

REGULAR MEETING OF THE NORTH VANCOUVER RECREATION & CULTURE COMMISSION

Meeting date: February 24, 2026
Meeting time: 2:30 p.m.
Meeting location: Via Microsoft Teams

MEETING AGENDA

I. **Call to order – Indigenous acknowledgement**

Director calls the meeting to order:

“On behalf of the Commissioners and those present, I express my gratitude to the Squamish Nation and Tsleil-Waututh Nation, and we appreciate the opportunity to learn, live and share experiences on these traditional and unceded territories. North Vancouver Recreation & Culture is committed to building relationships with First Nation communities, and this acknowledgement is one small step in honoring their culture, history and stewardship of the land.”

II. **Election of Officers for 2026**

Director conducts the election:

- a) Chair
- b) Vice-Chair

III. **Approval of the agenda**

IV. **Adoption of the minutes of the November 20, 2025 Regular Meeting** Attachment

V. **Carry-over of 2025 Operating Funds to 2026 – Late Intake Record of Commission Resolution** Attachment

VI. **Gender Diversity Review of NVRC Washrooms and Changerooms** Attachment

VII. **Director’s Update** Attachment

VIII. **Other business**

IX. Next Meeting

Upcoming 2026 NVRC Meeting Dates:

- Tuesday, April 7, 2026 at 2:30 p.m.
- Tuesday, June 16, 2026 at 1:00 p.m.
- Tuesday, September 22, 2026 at 2:00 p.m.

X. Adjournment

MEETING OF THE NORTH VANCOUVER RECREATION & CULTURE COMMISSION

Meeting date: November 20, 2025
Meeting time: 10:00 a.m.
Meeting location: Via Microsoft Teams

MEETING MINUTES

Commissioners in attendance: Councillor Lisa Muri – DNV (Chair)
 Mayor Linda Buchanan – CNV (Vice Chair)
 Councillor Holly Back – CNV
 Mayor Mike Little – DNV
 Dr. Leanne McCarthy – CNV Chief Administrative Officer
 David Stuart – DNV Chief Administrative Officer
 Heather Turner – NVRC Director, Recreation & Culture

Staff: Mike Hunter – NVRC Deputy Director
 Pamela Rooke – NVRC Manager, Finance
 Jade Reed - Manager, Arts & Culture
 Christine Walker – Manager, Recreation Services
 Pilar Alba – NVRC Administrative Coordinator
 Rhonda Schell – DNV Deputy Corporate Officer
 Cheryl Archer – DNV Confidential Council Clerk

Guests: Jill Johnson – Arts & Culture Grant Committee

I. **Call to order – Indigenous acknowledgement**

Chair Muri called the meeting to order at 10:15 a.m. and provided the following Indigenous acknowledgement:

- “On behalf of the Commissioners and those present, I express my gratitude to the Squamish Nation and Tsleil-Waututh Nation, and we appreciate the opportunity to learn, live and share experiences on these traditional and unceded territories. North Vancouver Recreation & Culture is committed to building relationships with First Nation communities, and this acknowledgement is one small step in honoring their culture, history and stewardship of the land.”

II. Approval of the agenda

Moved by Commissioner LITTLE; **seconded** by Commissioner BACK
THAT the agenda for the November 20, 2025 Regular North Vancouver Recreation and Culture Commission Meeting is approved as circulated.

III. Adoption of the minutes of the September 16, 2025 Regular Meeting

Moved by Commissioner LITTLE; **seconded** by Commissioner BACK
THAT the minutes of the September 16, 2025 Regular Meeting be adopted.

Carried

IV. Adoption of the minutes of the October 21, 2025 Regular Meeting

Moved by Commissioner BACK; **seconded** by Commissioner LITTLE
THAT the minutes of the October 21, 2025 Regular Meeting be adopted.

Carried

V. 2026 Arts & Culture Grants – Early Intake and Operating Assistance

Moved by Commissioner BUCHANAN; **seconded** by Commissioner MURI

THAT the Commission approve Arts & Culture grants in the amount of \$123,000 comprised of \$9,500 for Programming and Project Assistance, \$65,500 for Annual Programming Support, and \$48,000 for Celebrations and Events as set out below:

• Dance Novella	\$4,500
• Vancouver Inter-Cultural Orchestra Society	\$5,000
• Lamondance Arts Society	\$18,500
• Griffin Art Projects	\$15,300
• Lions Gate Sinfonia	\$9,000
• Gordon and Marion Smith Foundation	\$15,000
• Vancouver Chamber Music Society	\$7,700
• Hong Kong House Cultural Society	\$10,000
• Vancouver International Mountain Film Festival	\$8,000
• Rotary Club Lions Gate (3-year funding plus approved inflationary increases in years two and year three)	\$10,000
• The BlueShore at CapU	\$11,000
• North Van Arts Council (Festival)	\$9,000

AND THAT the Commission approve a 2026 Operating Grant of \$250,000 for the North Vancouver Committee Arts Council. This will be the first year of three years funding (years two and three to be adjusted to include inflationary increases; pending budget approval).

Carried

VI. 2026 Priorities/Service Plan

Moved by Commissioner LITTLE; **seconded** by Commissioner BACK
THAT the Commission approve the 2026 Priorities/Service Plan
(Attachment 3)

Carried

VII. 2026 Provisional Operating Budget Submission

Moved by Commissioner STUART; **seconded** by Commissioner MURI
THAT the 2026 Provisional Operating Budget Submission as outlined in
Appendix 1 be approved for recommendation to the City and District.

Carried

VIII. Other business

The commission discussed the North Vancouver Rotary Club's Canada Day event at The Shipyards and issues with event production and finances due to the loss of a key volunteer and additional security costs.

Moved by Commissioner BUCHANAN; **seconded** by Commissioner LITTLE

THAT the commission approves up to \$10,000 to the Rotary Club of Lionsgate for the Canada Day event at the North Vancouver Shipyards;

AND THAT the commission hold a special meeting to consider any request to increase the funding to this event.

Carried

IX. Next meeting

The next meeting date is to be determined.

X. Adjournment

Moved by Commissioner MURI; **seconded** by Commissioner LITTLE
THAT the meeting be adjourned.

The regular meeting was adjourned at 11:02 a.m.

Carried

Approved by:

Recorded by:

Lisa Muri
Chair

Cheryl Archer
Confidential Council Clerk

Date

Unadopted and unsigned

**RECORD OF COMMISSION RESOLUTION****January 30, 2026**

Subject: Carry-over of 2025 Operating Funds to 2026

An email was sent to Commissioners on January 22, 2026 with the following recommendation for their consideration:

THAT the Commission approves operating funds be carried over to 2026 to complete planned initiatives;

AND THAT Commissioners are asked to respond by email to Pilar.Alba@nvrc.ca, indicating their vote in favour of or against the above recommendation by January 30, 2026.

The motion was approved by e-mail vote.

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Lisa Muri
Chair

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Kaitlin Hebron
Confidential Council Clerk

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REPORT TO NORTH VANCOUVER RECREATION & CULTURE COMMISSION

Meeting date: February 24, 2026
Report author: Michael Hunter
Subject: **Gender Diversity Review of NVRC Washrooms and Changerooms**



RECOMMENDATION:

THAT the report be received for information.

ATTACHMENTS:

1. Audit of Washrooms and Changerooms from a Gender Diversity Lens: Key Findings and Recommendations for NVRC Facilities, TransFocus Consulting Inc., February 2026.

BACKGROUND:

NVRC currently operates 11 facilities, including nine recreation centres, the North Vancouver Tennis Centre and Centennial Theatre. While Delbrook, Lions Gate and Lynn Creek Community Recreation Centres are less than 10 years old, the remaining facilities were constructed between 25 to 50 years ago and pre-date contemporary standards for universal design. Although improvements have been made, accessibility varies across the system.

Supporting access and inclusion is a core part of NVRC's mission to build healthy individuals, families, and communities. In 2024, NVRC secured funding to advance Inclusion, Diversity, Equity and Accessibility (IDEA) initiatives, as well as actions in the City and District's Accessibility Plans.

NVRC is committed to minimizing barriers and ensuring a welcoming and safe environment for all participants. This includes identifying and addressing access and inclusion barriers for individuals with physical and cognitive challenges, neurodiversity, as well as gender diversity.

In public facilities, particularly community recreation centres, safe access to washrooms and changerooms is a critical component of inclusion for trans and non-binary people, which is a human rights issue protected by law. The BC Human Rights Code was updated in 2016 to include "gender identity and expression" as protected grounds against discrimination. Public organizations are also expected to actively champion IDEA by implementing initiatives that support human rights, including the provision of all-gender facilities.

Modern recreation centres now include universal washrooms and changerooms that are available to everyone, while older facilities were designed around a traditional gender binary. Creating an inclusive system of public recreation facilities for the future requires proactively moving beyond this approach to ensure all facilities are welcoming and functional for everyone.

In 2025, NVRC retained an experienced consultant to complete a gender diversity audit of washrooms and changerooms in NVRC operated facilities (excluding the existing Harry Jerome) and provide recommendations to address identified gaps. The scope included a review of building plans and facility tours, as well as staff interviews and on-site engagement sessions with customers.

DISCUSSION:

The audit examined washrooms, changerooms, signage, practices, and related systems that shape customer and staff access, safety, and experience. Site tours, staff interviews, and public engagement sessions were completed in Fall 2025. The consultant also prepared an inventory of washroom and changeroom fixtures (toilets, showers, and change stalls) for each facility. Detailed findings and recommendations are provided in the attached report.

The audit identified several opportunities for improvement. These include limited availability of all-gendered washrooms and changerooms, inconsistent signage and wayfinding, and a need for improved staff preparedness to respond to complex or sensitive situations involving trans and non-binary people.

The provision of all-gendered washrooms and changerooms across the system of NVRC operated facilities varies significantly. For example, Lynn Creek has 100% all-gendered fixtures, however Lynn Valley, John Braithwaite, and the Tennis Centre currently have no all-gendered facilities, and Ron Andrews and Delbrook lack all-gendered shower options for staff.

Based on the results of the audit, the report provides a set of phased recommendations, including:

- Expanding and more evenly distributing all-gender washrooms and changerooms; introducing flexible, low effort design adaptations in existing buildings; gender washrooms and changerooms; introducing flexible, low-effort design adaptations in existing
- Standardizing clear, inclusive signage and wayfinding;
- Improving discreet access to menstrual products and disposal options;
- Strengthening staff training, protocols, and onboarding; and,
- Enhancing communication with the public through proactive education and awareness-building initiatives.

Each of the recommended actions includes information regarding relative impact, ease of implementation and relative costs, allowing NVRC to prioritize projects based on available funding.

In support of the City and District's Accessibility Plans, BC Accessibility Act, NVRC is in the process of completing accessibility reviews of all NVRC operated facilities, based on the Rick Hansen Foundation Accessibility Certification criteria. The Facility Accessibility Assessments are expected to be completed in Spring 2026, and the results of the gender diversity audit will be integrated to ensure alignment and a coordinated implementation process.

FINANCIAL IMPLICATIONS:

This project is part of NVRC's Inclusion, Diversity, Equity and Accessibility initiatives funded through the 2024 and 2025 Capital Plans. Many of the lower-cost actions can be implemented through existing budgets. Recommendations that involve building renovations will be reviewed in conjunction with the results of the Facility Accessibility Assessments for consideration as part of future Capital Plans.

COMMUNICATION AND CONCURRENCE:

The consultant's report is an internal document shared with the Commission for information. The results are not confidential, and the report will be shared with staff to inform NVRC planning and operations. Implementation will require community engagement regarding all-gendered amenities, as well as additional staff training.

POLICY/AUTHORITY:

NVRC's mandate includes:

- Providing residents with recreation and arts services that are inclusive, accessible, diverse and affordable;
- Minimizing barriers to ensure all residents have the opportunity to participate in public services and program;
- Managing, operating and maintaining core facilities.

Recommended improvements to NVRC-operated facilities are included in NVRC's annual Capital Plan presented each year for consideration by the Commission. With Commission approval, projects are then included in the City and District of North Vancouver's financial planning process, for consideration by the Councils.

CONCLUSION:

NVRC is committed to minimizing barriers and ensuring a welcoming and safe environment for all participants. The recently completed audit identifies gaps in several facilities as well as targeted improvements to enhance safety, privacy, and comfort for everyone.

The recommendations provide a practical roadmap to reduce barriers, improve day-to-day-- experiences for staff and customers, and align NVRC facilities and practices with evolving community expectations and public sector- standards for accessibility, equity, and inclusion.

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Michael Hunter
Deputy Director



Audit of Washrooms and Changerooms from a Gender Diversity Lens:

Key Findings and Recommendations for NVRC Facilities

February 2026

Prepared by

**Trans
Focus**
CONSULTING, INC.

Prepared for

 NORTH VANCOUVER
**Recreation
& Culture**



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Executive Summary

What we did

North Vancouver Recreation and Culture Commission (NVRC) contracted TransFocus Consulting to conduct an audit of its washroom and changeroom facilities at 10 community recreation centres from a gender diversity lens. TransFocus compiled an inventory of washroom and changerooms with 377 fixtures (i.e., toilets, showers, change booths), conducted facility tours of 10 NVRC centres, and engaged 71 participants during staff interviews and patron listening booths in September and October 2025. The audit examined washrooms, changerooms, signage, programming, staff practices, and related systems that shape patron and staff access, safety, and experience.

What we found

The audit identified a set of seven interconnected and recurring issues across NVRC centres. These include lack of availability of all-gender washrooms and changerooms, inconsistent signage and wayfinding, need for improved staff preparedness to respond to complex or sensitive situations involving trans and non-binary people, and limited discretion in accessing and disposing of menstrual products. Additional challenges were observed in the delivery and communication of gender-specific and queer-specific programming. Collectively, these issues affect overall patron comfort and clarity, with disproportionate impacts on trans and non-binary people, as well as others seeking privacy, flexibility, or clearer guidance when using NVRC facilities and programs.

What we suggest

In response, TransFocus proposes a coordinated and phased set of seven key actions summarized in Table 1. Recommendations include: expanding and more evenly distributing all-gender washrooms and changerooms across centres; introducing flexible, low-effort design adaptations in existing buildings; standardizing clear, inclusive signage and wayfinding; improving discreet access to menstrual products and disposal options; strengthening staff training, protocols, and onboarding; and enhancing communication with patrons through proactive education and awareness-building initiatives.

Together, these recommendations provide NVRC with a practical roadmap to reduce barriers, improve day-to-day experiences for staff and patrons, and align facilities, programs, and practices with evolving community expectations and public-sector standards for accessibility, equity, and inclusion.



Table 1. Summary of 7 Key Recommendations for Greater Inclusion of Gender Diversity

#	Recommendation	Effort/Cost
R1 Set Goals	R1.a) Overall Goals	N/A
	R1.b) Washroom Goals	N/A
	R1.c) Changeroom Goals	N/A
R2 Increase Access	R2.a) Adaptive Use Washroom	Low
	R2.b) Single-unit Showers for Staff	Low
	R2.c) Single-unit Showers for Patrons	Moderate
R3 Update Signage	R3.a) Wayfinding signage	Low
	R3.b) Washroom signage	Low
	R3.c) Changeroom signage	Low
	R3.d) Guideline signage	Low
R4 Increase Privacy	R4.a) Stall Gap Covers	Low
	R4.b) Urinal Dividers	Low
	R4.c) Colour-coded Locks	Moderate
	R4.d) Enclosures	High
R5 Increase Safety	R5.a) Safety Strips	Moderate
	R5.b) Safety Sensors	Moderate
R6 Add Menstrual Products	R6.a) Providing Menstrual Products R.6b) Disposing of Menstrual Products	Low
R7 Inform Staff and Patrons	R7.a) Staff information	Moderate
	R7.b) Patrons information	Moderate



Acknowledgment

North Vancouver Recreation and Culture Commission (NVRC) acknowledges that we live, work and play on unceded and ancestral territories of the Sk̓w̓wú7mesh (Squamish) Nation and sə̓lilwətaʔ (Tsleil-Waututh) Nation, which have stewarded by them since time immorial.

TransFocus would like to thank the project team for their contributions, guidance, and passion for ensuring trans and non-binary inclusion at NVRC. We also appreciate all the employees and patrons who participated in the interviews and listening booths as part of this project. Many shared deeply and vulnerably in the hope of creating a centres with greater inclusion of gender diversity.



