not always be possible to implement. However, the guidelines in Section 2.4.2 for new buildings are much easier to implement and, as such, are required.

### 2.4.1 Recommended in Existing Buildings

To increase the number of all-gender, multi-stall washrooms through renovations of washrooms in existing buildings at KPU, Table 2.4-1 summarizes five guidelines presented to increase privacy, safety, and cleanliness. It is recognized that not every aspect of guidance is possible to implement in renovations where there are limits of space, time, and budget. As such, ideal (recommended) and at minimum (required) measures are indicated. Contractors are encouraged to implement as many guidelines as are feasible. Appendix A provides a case study if too few changes are made.





**Table 2.4-1 Guidelines for Multi-stall Washrooms in Existing Buildings at KPU**

Guideline #	Issue Type	Description of Guidance
<p style="text-align: center;"><b>G11</b></p>	<p style="text-align: center;">Feature: Privacy</p>	<p>Create greater privacy in all-gender, multi-stall washrooms through the following design:</p> <p>a) Fully-enclosed washroom stalls for toilets and urinals with the following material:</p> <ul style="list-style-type: none"> <li>• <u>Ideal</u>: Stud wall construction. Stud walls create the greatest separation between stalls increasing user comfort and privacy. This option has greater space and cost requirements.</li> <li>• <u>At minimum</u>: Solid grade laminate (SGL) or high pressure laminate (HPL) panels. Full-height panels take up less space and cost less, but also offer less sound separation between stalls, and as such, reduce user comfort and perceived privacy.</li> </ul> <p>b) Visibility gap: Where a visibility gap at the bottom of the stall is required, the dimension should not exceed 3".</p> <p>c) Note that full-height doors and separation between stalls requires each individual stall to be equipped with lighting. Ventilation requirements for each stall is critical and an appropriate solution needs to be determined with a mechanical consultant.</p> <p>d) Install hardware with a visible indicator of occupancy (e.g., colour-coded locks on stall doors in smaller washrooms or light indicator above stall doors in larger washrooms).</p> <p>e) Add disposal bins to each washroom stall in order to support private, safe, and convenient disposal of private items, including menstrual products, bandages, and/or medication. [Note: In some facilities, especially public-facing, there may be need for additional, specialized disposal, including sharps containers for safe disposal of needles]</p> <div data-bbox="602 1234 1390 1612" style="text-align: center;"> </div>
<p style="text-align: center;"><b>G12</b></p>	<p style="text-align: center;">Feature: Safety</p>	<p>a) Provide open, full-height washroom entries with no doors to create sightlines through one of the following:</p> <ul style="list-style-type: none"> <li>• <u>Ideal</u>: Provide two entries and a flow-through design with no dead-ends configured to ensure visibility into all shared spaces of the washroom outside of stalls.</li> <li>• <u>At minimum</u>: If a flow-through design with two entries is not possible for the washroom footprint, ensure a single open entry</li> </ul>



		<p>creates the required visibility. The minimum clear opening width depends on the size of all-gender multi-stall being provided.</p> <p>b) <b>Ideal</b>: Ensure the space within washrooms is open and has unobstructed lines of sight to increase passive and active monitoring inside and outside of the washroom.</p> <p>c) <b>Ideal</b>: Configure the location of stalls to prioritize sightlines to their doors. Sightlines can be created over low shared sink areas to contribute to views of stall doors.</p> <p>d) <b>At minimum</b>: Where needed, installation of convex mirrors help extend sightlines and eliminate blind spots.</p> <p>e) <b>Ideal</b>: Add safety buttons to each stall to create greater safety in case someone falls or needs assistance.</p>
<b>G13</b>	Cleanliness / Efficiency	If renovations are minimal and original fixtures remain, then keep urinals and enclose them in stalls for greater privacy (as specified in <b>G10</b> ).
<b>G14</b>	Cleanliness	Success of this new type of washroom relies on its cleanliness. As such, KPU should ensure a more frequent cleaning schedule to support its uptake in the KPU community.
<b>G15</b>	Reduce Pressure on Washrooms	Where deemed necessary by KPU (e.g., high traffic buildings), install Wellness/Lactation Rooms <u>without</u> reference to gender that is separate from, but proximate to, washrooms (See <b>G30</b> ). Use of the room should be provided <u>without</u> the need for a key.


