Regional Accessibility Advisory Committee

Date: March 21, 2025

Time: 9:00 am

Location: CSRD Boardroom

                 555 Harbourfront Drive NE, Salmon Arm

Pages

1.   **Land Acknowledgement**

We acknowledge that we are meeting in service to the Columbia Shuswap Regional District which is on the traditional and unceded territories of the Secwepemc, Syilx Okanagan, Sinixt and Ktunaxa Nation. We are privileged and grateful to be able to live, work and play in this beautiful area.

Declaration on the Rights of Indigenous Peoples Act
Article 37:

1. Indigenous peoples have the right to the recognition, observance and enforcement of treaties, agreements and other constructive arrangements concluded with States or their successors and to have States honour and respect such treaties, agreements and other constructive arrangements.

2. Nothing in this Declaration may be interpreted as diminishing or eliminating the rights of indigenous peoples contained in treaties, agreements and other constructive arrangements.

2.   **Call to Order**

3.   **Adoption of Agenda**

4.   **Adoption of Minutes**   1

5.   **Discussion**

5.1 Suggested Headings in an Accessibility Plan

1. Introduction

2. Framework Guiding Our Work (Accessible BC Act, other legislation, etc.)

3. Our Committee

4. Consultation (what was done, who was consulted, how we did it, key themes)

5. Feedback Mechanism

6. Barriers Identified (what we found, what we heard, what did we do/action)

7. Three-year Plan (priority of goals)

8. Monitoring and Evaluation (annual reporting?, review and evaluation schedule)

9. Conclusion

10. How to give feedback

11. Appendices (if any)

5.2 Examples of Accessiblity Plans

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Attached are Accessiblity Plans for: The Province of BC, Northeastern BC Accessiblity Collaborative (Peace River RD, et al), Squamish-Lillooet Regional District (Draft), and Strathcona Regional District.

5.3 Examples of Accessibility Surveys

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Attached are: Regional District of North Okanagan's blank survey and Thompson Okanagan Regional District's survey results

6. Next Meeting

7. Adjournment

Regional Accessibility Advisory Committee

Date:	March 7, 2025	
Time:	9:00 am	
Location:	CSRD Boardroom	
	555 Harbourfront Drive NE, Salmon Arm	

Members Present	J. Casey^	Committee Member
	J. Paul^	Committee Member
	A. Khan (Chair)	Committee Member
	C. Sebelius^	Committee Member
	M. Reynard^ (Vice Chair)	Committee Member

Members Absent	R. Harris	Committee Member

Staff Present	J. Sham	General Manager, Corporate Services (Corporate Officer)

^electronic participation

1.   Land Acknowledgement

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Declaration on the Rights of Indigenous Peoples Act

Article 35 - Indigenous peoples have the right to determine the responsibilities of individuals to their communities.

2.   Call to Order

CSRD General Manager, Corporate Services called the meeting to order at 9:03 AM.

3.   Introductions

Each Committee member introduced themselves.

4.   Elections

4.1   Election of Chair

Armanul Islam Khan is the Chair for the Committee by consensus.

4.2 Election of Vice Chair

Maya Reynard is the Vice Chair by consensus.

5. Adoption of Agenda

Adopted by consensus.

6. Adoption of Minutes

None.

7. Discussion

CSRD General Manager, Corporate Services gave a brief overview of the purpose of the Committee and regional scope of the Accessibility Plan. The Committee discussed a public survey to better focus on areas of support. The Committee will bring ideas to the next meeting regarding survey questions and other ideas for inclusion into a draft Accessibility Plan.

8. Next Meeting

Friday, March 21, 2025 at 9 AM Pacific Time.

9. Adjournment

Meeting adjourned by consensus at 9:40 AM.

_____   _____
Corporate Officer   Chair

AccessibleBC:
B.C.'s Accessibility Plan

2022/23–2024/25

Contents

Message from the Premier

Our government is taking action to create a more accessible and inclusive British Columbia. More physical, virtual, and attitudinal barriers need to be removed. Our province is better when everyone, regardless of ability, is able to participate fully.

AccessibleBC builds on our government's longstanding commitment to a diverse province that works for everyone. It complements existing government priorities, such as the commitment to inclusive economic growth in StrongerBC, the government's economic plan.

AccessibleBC is a significant advance in our ongoing work to implement our province's new accessibility act. We know there is still more to do. The proposed actions in this plan give us a starting point. We will adapt these priorities as we hear from people. In the spirit of "**Nothing About Us Without Us,**" we will continue to work with people with disabilities and the broader community to ensure the lived experience of people is at the heart of our work.

