The background features a vibrant, abstract composition of overlapping circles and organic shapes in various colors including orange, green, blue, red, pink, and purple. Some of these shapes contain patterns of small dots or speckles. The overall effect is dynamic and colorful.

Designing Worlds We Can Live In
Inclusive Design in Practice



inclusive design
research centre

Grow new inclusive design and development practices

Teach the principles and techniques of inclusive design

Create tools that others can use and contribute to

Advocate for inclusion in policy and standards



Technology & Inequity

Inequality is growing

- 85% of post-2008 economic growth was pocketed by the richest 1%
- The U.S. ranks 35th out of 37 OECD countries in terms of poverty and inequality
- **More than 1 in every 8 Americans are living in poverty**
- **Only 64% of U.S. voting-age population was registered to vote in 2016**—a smaller share of potential voters than just about any other OECD country



“The United States is one of the world’s richest, most powerful and technologically innovative countries; but neither its wealth nor its power nor its technology is being harnessed to address the situation in which 40 million people continue to live in poverty...

Much more attention needs to be given to the ways in which new technology impacts the human rights of the poorest Americans.”

- Philip Alston, UN OHCHR Report on extreme poverty and human rights



“Technology is ‘the way things
are done around here.’”

- Ursula Franklin, *The Real World of Technology*, 1989

Technology as entanglement

- Inclusive of buildings, governance, values, practices, bodies, mechanisms—*the way things are done around here*.
- HCI research is premised on a foundational “cut” —human and computer. (What forms of human are produced from this difference?)
- Franklin, on the other hand, sees that social practices and computation are endlessly entangled, simultaneously constitutive of and constituted by each other

Karen Barad, **agential cut**: any act of observation [and ontology] makes a cut between what is included and excluded from what is being considered. “Posthumanist Performativity: Toward an Understanding of How Matter Comes to Matter” *Signs: Journal of women in culture and society* 28, no. 3 (2003): 801–831.



**Local knowledge and lived
experience aren't resources to be
extracted by UX research**

The Unrecognized Technology Pioneers

- Disability forces us to rethink our values and roles on research
- People with disabilities often express how they've been studied, subjected, and told what's best for them all their lives – the medical-deficit model takes away agency and decision-making
- **Nothing about us without us!**
- Alan Cooper, etc. “Users don't know what they want and couldn't express it anyway.” – **Not true here!**
- Non-normative experience is by necessity reflective—when the world doesn't fit you, you have to constantly adapt, and are often deeply aware of what you need. “If only...”

Inclusive Design is design that considers the **full range of human diversity** with respect to ability, language, culture, gender, age and other forms of human difference.

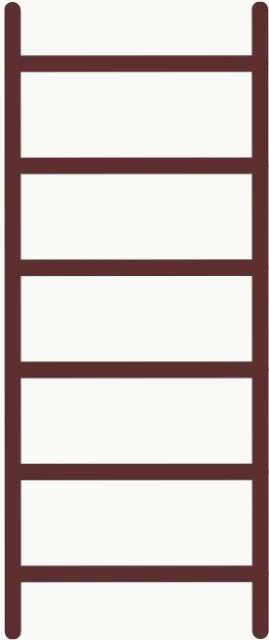
Inclusive Design

- Not an outcome, but a **way of working**
- Accessibility is one potential outcome, but there are others (e.g improved usability, greater resiliency and responsiveness to change)
- Involves a shift away from looking at isolated products and towards the **recognition of larger effects and systems**
- Emphasizes **participation, creativity, and shared decision-making**



Instead of products, we're
designing *places*.
From usability to *quality of living*.

Ladder of participation



- People-led: **Doing with people**
- Partnership:
- Consulting: **Doing for people**
- Informing:
- Prescribing: **Doing to people**
- No participation:



“Participation is... citizen power. It is the redistribution of power that enables the have-not citizens, presently excluded from the political and economic processes, to be deliberately included in the future. It is the strategy by which the have-nots join in determining how information is shared, goals and policies are set... resources are allocated, programs are operated, and benefits... are parceled out. In short, it is the means by which they can induce significant social reform which enables them to share in the benefits.”

- Arnstein, Sherry. (1969). “A Ladder of Citizen Participation.” AIP, Vol. 35, No. 4, July 1969, pp. 216-224.

**Design is the implicit creation of
governance systems**

Design is the implicit creation of governance systems

Who has power?

Who makes decisions?

How people make their voices heard?

Who gets to write history?



Co-design



Co-design is...

Designing *with*, not *for*

Traditional design process



**Designers decide
who to include**

Traditional design process

**Designers decide
who to include**

Co-design approach

**Prioritizing the
voices of the
“edge users”**

Traditional design process



**Users have one
or a few times to
give input**

Traditional design process

**Users have one
or a few times to
give input**

Co-design approach

**Involving
co-designers
continuously**

Traditional design process



**Designers decide
when and how to
involve users**

Traditional design process



**Designers decide
when and how to
involve users**

Co-design approach



**Co-designers
have a say in their
participation**



Co-design in practice



Platform Co-op Development Kit



cupwsttp
JUSTICE FOR
foodora
COURIERS
FoodstersUnited.ca



sttpcupw
JUSTICE POUR
LES LIVREURS
ET LIVREUSES
de foodora
FoodstersUnited.ca

SANS UN
PAS UN
SEULE ROUE
NE POURRAIT
TOURNER



What is a platform co-op?