### 2.4.2 Requirements New Buildings

New buildings provide a unique opportunity to increase the availability of all-gender, multi-stall washrooms, where there is more flexibility in space and time to implement the guidelines. Table 2.4-2 summarizes the key measures to ensure best practices standards are applied to any new all-gender, multi-stall washroom in new design-build.

**Table 2.4-2 Guidelines for Multi-stall Washrooms in New Buildings at KPU**

Guideline #	Issue Type	Description of Guidance
<b>G16</b>	Feature: Privacy	<p>Create greater privacy in all-gender, multi-stall washrooms through the following design:</p> <p>a) Fully-enclosed washroom stalls for toilets and urinals with stud wall construction. Stud walls create the greatest separation between stalls increasing user comfort and privacy. This option has greater space and cost requirements.</p> <p>b) Install sinks in a small percentage of washroom stalls, especially in larger accessible stalls in all-gender, multi-stall washrooms. This helps those who do not feel comfortable cleaning hands or grooming in front of other genders (in particular), or other people (in general).</p>



		<p>c) Visibility gap: Where a visibility gap at the bottom of the stall is required, the dimension should not exceed 3".</p> <p>d) Note that full-height doors and separation between stalls requires each individual stall to be equipped with lighting. Ventilation requirements for each stall is critical and an appropriate solution needs to be determined with a mechanical consultant.</p> <p>e) Install hardware with a visible indicator of occupancy (e.g., colour-coded locks on stall doors in smaller washrooms or light indicator above stall doors in larger washrooms).</p> <p>f) Add disposal bins to each washroom stall in order to support private, safe, and convenient disposal of private items, including menstrual products, bandages, and/or medication. [Note: In some facilities, especially public-facing, there may be need for additional, specialized disposal, including sharps containers for safe disposal of needles]</p> 
<p><b>G17</b></p>	<p>Feature: Safety</p>	<p>a) Provide open, full-height washroom entries with no doors to create sightlines through one of the following:</p> <ul style="list-style-type: none"><li>• <u>Ideal</u>: Provide two entries and a flow-through design with no dead-ends configured to ensure visibility into all shared spaces of the washroom outside of stalls.</li><li>• <u>At minimum</u>: If a flow-through design with two entries is not possible for the washroom footprint, ensure a single open entry creates the required visibility. The minimum clear open width depends on the size of AGMS being provided.</li></ul> <p>b) <u>Ideal</u>: Ensure the space within washrooms is open and has unobstructed lines of sight to increase passive and active monitoring inside and outside of the washroom.</p> <p>c) <u>Ideal</u>: Configure the location of stalls to prioritize sightlines to their doors. Sightlines can be created over low shared sink areas to contribute to views of stall doors.</p> <p>d) <u>At minimum</u>: Where needed, installation of convex mirrors help extend sightlines and eliminate blind spots.</p> <p>e) Add safety buttons to each stall to create greater safety in case someone falls or needs assistance.</p> <p>f) Ensure that washrooms have bright lighting and colourful paint (avoiding pink and blue tones). The success of this new type of washroom is contingent on it being inviting and welcoming, which is partially created by use of lights and colours.</p>