John Horgan
Premier of British Columbia

Message from the Minister

The Accessible B.C. Act was the first bill I introduced in the Legislature following my appointment as Minister. I was so pleased to see this important bill come into force June 17, 2021. The new law provides the legal framework by which government, in partnership with people with disabilities and the broader community, will continue to work to identify, remove, and prevent barriers to the full and equal participation of people with disabilities in B.C.

We know the goals of this new Act can only be achieved if government and community continue to work together to realize a more accessible and inclusive future. That's why I am pleased to introduce AccessibleBC, government's accessibility plan for 2022-2025. Along with our work to establish government's new Provincial Accessibility Committee, and our ongoing work to improve channels for people to provide feedback to

government about accessibility, this plan outlines how government ministries will seek to continue to embed a commitment to accessibility into their work. AccessibleBC is a step forward, but we know there is still much to do. While this plan sets out high-level priorities for advancing accessibility, it will be critical that we continue to listen to the voices of people with disabilities to shape and guide our work.

While it's important that government lead the way, we also want to ensure that our shared work to make B.C. a more inclusive and accessible province extends beyond the work of core government. That's why effective September 1, 2022, hundreds of other public sector organizations will be required to establish accessibility committees, accessibility plans and an accessibility feedback tool. From local governments to educational institutions, from police forces to Health Authorities and beyond, this means that many of our most important public institutions will be coordinated with core government in its work to address barriers over the coming years.

In closing, I thank the members of our new Provincial Accessibility Committee for the valuable advice and input they have provided and will continue to provide, the dedicated public servants who have helped to coordinate the development of AccessibleBC, and the people around the province whose advice and input is helping to guide and shape our vision for a truly accessible and inclusive future.

Nicholas Simons
Minister of Social Development and Poverty Reduction

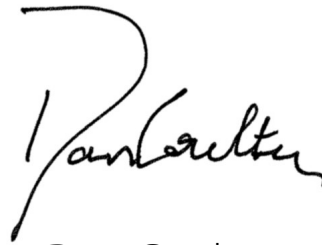# Message from Provincial Accessibility Committee Co-Chairs

We are thrilled to introduce AccessibleBC, government's accessibility plan for 2022-2025. As the inaugural co-chairs of B.C.'s Provincial Accessibility Committee, it is an honour to support B.C.'s efforts to become a more accessible and inclusive province.

We want to acknowledge and extend our gratitude to our fellow Provincial Accessibility Committee members. Every member brings diverse perspectives that are founded in their own lived experience of barriers as well as their experience supporting others in the disability community. The lived experience of people with disabilities across our province is immensely varied and, in addition to the advice of the Provincial Accessibility Committee, we know that it is critical that government continues to seek input from people with disabilities around the province as work to implement the Accessible B.C. Act progresses.

Members of the Provincial Accessibility Committee, ourselves included, are used to living in a world that was not built with us in mind. Whether it's a building that has stairs rather than a ramp, a bus stop a blind person cannot distinguish from a municipal sign, an official broadcast that is not translated to American Sign Language, a policy that is not explained in plain language, or any of the many other barriers people with disabilities encounter every day. The work being done to implement the Accessible BC Act keeps us moving in the right direction, but there is still so much more to do. We look forward with a sense of optimism but we also know that the vision of a more accessible and inclusive future will only be realized through our shared effort and determination.

Spring Hawes   Dan Coulter

Annual Implementation Report 2021/22

Section 6 of the Accessible B.C. Act (the Act) requires the Minister of Social Development and Poverty Reduction to publish an annual report that describes the actions taken each fiscal year by the minister and the Provincial Accessibility Committee to implement the *Act* and its regulations.

The following information summarizes the steps to implement the Act and other actions by the Accessibility Directorate in 2021/22.

Accessibility Directorate

In Fall 2021, government established the Accessibility Directorate, the team responsible to work across government and with people with disabilities and the broader community to implement the Act.

Provincial Accessibility Committee

On December 3, 2021, the Minister of Social Development and Poverty Reduction appointed 11 individuals as the first members of the Provincial Accessibility Committee. Membership seeks to reflect the diversity of British Columbians and includes people with disabilities, individuals from organizations that support people with disabilities, people of colour, and Indigenous representatives.

The committee will meet at least four times a year. In 2021/22, the committee met in January and March of 2022. Jointly chaired by Dan Coulter, Parliamentary Secretary for Accessibility, and Spring Hawes, the committee's work will include advising government on the implementation of the Act, helping government prioritize accessibility standards and overseeing the process of developing standards in areas such as employment, education, transportation, and customer service.