This report was written by Kai Scott and with graphics by Femi Coppi.

Kai is a social scientist with a 20-year career focused on solving complex social issues. Combining his social science research skills and his lived experiences as a transgender person, he has conducted research among 15,000 participants and delivered education on gender diversity to over 35,000 people across North America and Europe.

Report Citation

TransFocus Consulting, Inc. 2025. Audit of Washrooms and Changerooms from a Gender Diversity Lens: Key Findings and Recommendations for NVRC Facilities. Prepared in December 2025.



Glossary

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

Facility Terms

Washrooms (WCs) - A room equipped with washing and toilet facilities (toilet and/or urinal and/or sink).

Changerooms (CRs) - A room or area where people can change their clothes with varying degrees of privacy, and sometimes equipped with showers and/or toilets and or urinals.

Fixture count - A term used in building codes to refer to the number of toilets, urinals, and showers in a facility or building.

Gender-designated, multi-stall washroom (GDMS) - A washroom with two or more stalls that is designated for use by one gender - either women or men.

Universal washroom - A term used in most building codes to describe a washroom designed to be accessible for people using mobility devices, such as wheelchairs. It may be designated for one gender, two genders, or all genders.

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

All-gender, single-unit Washroom (AGSU) - A washroom with its own toilet, sink, door, and lock that can be accessed by people of any gender. It may or may not be accessible.

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

1.1 Purpose

North Vancouver Recreation and Culture Commission (NVRC) contracted TransFocus Consulting to conduct an audit of its washroom and changeroom facilities at 10 community recreation centres from a gender diversity lens. The audit included compiling a fixture inventory of toilets, urinals, and showers, conducting ten interviews with frontline staff at each centre, and hosting four patron booth listening sessions at four key centres. This report starts with background on this topic, followed by an overview of the current washroom and changeroom issues and features. The report concludes with the recommendations that address the challenges and gaps in facilities to improve inclusion of gender diversity at NVRC.

At present, 28% of fixtures are within all-gender washrooms and changerooms across all NVRC centres. Detailed breakdowns of fixtures in each centre are provided in Appendix A. As a point of reference, the common ratio in the inventories of other clients of TransFocus' is at or above 25% all-gender washrooms (UBC 2020, ECUAD 2021, BCIT 2022, KPU 2024, COV 2024, and Squamish Nation 2024).

1.2 Framework

Achieving meaningful and lasting inclusion of trans and non-binary (TNB) people requires a simultaneous focus on two complementary components: structural and cultural change (Figure 1.2-1). Addressing only one dimension will not lead to a fully inclusive organization.

Structural solutions involve concrete changes to spaces, systems, and procedures—the formal, tangible aspects that govern access and operations. The goal is to establish clear, accessible, and inclusive policies and physical spaces, such as implementing non-discrimination policies, updating HR systems, and modifying facilities like washrooms and changerooms.

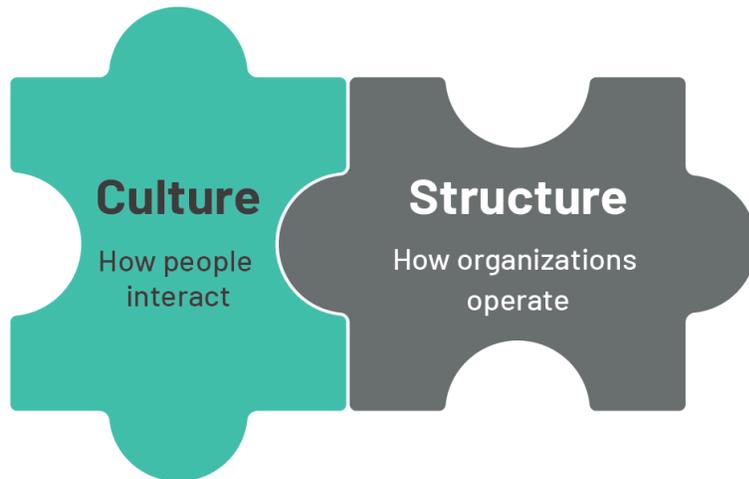
The second dimension involves cultural shifts, which focus on changing understanding, perspectives, and behaviors to ensure respectful and supportive interactions. The goal here is to foster an environment where people feel safe, respected, and affirmed through measures like providing education and information, facilitating constructive feedback, and cultivating empathy among all staff and facility users alike.

By effectively integrating inclusive structures and a supportive culture, organizations can systematically address TNB issues while engaging and educating cisgender people. This unified approach reduces uncertainty, anxiety, and confusion for everyone involved.

While this audit is primarily focused on the structural changes for washrooms and changerooms at NVRC centres, successful implementation requires parallel cultural work. As such, NVRC plans to host training sessions for staff dedicated to sharing the outcomes and selected recommendations from this audit, fostering broader understanding and support for future changes.



Figure 1.2-1 Components of Building Inclusive Organizations



1.3 Rationale

Inclusive washroom and changeroom design is a crucial consideration for NVRC, particularly for TNB patrons, but also for the broader community. The following five points highlight why NVRC is exploring and implementing changes for greater inclusion of TNB employees and patrons.

A. It's a human rights issue: Inclusivity in washrooms and changerooms is fundamentally a human rights issue protected by law:

- The BC Human Rights Code was updated in 2016 to include "gender identity and expression" as protected grounds against discrimination.
- Beyond broad protections, case law dating back to the 1990s (e.g., *Ferris v Office and Technical Employees Union, Local 15*, [1999] BCHRTD No 55. *Sheridan v Sanctuary Investments Ltd*, [1999] BCHRTD No 43) has clearly established the right of individuals to use the washroom or changerooms that align with their gender identity, rather than their sex assigned at birth.
- Case law has also clarified that a person's gender identity is based on self-declaration and does not require changes to government identification or surgical procedures. To fully support this right of access, sufficient washroom options must be available to meet the diverse needs of TNB individuals.

B. It meets expectations: There is a growing expectation, especially among younger generations, that organizations be active champions and implement policies that support human rights, including providing all-gender facilities. Among Millennials and Generation Z, who make up part of NVRC's workforce and patronage, there is significant support for all-gender washrooms - i.e., 70% of Millennials feel strongly about the need for more all-gender washrooms (JWTI 2017).

Given the current demographic shift, NVRC is likely to receive continued requests and pressure to implement washroom changes from younger employees and patrons at centres.



C. It's NVRC's commitment and what other institutions are doing: Implementing all-gender washrooms and changerooms creates cohesion amongst NVRC centres and aligns NVRC with a clear and steady trend among other governmental bodies:

- NVRC has a clear commitment to provide support and services to minimize barriers and ensure a welcoming and safe environment for all participants, which encompasses gender identity. Also, the District of North Vancouver Accessibility Plan for 2023 to 2026 (DNV 2023) emphasizes building a strong foundation for continuous improvements to accessibility, which includes inclusive design in facilities.
- Municipalities, such as the City of Vancouver and City of Surrey, have adopted similar inclusive standards (COV 2020 and COS 2021). Furthermore, Parks Canada has published a directive stating that all future new construction will exclusively feature all-gender washrooms (Parks Canada 2021).
- Data from architectural design firms, like hcma, illustrates this paradigm shift over time. Figure 1.3-1 depicts the gradual increase of all-gender facilities in municipal buildings designed by hcma since the 1990s.

Figure 1.3-1 Increase in Percentage of All-gender Facilities since 1990s



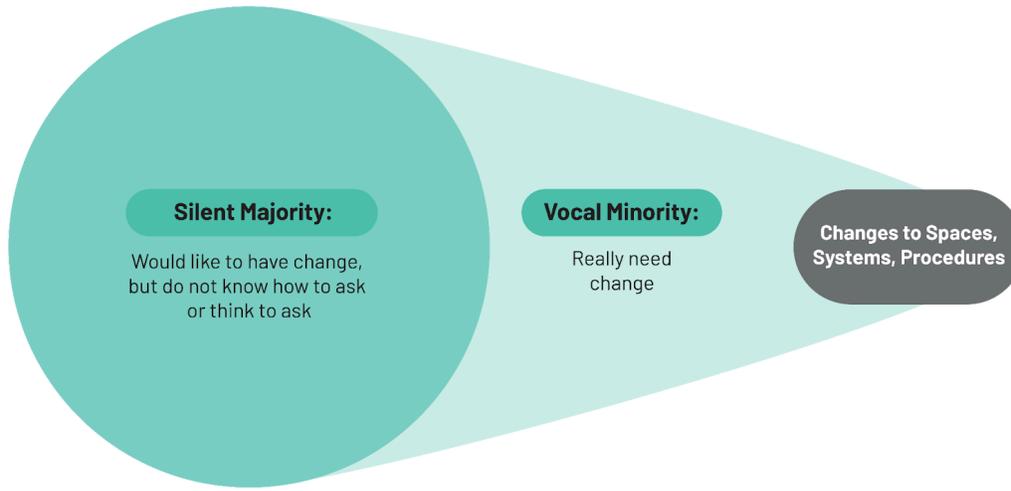
Source: hcma 2017

D. It benefits other facility users: While the recommendations in this report are intended to address the specific and disproportionate challenges faced by the trans and non-binary employees and patrons, they ultimately improve access for everyone:

- As noted by hcma, “strategies that reduce barriers to access for a vulnerable population ultimately improve access for everyone” (hcma 2017).
- All-gender options also resolve issues faced by cisgender individuals, such as:
 - People with disabilities with a caretaker of a different gender.
 - Families with parents accompanying young children of another gender.
- This demonstrates that addressing TNB-specific issues leads to solutions with wider accessibility and convenience for the entire NVRC community (Figure 1.3-2).



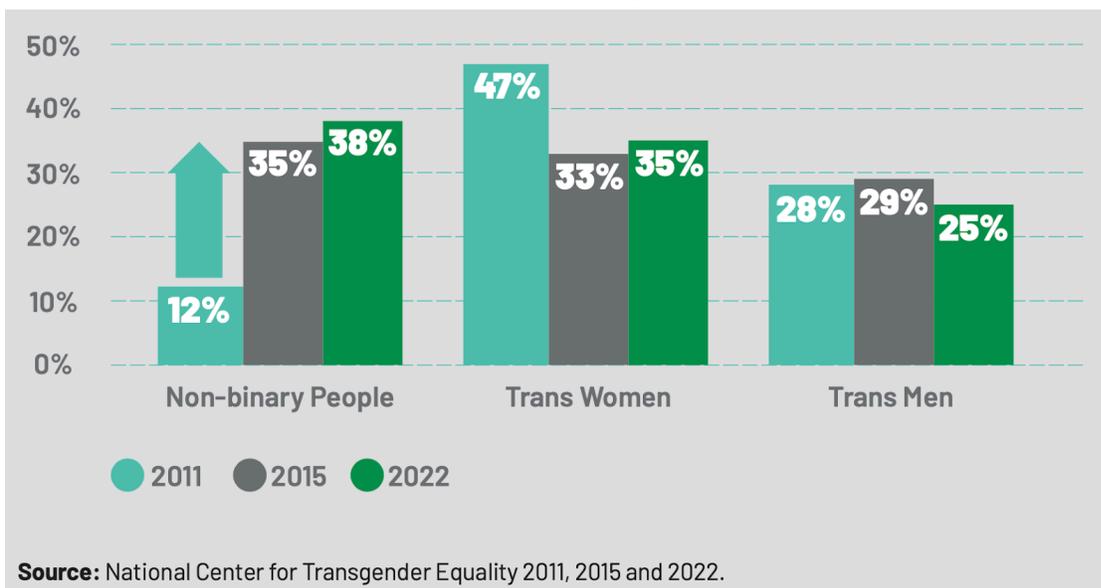
Figure 1.3-2 Specific and Broader Benefits of Changes



E. It's the future: Societal understanding and acceptance of trans and non-binary people are growing, resulting in more people feeling confident to openly identify as trans or non-binary:

- Data indicates a significant increase in the percentage of people identifying as non-binary. For instance, a national survey of transgender people in the US showed a three-fold increase in the percent of respondents who identified as non-binary between 2011 and 2016 (Figure 1.3-3).
- This trend has far-reaching implications for facilities like NVRC, which have historically been built based on a narrow gender binary of men and women. Planning for the future requires proactively moving beyond this binary to ensure facilities are welcoming and functional for the evolving population.

Figure 1.3-3 Percentages of Transgender People from 2011 to 2022





2. Methods

The consultation process used a mixed methods approach with both quantitative and qualitative data. First, a quantitative inventory of existing washroom and changeroom infrastructure at 10 NVRC centres was compiled by TransFocus to assess issues related to facility availability and to explore areas for possible improvement. To supplement the inventory, TransFocus conducted ten 30-minute interviews with NVRC staff in each centre and two-hour patron listening booths at four centres. TransFocus also facilitated a strategic meeting with the NVRC team to present the key findings and recommendations of the audit. These are described in more detail in the subsections that follow. Table 2 summarizes the data collection for the facility assessment.

Table 2. Key Statistics of the Washroom and Changeroom Audit

Activity/Data	# of Participants	# of Fixtures or Centres
Master Inventory	N/A	377 fixtures
Facility Tours	N/A	10 centres
Staff Interviews	17 staff	N/A
Patron Booths	54 share comments	N/A
TOTALS	71 participants/comments	377 fixtures in 10 centres

2.1 Facility Inventory

TransFocus compiled an inventory of washroom and shower facilities at 10 NVRC community recreation centres. TransFocus used the inventory to calculate the ratios of fixtures (i.e., toilets and urinals, showers) in gender-designated versus all-gender facilities within and across centres at NVRC as well as in washrooms compared to changerooms. The details of the inventory are provided in Appendix A.

Besides the quantities of fixtures, the NVRC facilities team also provided TransFocus with floor plans for the 10 NVRC centres to determine the spatial distribution of all-gender washrooms and explore viable candidates for signage updates and renovations. The highlighted floorplans are provided in Appendix A.

Using this information, a gap analysis was conducted to identify common patterns of issues, and areas where all-gender washroom facilities were lacking. Recommended changes may need to be explored further in more detail to determine viability and costs, especially with the support of architects and/or other specialists.



2.2 Facility Tour

TransFocus conducted an on-site tour of 10 North Vancouver Recreation Centres (NVRC) facilities, specifically focusing on the existing layouts, amenities, features, signage at the entrance and inside washrooms and changerooms, and programs and procedures.

Key preparatory steps included providing NVRC with a detailed checklist of required documents, policies, and data, as well as coordinating facility access dates and times with the NVRC team. Table 2.2-1 summarizes the NVRC centres assessed and their corresponding visit dates.

Table 2.2-1 NVRC Centres and Tour Dates

Tour Date	Name of Centre
September 15, 2025	Lions Gate Community Recreation Centre
	North Vancouver Tennis Centre
	Delbrook Community Recreation Centre
September 16, 2025	Lynn Creek Community Recreation Centre
	Ron Andrews Community Recreation Centre
	Parkgate Community Recreation Centre
September 17, 2025	John Braithwaite Community Recreation Centre
	Centennial Theatre
	Karen Magnussen Community Recreation Centre
	Lynn Valley Community Recreation Centre

During the tour of each centre, TransFocus was accompanied by a representative of the centre to ensure that all the public- and staff-facing washrooms and changerooms were visited. Washrooms that were only accessible to daycare staff and children were not included in the audit.

After completing the in-person tours, all gathered notes, videos, and photos taken during the tour were compiled into individual summaries for each centre. Fixture counts in the washrooms and changerooms observed during the tour were verified or updated in the facility inventory as an important groundtruthing step (Appendix A).

2.3 Staff Interviews

After the facility tour at each NVRC centre, TransFocus conducted brief interviews (i.e., between 15 and 30 minutes) with up to three frontline and/or managerial staff members. A total of 17 staff were interviewed across 10 centres. The interviews explored staff experiences and knowledge of incidents involving trans and non-binary people and cisgender people concerns and questions. The discussions specifically sought to identify:



- Existing procedural and structural changes implemented in response to past issues.
- The resources or supports that would be beneficial for staff during these situations.

Notes from these discussions were documented for each centre, included in each centre’s summary, and were instrumental in developing the key themes and recommendations outlined in this report.