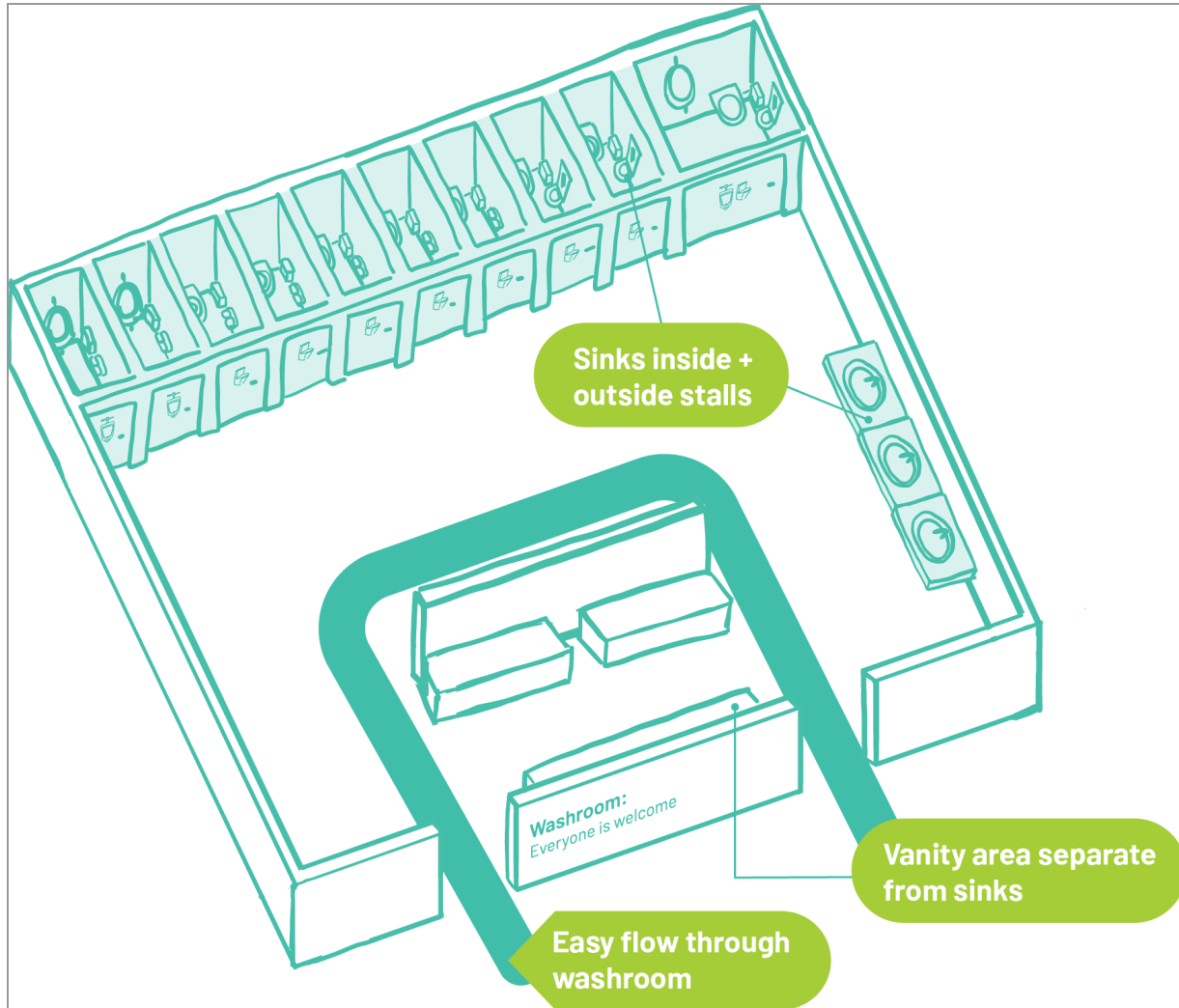
<b>G18</b>	Cleanliness / Efficiency	Use urinals in an enclosed stall as an efficient way to move high traffic through the space. It is both environmentally sustainable (given the low water usage) and supports cleanliness of toilets in washrooms.
<b>G19</b>	Cleanliness	Success of this new type of washroom relies on its cleanliness. As such, KPU should ensure a more frequent cleaning schedule to support its uptake in the KPU community.
<b>G20</b>	Reduce Pressure on Washrooms	Where deemed necessary by KPU (e.g., high traffic buildings), install Wellness/Lactation Rooms <u>without</u> reference to gender that is separate from, but proximate to, washrooms (See <b>G30</b> ). Use of the room should be provided <u>without</u> the need for a key.

Figure 2.4-1 depicts how the proposed guidelines fit together in all-gender, multi-stall washrooms in new buildings. These guidelines are particularly important for the success of all-gender, multi-stall washrooms. This is because there is a paradigm shift moment in architectural design where all-gender, multi-stall washrooms are on the rise, but not fully accepted by the general population. That is, for some stakeholders, all-gender, multi-stall washrooms are relatively new and unfamiliar phenomena, causing hesitation, concern, and/or avoidance of these types of washrooms.

As such, there is a need to balance between meeting the needs of TNB people and ensuring comfort and safety among other users. This is achieved through providing choice among options of various washroom types, so facility users can select the one that is right for them. As part of adjustment to this relatively new washroom type, it is recommended that key design features within all-gender, multi-stall washrooms increase social comfort, including privacy and safety.