Government's Feedback Mechanism

As part of the work to implement the Act, government is developing a feedback mechanism for individuals to bring attention to barriers encountered in accessing government services. This new feedback mechanism

will help government in its work to identify and address barriers to the full and equal participation of people with disabilities in the province.

The Accessibility Directorate will work with the Provincial Accessibility Committee and other government partners to facilitate robust user testing before the feedback mechanism is launched.

Government aims to introduce the new feedback mechanism in Fall 2022. Once operational, the feedback received will help government in making its services more accessible and inform future accessibility plans. In the interim people can provide comments at ***accessibility@gov.bc.ca***.

Government's Accessibility Plan

In 2021/22, the Accessibility Directorate worked with the Provincial Accessibility Committee and with ministries across government to develop the first government accessibility plan 2022/23-2024/25.

Accessible B.C. Regulation

The Accessibility Directorate consulted and engaged with over 800 public sector organizations and Indigenous partners from August to October 2021 to assess the

preparedness of public sector organizations to comply with Part 3 of the Act.

Beginning September 1, 2022, more than 750 public sector organizations have at least one year to establish an accessibility committee, an accessibility plan and a public feedback mechanism.

Government has provided $3 million to support organizations in meeting legal requirements to achieve compliance. Funding will be administered by Disability Alliance BC.

Recognition of AccessAbility Week

AccessAbility Week promotes inclusion and accessibility, while also celebrating the people in the disability community who are working to identify, remove, and prevent barriers to accessibility.

In 2021, the province proclaimed May 30 to June 5, 2021, as AccessAbility week, which coincided with National AccessAbility Week and National Indigenous AccessAbility Week.

As part of AccessAbility Week, government announced funding of $500,000 in grants to be distributed by Disability Alliance BC for community-based accessibility projects.

In December 2021, 15 applicants received grants ranging from $10,500 to $40,000, depending on the size and scope of the project to promote accessibility. Funded projects ranged from art instruction and movement therapy to emergency response plans and bicycle programs for the deaf and hard of hearing.

In 2022, government adopted a regulation under the Accessible B.C. Act to prescribe the week for AccessAbility week starting on the last Sunday in May and commencing in 2022. This aligns with National AccessAbility Week under the Accessible Canada Act and with National Indigenous AccessAbility Week.

Preliminary work to prepare for the development of accessibility standards

In March 2022, members of the Provincial Accessibility Committee discussed how to prioritize the development of accessibility standards. Their input will inform the Minister's decision on the sequencing of standards.

Work with Advisory Committees

In 2021/22, the Accessibility Directorate supported the work of the following advisory committees:

❯ Presidents Group: A network of business leaders who are champions for more inclusive workplaces. They provide tools to employers to increase employment opportunities for people with disabilities.

❯ Registered Disability Savings Plan Action Group: The group works to increase long-term financial security for people with disabilities through uptake of the Registered Disability Savings Plan.

❯ COVID-19 Disability Working Group: A group of people with disabilities and disability advocates. The group provided expert advice and potential solutions during the pandemic. It is now disbanded.

Introduction to B.C.'s Accessibility Plan

The Government of British Columbia is committed to being an inclusive province for all who live here. There are over 926,000 people living with some sort of disability in B.C. In June 2021, the Accessible B.C. Act became law and established a legal framework to identify, remove, and prevent barriers to the full and equal participation of people with disabilities. The new legislation is a significant step in the journey to becoming a truly accessible province.

Under the Accessible B.C. Act, the government is required to develop an accessibility plan and to update it at least once every three years. This plan was developed through cross-government collaboration and consultation with the Provincial Accessibility Committee. The committee will continue to provide advice to government as work to implement the plan progresses.

Accessibility principles that were considered during the development of this plan include: inclusion, adaptability, diversity, collaboration, self-determination, and universal design. These fundamental principles will also guide the Provincial Accessibility Committee as work to develop proposed accessibility standards begins.

Spotlight: What are examples of barriers to accessibility?