2.4 Patron Booths

TransFocus prepared for and facilitated four in-person, two-hour patron booths to directly engage with facility users. These booths were strategically deployed across four NVRC centres, including Parkgate, John Braithwaite, Karen Magnussen, and Delbrook. The selection criteria for these locations included traffic levels, demographics, queer- and/or gender-specific programming, and past incidents involving trans or non-binary patrons.

A total of 109 people stopped by the booths, of whom 54 participants provided feedback about their experiences and suggested solutions for washrooms and changerooms at this and other centres at NVRC. Figure 2.4-1 illustrates the patron booth set-up at Parkgate.

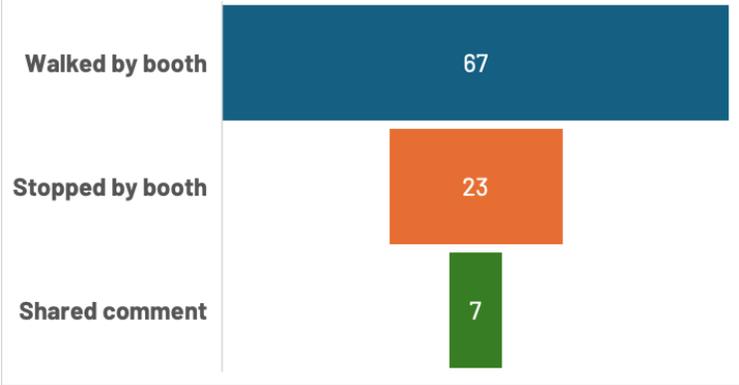
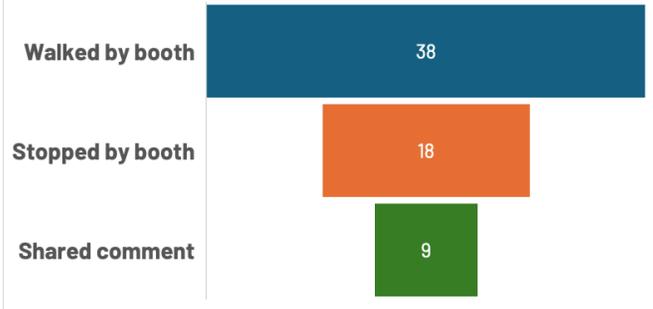
Figure 2.4-1 Photo of Booth Set-up at Parkgate



Table 2.4-1 summarizes the rates of participation and dates of the patron booths at each centre. For each booth, TransFocus recorded how many patrons walked by the booth, how many stopped by the booth, and how many shared comments on the poster boards. Of particular note for Delbrook is that there was a large community gathering at the time of the booth, which may have driven up the number of people who walked by, but did not stop by the booth.



Table 2.4-1 Patron Booth Participation Rates at Four Centres

Centre and Date	Key Statistics at Each Booth								
Parkgate September 16, 2025	 <table border="1"><thead><tr><th>Category</th><th>Count</th></tr></thead><tbody><tr><td>Walked by booth</td><td>67</td></tr><tr><td>Stopped by booth</td><td>23</td></tr><tr><td>Shared comment</td><td>7</td></tr></tbody></table>	Category	Count	Walked by booth	67	Stopped by booth	23	Shared comment	7
Category	Count								
Walked by booth	67								
Stopped by booth	23								
Shared comment	7								
John Braithwaite September 17, 2025	 <table border="1"><thead><tr><th>Category</th><th>Count</th></tr></thead><tbody><tr><td>Walked by booth</td><td>38</td></tr><tr><td>Stopped by booth</td><td>18</td></tr><tr><td>Shared comment</td><td>9</td></tr></tbody></table>	Category	Count	Walked by booth	38	Stopped by booth	18	Shared comment	9
Category	Count								
Walked by booth	38								
Stopped by booth	18								
Shared comment	9								
Karen Magnussen October 23, 2025	 <table border="1"><thead><tr><th>Category</th><th>Count</th></tr></thead><tbody><tr><td>Walked by booth</td><td>50</td></tr><tr><td>Stopped by booth</td><td>28</td></tr><tr><td>Shared comment</td><td>17</td></tr></tbody></table>	Category	Count	Walked by booth	50	Stopped by booth	28	Shared comment	17
Category	Count								
Walked by booth	50								
Stopped by booth	28								
Shared comment	17								



Delbrook October 23, 2025	 <table border="1"><tr><td>Walked by booth</td><td>150</td></tr><tr><td>Stopped by booth</td><td>40</td></tr><tr><td>Shared comment</td><td>21</td></tr></table>	Walked by booth	150	Stopped by booth	40	Shared comment	21
Walked by booth	150						
Stopped by booth	40						
Shared comment	21						
TOTALS FOR ALL BOOTHS	Walked by booth = 305 patrons Stopped by booth = 109 patrons Shared comments = 54 patrons						

Following the four patron booth listening sessions, all gathered notes and photos were compiled into summaries for each centre, and were instrumental in developing the key themes and recommendations outlined in this report. The detailed patron booth notes for all four centres are provided in Appendix B.

2.5 Presentation

TransFocus presented preliminary findings and discussed the feasibility of potential recommendations with the NVRC team on November 26, 2025. The NVRC team provided input and feedback on the recommendations to enhance their feasibility, especially in light of changes underway at NVRC.

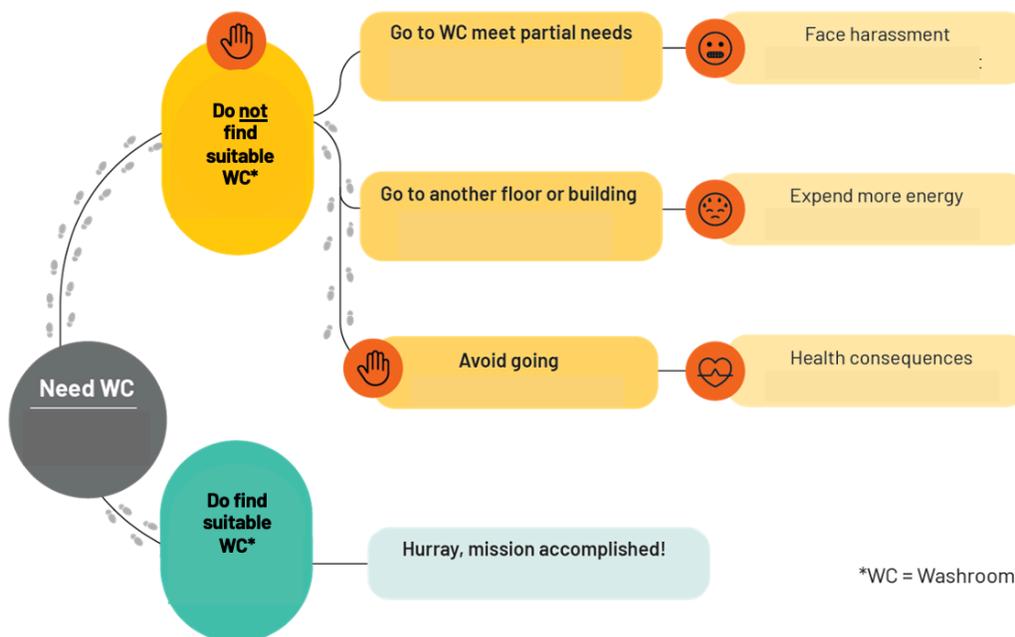


3. Key Findings

3.1 Overview

In general, trans and non-binary people’s experiences in washrooms and changerooms are shaped by both structural and cultural barriers. Two common areas of challenge include 1) difficulty locating appropriate washrooms—due to limited quantity or poor distribution—and 2) navigating social expectations within gender-designated facilities. Figure 3.1-1 illustrates the complex decision-making trans and non-binary people face when accessing washrooms, especially for non-binary patrons when only women’s and men’s options exist, neither of which aligns with their gender identity. When a suitable washroom is not nearby, trans and non-binary people must choose between using a washroom that only partially meets their needs, spending extra time and energy to find a better option, or avoiding washrooms altogether until they return home. Each choice carries consequences, from risk of harassment, to significant inconvenience, to potential health impacts such as kidney-related complications. Research shows that 32% of trans and non-binary people avoid drink and water to avoid using facilities due to lack of suitable facilities (James et al 2016).

Figure 3.1-1 TNB Decision-making when Suitable Washrooms are Not Readily Available



Women’s and men’s washrooms can be especially challenging for trans and non-binary people, because other facility users often make assumptions about who “belongs” in these facilities based on appearance and/or the shape of someone’s body. Figure 3.1-2 illustrates how these dynamics play out in gender-designated spaces—issues that are largely absent in all-gender washrooms.

The more a person’s visible traits differ from societal expectations (e.g., beard, earrings, voice, height), the harder it can be to access women’s and men’s facilities. These barriers stem from rigid norms linking gender identity to gender expression, and they tend to be more pronounced in



women’s washrooms than in men’s. Many of these traits are expensive, difficult, or (in some instances) undesirable for trans or non-binary people to change - for example, laser removal of facial hair requires multiple costly sessions over several months. While trans or non-binary people are most affected, some cisgender people also experience exclusion when their appearance does not match gendered expectations.

Reactions from other facility users can range from subtle facial expressions, stares, or comments to staff interventions or physical aggression. Research underscores the seriousness of these risks. In a US national survey of more than 27,000 trans or non-binary respondents, 12% reported verbal harassment in washrooms and 59% avoided using them due to fear of confrontation (James et al 2016). A study in Ontario found similar patterns, with 57% of TNB respondents avoiding washrooms out of fear (Scheim, Bauer, and Pyne 2014).

Figure 3.1-2 Experiences in Different Washrooms based on Societal Expectations related to Appearance and Anatomy



Against this broader context, TransFocus observed and identified several specific structural and cultural challenges within washrooms and changerooms across NVRC centres. **Seven recurring themes** emerged: (1) insufficient fixture quantities, (2) critical gaps in all-gender access, (3) inconsistent and confusing signage, (4) washroom design and (5) changeroom design issues related to privacy and safety, (6) limited access to menstrual products and disposal, and (7) challenges in gender-specific and queer-specific programming.

The following seven subsections detail these findings and outline both best practices and challenges across different washroom and changeroom configurations.

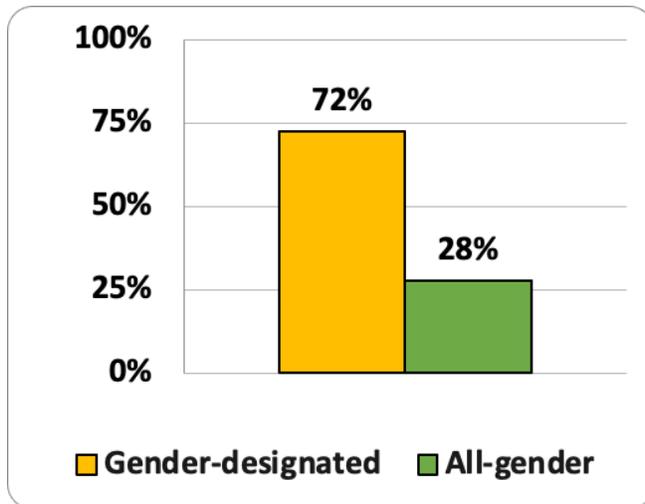


3.2 Quantities

3.2.1 All Centres

The compiled inventory of 377 fixtures across all centres reveals that a substantial majority of fixtures are gender-designated (i.e., 72%). Conversely, fixtures in all-gender facilities represent a smaller proportion at 28%. While the overall figures show a majority of gender-designated fixtures, analysis of individual centres reveals higher and lower ratios of all-gender compared to this average. For instance, Lynn Creek stands out with 100% of fixtures being all-gender, a stark contrast to none recorded at Lynn Valley. Other centres display wide variations between Karen Magnussen and Delbrook showing the highest percentages among centres with 34% and 31% all-gender fixtures (respectively) compared to the lower end represented by Ron Andrews (11% of fixtures are all-gender) and Lions Gate (6% of fixtures are all-gender). Appendix A contains a detailed breakdown by centre and type of facility. This range suggests an inconsistent approach to designation and availability of fixtures across NVRC centres. Figure 3.2-1 depicts the overall ratio of the fixtures between gender-designated and all-gender types.

Figure 3.2-1 Ratio of Gender-designated and All-gender Fixtures Across NVRC Centres (N=377)



3.2.2 Washrooms versus Changerooms

Comparing facility types reveals a difference in the availability of all-gender fixtures. In particular, changerrooms have a higher rate of all-gender fixtures (i.e., 32% all-gender compared to 68% gender-designated) than washrooms, which are predominantly gender-designated (i.e., 75% gender-designated compared to 25% all-gender). This distinction is important to highlight because washrooms are used more frequently than changerrooms. Figures 3.2-2 and 3.2-3 depict the overall ratios of fixtures in washrooms compared to changerrooms across all centres.



Figure 3.2-2 Ratios of Fixtures in Gender-designated and All-gender Washrooms Across All NVRC Centres (N=244)

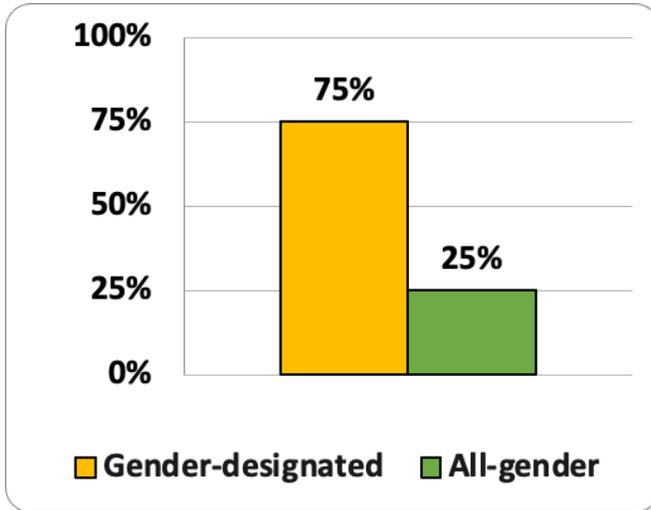
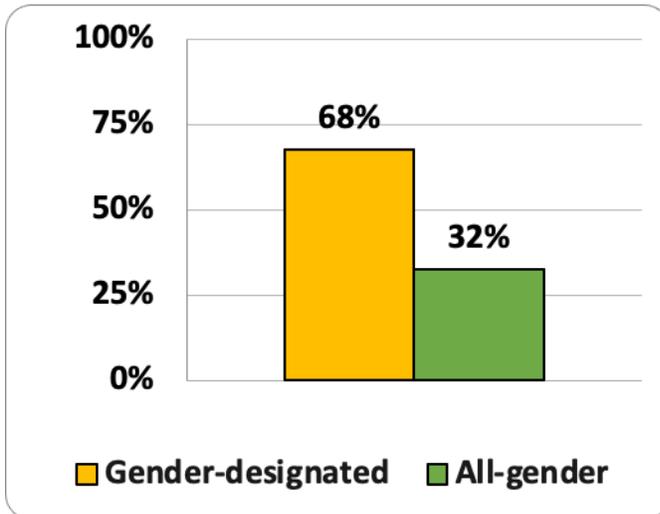


Figure 3.2-3 Distribution of Fixtures in Gender-designated and All-gender Changerooms Across All NVRC Centres (N=133)



3.3 Access

The audit of centres reveals a critical and consistent gap in the availability of all-gender facilities for both patrons and staff in specific centres. In particular, five centres (i.e., Lynn Valley, John Braithwaite, and Tennis Centre) currently do not offer any all-gender facilities for patrons while providing a total of 15 toilets/urinals and 29 showers that are gender-designated across these centres. Furthermore, two centres (i.e., Ron Andrews and Delbrook) lack any all-gender shower options for staff, presenting a need for signage updates to ensure equitable access and an inclusive environment for all staff.



As discussed in general in Section 3.1, when centres only offer women’s and men’s facilities, non-binary patrons are left without any option that aligns with their gender identity, forcing them to choose between spaces that do not reflect who they are or to avoid using the facilities altogether. Trans women and men may also seek out all-gender options to reduce the risk of scrutiny or confrontation, particularly in women’s facilities, where narrow expectations about appearance can make access stressful and unsafe.