**Figure 2.4-1 Key Features of Washroom using Guidelines in New Buildings**



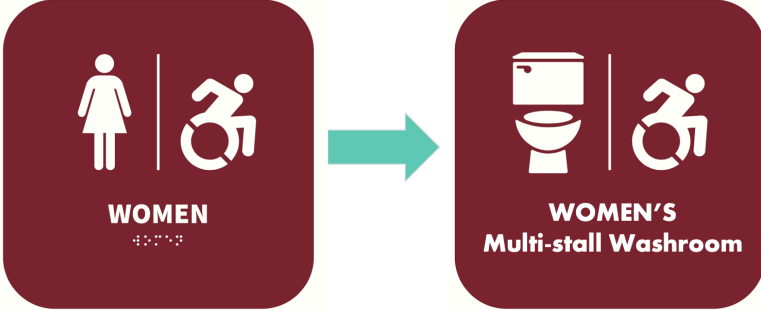

### 3. Signage and Wayfinding

Table 3.1-1 summarizes 10 proposed signage guidelines that can be adopted at KPU to support greater inclusion of gender diversity and support for other community members. These changes prioritize providing clarity and consistency in washroom signage, shifting away from harmful gender expectations, and providing resources for those seeking all-gender options.


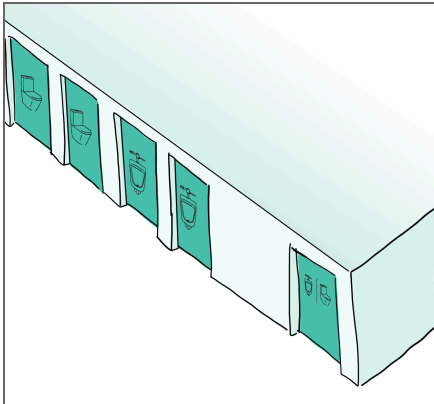
In general, it is advised that KPU avoid use of female and male symbols on all washroom and wayfinding signs at KPU. Instead use text and function-based icons, including toilet, shower, urinal, and wheelchair icons.



**Table 3.1-1 Recommended Guidelines for Signage and Wayfinding at KPU**

Guideline #	Issue Type	Description of Guidance
<p><b>G21</b></p>	<p>Signage at Entrances of Men's and Women's Washrooms</p>	<p>Shift from female or male icons on washroom signage as a way to designate the washroom, and instead use the toilet icon coupled with the text "Women's Multi-stall Washroom" or "Men's Multi-stall Washroom." Maintain braille on all updated signs.</p> 
<p><b>G22</b></p>	<p>Signage at Entrances of Single-Unit Washrooms</p>	<p>KPU has designed signage for accessible single-unit washrooms using best practice standards; however, is missing signage for non-accessible single-unit washrooms, of which there are about 30 units across KPU campuses. Because these washrooms are not accessible, it is not appropriate to label them "universal." As such, it is recommended that a separate sign with the text "All-Gender Washroom" be generated.</p> <p>Furthermore, to align with practices for multi-stall washrooms, it is recommended that KPU add room numbers to all single-unit washrooms.</p> 
<p><b>G23</b></p>	<p>Signage at Entrances of All-gender,</p>	<p>To align with the signage on other types of washrooms, the all-gender, multi-stall washroom sign uses text to inform facility users it is for everyone (with a welcoming message) and consists of multiple stalls (to distinguish it from the single-unit washroom) and</p>




	multi-stall washrooms	uses the toilet icon. It is particularly important to avoid using gender icons on this type of washroom signage. 
<b>G24</b>	Signage on stalls within all-gender, multi-stall washrooms	If all-gender, multi-stall washrooms contain urinals (see <b>G13</b> ), signs should be installed to distinguish stalls with toilets from those with urinals. Avoid the use of the male icon on washroom stalls with urinals in them. 
<b>G25</b>	Entrances of All-gender, multi-stall washrooms	Add explanatory signage at the entrance of all-gender, multi-stall washrooms. Because all-gender, multi-stall washrooms are relatively new for many facility users, it is important to explain what they are and why they are important. Examples from other universities are provided below for context.



