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In-Hospital Navigation: A Balanced Speculative Solution

Diversity and Inclusion: Similarities and Differences:

Diversity is the quality of difference and separateness. Inclusion is the act of making a part of, shutting out, or confining. With inclusion, every time a group is created, automatically another group would be excluded. Thus, if increasing inclusion, consequently, diversity will then be decreased. That said, diversity and inclusion both have the possibility of setting people apart from each other; although where diversity is characterized by a group of individuals separated from each other, inclusion would have groups separated apart from other groups.

Toronto: Where You Can't Have One Without the Other

When designing for inclusion and diversity, you can't have one without the other. That said, despite depending on context, there will be times where designs are more catered towards inclusion or vice versa, there needs to be a balance between the two traits. This sort of balance is especially true when designing for a solution towards public infrastructure in a cosmopolitan city such as Toronto. Because the city is known to have a wide variety of communities from a multitude of backgrounds, often, a one-size-fits-all

solution is not ideal. Solutions need to be tailorable; containing nuance and variability that would allow the users to work with the solution to how it best suits them.

The Two-Pronged Solution: It's Fine If You Don't Have Wifi

This is where my solution comes in. Despite this system having the ability to be implemented in any building, this solution is geared towards in-hospital navigation for those who are visually impaired. The solution is two-pronged: one part uses an app that is downloadable onto any smart device, while the other relies on high-colour contrast texture strips that will be used to lead hospital goers to their desired areas. With the app, besides providing clear building and in-app navigation (with clear gestures to differentiate app functions), with help from homing devices set around the hospital, it also allows users to locate amenities such as washrooms, elevators, escalators and stairs. Although, for those without smart devices and access to the wifi, textured strips with braille iconography are used to lead the user to their preferred destination. Alongside the texture strips, textured floor signs containing braille signage will be placed around pillars and major hospital landmarks, thus pointing in the direction of whatever amenities the user would be searching for.

Installation: It's Always Good to Know

Overall, while homing devices can be installed above door jambs, rooms, or next to signs; texture strips can be installed on the floor, handrails, or along the wall. For potential challenges impeding the design's implementation, while it may be easy to stick strips and homing devices to surfaces, the strips have the potential to be difficult since

each set route needs to be carefully planned and measured out before installation.
Additionally, with the homing devices, depending on device battery life, eventually a staff
member would need to go and check which devices need replacing.

For Those Unwittingly Left Out

Lastly, despite the solution being geared towards people who are visually impaired, for
those with sight, because the texture strips are high contrast, the different pathways
should be easily decipherable. That said, even if being colour blind, because the strips
are placed in different areas, it makes differentiating each path easy. Additionally, it's
recognized that for those who aren't familiar with the braille iconography, they might be
unwittingly excluded. This point can be especially prominent since, despite the braille
sign-boards having imagery to depict its meaning, the texture strips might not be able to
afford such visual imagery. The reason for such difficulty is because there's only so
much space that can be spared before clarity is sacrificed for the user.

Works Cited

Fernandez, Stephen. "Designing for Inclusion and Diversity: UX 307 - BR- Lecture 1".
    User Experience Design, 12, January. 2021, Brantford.