

## Attachment 1

### *Summary of Promising Practices in Public Toilet Provision as Identified in Literature Scan and Case Study Research*

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Staff conducted a rapid literature scan to understand municipal approaches to public toilet provision. Research highlighted that increasing the number of safe and clean public toilets improves access to basic sanitation and enhances livability, especially for vulnerable populations. To supplement research findings, staff also engaged with the staff at the Cities of Edmonton, Vancouver, Victoria and Winnipeg to delve deeper in to their experiences in the provision of public toilets. Most municipalities shared that they face significant challenges in addressing gaps related to public toilets, including relating to jurisdiction, infrastructure, and funding. With the exception of the Cities of Edmonton and Vancouver, other municipalities have not completed work on a “standalone” city-wide washroom strategy, and staff shared that the interdepartmental nature of toilet provision can make coordination a challenge. Of note, the core project team will continue to engage with staff at other municipalities throughout phases 3 and 4 of the City-wide Toilet Strategy. Examples of promising practices identified both in the literature review and in case study research included:

- **Community Engagement:** Engage community members in the planning of public toilets to understand distinct needs related to the design, location, and hours of operation of public toilets to ensure they meet the specific needs of the community. This was also seen to facilitate community support for public toilets.
- **Community-Centered Design:** Ensure that toilets and washroom facilities are designed to meet identified needs of the community. The use of universal design principles were identified as a promising practice to ensure that toilets meet a variety of needs, including for people living with disabilities, families, and seniors.
- **Safety Enhancements:** Implementing measures like additional lighting within and around washroom facilities, incorporating technology such as emergency call buttons, and enhanced monitoring or attendant services can help to ensure user safety. Staff shared the importance of locating toilets in areas that are well-lit and well-used, to ensure adequate visibility and prevent vandalism. The use of durable materials, such as stainless steel design, was perceived to limit recurring maintenance issues.
- **Innovative approaches:** explore possibilities to create “more than a toilet,” particularly for equity-denied groups that face barriers to hygiene services beyond just toilets, such as people experiencing homelessness. Examples included pairing low-barrier employment opportunities to washroom services, to provide washroom patrons with access to resources, connection to services, and ensure toilets remain clean, well-maintained, and well-supplied.
- **Public-Private Partnerships:** Examples of public-private partnerships that enhance access to toilets included Community Toilet Schemes, wherein local governments provide a subsidy or in-kind resources to participating businesses who open their toilets to members of the public without requiring a purchase. Other examples of public-private partnerships included partnering with local non-profit service providers to enhance access to toilets for specific target populations.