Attitudinal: when people think and act based upon false assumptions, such as:

- Making decisions about people with disabilities without including them
- Not believing that a person with a disability can contribute to the workforce

Physical: when obstacles in an environment make access difficult, such as:

- Hosting inaccessible events or meeting spaces
- A washroom with an accessible stall but no automatic door opener

Information or communication: when people with disabilities are excluded because they use other ways to communicate, such as:

- Using small print or not providing large-print versions of material
- Videos, events, or meetings that do not have closed captions

Systemic: when an organization's policies, practices or procedures result in exclusion, such as:

- Not providing an American Sign Language interpreter or closed captioning

- Requiring a driver's licence for a job that could be reorganized to use another form of transportation

Technology: when technology can't be accessed by people with disabilities, such as:

- Websites, documents, or databases that are not accessible for screen readers

- Website graphs and charts that are posted without text to explain them

Sensory: when sensory information such as lights, sounds, smells, etc. prevent participation in the environment, such as:

- Co-workers wearing perfume in the workplace

- Use of fluorescent lighting in the workplace

Actions to Date

The Government of British Columbia has a long-standing commitment to accessibility, diversity, and inclusion. Accessibility is an ongoing journey and over the last few years, we have taken a number of actions to make government services more accessible, including the following:

❯ Provided funding to 20 public post-secondary institutions and to service delivery partners in 2021 to support the success of learners with disabilities. [Lead: Ministry of Advanced Education and Skills Training]

❯ Launched Connecting British Columbia program to help pay for the infrastructure required to deliver high-speed internet connectivity to rural and remote areas. [Lead: Ministry of Citizens' Services]

❯ Launched the Accessibility and Inclusion Toolkit to serve as a key resource that provides step-by step instructions to government staff on how to create accessible digital content like websites, reports, and presentations. [Lead: Ministry of Citizens' Services]

> Developed the Social Stewardship Policy and the Buildings for People Program working with the Rick Hansen Foundation to remove barriers in provincial government buildings and increase inclusivity. [Lead: Ministry of Citizens' Services]

> Provided paid internship with the BC Public Service for recent post-secondary graduates who self-identify as having a disability (Work-Able Internship Program). [Lead: Public Service Agency]

> Increased funding by $10-million per year for medical benefits under the At Home Program, which provides medical equipment for children and youth with complex care needs. [Lead: Ministry of Children and Family Development]

> Expanded access to Supported Child Development and Aboriginal Supported Child Development programs to enable inclusive child care for approximately 2,000 additional children. [Lead: Ministries of Children and Family Development and Education and Child Care]

> Launched the Inclusive Child Care Toolkit, a user-friendly resource intended to support high-quality, inclusive practices in child care settings throughout British Columbia. [Lead: Ministry of Education and Child Care]

- Launched the Foundations of Inclusive Child Care Training, an online 20-hour course available free of charge to child care providers to support increased capacity for inclusive child care. [Lead: Ministry of Education and Child Care]

- Improved the accessibility of Employment Standards Branch offices in Langley, Victoria, Kelowna, Nanaimo, Prince George and Richmond. Improvements included automated door openers and lowered height of front counter desks. [Lead: Ministry of Labour]

- Enhanced public access rights and protections for people using a guide or service dog through legislative amendments. [Lead: Public Safety and Solicitor General]

- Improved the accessibility of supports and services offered to people on disability assistance from a Deaf and Hard of Hearing perspective. [Lead: Ministry of Social Development and Poverty Reduction]

- Increased investments in accessible tourism resulting in over 100 new or upgraded accessible tourism amenities since 2020 across the province. [Lead: Ministry of Tourism, Arts, Culture and Sport]

Spotlight on COVID-19

Since March 2020, government has introduced measures in response to COVID-19 that are helping British Columbians with disabilities remain informed, supported and connected with others when they are seeking services. Here are some examples:

❯ Provided temporary income supplements for recipients of income and disability assistance. [Lead: Ministry of Social Development and Poverty Reduction]

❯ Supported the expanded use of virtual meeting technology (e.g., Zoom) to improve the province's ability to deliver virtual services during COVID-19 and beyond. [all ministries]

❯ Established a Mental Health School Start-up Working Group in partnership with the BC Centre for Disease Control to identify the impacts of the pandemic on K-12 education and developed a supporting resource for schools. [Lead: Ministry of Education and Child Care]

Spotlight on StrongerBC: A Plan for Today, a Vision for Tomorrow

Released in early 2022, the StrongerBC Economic Plan is B.C.'s long-term plan to build an economy that works for all. The plan sets out to help fill one million jobs over the next 10 years by investing in skills training, building resilient communities and positioning B.C. as a world leader in a low-carbon economy.

The plan builds off the province's strong economic recovery and moves B.C. forward by setting out to tackle two of the province's biggest challenges – inequality and climate change.

