

# Mapping Access: Confronting Ableism and Advocating for Collective Access Through Accessibility Maps

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## Introduction

Public spaces like Union Station's Bay Concourse serve thousands of people daily who depend on the station to access work, school and other essential services. However, **disabled individuals face barriers in accessing** the concourse.

This project examines accessibility using the **social model of disability**<sup>1</sup>, which views disability as a result of societal barriers, not individual impairments. Moreover, it uses **the universal design**<sup>2</sup> principle and a **disability justice**<sup>3</sup> framework.

**Goal of this work:** to document and analyse existing accessibility features, barriers and opportunities for change to create inclusive for all

## Methods

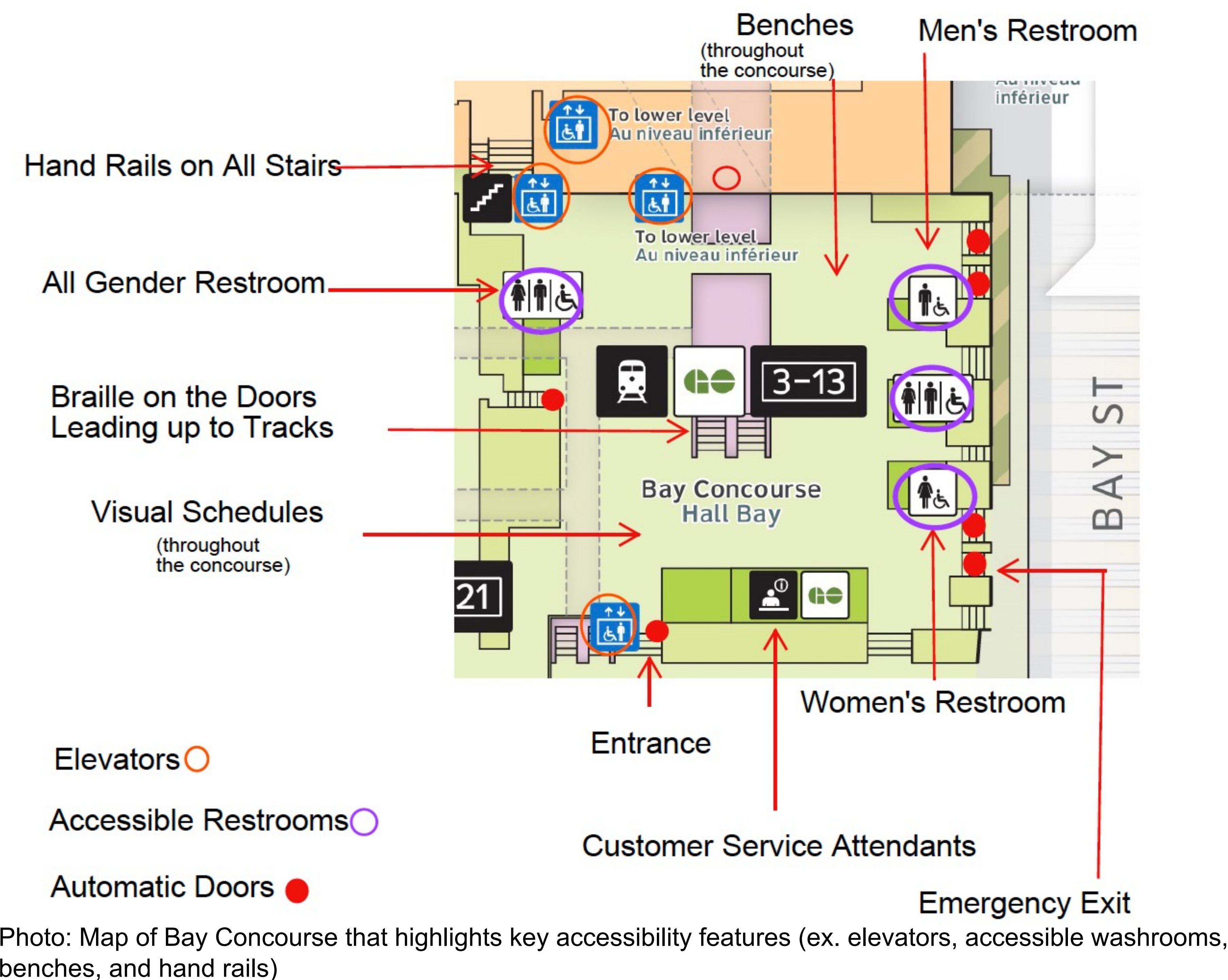
### Site Audit:

Conducted 3 site visits & documented accessibility features and barriers

**Community Conversations**<sup>4</sup>: Qualitative Interviews with disabled commuters about their experiences using Bay concourse

**Intersectional Access Analysis:** Analyzed Bay concourse accessibility through an intersectional lens that rejects the compliance model of access

## Accessibility Map



## Conclusions

This project revealed how **Bay Concourse's design reinforces systemic ableism** through physical/sensory/cognitive barriers, oppressive digital exclusion and administrative neglect

i) **"Nothing About Us Without Us" Principle**<sup>4</sup>  
Current designs ignore disabled lived experiences & don't include them in the design process

ii) **Beyond the Compliance Model**<sup>5</sup>  
AODA checklist standards fail to address Intersectional barriers or to implement universal design

## Next Steps

1. The creation of a **dedicated accessibility map** for Bay and other concourses
2. Advocate for comprehensive **intersectional** accessibility improvements
3. Include disabled people in **all design processes** and as access & compliance officers<sup>5</sup>

## References & Acknowledgements

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## Key Findings: Barriers to Access

Physical	Sensory & Cognitive	Systemic Ableism
Elevator outages	Lack of quiet spaces, bright fluorescent lights	Website: states "For barrier free access to platforms, use York Concourse" (forced segregation)
No tactile paths for blind users (despite braille on some doors)	Screens with schedules mounted at 6+ feet high, excluding wheelchair & low-vision users	No real-time updates on accessibility status & dismissive staff
Broken automatic doors	Small fonts in signage	Economic barriers due to unaffordable fares