—

A digital platform that is designed to provide a service, or sell a product -

What is a platform co-op?

A digital platform that is designed to provide a service, or sell a product - **but is owned and governed by the people who depend on and use it.**



Up & Go



Self-employed Women's Association



The Code Cooperative

Platform Co-op Development Kit

**Working to create digital tools to
assist co-ops in running and
operating their businesses**

Embedded Co-design

Who

Community
partners

What

Working with our
partners to plan
co-design events in
their own communities

Why

Communities already
have their own leaders,
structures, priorities

What we're exploring

A data analytics dashboard that prioritizes workers having control over what data is shared, and with whom

A tool that matches service providers & receivers, that addresses racism & discrimination on the tool

A tool that matches service providers & receivers, that prioritizes worker safety



Inclusive Cities

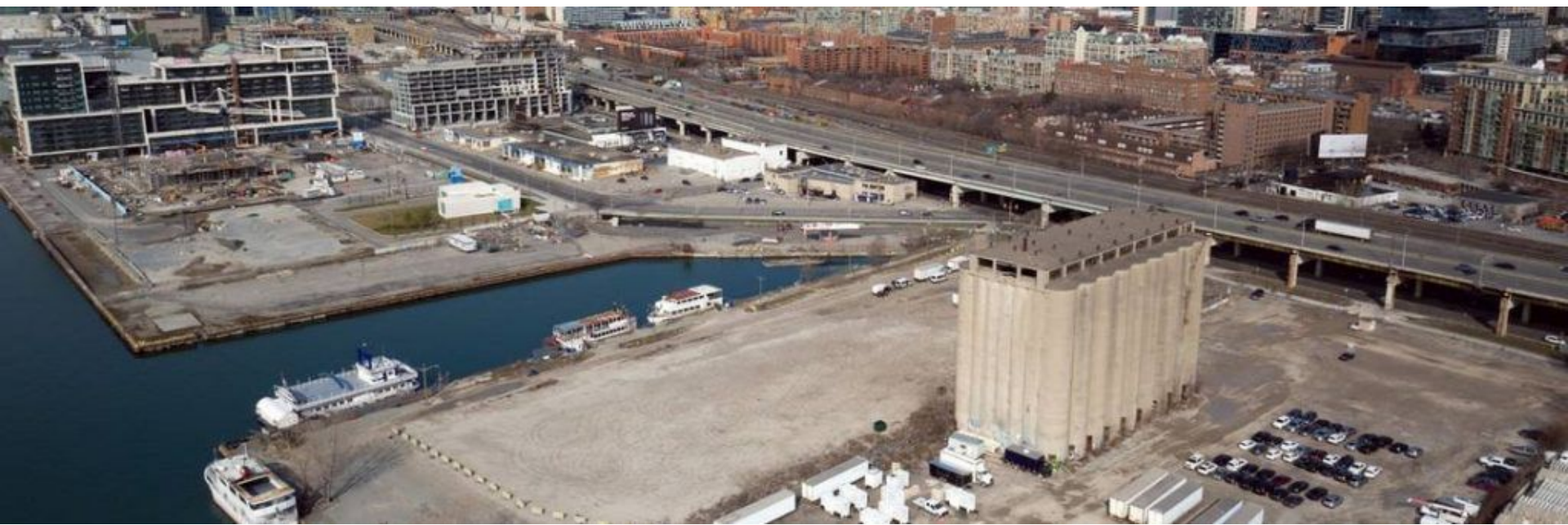
Co-designing Inclusive Cities

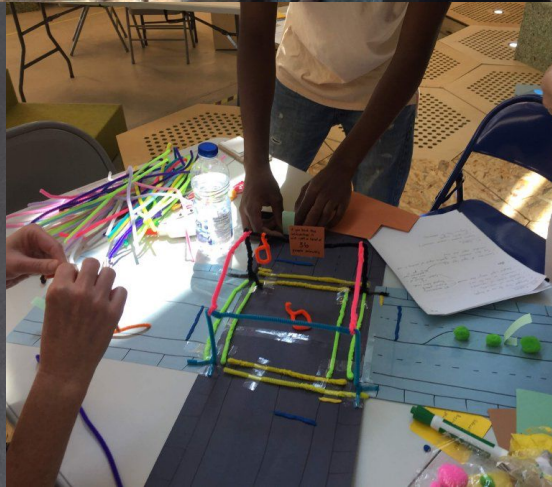
“Cities have the capability of providing something for everybody, only because, and only when, they are created by everybody.”

Jane Jacobs



Join us in co-designing connected cities,
neighbourhoods, and spaces that are more diverse
and inclusive.





Perspectives on Inclusive Design

1. Invite continuous participation
2. Support independence and creativity
3. Include many voices—and give them new ways to speak
4. Design for interconnectedness

Some questions to ask

- Who isn't here, and how can we include them?
- How can we give those most affected by this decision the power to (re)make it?
- How can we support serendipitous and unexpected use and repurposing?
- What communities might arise from this design choice?
- What impacts might occur as a result of this decision?

Thank You