



This guide outlines minimum standards, best practices, and actionable steps to create inclusive washrooms and facilities that prioritize safety, accessibility, equity, and compliance with occupational health and safety standards.

## WHY USE THIS GUIDE *Business, legal, and safety justifications*

- **Dignity, safety, and retention:** Access to a washroom is a basic physical need at the core of human dignity, and is a protected right at work. Inclusive facilities reduce the risk of harassment and help workers stay on site and on the job. Universal Design choices (such as inclusive washrooms) benefit many others as well (parents, workers with disabilities, people with caregivers, etc.).
- **Human rights:** Trans and nonbinary workers should have the right to use washrooms and changerooms that match their lived gender identity, like everyone else.
- **OHS expectations:** Inclusive, clean, and accessible washrooms are a core safety requirement. Without them, workers risk illness, harassment, and physical injury from having to avoid or rush to facilities.
- **Site compliance:** In BC, specified construction sites (25+ workers) must provide flush toilets, handwashing, and clean washrooms. Similar rules exist across Canada via OHS and building codes—check your jurisdiction.
- **Gendered spaces:** The recommendation to add Gender Neutral Washrooms is not to remove all gendered washrooms. Gendered spaces are important to many people for many reasons. Adding a gender-neutral option ensures that everyone feels safe and is treated with dignity.

## WHAT “GOOD” LOOKS LIKE *Minimums to aim for*

- At least one accessible, gender-neutral washroom and changeroom in **every** building and site (fixed or temporary). This may be an accessibility washroom, but it should be centrally located. Design for privacy and security.
- Access policy that explicitly affirms the **right of all employees** to use the washroom or changeroom that aligns with their lived gender.
- **Privacy-first** construction: Full-height partitions/doors with minimal gaps and occupancy-indicator locks.
- **Universal design & accessibility:** Use CSA/ASC B651 as the baseline for accessible/universal washrooms, including clear floor space, emergency call system, accessible hardware/signage.
- **Field & mobile:** If plumbed washrooms aren't feasible, provide clean, illuminated, heated portable units with handwashing. Maintain OHS standards.



## STEP-BY-STEP IMPLEMENTATION *Responsibilities, timelines, and outcomes*

### 1. Commit + Establish a Baseline

**Responsible:** Human Resources / Facilities / Health, Safety & Environment

- Inventory every site (fixed, temporary, remote): Count facilities, type (plumbed/portable), distances, privacy level, accessibility, menstrual product availability, and cleaning cadence.

**Deliverable:** Facility coverage map + gap list.

**Success:** 100% sites assessed. Leadership sign-off on remediation plan.

### 2. Policy + Awareness

**Responsible:** Human Resources / Legal

- Issue a one-page policy: “Employees may use washrooms, locker rooms, and showers consistent with their gender identity.” Include anti-harassment enforcement.

**Deliverable:** Signed policy + FAQs for supervisors.

**Success:** Policy used for onboarding and included in employee handbooks. Supervisors trained.

### 3. Design Standards for Fixed Sites: Retrofits or New Build

**Responsible:** Facilities / Legal

- **Single-user “universal” washrooms**, adhering to CSA B651 guidelines: Clear space, emergency call, accessible signage/hardware, in a central location.
- **Multi-stall gender-neutral washroom**, where feasible: Floor-to-ceiling stalls, indicator locks, and a duress alarm in the common area.
- **Signage:** Designate all single-stall toilets and accessibility icons. Use signage to indicate which facilities are in the washroom (toilet, urinal, shower, change table).
  - Poster 1: Inclusive Washroom Policy Poster, for use in all washrooms
  - Poster 2: Fixture-based Washroom Signage, for use in all washrooms
  - Additional resources: [Egale](#)
- **Supplies:** Enclosed bins in every stall, menstrual products in all washrooms, door hooks/shelves, good ventilation/lighting.

