

Accessibility



Responsible impact isn't just a catchphrase, it's how we operate. Through our events, experiences, and operations, we purposefully create a better world. Our collective responsibility includes acting on principle and doing what's right—not because it's easy, but because—through our actions—we believe we can help build a world of balance, belonging and equity.

Each day is an opportunity to create a safe gathering place for all who enter our doors. At the CalgaryTELUS Convention Centre (CTCC) we are committed to providing an inclusive environment for all guests of all abilities. Continuous improvements are made to our facility as areas are renovated and updated ensuring our space is accessible to all. This is why we have partnered with a local accessibility advocate, Nabeel Ramji, co-founder of Pedesting, to provide our team with advice on providing barrier free spaces. His guidance and mentorship has allowed us to think of our space differently and challenge ourselves to be a more inclusive space for all.

Here are the ways we are creating an accessible environment for you and your delegates.

Navigation

The CTCC has partnered with Pedesting, an app that can help people with any ability, tourists and parents with strollers avoid barriers, such as stairs, and find accessible routes to their destinations. Pedesting provides convenient, mobile wayfinding through buildings for all pedestrians. People with vision loss can receive audio directions to assist with navigation. The app can be found on both Android and Apple app stores.

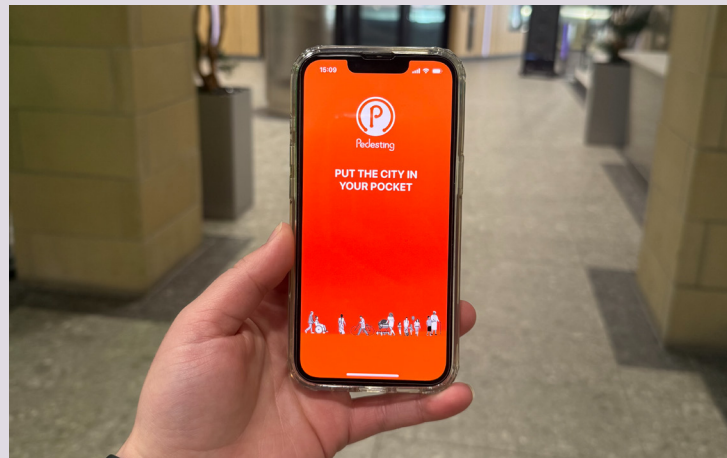
Podiums

Adjustable podiums are available to meet the requirements of any speaker, whether standing or in a wheelchair.

[Specifications can be found here](#)

Restrooms

All restroom facilities are equipped for wheelchair accessibility including motion-enabled soap, water and dryer stations. In coordination with event planners, client area restroom facilities can be converted to gender neutral upon request.



Accessible, All-persons Washroom

Located on the main floor of the North Building beside the general washrooms, is a new all-persons single stall washroom. Designed with a larger wheelchair turning radius to aid individuals with larger motorized wheelchairs, the washroom is also equipped with additional safety features and an adult change table for the use of caregivers.

Food and Beverage

Customized menu options are available to address dietary concerns while hosted meals include menu cards indicating Dairy Free, Vegan, Vegetarian and Gluten Free options to meet dietary restrictions.

Adaptable Cutlery

Designed to improve the eating experience, adaptable cutlery that include larger grips, weighted handles, and bendable ends, universal cups, cup holders and soft non-slip grip adaptors for standard cutlery is available.

Wheelchair Availability

The Calgary TELUS Convention Centre has a limited number of wheelchairs that can be rented on a first-come, first-serve basis. Please contact a member of our Guest Services Team for further information.

Event setup

Event Managers are here to assist you in accommodating all your guest's requirements. From standard set-ups that account for wheelchairs, to priority seating for those with visual and hearing impairments, we can adjust all layouts to address delegate accessibility.

Accessible Registration Desk

With a lower desk height and ample room for a wheelchair approach, our accessible registration desk is a great addition to any registration area.

Building Access and Doorways

In most cases, exterior and high traffic interior doors, have been replaced with automatic doors and external entry points equipped with touchless automatic door sensors. All entry points to meeting rooms are wide enough to accommodate wheelchairs and scooters. All client and public access floors are accessible via elevators and escalators.

Elevators

All meeting rooms are accessible via elevators that are equipped with braille. Elevators are equipped with bumper safety systems and with buttons at a height accessible from a wheelchair or scooter.



Employee Training

To support the efforts to improve the event experience by all guests, the CTCC provides continual training in understanding potential guest accommodations, eliminating barriers, and enhancing accessibility assistance procedures.

Emergency Procedures

In the event of an emergency, the CTCC is equipped with strobe and sound alarms. Security personnel are all trained in emergency first-aid and fire/safety procedures, with access to a fully equipped first-aid room in each of our buildings.

General Accessibility

Public entry points are fully accessible. Vehicle drop-off point is located on 9th Avenue SE, on the east of the Marriott Hotel. Those arriving by Public Transit can exit on the Centre Street (Eastbound) or 1st (Westbound) stations and proceed barrier free to the main doors off Stephen Avenue.

Guest Services

Guest Services staff, volunteers and other public facing personnel are trained to assist people with all abilities in navigating and visiting our facilities by providing them the same exceptional service as others.

Visit them on the main floor of the North Building or by calling (403) 261-8500 for assistance.

Sensory Support Kits

The changing landscape of delegates who attend events in our space caused us to pause and think how we can better support those who may not be as comfortable attending large events. Provided through Autism Canada, the CTCC has a limited quantity of sensory kits loaned free on a first-come first-serve basis for use in our facility. Consisting of tactile and sensory items designed to support efforts to calm and self-regulate during times of emotional or stressful situations. Kits are available through Guest Services.

Parking

The CTCC has an on-site underground parking garage in the North Building with 7 accessible stalls. It is connected to the main floor of the North Building via an elevator equipped with braille and foot levers.

Service Animals

Qualified guide and service animals are welcome at the CTCC. Service animals are defined according to the Accessible Transportation for Persons with Disabilities Regulation (ATPDR) as an animal that has been individually trained by an organization or person specializing in service dog training, and performs a task to assist a person with a disability with a need relative to their disability. Animals or pets that are not service animals are not allowed without written permission by the CTCC.



Wayfinding Signage

Wayfinding throughout the CTCC has been updated and as part of ongoing improvements, special consideration was placed on using contrasting colours and universally recognized symbols to assist direction, with buttons positioned within easy access for those in wheelchairs and scooters. Upcoming improvements to meeting room signage will include braille.

Website

We are committed to improving access to our website by addressing current challenges and implementing appearance, functionality and content changes to improve accessibility. Updates to our social media policy will also make accessibility an important part of our strategy moving forward.