3.4 Signage

3.4.1. Signage Best Practices

Across the centres, effective signage practices were observed that improve wayfinding, avoid gender stereotypes, and reduce confusion for patrons. The use of clear, function-based icons—such as toilet or shower symbols—at facility entrances (Photo 3.4-1) helps facility users quickly understand what amenities are available without relying on gendered assumptions. In facilities with mixed features, placing these icons directly on stall doors further clarifies what each space offers (Photos 3.4-2 and 3.4-3). Some NVRC centres already use this approach successfully, providing a strong model that can be replicated system-wide. To ensure consistency and visual clarity, NVRC should also standardize the design of these icons, including deciding on a single toilet icon style (e.g., front or side profile) for use across all centres.

Photo 3.4-1 Signage on Stall Doors in Universal Changeroom at Delbrook Centre



Photo 3.4-2 Signage at the Entrance of Universal Washroom & Shower at Lynn Creek





3.4.2 Signage Issues

In many cases, the icons used for washroom signage can be unintentionally challenging for trans and non-binary people. This section describes these issues in detail, illustrating them with examples of the current signage design at NVRC.

Signage across centres presents inconsistencies and relies heavily on gendered iconography, which may create barriers and reinforce stereotypes. Most facilities utilize one or two gender icons on different types of washrooms (Photos 3.4-4 to 3.4-9) and changerooms (Photo 3.4-10 and Photo 3.4-11). These icons often reinforce traditional stereotypes of femininity and masculinity for accessing facilities. They set visual expectations about how someone should look when they access these spaces and present challenges for TNB people who may not appear aligned to societal expectations: this is particularly relevant in the women's washroom, where the expectation is that someone using the women's washroom appears or presents in feminine ways. This expectation is reinforced in the use of the sign where the person is wearing a dress, which is commonly read as being feminine.

Another specific point of contention is the use of the half-woman and half-man icon for all-gender facilities at centres Karen Magnussen (Photo 3.4-6), Centennial Theatre (Photo 3.4-7), and Ron Andrews (Photo 3.4-11). This icon is commonly considered problematic among many TNB individuals due to associated misconceptions. In particular, it reflects a common incorrect belief that trans and non-binary people are a "mix of man and woman," when in reality many trans people are simply one gender they say they are, and for others who experience their gender as fluid or multiple, those identities may not include the combination of man and woman (e.g., they could non-binary and man).

Furthermore, there is an inconsistent use of the terms "universal" versus "family" on changeroom signage, which leads to patron confusion (as noted during patron listening booths). Finally, the occasional and specific use of a combination of woman, man, and child icons on signage (Photos 3.4-10 and 3.4-11) also implicitly reinforces heteronormativity (i.e., everyone is expected to be straight and to fit into traditional roles of men and women). This unintentionally excludes diverse family structures and gender identities.



Washrooms

<p>Gender-designated</p>	<p>Photo 3.4-4 Signage on Men's Accessible Washroom at Lions Gate</p>	<p>Photo 3.4-5 Signage on Women's Washroom at Lynn Valley</p>
		
<p>Attempted all-gender</p>	<p>Photo 3.4-6 Signage on Universal Washroom at Karen Magnussen</p>	<p>Photo 3.4-7 Signage on Universal Washroom at Centennial Theatre</p>
		



Changerooms

<p>Gender-designated</p>	<p>Photo 3.4-8 Signage on Men's Washroom at Delbrook</p> 	<p>Photo 3.4-9 Signage on Women's Washroom at John Braithwaite</p> 
<p>Attempted all-gender</p>	<p>Photo 3.4-10 Signage on Universal Changeroom at Karen Magnussen</p> 	<p>Photo 3.4-11 Signage on Universal Changeroom at Ron Andrews</p> 



3.4.3 Signage about Age Limits

During the facility tours, another theme observed was the use of signage to explain age limits for children accessing changing facilities with a parent of the “opposite sex or gender.” The specific wording used across centres varied. For instance, one sign referred to children of the “opposite sex” (Photo 3.4-12), while another used “opposite gender” (Photo 3.4-13), which occurred in the same centre (i.e., Ron Andrews). Some cisgender people use the words sex and gender interchangeably; however, for trans and non-binary people these terms can have different meanings. In addition, the phrase “opposite gender” (Photo 3.4-14) implies that there are only two genders positioned in opposition to one another, which does not reflect the reality that gender exists on a spectrum. For these reasons, signage works best when it uses a single, clearly defined term (i.e., gender) and avoids binary framing, helping reduce confusion and create a more inclusive environment for all patrons.

There was also variation noted in the established age limits. The restrictions for when a child accompanying a caregiver of a different gender must use the universal changeroom facility varied within and across centres. Specifically, some signs set the limit at 5+ years and others at 6+ years.

<p>Photo 3.4-12 Signage on Men’s Changing Rooms at Ron Andrews</p>	<p>Photo 3.4-13 Signage on Men’s Changeroom at Ron Andrews</p>
	
<p>Photo 3.4-14 Signage on Men’s Changeroom at Karen Magnussen</p>	
	



3.4.4 Signage about Time Limits

During the tours, several observations were made regarding the amount of time patrons could use shower facilities. Four centres were found to have no stated time limit for showers (i.e., Parkgate, Centennial Theatre, Delbrook, and Karen Magnussen). However, for centres that implemented time limits, inconsistencies were noted, with the range spanning from a restrictive five minutes at Ron Andrews (Photo 3.4-15) to 30 minutes at Tennis Centre (Photo 3.4-16) and Lions Gate (Photo 3.4-17), as evidenced by the varying signs posted. Furthermore, there was a lack of transparency in some cases, where the time limit was not explicitly provided on signage but was instead shared verbally by staff at centres like John Braithwaite and Lynn Creek with a time limit of 30 minutes.

Photo 3.4-15 Signage about Time Limits at Ron Andrews



Photo 3.4-16 Signage on Men's Accessible Changeroom at Tennis Centre

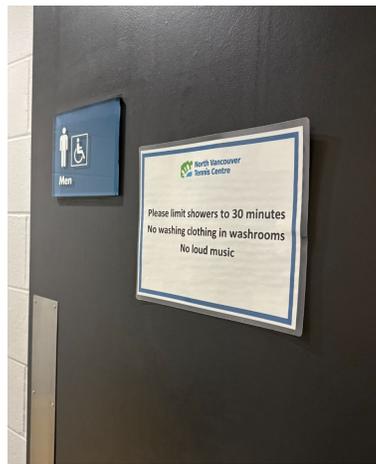


Photo 3.4-17 Signage on Shower Stall Door at Lions Gate

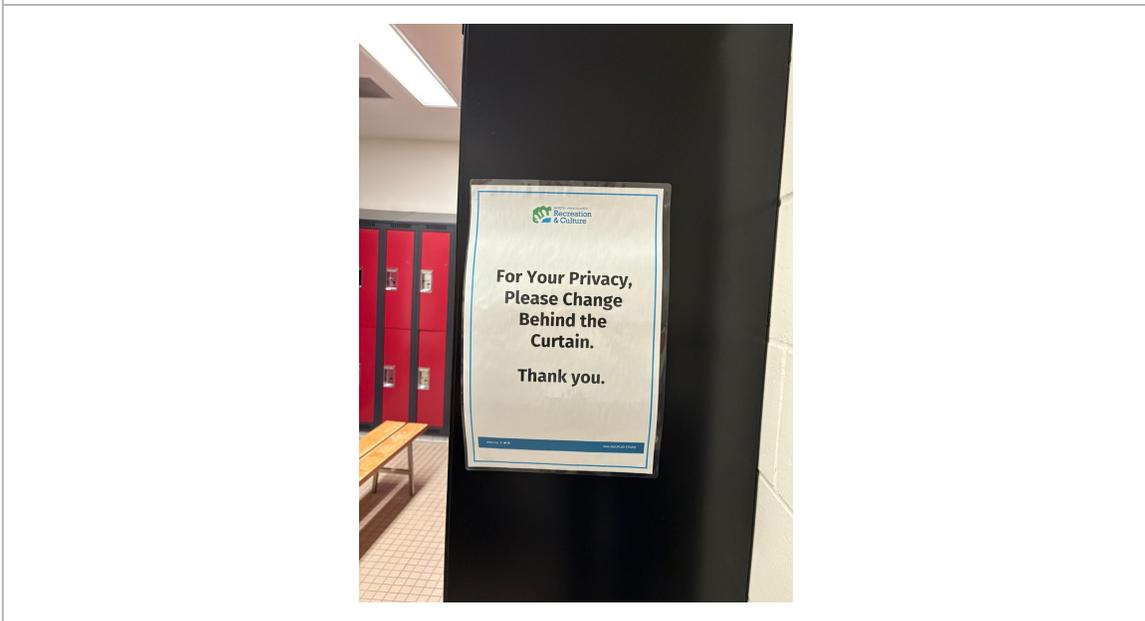




3.4.5 Signage about Privacy

During the facility tours, inconsistency regarding privacy practices was noted, specifically between the women’s and men’s changerooms at the John Braithwaite. A sign was posted in the women’s (Photo 3.4-18), explaining and enforcing a practice of changing behind the curtain for privacy. This procedure was reportedly introduced following an incident involving a trans woman. Notably, this specific sign and requirement are not present in the men’s at John Braithwaite, nor do they appear in the changerooms of most other centre visited. This variation in implementing a privacy standard highlights a lack of consistency, suggesting that protocols are being developed and applied reactively based on isolated incidents rather than proactively as a standard for all facility users.

Photo 3.4-18 Signage about Privacy in Women’s Changing Rooms at John Braithwaite



3.5 Washroom Design

3.5.1 Washroom Best Practices

During the tours, several best practices stood out for promoting safety, comfort, and privacy. In particular, clear sightlines and well-designed lighting (Photo 3.5-1) contributed to a strong sense of safety throughout many centres. Privacy was further supported in some washrooms through the use of covers over the small or no gaps between stall frames and doors, reducing undesired visibility (Photo 3.5-2). This is particularly important to trans and non-binary patrons who may draw unwanted attention for using the facility in different ways to cisgender patrons - e.g., someone may stand to pee in stalls in the women’s washroom. Lastly, most women’s washrooms included a disposal bin in each stall without gendered icons or labeling (e.g., “feminine products”)—an inclusive approach that normalizes varied needs and ensures all users can dispose of items discreetly.



Photo 3.5-1 Clear Sightlines in Women's Washroom at John Braithwaite



Photo 3.5-2 Gap Covers in Men's Washroom at Karen Magnussen



3.5.2 Issues in GDMS Washrooms

Across several centres, two recurring challenges were noted for both men's and women's washrooms. First, many stalls lacked colour-coded occupancy indicators for locks on stall doors (Photo 3.5-3), making it difficult for users to quickly determine whether a stall was in use. This is a general privacy issue but can have a particular impact on trans and non-binary patrons, who may be barged in on or subjected to confusion or scrutiny when others look under the door to check availability and notice how they are using the toilet. Second, numerous stalls had visible gaps between the stall door and frame (Photo 3.5-4), which can further compromise users' sense of privacy and comfort. Together, these issues highlight opportunities to improve clarity, discretion, and overall user experience in these facilities.



Photo 3.5-3 Lack of Colour-coded Locks in Men's Washroom at Centennial Theatre	Photo 3.5-4 Gaps Between Stall Door and Frame in Men's Washroom at Tennis Centre
	

3.5.3 Issues Unique to Women's Washrooms

Besides the issues shared in common with men's washrooms (Section 3.5.2), there is one minor challenge that is unique to women's washrooms found in two centres at NVRC, including John Braithwaite and Karen Magnussen. In particular, signage referencing "feminine products" was noted as a concern (Photos 3.5-5 and 3.5-6). This terminology excludes trans and non-binary people who also use these products but may not identify with the term "feminine." Such language can unintentionally reinforce gendered assumptions about who menstruates (i.e., only women), creating discomfort or a sense of not being fully recognized. Updating signage to use more inclusive terms presents an opportunity to ensure all patrons feel acknowledged and respected.



<p>Photo 3.5-5 Reference on Sign to to “Feminine Products” in Women’s Washroom at John Braithwaite</p>	<p>Photo 3.5-6 Reference on Sign to to “Feminine Products” in Women’s Washroom at Karen Magnussen</p>
	

3.5.4 Issues Unique to Men’s Washrooms

Two notable challenges unique to men’s washrooms were observed across NVRC centres. First, none of the men’s washrooms provided garbage bins inside washroom stalls (Photo 3.5-7), leaving no discreet way for patrons to dispose of private items, such as catheters or menstrual products—an omission that can create both practical and dignity-related concerns for trans, non-binary alongside people with disabilities.

Second, five centres lacked dividers between urinals (Photo 3.5-8), reducing privacy and potentially increasing discomfort for many patrons. In particular, the absence of dividers can draw unwanted attention to trans and non-binary people who have had surgery or who use stand-to-pee devices, increasing the likelihood of stares or scrutiny from others. During patron booths, several cisgender men also expressed discomfort with a lack of privacy at the urinals. Together, these gaps highlight important opportunities to improve both the functionality and inclusivity in men’s washrooms.



Photo 3.5-7 Lack of Garbage Bin in Men's Washroom at Ron Andrews



Photo 3.5-8 Lack of Dividers Between Urinals in Men's Washroom at Lynn Valley



3.5.5 Best Practices in Single-unit Universal Washrooms

Across the centres, several strong practices were observed in the design of universal washrooms. In some locations, universal washrooms were thoughtfully co-located alongside women's and men's facilities (Photo 3.5-9), making them easier to find and helping ensure that users do not feel singled out or isolated when choosing them. In addition, this type of washroom offers maximum privacy (Photo 3.5-10), with a fully self-contained space that includes both its own toilet and sink. This design is highly valued by trans and non-binary people, as it removes gendered expectations and provides a comfortable, discreet option for anyone who prefers greater privacy.



Photo 3.5-9 Universal Washroom Co-located with Women’s and Men’s at Lions Gate



Photo 3.5-10 Privacy in Universal Washroom With Its Own Sink and Toilet at Lions Gate



3.5.6 Issues in Single-unit Universal Washrooms

Across the centres at NVRC, several challenges were noted in the use of universal washrooms. When only one or a small number of these types of washrooms are available, trans and non-binary patrons may feel self-conscious about using them, worried that they are taking a much needed resource from people with disabilities. Privacy concerns also emerged, as automatic door open/close buttons were sometimes confusing to operate and occasionally malfunctioned, creating uncertainty about whether the door would lock or remain closed. In addition, some universal washrooms lacked sensors or emergency call buttons, limiting a user’s ability to alert staff if assistance is needed.

3.5.7 Best Practices in AGMS Washrooms

At Lynn Creek, the all-gender, multi-stall washrooms received consistent praise from both patrons and staff, with no issues reported—only enthusiasm. Staff noted that adults and children alike appreciate the privacy, convenience, and sense of safety these facilities offer, especially with the open common sink area and clear visibility from nearby spaces like the gym. One patron described the universal washrooms as “posh,” comparing the experience to using a washroom at a high-end retailer and noting that, after a brief period of adjustment, they now genuinely enjoy using them. Another staff member shared feedback from a masculine-appearing woman who expressed relief at being able to use the washrooms without fear of being told she is “in the wrong place,” a common experience for her in women’s facilities. Together, these reflections highlight the strong positive impact that well-designed all-gender washrooms can have on comfort, safety, and inclusion.



“There are camps at Lynn Creek that see both adults and kids using these facilities. They appreciate the privacy and convenience of the all-gender facilities. **They feel safe using them.** The common sink area is open and the washrooms are visible from the gym.” - **NVRC Staff**



“Have you seen them [universal washrooms at Lynn Creek]?! **They are so posh.** I feel like I’m in Holt Renfrew! At first, it took me a **minute to adjust** to this new kind of washroom, but now I really **enjoy them.**” - **NVRC Patron**



One masculine-appearing woman noted: “**I don’t have to worry** in the washrooms at Lynn Creek compared to my experiences in women’s washrooms where I get told I’m **‘in the wrong place.’**” - **NVRC Staff**

3.6 Changeroom Design

3.6.1 Best Practices in GDMS Changerooms

Across the centres, several effective design practices were noted in both women’s and men’s changerooms that contribute to safety, comfort, and privacy. Similar to washrooms, clear sightlines and well-placed lighting created a strong sense of security and made it easy for patrons to navigate the space. Privacy was thoughtfully supported through shower stalls equipped with curtains or doors (Photo 3.6-1), ensuring users could clean themselves without feeling exposed. Additionally, the availability of dry change booths offered patrons a private place to dress and undress (Photo 3.6-2), further enhancing comfort for people of all genders and body types. Together, these features reflect a commitment to creating welcoming and accessible environments.