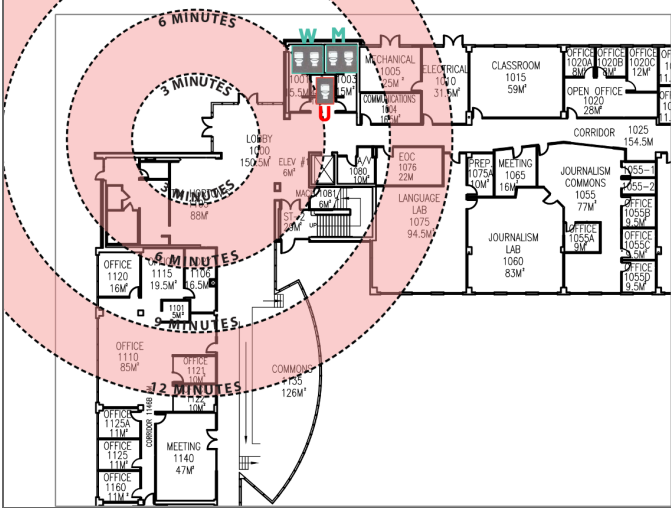

		<p><b>Why is this washroom for everyone?</b></p> <p>Because it is important for all members of our community to feel safe and included.</p> <p>Women's and men's washrooms do not work for everyone. This is because they can be small, have line-ups, lack privacy, and come with strong expectations for how people should look to use them. This complicates or prevents washroom access for people who are already at the margins of society.</p> <p>By contrast, this washroom, with its added privacy and safety features, is intended to meet everyone's needs, but is especially valuable to people with disabilities, families consisting of different genders, and trans and non-binary people.</p>
<b>G26</b>	Entrances of Single-unit Washrooms	Add signage at the entrance of single-unit washrooms to explain that people with accessibility needs and gender diversity have priority (but not exclusive) use of these washrooms. Signage should clarify and remind that needs are not always visible to other facility users, so to avoid questioning people.





<p><b>G27</b></p>	<p>Signs explaining Menstrual Products</p>	<p>Add signs explaining menstrual products, especially listing the possible people who may need these products and explain why they are in men's washrooms for transgender men. In men's washrooms, menstrual products should be provided in stalls for greater privacy and safety. Provide these products in more private locations, like Wellness and Pride Centres.</p> <div data-bbox="743 472 1289 997"><p><b>Inclusive of All People who Menstruate</b></p><p>KPU is providing free menstrual products in all washrooms. Please take as needed.</p><p>This will improve wellbeing of people who need them, including cis women, non-binary people, and trans men.</p></div>
<p><b>G28</b></p>	<p>Wayfinding</p>	<ul style="list-style-type: none"><li>• Signs at gender-designated washrooms point to the nearest all-gender washroom option(s) and vice versa.</li><li>• Use text and/or toilet icons on wayfinding signs in buildings to point facility users in the direction of different types of washrooms, especially all-gender options.</li></ul> <div data-bbox="688 1297 1110 1709"><p><b>This is an all-gender, multi-stall washroom</b></p><p>There are women's or men's washroom located on this floor near the cafeteria.</p><p>There is also a single-unit washroom around the corner (Room 245).</p></div>



		<p style="text-align: center;"><b>This is a men's washroom</b></p> <p style="text-align: center;">There all-gender, multi-stall washroom located on the second floor of the Library.</p> <p style="text-align: center;">There is also a single-unit washroom around the corner (Room 245).</p>
<p style="text-align: center;"><b>G29</b></p>	<p style="text-align: center;">Directory</p>	<p>Ensure that all buildings update the directory at the entrance of the building to provide the location and walking distance of all washroom types <u>without</u> use of gender icons. Instead use one or two toilet icons to distinguish single-unit from multi-stall and "W" for women's and "M" for men's washrooms, if gender-designated (as illustrated in the visual below). [Note: Existing floor plan with fictitious walking distances used below for illustration purposes. More accessible version needs to be developed as the final product]</p> 
<p style="text-align: center;"><b>G30</b></p>	<p style="text-align: center;">Lactation/ Wellness Rooms</p>	<p>Signage for Wellness/Lactation Rooms should <u>not</u> reference gender or anatomy (e.g., reference to breastfeeding or female icon). Some alternative options for KPU's consideration are icons of bottles or only using text (as illustrated in the example).</p> 



## 4. Prioritization

TransFocus proposes the following sequence of implementing guidelines based on the greatest impact to address the current lack of available all-gender washrooms at KPU. In particular, places where there are few to no all-gender options (e.g., Tech campus) provides an important factor of prioritization. Another aspect of prioritization is renovating high traffic areas. Table 4.1-1 summarizes the suggested sequence for implementing the guidelines with context-specific considerations.

