



EVENT PLAN

Outdoor Event

Accessibility & Inclusion Checklist

ST. JOHN'S

This resource was developed by the City of St. John's in partnership with the Special Events Accessibility Working Group of the City of St. John's, Inclusion Advisory Committee.

Event planners may refer to this checklist for support to host accessible & inclusive events. Please note that these are guidelines only and there may be other areas of consideration.

Event Promotion & Communication

- Provide event notice as early as possible. Attendees may need 2 or more weeks to arrange accommodations (i.e., transportation, support workers).
- Provide event information in alternate format (large print, Braille, American Sign Language (ASL) Interpretation, alternate languages) if requested. 2-4 weeks' notice is appreciated for ASL Interpretation.
- Promote your events accessibility features in ads and site maps.
- Contact information should include options for telephone, email and text.
- Use accommodation offer statements such as:
 - "To learn more about this event's accessibility/inclusion features, please contact..."
 - "If you require specific accommodations, please contact..."
 - "If you have specific dietary needs, please contact..."
- Ensure important event information in print is separate from graphics.
- Ensure language and images are respectful and well-received by diverse public.

Notes:

Staff & Volunteers

- Recruit volunteers with knowledge in working with diverse populations.
- Volunteers with Standard First Aid and Mental Health First Aid are an asset.
- Provide staff/volunteers with sensitivity training. Consider topics such as 2SLGBTQIA+, disability, cultural diversity and the event's accessibility features.
- Assign easily identifiable inclusion/accessibility volunteers at event entrances and throughout the event.

Notes:

Washrooms

- Provide washrooms or portable toilets that are wheelchair and stroller accessible, gender neutral and equipped with a baby change table for use by caregivers of any gender.

Notes:

Safety

- Ensure evacuation plans are announced on a regular basis for those unable to read.
- Ensure evacuation plans consider procedures for people who are deaf or blind or have hearing or vision loss, have physical disabilities, speak English as a second language (ESL), or have other barriers which may prevent or delay evacuation.
- Ensure areas of travel are well-lit and free from obstruction.

Notes:

Event Day Supports

- If speakers/emcees are planned, consider reserving American Sign Language (ASL) Interpreting and Real Time Captioning. Reserving these services may require at least 2 weeks advance notice.
- Consider renting or purchasing assistive hearing devices such as FM Transmitters, Pocket Talkers, etc. for patron use.
- Provide a working space for interpretation/captioning adjacent to the main stage.
- Consider including support workers, interpreters, etc. if final counts if food is served.
- Registered service animals are permitted by legislation in most venues. Choose venues with suitable relief area and consider providing a water bowl.
- Consider identifying a “quiet/calm zone” with reduced noise and distractions that is wheelchair accessible.
- Provide a wheelchair accessible viewing area with seating for companions and an unobstructed view of the event.

Notes:

Wayfinding

- Use large print, glare free signage with easy-to-read font to identify entrances, washrooms, food service and safety areas, etc.
- Ensure paths of travel are wide with space for wheelchairs, strollers, walkers, canes and scooters.
- Station easily identified staff/volunteers strategically throughout to direct people.

Notes:

Service Counters

- Ensure counter height is accessible for wheelchairs or people of smaller stature.
- If lineups are anticipated, consider having chairs available for those with fatigue related conditions.
- Consider reduced or complimentary ticket fees for attendants and acceptance of registered attendant support passes (City of St. John's Attendant Pass and Access2Entertainment cards are verified by professionals).
- Offer a variety of payment methods. Wireless Point of Sale systems are most accessible.

Notes:

2SLGBTQIA+ Considerations

- If nametags are used, consider using blank tags/markers where attendees may identify their name and their pronouns if they choose.
- Address audiences using terminology such as “everyone” or “folks” instead of “ladies and gentlemen” or “boys and girls”.
- Provide a gender-neutral washroom option where possible.

Notes:

Other Considerations

- Request feedback on your event’s accessibility and inclusion features before, during and after the event.
- If food is available, consider offering options for those with allergies, food sensitivities as well as vegan and vegetarian options.

Notes:

Thank you for choosing to improve inclusion and accessibility at your event. Feedback related to this checklist may be forwarded to the City of St. John’s by emailing inclusion@stjohns.ca or calling 709 576 4450.

Sources:

InclusionNL, Event Accessibility Checklist

[Government of Ontario, Guide to Accessible Festivals & Outdoor Events](#)

[CGLCC Hosting LGBT+ Inclusive Events](#)