Photo 3.6-1 Curtains Over Shower in Women’s Staff Changeroom at Delbrook

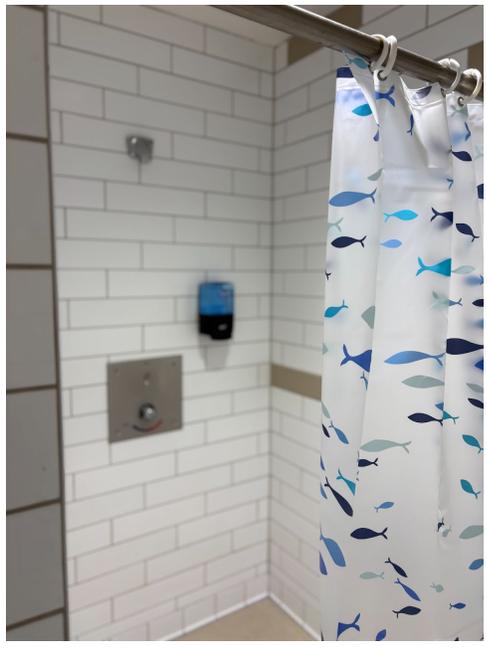


Photo 3.6-2 Dry Change Booths in Men’s Patron Changeroom at Delbrook



3.6.2 Issues in GDMS Changerooms

Across the centres, several privacy-related challenges were noted in both women’s and men’s changerooms. A few centres featured open-concept showers with no curtains or partitions, offering little privacy for users—a design that appeared more frequently in men’s changerooms than in women’s. Open-concept showers are especially challenging for trans and non-binary people, many of whom avoid using them altogether or experience heightened scrutiny from other patrons when they do. They are also frequently disliked by cisgender users, as noted during the patron booths, underscoring that privacy concerns are shared widely across genders. Similarly, women’s changerooms tended to have more private change booths available, while men’s spaces often lacked comparable options - as depicted in Photos 3.6-3 and 3.6-4 at Parkgate. These discrepancies highlight uneven levels of privacy and comfort across facilities and suggest opportunities to create more equitable, user-centred environments.



Photo 3.6-3 Dry Change Booth Next to Showers in Women’s Changeroom at Parkgate



Photo 3.6-4 Lack of Dry Change Booth Next to Showers in the Men’s Changeroom at Parkgate



3.6.3 Issues in Women’s Changerooms

In a few centres, women’s changerooms presented notable privacy challenges that affect user comfort and accessibility. At Karen Magnussen and Ron Andrews, open-concept showers without curtains or partitions leave patrons exposed (Photos 3.6-5 and 3.6-6), offering little opportunity for privacy while bathing. Additionally, at Ron Andrews, John Braithwaite, and the Tennis Centre, there was a lack of dry private change booths, limiting options for those who prefer or require a more discreet place to dress and undress. The presence or absence of privacy in changerooms across certain centres are summarized in Table 3.6-1. These gaps highlight opportunities to enhance privacy features in women’s changerooms to better support the diverse needs of all patrons.

Table 3.6-1 Level of Privacy in Showers and Change Booths of Women’s Changerooms at Each Centre [Except Lynn Valley and Centennial Theatre]

Centre Name	Showers	Change Booths
John Braithwaite	Curtains (+)	No (-)
Karen Magnussen	Curtains (+)	Yes (+)
Ron Andrews	Open concept (-)	No (-)
Lions Gate	Enclosed stall (++)	N/A
Lynn Creek	Enclosed room (+++)	N/A
Parkgate	Curtain over open concept (+/-)	Yes (+)



Tennis Centre	Curtains (+)	No (-)
Delbrook	Enclosed stall (++)	Yes (+)
TOTAL ISSUES	Open concept at 1.5 centres	No change booths at 3 centres

<p>Photo 3.6-5 Open Concept Showers in Women’s Changeroom at Karen Magnussen</p>	<p>Photo 3.6-6 Open Concept Showers in Women’s Changeroom at Ron Andrews</p>
	

3.6.4 Issues in Men’s Changerooms

A few centres presented substantial privacy challenges in men’s changerooms that impact both comfort and usage. At Karen Magnussen, Ron Andrews, and Parkgate, open-concept showers without curtains or partitions provided no personal privacy, leaving patrons exposed during use (Photos 3.6-7, 3.6-8, and 3.6-9). At Ron Andrews, the open showers are arranged in a circular tower in the middle of the room, which is especially problematic because patrons are forced to face toward one another with no ability to turn away—offering even less privacy than open showers arranged along the perimeter, where users can at least orient their bodies away from others.

Additionally, men’s changerooms at Karen Magnussen, Ron Andrews, John Braithwaite, Parkgate, and the Tennis Centre lacked private change booths altogether, offering no discreet spaces for dressing or undressing. As depicted in Photo 3.6-10, Karen Magnussen used to have a private change booth, but it was removed after issues with theft. The lack of private change booths often cause anxiety and avoidance among trans and non-binary patrons, who may face heightened scrutiny or discomfort in such open environments. Cisgender men also expressed discomfort when children are present in men’s facilities (especially if they are a different gender) if there are no private showers or change booths. Together, these issues underscore the need for more private and inclusive design features in men’s changerooms.



Table 3.6-2 Level of Privacy in Showers and Change Booths of Men’s Changerooms at Each Centre [Except Lynn Valley and Centennial Theatre]

Centre Name	Showers	Change Booths
John Braithwaite	Curtains (+)	No (-)
Karen Magnussen	Open concept (-)	No (-)
Ron Andrews	Open concept (-)	No (-)
Lions Gate	Enclosed stall (++)	N/A
Lynn Creek	Enclosed room (+++)	N/A
Parkgate	Open concept (-)	No (-)
Tennis Centre	Curtains (+)	No (-)
Delbrook	Enclosed stall (++)	Yes (+)
TOTAL ISSUES	Open concept at 3 centres	No change booths at 5 centres

Photo 3.6-7 Open Concept Showers in Men’s Changeroom at Karen Magnussen

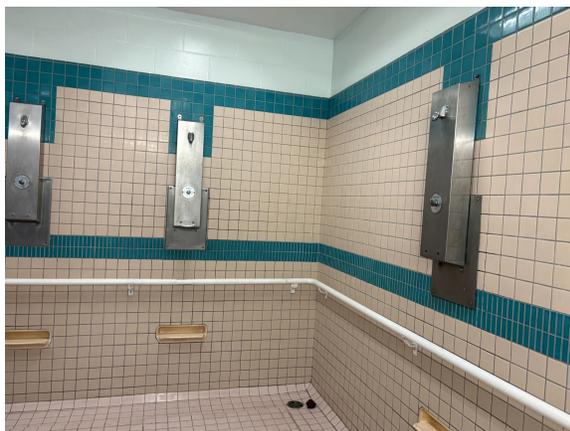


Photo 3.6-8 Open Concept Showers in Men’s Changeroom at Ron Andrews

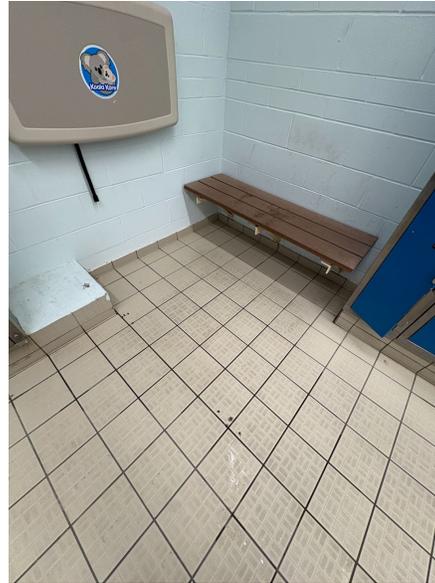




Photo 3.6-9 Open-concept Showers in Men’s Changeroom at Parkgate



Photo 3.6-10 Removed Private Change Booth in Men’s Changeroom at Karen Magnussen



3.6.5 Issues in Universal Changerooms

Across the five centres with universal changerrooms (i.e., Ron Andrews, Karen Magnussen, Delbrook, Lynn Creek, and the Centennial Theatre), several complex challenges emerged related to privacy, comfort, and shared use. Patrons exhibited a wide range of privacy practices—including varying levels of undress in common areas—which staff at each centre attempted to standardize through signage about conduct and staff reminders (Photos 3.6-11 and 3.6-12), though consistency remains difficult to maintain.

Furthermore, tensions arose from time to time between individuals and groups within universal changerrooms, with parents redirecting solo patrons to gender-designated spaces, and some mothers expressing distrust of men alone with children in these spaces. These dynamics were reflected in how most patrons described and perceived the space, which was reinforced by signs at a few centres that framed the area primarily as a “family changerroom,” narrowing its intended purpose. The need for universal changerrooms is often invisible—such as for people with mobility limitations or those who are non-binary—yet these users may feel marginalized when the space is treated exclusively as a family area.

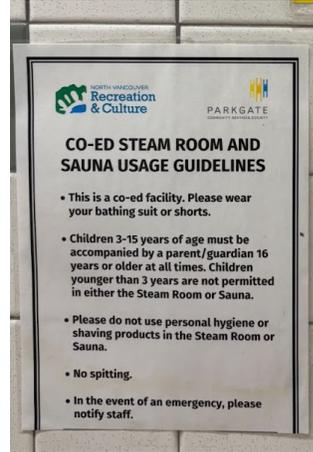
Additionally, the sauna, intended for people of any gender, displayed the term “co-ed,” which implies only two genders and undermines the inclusive spirit of universal facilities. Together, these challenges highlight the importance of clearer communication, more inclusive signage, and stronger support for the full diversity of patrons who rely on universal changerrooms.



Photo 3.6-11 Code of Conduct in Universal Changeroom at Delbrook



Photo 3.6-12 Code of Conduct in Universal Sauna at Parkgate



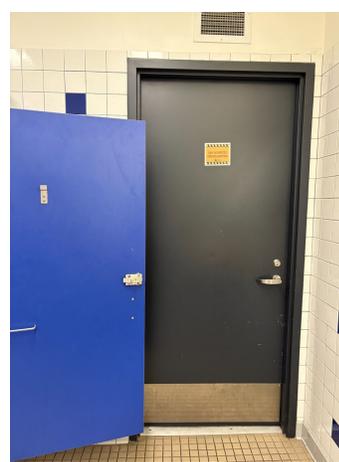
3.6.6 Staff Access

At John Braithwaite, an important issue of access was identified in the layout of both maintenance and janitorial rooms, which can only be reached by passing through the men's washrooms (Photos 3.6-13 and 3.6-14). This design creates unnecessary barriers for staff who are women or non-binary, complicating their ability to perform essential duties and forcing them to navigate a space that does not align with their gender identity. The arrangement not only disrupts workflow but also raises concerns about safety, privacy, and workplace inclusion, highlighting the need for a more accessible and equitable facility design.

Photo 3.6-13 Access to Janitorial Room Only Through Men's Washroom at Braithwaite



Photo 3.6-14 Access to Maintenance Room Only Through Men's Washroom at John Braithwaite





3.7 Menstrual Products

Across several centres, notable gaps were identified in how menstrual products are provided and disposed of, creating barriers for many patrons, including those who are trans and non-binary. At most centres, menstrual products were not available directly within washrooms. Instead, roughly half of the facilities made these items available at the front desk alongside first aid supplies (Photos 3.7-1 and 3.7-2), while only a small number of centres provided them within washroom spaces.

While menstrual products are provided at the front desk, there is no signage or other communication indicating that these items are available or how patrons can access them. As a result, many patrons remain unaware that menstrual products can be requested, or are unsure how and who to ask. There is also no discreet mechanism for requesting or collecting these items, which can discourage use even when products are technically available.

This existing arrangement disproportionately affects trans and non-binary patrons, who often already face more complicated access to menstrual products due to gendered assumptions about who uses them—namely, that only cisgender women menstruate. For trans men and non-binary people assigned female at birth, having to ask staff for menstrual products (while appearing masculine or androgynous) can heighten discomfort, increase the risk of unwanted disclosure, or deter access altogether, particularly in environments where staff or other patrons may not expect people of their gender to require these items.

Although not observed in any NVRC centre during the audit, it is important to provide context for why access to menstrual products in men’s washrooms—particularly in shared sink areas—can be challenging to implement. First, some cisgender men react negatively to seeing menstrual products in spaces they do not perceive as appropriate for them, which can result in vandalism or removal of supplies - this has been documented in the facilities of other clients of TransFocus. Second, trans men and non-binary people using men’s washrooms may hesitate to take menstrual products in view of other facility users due to fear of being outed or harassed.

Disposal of these items further compounds access issues. In men’s washrooms, the absence of waste bins inside individual stalls leaves patrons without a private or practical way to discard used menstrual products, forcing them to either carry items out of the stall or forgo proper disposal altogether.

Taken together, these findings point to the need for more visible, discreet, and inclusive systems for both the distribution and disposal of menstrual products, with careful consideration of washroom context, patron privacy, and the diverse genders of people who menstruate.



Photo 3.7-1 Menstrual Items Available by Patron Request in First Aid Cabinet by Front Desk at Lions Gate



Photo 3.7-2 Menstrual Items Available by Patron Request in First Aid Cabinet by Front Desk at Lynn Creek





4. Recommendations

4.1 Overview

Based on the key findings in Section 3, there is opportunity for NVRC to strengthen its washroom and changerooms through a set of targeted improvements to enhance safety, privacy, comfort, and inclusion for all patrons. The following seven recommendations outline opportunities to address structural gaps, clarify expectations, and foster welcoming environments. Together, these actions aim to increase access, improve privacy and safety, modernize signage, expand menstrual product support, enhance programming, and ensure patrons and staff receive clear, consistent information. The subsections that follow provide additional detail for each of these seven recommendations with corresponding recommendations numbering with the format R#:

1. Set goals
2. Increase access
3. Update signage
4. Increase privacy
5. Increase safety
6. Add menstrual items
7. Inform patrons and staff

4.2 Set Goals [R1]

4.2.1 Overall Goal [R1a]

TransFocus recommends that NVRC increase the quantity and equitable distribution of all-gender washrooms and changerooms across NVRC centres. To achieve this, NVRC can target a minimum of **35% all-gender fixtures** system-wide (up from 28%), requiring the addition or conversion of approximately **28 fixtures**.

4.2.2 Washrooms [R1b]

The following recommendation provides the nuances for washroom-specific goals based on size of centre and whether it is an existing or future centre.

Existing Centres

- **Small centres:**
 - Minimum of one all-gender washroom per building.
- **Large / multi-floor centres:**
 - **Minimum:** At least one all-gender washroom on **alternating floors**.
 - **Ideal:** At least one all-gender washroom on **every floor**.



New Centres

- Design for **majority or 100% all-gender washrooms**.
- **Small buildings:**
 - Primarily **single-unit all-gender washrooms**.
- **Large buildings:**
 - A **majority of all-gender, multi-stall washrooms** with a nearby **minority of single-unit washrooms** with separate entrances for additional privacy.
 - **Avoid** constructing separate women's and men's multi-stall washrooms.

4.2.3 Changerooms [R1c]

The following recommendation provides the nuances for changerroom-specific goals based on size of centre and whether it is an existing or future centre.

Existing Centres

- **Small centres:**
 - Minimum of **one all-gender changerroom** (typically single-unit) for both patrons and staff, where changerrooms are required.
- **Large centres:**
 - **Minimum:** One all-gender changerroom for both patrons and staff per centre.
 - **Ideal:** One all-gender changerroom for both patrons and staff in **each distinct activity area** (e.g., fitness and aquatics).

New Centres

- Design for **majority all-gender changerrooms** for both patrons and staff.
- **Small buildings:**
 - Primarily **single-unit all-gender changerrooms** for both patrons and staff.
- **Large buildings**, ensure a blend of:
 - **Larger** all-gender, multi-stall changerrooms with different sizes of booth for individuals and groups, and
 - **Smaller** women's and men's multi-stall changerrooms.