It is recognized that washroom renovations in existing buildings are costly and complex. In particular, when exploring the addition of all-gender multi-stall washrooms, there are unique considerations that need to be accounted for, including: 1) Code compliance, especially fixture counts (based on the building’s occupancy), 2) space availability (given the larger footprint of single-unit and all-gender, multi-stall washrooms), and 3) location of plumbing and other factors like mechanical and electrical infrastructure (especially when removing walls).

**Table 4.1-1 Priority Actions to Implement Guidelines for Greater Inclusion of Gender Diversity**

Priority	Type	Proposed Step	Cost
<b>A</b>	<b>Existing Single-unit Washrooms</b>	Update signs on 6 existing single-unit washrooms on Richmond and Surrey campuses to designate them for any gender ( <b>G22</b> ), including: <ul style="list-style-type: none"> <li>● Surrey   Birch: Rooms 127 and 128</li> <li>● Surrey   Main: Room 157</li> <li>● Richmond   Wilson: Rooms 1991, 2992, 3991</li> </ul> <p>This would increase the percentage of all-gender washrooms from 19% to 20%.</p>	Low
<b>B</b>	<b>Menstrual Products</b>	Update approach to menstrual products ( <b>G27</b> ).	Low
<b>C</b>	<b>New Single-unit Washrooms</b>	Create a total of 10 single-unit washrooms by starting with the Langley campus, followed by Richmond and Surrey campuses, including: <ul style="list-style-type: none"> <li>● Create new single-unit washrooms by converting small gender-designated, multi-stall washrooms with 2 stalls by adding locks and updating signage:               <ul style="list-style-type: none"> <li>○ Surrey   Arbutus: Rooms 354 &amp; 355</li> </ul> </li> <li>● Create new single-unit washrooms by converting janitor rooms:               <ul style="list-style-type: none"> <li>○ Tech   Trades: Convert Janitor Room 1607 into all-gender shower room</li> </ul> </li> </ul>	Moderate