**Deliverable:** Standard details for architects/vendors.

**Success:** Privacy-first layouts adopted as default.



## 4. Design Standards for Field, Remote, and Temporary Sites

**Responsible:** Site Managers

- Review Occupational Health and Safety Codes relevant to the site location(s) (i.e., federal or provincial code). For example, for BC “specified sites” (25+ workers), provide flush units and handwashing in accordance with the new OHS requirements. For smaller/remote sites, provide high-quality portable units meeting privacy, sanitation, lighting, and heating standards. ([WorkSafeBC](#), [CCOHS](#))
- Ensure **at least one accessible, gender-neutral washroom unit** at each site and in each active work zone. Ensure this is centrally located.
- **Signage:** Designate all single-stall toilets and accessibility icons. Use signage to indicate which facilities are in the washroom (toilet, urinal, shower, change table).
  - Poster 1: Inclusive Washroom Policy Poster, for use in all washrooms
  - Poster 2: Fixture-based Washroom Signage, for use in all washrooms
  - Additional resources: [Egale](#)
- Include maintenance Service Level Agreements (cleaning frequency, consumables, winterization).

**Deliverable:** Vendor contracts + site placement plans.

**Success:** 100% active sites show compliant, clean, privacy-first coverage.

## 5. Operations, Training, and Reporting

**Responsible:** Health, Safety & Environment / Human Resources

- Establish and communicate an **anonymous reporting** channel for vandalism, misuse, or inappropriate behaviour (e.g., poster in washroom with QR code, facilities contact number, hotline, etc.)
- Develop a response Standard Operating Procedure (SOP) to document and resolve issues related to safety, vandalism, misuse, or inappropriate behaviour.
- **Training:**
  - How to respond on the spot: Stop any harassment or “gender policing,” and restate the rule.
  - How to document and escalate: Record objective facts (what, where, when, who is involved), classify the issue (safety hazard, vandalism, harassment), and follow the SOP for rapid escalation to Facilities/HSE/HR with clear response timelines.
  - How to protect people reporting: Maintain confidentiality, prohibit retaliation, communicate outcomes in a privacy-safe way, and close the loop so the reporter knows the issue was addressed.

**Deliverable:** Response SOP + Incident log

**Success:** Reported issues resolved quickly and without retaliation



## 6. Communications & Change Management

**Responsible:** Communications / Human Resources / Site Managers

- Launch a simple communication tool, e.g., that covers: “Why we’re upgrading washrooms,” “How to use a gender-neutral washroom”, “What to expect during retrofits”, and site maps.
- Introduce policy and facilities updates during regular communications and checkpoints, such as weekly huddles / Toolbox Talks. Clarify etiquette: don’t police others’ gender; use facilities and move on. (See Toolbox Talk Tool).