4.3 Increase Access [R2]

4.3.1 Overview

To achieve the aforementioned goals (Section 4.2), TransFocus recommends addressing critical gaps in access where there are currently no all-gender facilities. There are several low-cost options for addressing these gaps by adding to or converting the designations of existing washrooms and changerooms that serve patrons and staff.

4.3.1 Adaptive Use Washroom [R2a]

TransFocus recommends introducing adaptive use of the existing small gender-designated washrooms at Lynn Valley to enable it to temporarily function as single-unit washrooms, as needed. This is achieved by installing movable signs on these washrooms, allowing them to be temporarily designated for use by one person of any gender when locked from the inside and the sign is changed to “Single-Unit Washroom,” and to revert to a gender-specific designation when unlocked. While not as critical, this adaptive approach to signage could also be useful to address the current lack of all-gender options on the ground level at the Centennial Theatre and other centres where needed.



This approach provides a quick and low-cost solution to the current lack of an all-gender washroom at centres, without requiring major renovations. While converting gendered washrooms to single-unit use may raise concerns about safety or misuse, these risks can be mitigated by implementing the safety measures outlined in Section 4.6.

In general, this approach has already been partially implemented in many organizations. In particular, during COVID, many organizations installed locks on the door to the entrance of women’s or men’s washrooms, so they could be used as private single-unit washrooms when locked from within. Adding clear, permanent signage builds on this familiar practice, making it intuitive for patrons to understand when a washroom is operating as a shared, gender-specific space versus a private, all-gender one. This increases overall washroom choice and flexibility in existing—and especially older—facilities.

This option is particularly beneficial for trans and non-binary patrons, many of whom actively seek single-unit washrooms for privacy and safety. The visible movable sign clearly communicates the washroom’s current use, reducing uncertainty and eliminating the need for patrons to travel to other buildings to find an appropriate facility.

To view an example of this type of signage, please refer to [this link](#). This is an example of a vendor that makes [custom sliding signs](#). It is important to install this kind of signage within reach of people seated in mobility devices to ensure facilities continue to be accessible for all.



4.3.2 Single-unit Showers for Staff [R2b]

TransFocus recommends converting existing *single-unit* staff showers from gender-specific to all-gender use, especially because the showers are designed for individual use. This change can be implemented quickly and at low cost by updating signage on staff changerooms currently designated for one gender, so they may be used by staff of any gender (Figure 4.4-14). In some centres, this may also involve installing a privacy lock that can be secured from the inside and is colour-coded (Section 4.5.3). This recommendation requires no major renovations.



This recommendation applies to the staff changerooms at Ron Andrews and Delbrook and would meaningfully expand access to showers for trans and non-binary staff, while maintaining privacy for all users.

TransFocus recognizes that NVRC has received feedback from some staff expressing concern or unease about all-gender staff showers. The staff facilities at Karen Magnussen provide an existing example of showers that are already used by staff of any gender. To support implementation at Ron Andrews and Delbrook, TransFocus recommends facilitating peer-to-peer knowledge sharing, with staff from Karen Magnussen sharing their experiences to help address questions and concerns from staff at other centres.

If this recommendation is not implemented, an alternative approach would be to schedule times during which single-gender staff showers are designated for single-use of any gender.

4.3.3 Single-unit Showers for Patrons [R2c]

TransFocus recommends expanding access to private shower options for patrons by renovating four existing single-unit washrooms into single-unit changerooms with showers at Parkgate, Lions Gate, the Tennis Centre, and John Braithwaite. Each renovation would add one private shower in each centre, increasing the availability of inclusive shower access across multiple centres.



These recommendations represent a moderate capital investment due to the required renovations of removing toilets and adding showers.

These upgrades are particularly important for trans and non-binary patrons, many of whom experience gender-specific changerooms as misaligned with their gender identity (in the case of non-binary patrons) or as environments where they are more likely to face discomfort, scrutiny, or ridicule. Providing single-unit changerooms with showers offers a discreet, dignified alternative that enables equitable participation in recreational activities.



In addition, TransFocus recommends converting the bonus women’s washroom at Ron Andrews into a single-unit change space equipped with a toilet, bench, and hooks. While this space would not include a shower, it would meaningfully expand private change options at this centre, especially in proximity to the fitness area.

4.4 Update Signage [R3]

4.4.1 Overview

To address a key finding of the audit related to inconsistent signage across NVRC facilities (Section 3.4.2), TransFocus recommends that NVRC adopt standardized iconography and text for washroom and changeroom signage across all centres. Establishing consistent signage will improve wayfinding, reduce confusion for patrons, and support more inclusive and accessible use of washrooms and changerooms.

Detailed recommendations for signage updates are outlined in the subsections that follow, including:

- Wayfinding signage
- Washroom signage
- Changeroom signage
- Guideline and explanatory signage

To support efficient and consistent implementation, TransFocus has developed the following resources for NVRC’s use:

- A [centralized folder](#) containing PNG and vector files for the following signage designs.
- A [summary handout](#) outlining key signage principles and messaging, suitable for sharing with staff, leadership, and other key stakeholders.

4.4.2 Wayfinding [R3a]

TransFocus recommends improving navigation by adding clear directional signs that use simple feature icons, such as toilet and shower symbols, to guide patrons to facilities (Figure 4.4-1). Additionally, directories at building entrances (or alternatively, handouts with a map of the facilities) should include walking-distance information (Figure 4.4-2) to help patrons easily locate the nearest washrooms and changerooms among the options available. Finally, it is important to provide signage at each washroom option that points to another washroom type (4.4-3). This helps patrons easily locate their washroom of choice.





Figure 4.4-1 Use of Toilet and Shower Icons in Wayfinding at Lynn Creek



Figure 4.4-2 Example of a Directory at Entrance with Washroom Locations & Distances

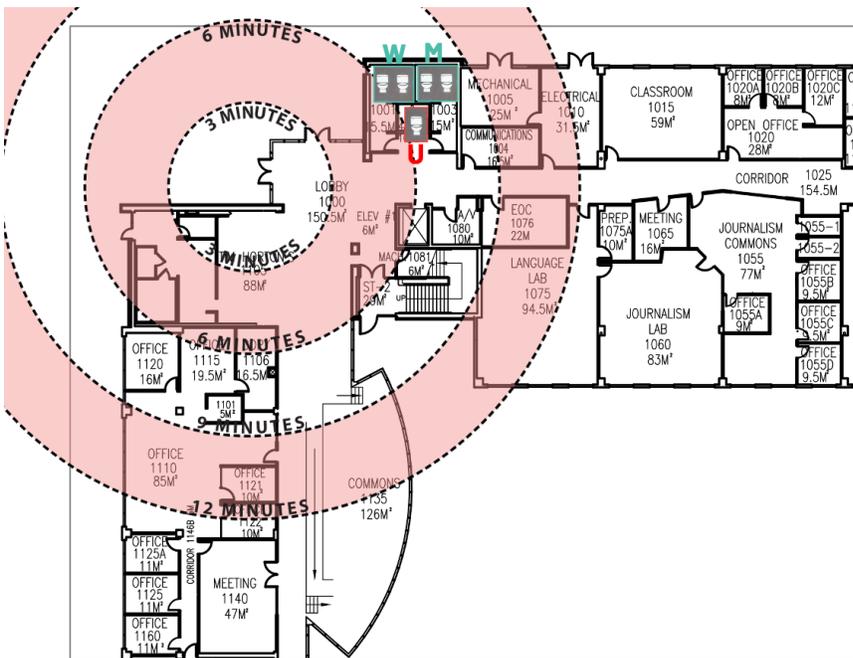


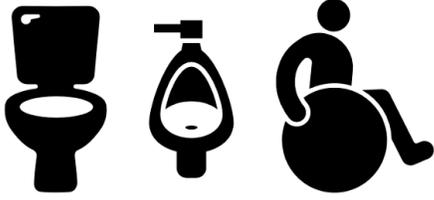


Figure 4.4-3 Example of Wayfinding from Men’s Washroom to AGMS and SU Washrooms



4.4.3 Washrooms [R3b]

TransFocus recommends standardizing signage by using function-based icons—such as toilet and/or urinal symbols—at the entrances of washrooms and on stall doors to indicate available features. Where gender designation is required, clear text should be used rather than gendered icons to reduce assumptions and increase inclusivity. Figures 4.4-4 to 4.4-9 depict the main features on the signage of each type of washroom. These approaches are already in place at several centres, particularly newer ones, and therefore the recommendation focuses on standardizing these practices across all NVRC centres.

Figure 4.4-4 Proposed Signage Design for Women’s Washrooms	Figure 4.4-5 Proposed Signage Design for Men’s Washrooms
<div data-bbox="256 1297 797 1833"> <p>Multi-stall Women’s Washroom</p>  <p>space for braille</p> </div>	<div data-bbox="837 1297 1369 1833"> <p>Multi-stall Men’s Washroom</p>  <p>space for braille</p> </div>



<p>Figure 4.4-6 Proposed Signage Design for Universal, Single-unit Washrooms</p> <div data-bbox="256 352 792 884"> <p>Single-Unit Washroom: Everyone Welcome</p>  <p>space for braille or logo</p> </div>	<p>Figure 4.4-7 Proposed Signage Design for Single-unit, Non-accessible Washrooms</p> <div data-bbox="834 352 1370 884"> <p>Single-Unit Washroom: Any Gender Welcome</p>  <p>space for braille</p> </div>
<p>Figure 4.4-8 Proposed Signage Design for Universal, Multi-Stall Washrooms</p> <div data-bbox="256 1056 792 1587"> <p>Multi-stall Washroom: Everyone Welcome</p>  <p>space for braille</p> </div>	<p>Figure 4.4-9 Proposed Signage Design for All-gender, Multi-Stall Washrooms</p> <div data-bbox="834 1056 1370 1587"> <p>Multi-stall Washroom Any Gender Welcome</p>  <p>space for braille</p> </div>

4.4.4 Changerooms [R3c]

TransFocus recommends standardizing signage by using function-based icons—such as shower and/or hanger symbols—at the entrances of changerooms and on stall doors to indicate available features. Where gender designation is required, clear text should be used rather than gendered



icons to reduce assumptions and increase inclusivity. Figures 4.4-10 to 4.4-15 depict the main features on the signage of each type of washroom. These approaches are already in place at several centres, particularly newer ones, and therefore the recommendation focuses on standardizing these practices across all NVRC facilities.

<p>Figure 4.4-10 Proposed Signage Design for Women’s Changerooms</p>	<p>Figure 4.4-11 Proposed Signage Design for Men’s Changerooms</p>
<p>Multi-stall Women’s Washroom</p> 	<p>Multi-stall Men’s Shower</p> 
<p>Figure 4.4-12 Proposed Signage Design for Universal, Multi-Stall Changerooms</p>	<p>Figure 4.4-13 Proposed Signage Design for All-Gender, Multi-Stall Changerooms</p>
<p>Multi-stall Shower Everyone Welcome</p> 	<p>Multi-stall Shower Any Gender Welcome</p> 



4.4.5 Guidelines [R3d]

i) Universal Changerooms

TransFocus recommends introducing consistent signage across all NVRC centres within universal, multi-stall changerrooms to clearly communicate expected conduct among patrons for greater privacy, safety, and dignity - e.g., changing should occur only in private booths or showers rather than in common areas. This approach is already modeled at a few NVRC centres (Figures 4.4-16 and 4.4-17) as well as at other organizations, such as Maple Ridge (Figure 4.4-18), the Royal Canadian Mounted Police (RCMP) (Figure 4.4-19), and City of Vancouver (Figures 4.4-20), where signage emphasizes clothed common areas, the expectation to undress only in designated private spaces, and timely use of facilities, especially in high traffic times.





Figure 4.4-16 Example of Signage at John Braithwaite Explaining Privacy Practices



Figure 4.4-17 Example of Signage with Code of Conduct in Universal Changeroom at Delbrook

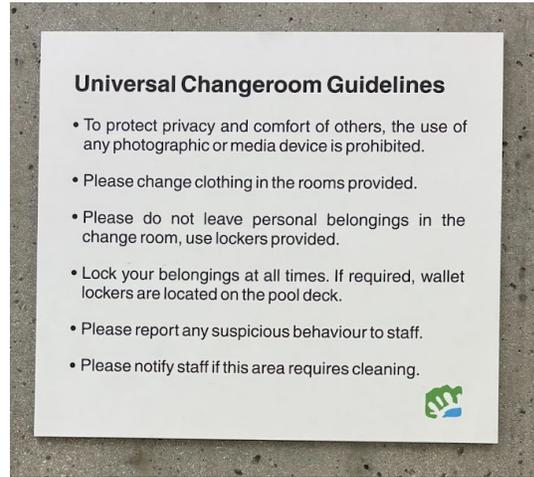


Figure 4.4-18 Example of Signage at Recreation Centre in Maple Ridge Explaining Privacy Practices

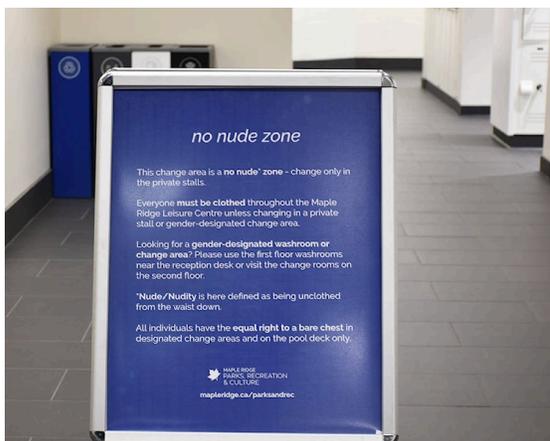


Figure 4.4-19 Example of Signage with Code of Conduct in Universal Changerooms at RCMP

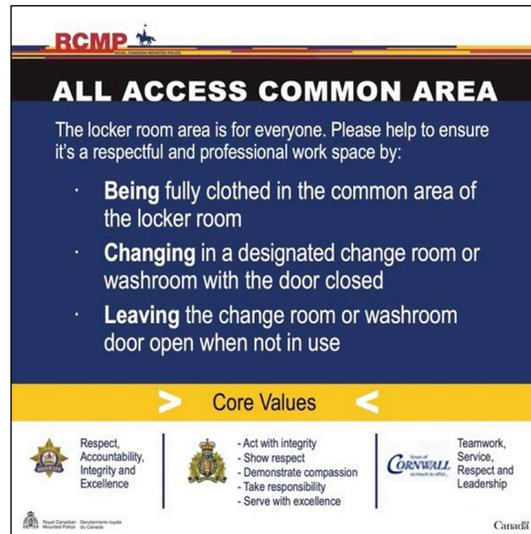
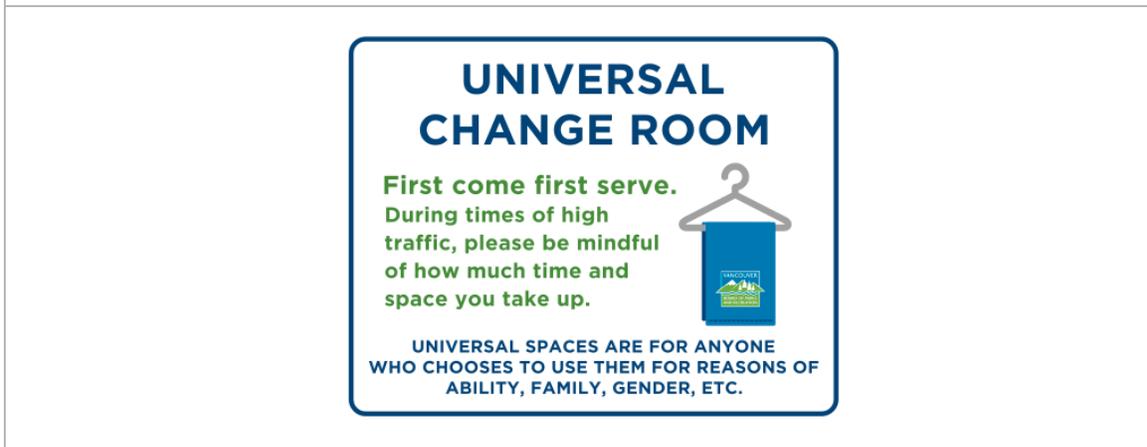




Figure 4.4-20 Example of Signage with Time Limits in Universal Changerooms at City of Vancouver



To support clarity and comfort—especially in universal changerooms—NVRC can adopt a standardized sign outlining respectful behaviour, the requirement to use private changing stalls, guidelines for supervision, restrictions on phones and photography, expectations for cleanliness, accessibility considerations, and the role of staff. Establishing consistent signage will help set shared expectations, reduce conflict among patrons, and promote safe, respectful use of all environments. The following specific text is proposed for the guidelines in universal changerooms organized into six key principles:

1. Respect

- Universal changerooms are **for everyone**: individuals, families, and people with accessibility needs.
- Treat everyone with **courtesy and respect**, regardless of age, gender, ability, or background.
- Do not block accessible features such as benches, support rails, or wider stalls.