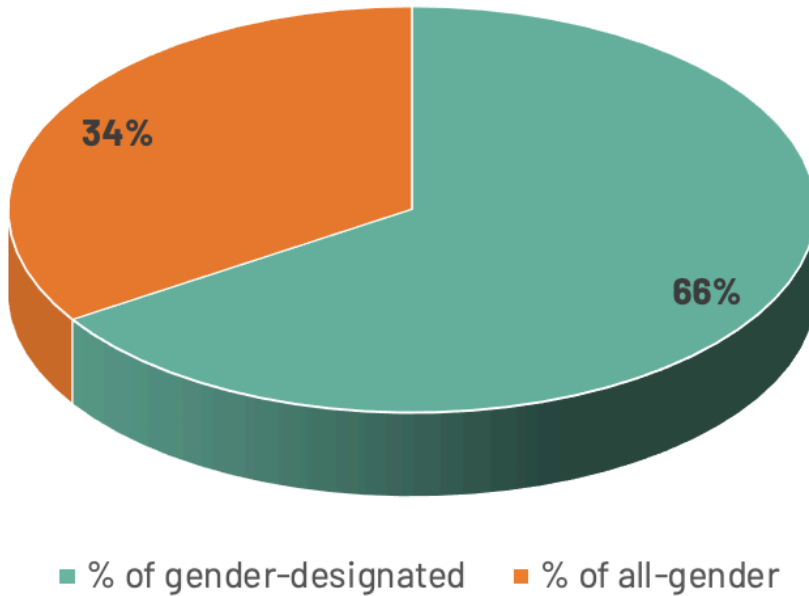


		<ul style="list-style-type: none"> <li>○ Langley   Header House: Use part of N146(Outdoor Storage)</li> <li>○ Richmond   Main: Convert Janitor Room 2040</li> <li>○ Surrey   Arbutus: Convert Janitor Rooms 2803 &amp; 3803</li> <li>○ Surrey   Cedar: Convert Janitor Rooms 2026 &amp; 3031 and Room 1286 to all-gender shower room</li> </ul> <p>This would increase the percentage of all-gender washrooms from 20% to 23%.</p>	
<b>D</b>	<b>Update Signage</b>	<ul style="list-style-type: none"> <li>● Update signs on gender-designated, multi-stall washrooms</li> <li>● Update or add wayfinding and directories</li> </ul>	Low
<b>E</b>	<b>Safety in Single-unit Washrooms</b>	Install motion detectors in single-unit washrooms with known safety issues	Moderate
<b>F</b>	<b>All-gender Showers</b>	Create all-gender showers on Tech and Surrey campuses. Locations to be determined.	High
<b>G</b>	<b>All-gender, Multi-stall Washrooms</b>	<p>Remove the shared wall between men's and women's washrooms to create 8 all-gender, multi-stall washrooms with a total of 53 units, including on the following campuses (in order of priority):</p> <ul style="list-style-type: none"> <li>● Tech Campus   Trades Building (Rooms 2310/2312)</li> <li>● Richmond Campus   Main Building (Rooms 2680/2690)</li> <li>● Langley Campus   Main Building (Rooms 1241/1242)</li> <li>● Surrey Campus   Main Building (Rooms 156/157 &amp; 253/254)</li> <li>● Langley Campus   Wilson School of Design (Rooms 1990, 2990, 3990)</li> </ul> <p>This would increase the percentage of all-gender washrooms from 23% to 34%.</p>	High



If all of the above measures are implemented, KPU will reach and exceed the goal of 30% all-gender fixtures, including the increase by a total of 69 units or fixtures. Figure 4.1-1 depicts the final total percentage of all-gender washrooms (whether single-unit or multi-stall).

**Figure 4.1-1 Updated Percentage All-Gender Washrooms (Single-Unit and Multi-Stall)**





## References

BOVENS, L., & MARCOCI, A. (2020). The gender-neutral bathroom: A new frame and some nudges. Behavioural Public Policy, 1-24. Accessed October 2021: <https://www.cambridge.org/core/journals/behavioural-public-policy/article/genderneutral-bathroom-a-new-frame-and-some-nudges/C6CDCA42BAEBCE684B243EB9773A771C>.

City of Vancouver (COV). 2020. Parks Washroom Strategy. Accessed October 2021: <https://parkboardmeetings.vancouver.ca/files/STRATEGY-ParksWashroomStrategy-20201102.pdf>

City of Surrey (COS). 2021. Video of Clayton Community Centre (All-gender, multi-stall Washrooms). Accessed October 2021: [https://youtu.be/zaPYNuvuW\\_s?t=65](https://youtu.be/zaPYNuvuW_s?t=65).

Emily Carr University of Art and Design (ECUAD). 2021. Floor plans with gender-designated and gender-neutral washrooms. Accessed October 2021: [https://www.ecuad.ca/assets/pdf-attachments/ECU\\_maps\\_colourcoded\\_sep5\\_Level1.pdf](https://www.ecuad.ca/assets/pdf-attachments/ECU_maps_colourcoded_sep5_Level1.pdf). [https://www.ecuad.ca/assets/pdf-attachments/ECU\\_maps\\_colourcoded\\_sep5\\_Level2.pdf](https://www.ecuad.ca/assets/pdf-attachments/ECU_maps_colourcoded_sep5_Level2.pdf). [https://www.ecuad.ca/assets/pdf-attachments/ECU\\_maps\\_colourcoded\\_sep5\\_Level3.pdf](https://www.ecuad.ca/assets/pdf-attachments/ECU_maps_colourcoded_sep5_Level3.pdf). [https://www.ecuad.ca/assets/pdf-attachments/ECU\\_maps\\_colourcoded\\_sep5\\_Level4.pdf](https://www.ecuad.ca/assets/pdf-attachments/ECU_maps_colourcoded_sep5_Level4.pdf).

James, S. E., Herman, J. L., Rankin, S., Keisling, M., Mottet, L., & Anafi, M. (2016). The Report of the 2015 U.S. Transgender Survey. Washington, DC: National Center for Transgender Equality. Accessed September 2021: <https://transequality.org/sites/default/files/docs/usts/USTS-Full-Report-Dec17.pdf>.

J. Walter Thompson Intelligence (JWTI). 2017. Gen Z goes beyond gender binaries in new Innovation Group data. Accessed June 2017: <https://www.jwtintelligence.com/2016/03/gen-z-goes-beyond-gender-binaries-in-new-innovation-group-data/>.

hcma Architecture and Design (HCMA). 2018. Designing for Inclusivity. Accessed October 2021: [https://hcma.ca/wp-content/uploads/2018/01/HCMA\\_Designing-for-Inclusivity\\_V1-1.pdf](https://hcma.ca/wp-content/uploads/2018/01/HCMA_Designing-for-Inclusivity_V1-1.pdf).