**Deliverable:** One-page communication instructions.

**Success:** Reduced complaints; increased satisfaction in pulse checks.

## 7. Monitoring & Accountability

**Responsible:** DEI / Human Resources / Health, Safety & Environment

**Track quarterly metrics:**

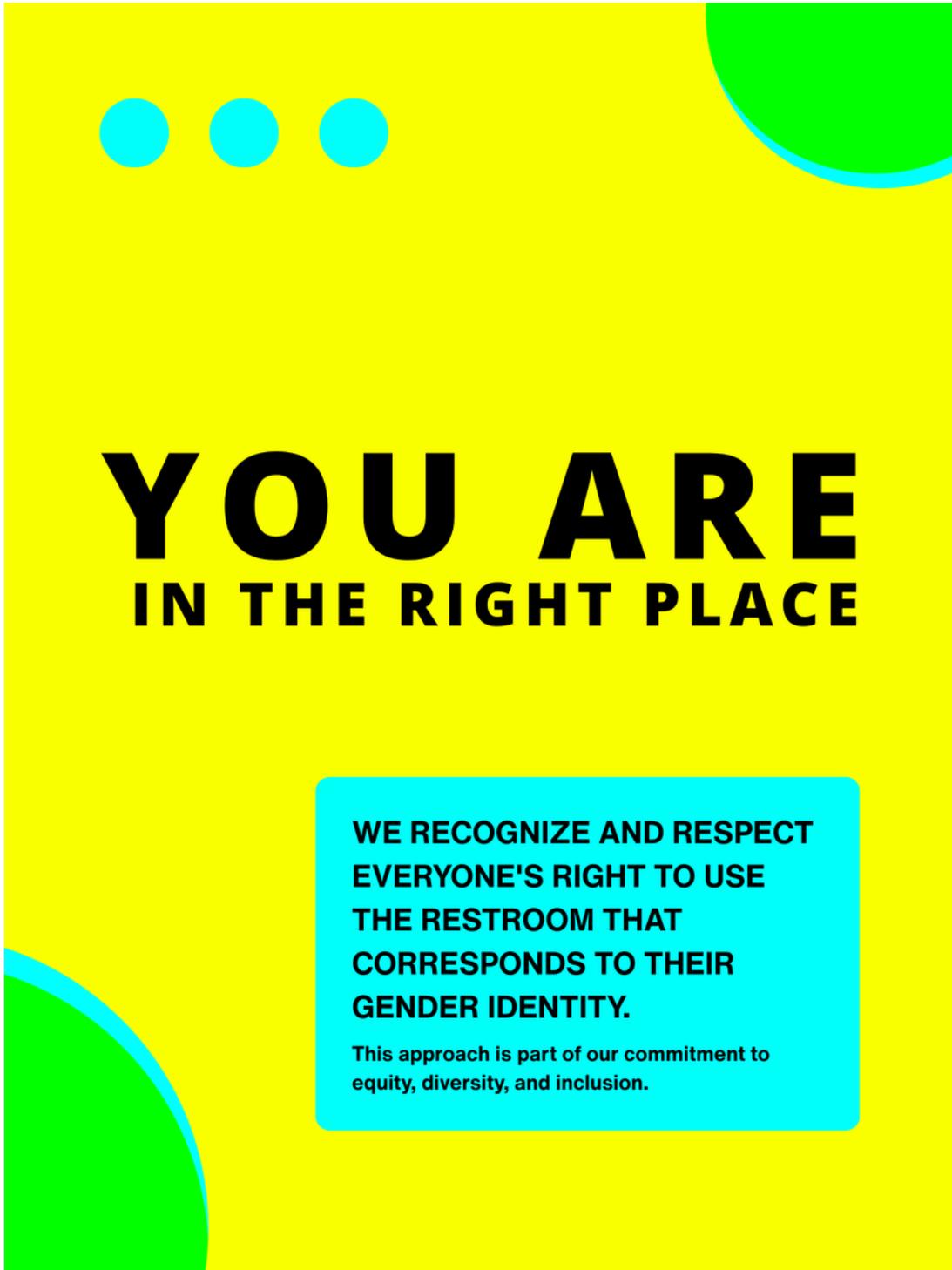
- Coverage: Number of sites with number of gender-neutral washrooms.
- Quality: Cleanliness, supply stock, etc.
- Safety & culture: Incident reports tied to facilities and time-to-resolution.
- Experience: Anonymous survey item (“I can access a private, safe washroom when I need to.”)

**Deliverable:** Review and publish the results internally for continuous monitoring.

**Success:** 100% active sites meet the minimum standard



**POSTER** *Inclusive Washroom Policy, for use in all washrooms*



# **YOU ARE IN THE RIGHT PLACE**

**WE RECOGNIZE AND RESPECT  
EVERYONE'S RIGHT TO USE  
THE RESTROOM THAT  
CORRESPONDS TO THEIR  
GENDER IDENTITY.**

**This approach is part of our commitment to  
equity, diversity, and inclusion.**



**POSTER** *Fixture-based Washroom Signage, for use in all washrooms*