2. Privacy

- Maintain personal space and privacy for yourself and others.
- Always use designated private changing stalls for **changing clothes and showering**. Keep the doors **closed and locked** while in use.
- **Public nudity or undressing outside of stalls is not permitted.**
- **No photography or filming is allowed** in the changeroom under any circumstances.
- Avoid using phones or electronic devices to ensure others' privacy is respected.

3. Safety

- Adults must supervise children appropriately.
- **Avoid staring, loitering, inappropriate touch, or other unsafe behaviours.**



- Misuse of the facility (e.g., harassment, indecent behavior) may result in consequences and/or removal from the premises.

4. Time

- Be mindful of your time in the changeroom to ensure others have access.
- Do not occupy changing stalls or shower areas for longer than **15 minutes** - more time allowed if large groups and/or accessibility needs.

5. Cleanliness

- Dispose of trash properly and **leave the area clean** for the next person.
- Use towels or mats when sitting on benches or using drying areas.
- Wear appropriate footwear to prevent slips and maintain hygiene.

6. Staff

- **Report any safety concerns or inappropriate behavior to NVRC staff immediately.**
- Staff may be present in the changeroom area to monitor safety and support patrons.
- Follow all posted signage and staff instructions.

ii) Women's and Men's Changerooms

TransFocus recommends that NVRC consider extending the above guideline signage to men's and women's changerooms, with the following additions and considerations to support safety, consistency, and staff decision-making:

- Add to the safety section of the guideline sign: "Cannot determine who is in the "right place" based solely on how they look. Safety is determined by inappropriate or unsafe behaviour (not appearances)."
- Considerations for using the privacy section of the guideline sign: TransFocus recommends using the same privacy-related language developed for universal changerooms within women's and men's changerooms to ensure consistency and clarity for all patrons. However, based on experience on other similar projects, TransFocus recognizes that some cisgender patrons may have strong or hesitant reactions to this guidance, reflecting long-standing norms about how gendered changerooms are used (Global News 2023). If NVRC chooses not to apply the privacy guidelines in women's and men's changerooms, staff must be clearly instructed that they cannot impose additional modesty expectations on trans and non-binary patrons in response to discomfort expressed by other facility users.

TransFocus recommends adding or revising age-limit signage at the entrances to men's and women's changerooms to improve clarity and inclusivity. NVRC should standardize the signs at six years of age across all centres and incorporate the following:

- Use gender-inclusive language
- Be added where no age-limit signage currently exists



- Be applied consistently across all centres with gender-designated changerooms

In addition, the wording on age-limit signage should be updated by replacing the term “opposite gender or sex” with **“different gender,”** which more accurately reflects the diversity of patrons and reduces gendered assumptions.

Proposed standardized text for the guidelines:

“Adults with children of a different gender over 6 years of age, please use the universal changeroom.”

Together, these updates would provide clearer expectations for patrons, reduce inconsistent staff enforcement, and better align changeroom use with NVRC’s broader inclusion goals.

4.5 Increase Privacy [R4]

4.5.1 Stall Gap Covers [R4a]

TransFocus recommends installing privacy covers on all washroom stall doors with visible gaps between the door and frame, particularly in women’s and men’s washrooms, where these gaps are most common. Here is an example of [self-adhesive privacy cover](#) that can be easily and quickly installed over gaps in existing washrooms. Two centres—DB and KM—already use this feature effectively, demonstrating a practical model that can be standardized across all NVRC facilities to enhance user comfort and privacy.



Figure 4.5-1 Example of Gap Covers at Karen Magnussen



Figure 4.5-2 Example of Gap Covers at Delbrook





4.5.2 Urinal Dividers [R4b]

TransFocus recommends installing dividers between urinals in men’s washrooms and changerooms at five centres—Karen Magnussen, Ron Andrews, John Braithwaite, Lynn Valley, and Parkgate—where they are currently missing. The other half of NVRC’s centres already include urinal dividers (Figures 4.5-3 and 4.5-4), demonstrating a successful and widely accepted privacy feature that can be extended system-wide to improve comfort and reduce scrutiny for all patrons.

Figure 4.5-3 Example of Dividers between Urinals at the Tennis Centre

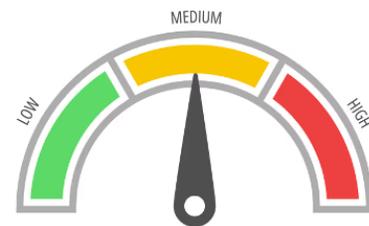


Figure 4.5-4 Example of Dividers between Urinals at Delbrook



4.5.3 Colour-coded Locks [R4c]

TransFocus recommends installing large, colour-coded occupancy indicators on all washroom stall locks so patrons can easily and quickly see when a stall is in use (red) or when it is free (green). This upgrade would reduce or eliminate accidental intrusions and increase users’ sense of safety and privacy—especially for trans and non-binary patrons, who often face heightened concern about someone entering while they are using the facility.



A few centres, including Lynn Creek (Figures 4.5-5 and 4.5-6), already use colour-coded locks effectively, providing a strong model that can be adopted across all remaining NVRC facilities.



Figure 4.5-5 Example of Colour-coded Lock when Occupied at Lynn Creek



Figure 4.5-6 Example of Colour-coded Lock when Not Occupied at Lynn Creek



4.5.4 Enclosures [R4d]

TransFocus recommends enhancing privacy in changerooms by replacing curtained shower areas with fully enclosed shower stalls equipped with locking doors. Furthermore, TransFocus recommends removing select lockers to create additional dry private change booths. These features are already successfully implemented at Lynn Creek and Delbrook (Figures 4.5-7 and 4.5-8), providing a strong model that can be replicated across other centres to improve comfort and privacy for all patrons.

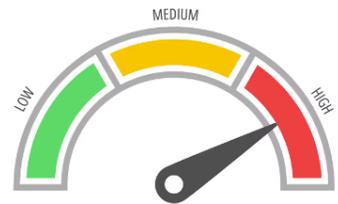


Figure 4.5-7 Example of Fully-enclosed Private Change Booths at Delbrook



Figure 4.5-8 Example of Fully-enclosed Private Shower at Delbrook





4.6 Increase Safety [R5]

TransFocus recommends enhancing safety in washrooms and changerooms by implementing two complementary emergency systems. These approaches strengthen emergency response, improve patron safety, and ensure staff have clear, consistent guidance.



4.6.1 Safety Strips [R5a]

First, NVRC should add an easily reachable horizontal and/or vertical [push-bar notification](#) that conscious patrons can activate to alert staff if they need assistance.

4.6.2 Safety Sensors [R5b]

Second, NVRC should install motion-detector devices (e.g., [Brave Sensors](#)) that trigger an alert when no movement is detected for a predetermined period, indicating a patron may be unconscious. These features are particularly important for single-unit washrooms, especially in centres that have higher levels of drug use. Protocols should specify how long sensors should go without detecting movement to trigger an alert, which staff members should respond, and the exact steps they should take in different scenarios.

4.7 Add Menstrual Items [R6]

TransFocus recommends improving access to menstrual products by ensuring they are available in all single-unit washrooms and at the front desk at each NVRC centre. Clear signage at washroom entrances and front desks should indicate where products can be obtained (Figure 4.7-2), and products should be stored in opaque, clearly labeled containers to support privacy (Figure 4.7-2).



Any existing or future signage—whether permanent or temporary—should avoid the term “feminine products” and instead use “menstrual products,” shifting the focus from who uses these items to what they are. In addition, staff should be trained not to make assumptions about who may need menstrual products, recognizing that some trans men and non-binary patrons also rely on them. Together, these measures increase discretion, accessibility, and inclusivity across NVRC facilities.

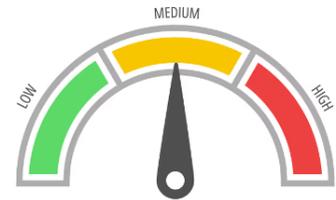


<p>Figure 4.7-1 Example of Signage that Explains Broader Need for Products</p>	<p>Figure 4.7-2 Labelled Opaque Container with Menstrual Products</p>
	

4.8 Prepare Staff and Patrons [R7]

4.8.1 Staff Preparedness [R7a]

TransFocus recommends strengthening staff knowledge and preparedness to respond to recurring and complex situations involving trans and non-binary patrons, as well as changes to washrooms and changerooms, through a phased approach over multiple time horizons.



Across centres, staff consistently expressed a desire for interactive, practice-based training rather than relying solely on formal courses. Opportunities to rehearse real-life scenarios—such as using inclusive language, responding to complaints, and de-escalating tense interactions—help build confidence, fluency, and comfort in the moment. Importantly, staff need learning environments where they feel safe asking questions and making mistakes.

Given high staff turnover, this training is most effective when embedded into onboarding for new staff, with refresher opportunities for existing staff.

Short-term Measures

In the short term, staff should be made aware of the locations, features, and purposes of all washroom and changeroom types within each facility. This enables staff to confidently offer all available options to every patron, rather than making assumptions based on appearance or perceived gender.



Clear protocols should be established for documenting and checking pronouns in the comments section of PerfectMind, helping staff avoid misgendering trans and non-binary patrons across repeat visits.

Front desk staff also require dedicated time to practice inclusive language and the use of “they/them” and other gender-neutral pronouns. Camp leaders, in particular, reported challenges navigating pronoun use among participants - targeted training would help build confidence and consistency in these settings.

Medium-term Measures

Before implementing physical or operational changes, NVRC should hold staff information sessions explaining what is changing, why the changes are being made, and how staff are expected to respond to patron questions.

To support consistent and appropriate responses, TransFocus recommends in-depth scenario-based training for frontline staff, particularly around situations where cisgender women express concerns about trans women using washrooms or changerooms—most notably in the women’s swim program at Ron Andrews.

While staff often default to saying “we welcome everyone,” this response is frequently insufficient. Patrons often seek clearer explanations that address safety, privacy, and behaviour without disclosing or speculating about another patron’s identity. Training should explicitly discourage staff from attempting to reassure cisgender patrons by referencing a trans person’s identity (e.g., saying someone “identifies as a woman”), which can unintentionally breach privacy.

Scenario work should focus on:

- Assessing safety based on behaviour, not appearance
- Managing discomfort without validating exclusionary views
- Supporting trans and non-binary patrons without requiring disclosure

Staff should be trained to use simple, firm language such as: *“This person is in the right place.”*

Additional scenario training should address provocative or high-pressure phone calls, including hypothetical questions intended to elicit immediate or controversial responses. Practicing these scenarios helps staff distinguish legitimate inquiries from baiting, respond calmly, and rely on established protocols or escalation pathways when needed.

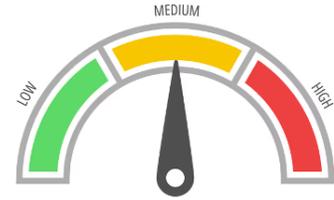
Long-term Measures

In the long term, NVRC should conduct a follow-up staff survey once changes are in place to assess impacts, identify remaining gaps or concerns, and inform ongoing training and policy refinement.



4.8.2 Patron Preparedness [R7b]

TransFocus recommends developing clear, accessible information for patrons about NVRC facilities, expectations for conduct, and upcoming changes, delivered over several time horizons to build understanding and reduce confusion or resistance.



Short-term Measures

In the short term, NVRC should improve wayfinding by providing interactive maps that clearly show the location and type of all washrooms and changerooms. These maps should be updated annually as facilities change and be easily accessible online and at centres.

Historically, some universal facilities were labeled as “accessible” or “handicap” washrooms or “family changerooms.” While signage has since been updated, long-time patrons may not realize that these spaces are now intended for use by patrons of any gender. Clear, proactive messaging is therefore needed to explain the evolution of these facilities and why inclusive spaces serve a broader range of patrons, including families, people with disabilities, and trans and non-binary individuals.

Medium-term Measures

In the medium term, TransFocus recommends that NVRC:

- Develop a virtual tour of Lynn Creek using indoor Google Maps to familiarize patrons with facility layouts and options.
- Host information sessions prior to implementing changes to explain what is changing and why.
- Introduce anonymous reporting mechanisms for incidents such as microaggressions or repeated misunderstandings.

During patron listening booths, common refrains included “Nothing needs to change,” “If it’s not broken, don’t fix it,” and concerns about unintended consequences (e.g., fear that feedback could lead to facilities being closed or redeveloped). This anxiety underscores the importance of clear communication that frames changes as improvements—not criticisms—and explains their purpose in supporting safety, access, and dignity for a wider range of users.

Communications should extend beyond patrons and staff to include community partners that operate programs within NVRC facilities, ensuring consistent messaging and shared expectations.

Long-term Measures

In the long term, NVRC should conduct a follow-up patron survey after changes are implemented to assess impact, identify remaining gaps, and inform ongoing improvements.



In addition to facility-specific communications, TransFocus recommends that NVRC launch a broader cultural awareness campaign aimed at shifting norms, increasing understanding, and promoting respectful behaviour in washrooms, changerooms, and program spaces. This campaign could include the following coordinated elements:

1. Clear Messaging Across Multiple Platforms

Develop simple, consistent messages about inclusion, privacy expectations, and respectful behavior. Examples:

- “Everyone deserves privacy and safety—thank you for doing your part.”
- “Universal changerooms are for people of any gender, families, and those needing assistance.”
- “Safety is created by behaviour—not by how someone looks.”

These messages can appear on posters, digital screens, program guides, the NVRC website, and social media.

2. Short Educational Videos

Create brief (30–60 second), approachable videos explaining:

- How universal washrooms and changerooms work - how they are safe
- Why privacy practices (e.g., changing only in booths) matter
- Expectations for treating all patrons with respect, including trans and non-binary people

These videos could be shared online and shown on lobby screens.

3. Highlighting Success Stories

Showcase Lynn Creek as a model (“See what inclusive design looks like!”) by sharing:

- Patron testimonials
- Photos of the facilities
- Staff stories about reduced conflict and increased comfort

Success stories help normalize change and build positive momentum.

4. “Did You Know?” Nudges

Use small, approachable nudges around the facility. Examples:

- “Did you know? Privacy covers and enclosed showers help all patrons feel safer?”
- “Did you know? Trans men and non-binary people may need menstrual products too.”



- “Did you know? Some disabilities aren’t visible—universal spaces support everyone.”

These gentle nudges help reshape assumptions without confrontation.

A well-designed awareness campaign helps normalize inclusive practices, reduces confusion and conflict, and equips staff and patrons alike with shared language and understanding—supporting a safer, more welcoming environment across all NVRC facilities.

6. Summary

TransFocus identified seven key themes after compiling an inventory of 377 fixtures, conducting facility tours at 10 centres, and engaging 71 participants during staff interviews and patron listening booths in September and October 2025. The audit highlights a set of interconnected issues across NVRC facilities—ranging from uneven access to washrooms and changerooms, inconsistent signage and wayfinding, limited discretion around menstrual products, and gaps in staff preparedness—that collectively affect patron comfort, safety, and inclusion, particularly for trans and non-binary people.

In response, TransFocus recommends a coordinated set of actions summarized in Table 6.1-1: expanding and more evenly distributing all-gender washrooms and changerooms; introducing flexible, low-cost design solutions in existing buildings; standardizing clear, inclusive signage and wayfinding; improving discreet access to menstrual products and disposal options; strengthening staff training, protocols, and onboarding; and enhancing communication with patrons through proactive education and awareness-building.

Together, these recommendations provide NVRC with a practical, phased roadmap to reduce barriers, improve day-to-day experiences for staff and patrons, and align facilities and practices with evolving community needs and public-sector standards for accessibility, equity, and inclusion.