Kwantlen Polytechnic University (KPU). 2014. KPU Signage Standards. Accessed January 2024: [https://www.kpu.ca/sites/default/files/Facilities%20Services/KPU%20Signage%20Standards%20-%20July%202014\\_0.pdf](https://www.kpu.ca/sites/default/files/Facilities%20Services/KPU%20Signage%20Standards%20-%20July%202014_0.pdf).

Kwantlen Polytechnic University (KPU). 2023. Memorandum from David Stewart, Executive Director Facilities Services to Group of Seven. Subject: Washrooms. Dated: May 25, 2023.



Parks Canada. 2021. Directive on Inclusive Sanitary Facility Design. [Copy of directive can be requested by emailing [alain.nantel@pc.gc.ca](mailto:alain.nantel@pc.gc.ca)]

Scheim A, Bauer G, Pyne J. Avoidance of Public Spaces by Trans Ontarians: The Impact of Transphobia on Daily Life. *Trans PULSE e-Bulletin*, 16 January, 2014. 4(1). Accessed September 2021:

<http://transpulseproject.ca/research/avoidance-of-public-spaces-by-trans-ontarians-the-impact-of-transphobia-on-daily-life/>.

Simon Fraser University (SFU). 2017. Trans and Gender Diverse Guide (Online Addition). Accessed October 2021: <https://sfss.ca/wp-content/uploads/2017/04/TransguideOnline.pdf>.

Trans Pulse Canada (TPC). 2021. Trans Pulse COVID Data Dashboard. Accessed October 2021: <https://transpulsecanada.ca/covid/>.

University of British Columbia (UBC). 2020. Findings of the Consultation Process on Inclusive Washrooms at UBC. Accessed in April 2024: <https://open.library.ubc.ca/media/stream/pdf/52387/1.0440939/5>.

University of British Columbia (UBC). 2021. Inclusive Washroom Listing. Accessed October 2021: [https://equity.ubc.ca/files/2010/06/guide\\_to\\_gender\\_inclusive\\_single\\_stall\\_washrooms\\_at\\_UBC\\_point\\_grey.pdf](https://equity.ubc.ca/files/2010/06/guide_to_gender_inclusive_single_stall_washrooms_at_UBC_point_grey.pdf).



## Appendix A - Case Study of Low-Effort Conversion

Creating all-gender multi-stall washrooms is an important step towards inclusivity, but it needs to be approached carefully. Simply changing the signs on women's and men's washrooms without considering other factors hasn't worked well in the past. There are a few main reasons why this approach has fallen short:

Firstly, in previous attempts, the two washrooms were kept separate instead of combining them into one large facility. This meant that people continued to use the washrooms based on their old habits, so they still functioned like traditional men's and women's washrooms. Some users did not even notice that the signs had changed. Essentially, just changing the signs did not make enough of a difference to distinguish between gender-specific and all-gender facilities.

Secondly, in the men's washroom, urinals were left out in the open. Even though the signs indicated the presence of urinals, this discouraged people of different genders, especially women, from using these washrooms. To truly make them all-gender, urinals should be enclosed within stalls and clearly marked.

Additionally, since only the signs were updated, the existing stall infrastructure with gaps between the door and frame remained unchanged. This lack of privacy in a space meant for multiple genders increased hesitation and discomfort among users, especially women. This reluctance contributes to the low adoption of all-gender multi-stall washrooms and shapes people's perceptions of them in the future.

Finally, there are still gendered markings in these washrooms, like pink cursive writing on a mirror that read: "You are beautiful, bold, audacious and brilliant." These markings unintentionally deter certain genders from using the washroom. Removing them is crucial to ensure that the space is as inclusive as possible.

As such, to implement future all-gender multi-stall washrooms at KPU, it is essential to follow guidelines for conversion in Section 2.4.1 closely to create greater privacy and safety. This will ensure their success both at the university and elsewhere.



"Even if the multi-stall washroom has been labeled as gender-neutral, people a lot of the time **will still treat them as men in women's** washrooms. They aren't even aware that the washrooms have been converted to gender-neutral. So, I would be concerned that that would still lead to people telling me I shouldn't be using washrooms. It's these **low-effort conversions** that worry me."  
- Session Attendee (Student)