

# Universal Change Rooms

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## Improving patron experience with universal change rooms

### BACKGROUND

The **LGBTQ+** community & **people with disabilities** experience higher rates of chronic diseases & health concerns (*i.e. diabetes, hypertension & limited mobility*)

Unfortunately, both experience significant barriers to physical activity:

1. Locker rooms are the *most traumatic space* for LGBTQ+ individuals
2. *Inaccessible built environments* are a significant barrier for those with disabilities (*i.e. doorways too narrow for wheelchairs*)

### PURPOSE

The purpose of this report is to better understand patron knowledge, perceptions, and experiences with universal change rooms in the UBC Aquatic Centre through distribution of surveys

### PARTICIPANTS

#### Inclusion Criteria:

All users of the universal change room

#### Sample Characteristics:

Gender: 63% women  
Age: 50% aged 19-30 years  
Ethnicity: 63% Caucasian  
Employment: 44% were students  
Education: 69% held a Bachelor's degree or higher



### METHODS

Study was introduced via a loose script

A 21-item in-person survey was used to gather data, using:

- **Qualitative** → multiple choice & open-ended questions
- **Quantitative** → 5-point Likert Scale

Descriptive thematic and statistical analyses were completed



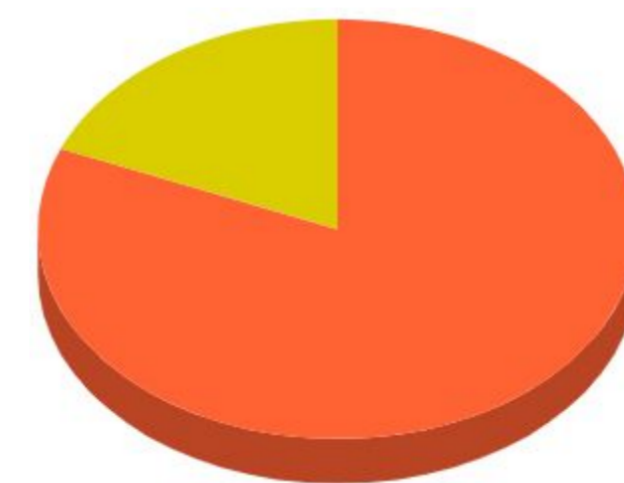
### RESULTS & DISCUSSION

#### PRIVACY

An integral part of feeling comfortable in facilities, important for:

1. Those who feel self-conscious changing in front of others
2. LGBTQ+ community members

**80% of participants said they use the universal change rooms because they like the private stalls**



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#### SAFETY

Participants shared that they felt safer & more accepted when using universal change rooms

1. Many LGBTQ+ individuals stop participating in activities they enjoy due to anxiety using gender segregated bathrooms
2. Changing stalls were larger → important for safe accessibility for those with mobility issues, wheelchairs, caregivers, etc.

*"I didn't feel stared at in the universal change rooms"*



### CONCLUSION

This research displayed the **general demographics of users**, portrayed two main themes; **privacy & safety**, and brought to light **areas of improvement** for the universal change rooms at UBC

Future research should:

- **Include more options for survey questions** → better reflect participants
- **Survey non-users** → to understand why some people choose not to use the universal change rooms
- **Collect larger samples** → to better generalize to greater population

### RECOMMENDATIONS

Based on participant suggestions and comments, the following are recommendations drawn from our research:

- Code of Conduct of Behaviour
- Bigger & more lockers
- More changing stalls
- More showers
- Cleaner facilities



### REFERENCES

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