Table 6.1-1 Summary of Recommendations for Greater Inclusion of Gender Diversity

#	Type	Recommended Action(s)	Cost/ Effort
R1 Set Goals	R1.a) Overall Goals	Reach 35% all-gender facilities system-wide	N/A
	R1.b) Washroom Goals	<u>Existing centres</u> : At least one all-gender washroom on each floor or in each building. <u>New centres</u> : Mostly or 100% all-gender washrooms	N/A
	R1.c) Changeroom Goals	<u>Existing centres</u> : At least one all-gender changeroom in each activity area or building <u>New centres</u> : Larger all-gender with smaller gender-designated changerooms	N/A



R2 Increase Access	R2.a) Adaptive Use Washroom	Install movable sign on small gender-designated washrooms at Lynn Valley to allow temporarily designated for use by any gender when locked from the inside and the sign is changed to "Single-Unit Washroom."	Low
	R2.b) Single-unit Showers for Staff	Convert existing single-unit staff showers from gender-specific to all-gender use by updating signage without major renovations.	Low
	R2.c) Single-unit Showers for Patrons	Expand access to private shower options for patrons by renovating four existing single-unit washrooms into single-unit changerooms with showers at Parkgate, Lions Gate, the Tennis Centre, and John Braithwaite.	Moderate
R3 Update Signage	R3.a) Wayfinding signage	Improve navigation by adding clear directional signs that use simple, function-based feature icons, such as toilet and shower symbols (rather than gender icons).	Low
	R3.b) Washroom signage	Standardize signage by using function-based icons—such as toilet and/or urinal symbols—at the entrances of washrooms and on stall doors to indicate available features. To designate gender, use text rather than gendered icons to reduce stereotyping and increase inclusivity.	Low
	R3.c) Changeroom signage	Standardize signage by using function-based icons—such as shower and/or hanger symbols—at the entrances of changerooms and on stall doors to indicate available features. To designate gender, use text rather than gendered icons to reduce stereotyping and increase inclusivity.	Low
	R3.d) Guideline signage	Install consistent signage across centres in universal, multi-stall changerooms to clearly communicate expected conduct among patrons for greater privacy, safety, and dignity. Consider adding the same signage to women's and men's changerooms.	Low
R4 Increase Privacy	R4.a) Stall Gap Covers	Install privacy covers on all washroom stall doors with visible gaps between the door and frame.	Low
	R4.b) Urinal Dividers	Install dividers between urinals in men's washrooms and changerooms at five centres where they are currently missing.	Low



	R4.c) Colour-coded Locks	Install large, colour-coded occupancy indicators on all washroom stall locks so patrons can easily and quickly see when a stall is in use (red) or when it is free (green).	Moderate
	R4.d) Enclosures	i) Replace curtained <u>shower areas</u> with fully enclosed shower stalls with locking doors. ii) Remove select lockers to create additional space to install dry private <u>change booths</u> .	High
R5 Increase Safety	R5.a) Safety Strips	Add an easily reachable horizontal and/or vertical push-bar notification that patrons can activate to alert staff in case of need.	Moderate
	R5.b) Safety Sensors	Install motion-detector devices that trigger an alert when no movement is detected for a predetermined period.	Moderate
R6 Add Menstrual Products	R6.a) Providing Menstrual Products	Make menstrual products available in all single-unit washrooms and at the front desk of each NVRC centre.	Low
	R6.b) Disposing of Menstrual Products	Provide private ways to dispose of menstrual items with garbage bins in <u>all</u> washroom stalls no matter their type.	Low
R7 Inform Staff and Patrons	R7.a) Staff information	Strengthen staff knowledge and preparedness to respond to recurring and complex situations involving trans and non-binary patrons, as well as changes to washrooms and changerooms.	Moderate
	R7.b) Patrons information	Develop clear, accessible information for patrons about NVRC facilities, expectations for conduct, and explanations of impending changes.	Moderate



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Appendix A - NVRC Washroom and Changeroom Inventory

The inventory linked [here](#) provides detailed counts and visual summaries comparing the proportion of fixtures in women's and men's washrooms and changerooms with those in all-gender facilities across all 10 centres. The inventory begins with an aggregate overview of percentages across all centres, followed by centre-by-centre breakdowns to support more detailed analysis.

The floor plans linked [here](#) show all 10 centres with washrooms and changerooms colour-coded by type to illustrate the distribution of gender-designated and all-gender facilities. Reviewing these plans helped identify gaps in all-gender access as well as practical opportunities to convert or reconfigure existing spaces to expand inclusive options.



Appendix B - Key Themes and Detailed Notes from Four Patron Booths

C1. Experiences using washrooms and changerooms

Feedback shows that patrons are highly appreciative of the cleanliness and organization of the washrooms and changerooms, while also offering thoughtful suggestions for addressing occasional maintenance delays, maximizing capacity, and enhancing privacy and accessibility features.

C1.1 Cleanliness and Maintenance

- **Positive Cleanliness Feedback:**

- Always Great! Super clean and Awesome 😊 Thank you! (6 other patrons agree)
- It's always clean! (4 other patrons agree)
- Always nice and clean. Sometimes out of paper towels. Why is one still been out of order for a while? (2 other patrons agree)
- I have no issues with the washrooms Thanks! (2 other patrons agree)
- Generally no issues particularly in an aging building (2 other patrons agree)
- Super clean props to Prudeep (1 other patron agrees)
- Clean and organized usually!
- -Always clean 😊 -Large open change area could be good so you don't have to wait for rooms - obv men & women spaces
- Toilets always kept clean and floors kept clean of towels and dirt

- **Maintenance & Improvement Suggestions:**

- Always nice and clean. Sometimes out of paper towels. Why is one still been out of order for a while? (2 other patrons agree)
- When something needs fixing it takes way too long for maintenance to respond
- washing floors - hose is a safety hazard - when washed it is worse as dirty shoes leave more dirt - Dry mop after please

C1.2 Capacity and Availability

- **Capacity Concerns:**

- Not enough family changerooms (5 other patrons agree)
- Only one change bath. Needs more
- -Always clean 😊 -Large open change area could be good so you don't have to wait for rooms - obv men & women spaces
- Not enough washroom



C1.3 Privacy, Accessibility, and Features

- **Inclusivity & Privacy:**
 - Increase privacy for people to change (1 other patron agrees)
 - gender neutral bathrooms / trans friendly
- **Accessibility & Convenience Features:**
 - Easier to open & close doors in the family area would be welcome
 - Clean, Push button access great, Increase change tables
- **Fixture/Appliance Issues:**
 - toilets waste a lot of water They flush repeatedly when sitting + leaning a bit forward

C2. What would make washrooms and changerooms safer, more comfortable, and accessible

Feedback shows that patrons are seeking improvements to make washrooms and changerooms safer, more comfortable, and accessible, focusing heavily on temperature issues, better cleanliness/soap availability, and more family-friendly/inclusive options.

C2.1 Experience and Comfort

This category groups feedback related to the environment, temperature, accessibility, and overall user feeling of the space.

- Gets chilly in the hallway from women's to the pool (4 other patrons agree)
- waiting for family stall is very cold (1 other patron agrees)
- lockers could be replaced (if repurposed) 😊 (1 other patron agrees)
- Sensor for doors no push (1 other patron agrees)
- Keep water temperature in women's showers consistent (1 other patron agrees)
- Can we make the showers run for longer?
- It smells bad a lot
- Thank you for your attention I think is good

C2.2 Hygiene, Amenities, and Maintenance

This covers the cleanliness, functional items (like soap and paper towels), and general upkeep of the facilities.

- No soap in the showers! Thumbs down (3 other patrons agree)
- Some concerns with overall cleanliness eg- floors (3 other patrons agree)
- Touchless paper towel dispensers. The push handles get wet and gross (1 other patron agrees)
- be + to toilet paper (1 other patron agrees)
- More changeroom floors cleaner
- Put soap dispensers back in, please (Delbrook)



- More hand sanitizer (like during covid)

C2.3 Inclusivity and Design Features

This focuses on structural changes, policies, and specific features to enhance accessibility and meet the needs of all demographics (families, children, and gender diversity).

- More family friendly rooms with enclosed changing space (7 other patrons agree)
- Little stools in the washrooms for children to use sink (2 other patrons agree)
- Change table in all men's washrooms (1 other patron agrees)
- Remove gender icons on signs and replace with toilet icon
- I want to keep 3 separate options for changerooms -women's - universal - men's
- one single person unisex bathroom
- All unisex washrooms and changerooms + longer stall doors
- Dividers between urinals and more of them
- It would be great to have changerooms for special needs kids + more changerooms please!
- There is not enough shower. I think we can have only one family shower room and several shower



QUESTION:

What are your experiences using the washrooms and change rooms at North Vancouver community recreation centres?



What works and what does not work?
Describe a recent experience that was out of
How did it impact you?

EASIER TO OPEN & CLOSE DOORS IN THE FAMILY AREA WOULD BE WELCOME!

I have no issues with the washrooms - thank!

Always Great! Super clean and Awesome! Thank you!

NOT enough washrooms

Push buttons access great increase change tables

Super Clean Floors to Prackef

Clean and organized usually!

Always nice and clean. Some towels out of paper towels. Why is one stall dead out of order for a while, built on?

Its always clean!

increase privacy for people to change.

Toilets always kept clean and floors kept clean of towels and dirt!

Toilets waste a lot of water & are annoying. They flush regularly when sitting, leaving a bit more forward.

Generally no issues particularly in an aging building.

Washing floors. Also is a safety hazard. When wet it is soapy, as dirt stays there more. Dry no paper, please.

Not enough family change rooms



When something needs fixing, it takes way to long for maintenance to respond



QUESTION:

What would make washrooms and change rooms at North Vancouver community recreation centres **safer, more comfortable, and accessible for you**



More family friendly rooms with enclosed changing space

little stool in the washrooms for children to use sink

Keep Water Temperature in Women's showers consistent

Can we make the showers run for longer?

Remove gender icons on signs & replace with toilet icon

It smells bad alot

One single person unisex bathroom

be better for

All unisex washrooms and change rooms + longer stall doors

locks could be replaced (if repaired)

Sensor for Doors NO PUSH!

Thank you for your attention I think is good

Gets chilly in the hallway from women's change room to the pool

Some concerns with small cleanliness eg floors

Make Change room floor cleaner

There is no shower I think we can have only one family shower and several showers

touchless paper towel dispensers. The push handles get wet and gross

More hand sanitizer (like during COVID)

nothing to family change room is very cold

I want to keep 3 separate options for change rooms - women's - universal - men's

Put soap dispensers back in, please (induback)

NO SOAP IN THE SHOWERS | THUMBS DOWN

It would be great to have unisex change rooms for special needs kids separate + unisex more washrooms please change

Dividers between urinals & more of them

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REPORT TO NORTH VANCOUVER RECREATION & CULTURE COMMISSION

Meeting date: February 24, 2026
Report author: Heather Turner – Director, Recreation & Culture
Subject: **Director’s update**

This report provides information on staff actions on the strategic plan goals since the last meeting.

Goal: Provide accessible programs and services to enhance the health and wellbeing of individuals and families

Facility accessibility audits

- Audits of ten facilities have been completed; assessing level of compliance with Rick Hansen Certification Standards, BC Building Code – Accessibility Requirements, and CSA Accessible Design Standards. A final report with prioritized recommendations is expected to be available in March 2026 and will inform capital planning.

Financial assistance program review

- The 2026 Priority plan includes a review of eligibility requirements and the application process for financial assistance for individuals to access programs and services. In addition, staff are exploring a partnership with West Vancouver.

Goal: Provide and facilitate a range of recreation and arts experiences that enrich the livability and vibrancy of the North Vancouver communities

Arts & Culture planning:

- The Manager of Arts & Culture is meeting and working with arts organizations and grant recipients to foster partnership, growth, and stability. Celebrating diversity of North Vancouver’s rich heritage and community and facilitating access to experiences and ideas that bring people together is a focus for 2026. Vibrancy, awareness, diversity, and fun have been central to shaping artist residences, gallery displays, cultural events, and cultural celebrations such as Asian Heritage month, and Indigenous History month.
- The Live & Local summer concert series planning is underway with an exciting lineup of over 24 concerts, the most ever delivered.
- The Arts Strategy scope is being refined to draft an RFP for a consultant to facilitate this project.

Harry Jerome Community Recreation Centre:

- The service and program planning is well underway for the new centre, along with the transition from the existing centre to the new. More details regarding the planning will be shared within the next couple of months.

Goal: Collaborate with and complement other recreation and arts service providers

Partnership with Silver Harbour:

- Plans are progressing for joint programs, intergenerational programs and maximizing use of spaces in both Harry Jerome Community Recreation Centre and Silver Harbour.

Goal: Promote community connections and a strong sense of belonging

Increasing social connection through recreation and culture:

- Work is underway to strengthen our strategic focus on social connection across programs, services, facilities and adjacent outdoor spaces informed by two information sessions hosted by North Shore Immigrant Inclusion Partnership Committee in fall 2025. Presentations by Statistics Canada and Simon Fraser University of Health Sciences highlighted the vital role of social connection in health, wellbeing, belonging and community, underscoring our essential role in fostering connection opportunities in community centre and outdoor spaces.

Goal: Encourage all residents to recognize and appreciate the value of community recreation and arts

North Shore News Readers Choice Awards

- The *North Shore News* announced the winners of its [2026 Readers Choice Awards](#) on February 11, 2026 and NVRC has again been recognized by the community three times.
- Delbrook Community Recreation Centre was voted 'Favourite Recreation Centre' for the eighth year in a row and received a special Platinum Award for being the favourite for more than five consecutive years. Karen Magnussen Community Recreation Centre and West Vancouver Recreation Centre were the other finalists in the category.
- Centennial Theatre was voted 'Favourite Performing Arts Theatre' for the sixth year in a row and won a Platinum Award. The other finalists this year were Kay Meek Arts Centre and Presentation House Theatre.
- You can read more about this recognition in the News & Stories section of NVRC's website: [Thank you! NVRC wins three 2026 North Shore News Readers Choice Awards](#)

NVRC in the news:

- The *North Shore News* highlighted NVRC's Family Day activities:
 - February 10: [Here are some fun Family Day activities on the North Shore](#)

Website stats for 2025:

- NVRC's website saw 9.8 million views in 2025, up 5.8% from 2024.
- Promotion of NVRC's Fitness page and Fitness Centre Services page resulted in 46.3% and 28.5% increase in respective views.
- Arts & Culture page views increased by 13.7%, Centennial Theatre page views by 11.8%, Live & Local summer concert series page views by 40% and Public Art page views by 15.8%.

Social media stats for 2025:

- Social media posts had over 4.4 million impressions; a 401% increase from 2024. Post clicks were up by 211%, post likes and reactions increased by 10.3% and comments increased by 22%. Followers across all social media accounts increased by 12.7%.
- NVRC's top posts averaged 1,200 engagements which is 580.2% higher than other municipal recreation social media accounts (West Van Rec and Recreation Burnaby accounts). Our audience size is also approximately 1,200 followers higher than these other municipal recreation accounts.

Stories & newsletters stats for 2025:

- Fifty-five stories were published in the News & Stories section of the website in 2025, a 90% increase over 2024. The top stories for the year were about NVRC's December holiday events and activities, Toddler & Me parent participation play-based program, Lynn Creek Community Recreation Centre opening, Family Day programs and activities, summer outdoor fitness, and Youth Week events and activities.
- Eighty-seven email newsletters were distributed in 2025 (Rec News, Arts News, Centennial Theatre News, Tennis News and weekly community events listing).

Goal: Maximize the potential of a successful partnership between the City of North Vancouver and the District of North Vancouver

Cost sharing review:

- A staff working group comprised of CNV and DNV General Managers (GMs) of Finance and the NVRC Director and Manager of Finance has had numerous meetings to explore and assess the various options for the basis of operating cost sharing. At the last meeting with the CAOs on this matter, there was consensus that the work is on the right track. Once the GMs and CAOs are aligned on their preferences, a report will be provided to the Commission. The ultimate decision on the basis for cost sharing lies with both Councils.

Event permitting process:

- The transfer of the event permit process to CNV and DNV is underway. In late 2025, it was agreed that communities were best served by the District and City taking over the responsibility for issuing permits for public, commercial and private events organized by other parties in parks and other outdoor public spaces as the authority to grant the permit lies with the City and District. This change will lead to an improvement in customer service, increased public safety planning, and allow NVRC to focus on delivering core programming.



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