By setting out to tackle inequality, the Province is supporting people and families across a range of initiatives to make life better and more secure. This plan will ensure household incomes will go further and those traditionally under-represented will have the supports needed for more opportunities in the workplace and our communities.

One of the missions under the plan is Supporting People and Families. That means:

> ❯ Investing in people and families to make life more accessible and affordable

> ❯ Delivering accessible services - like health care and child care

> ❯ Expanding accessible opportunities for education and training

A second mission, Building Resilient Communities, means:

> ❯ Helping communities thrive with modern, accessible infrastructure resilient to changes in the climate and the economy

> ❯ Building affordable, accessible housing, new schools and hospitals

> ❯ Making sure every community in B.C. has access to high-speed internet

Spotlight on the Declaration on the Rights of Indigenous Peoples Act Action Plan

In March 2022, the Government released B.C.'s five-year action plan to implement the Declaration on the Rights of Indigenous Peoples Act. This plan outlines the long-term vision to achieve the objectives of the United Nations Declaration on the Rights of Indigenous Peoples.

The Ministry of Indigenous Relations and Reconciliation led the development of this plan in partnership with Indigenous peoples. The goals, outcomes and actions in this plan are the result of the extensive consultation and cooperation with Indigenous peoples.

All of government shares responsibility for the 89 actions in this plan. Among the actions is to support the identification, prevention, and removal of barriers for Indigenous persons with disabilities as part of the implementation of the Accessible British Columbia Act. This includes ensuring that the development of accessibility standards considers the rights recognized and affirmed by the U.N. Declaration.

Spotlight on other government plans

Many other government initiatives complement the work underway to address accessibility barriers. Other relevant cross-government initiatives include:

❯ **TogetherBC:** B.C.'s first-ever poverty reduction strategy introduced in 2019 with targets to reduce both overall poverty and child poverty.

❯ **Where We All Belong: Diversity and Inclusion Strategy:** Where We All Belong seeks to ensure the B.C. Public Service is reflective of our province and inclusive of Indigenous peoples, minority communities, immigrants, persons with disabilities and the LGBTQ2S+ community.

❯ **Clean BC's Active Transportation Strategy:** The Active Transportation Strategy seeks to promote active transportation networks that are safe, accessible, and convenient for all.

❯ **A Pathway to Hope (Mental Health and Addictions Strategy):** A Pathway to Hope establishes a roadmap for making mental health and addictions care better for people in B.C.

Moving Forward: Our Priorities for 2022/25

This section lists government priorities for increasing accessibility from 2022/23 to 2024/25. In the spirit of 'nothing about us without us' government is committed to working in collaboration with people with disabilities and the Provincial Accessibility Committee to ensure that these priorities are aligned with the lived experience of people with disabilities.

Priority 1: Creating a Culture of Accessibility and Inclusion

We will continue to work with partners across the province to increase awareness about accessibility and the Accessible B.C. Act, and to build capacity within government to foster a culture of inclusion to challenge the attitudinal barriers people with disabilities face. Priorities include:

> Apply a Gender Based Analysis plus (GBA+) lens to assess how diverse groups may experience government policies, programs, and initiatives. [Lead: Ministry of Finance]

Spotlight on the Gender Equity Office

❯ Gender equity is about removing barriers that stop people from reaching their full potential. Too often, women and gender diverse people experience unfairness. This is especially true when they also struggle with injustices and systemic oppression, including poverty, racism, ableism and/or homophobia and transphobia.

❯ When all British Columbians – regardless of their gender, race, class, sexual orientation or ability – can reach their full potential, our communities and economy are stronger, better places for everyone.

❯ The Gender Equity Office:

- Ensures government's commitment to gender equality is reflected in government's budgets, policies, and programs.

- Acts as the government's liaison for organizations concerned with gender equality and the advancement of women.

❯ Deliver and encourage staff to participate in awareness-raising events, including AccessAbility Week (May/June), Disability Employment Awareness Month (September), Registered Disability Savings Plan Awareness Month (October), Indigenous Disability Awareness Month (November) and the International Day of Persons with Disabilities (December 3). [Lead: Public Service Agency]

❯ Develop a Being Accessible Strategy to create awareness, foster a culture of accessibility, and enhance capacity for the Public Service Agency and agency representatives to deliver more accessible services. [Lead: Public Service Agency]

❯ Support accessibility leadership in the public service through the Employee Accessibility Advisory Council and the Accessibility Community of Practice. Members of these groups include public servants interested in staying current on best practices for accessibility and inclusivity. [Lead: Public Service Agency and Ministry of Citizens' Services]

Priority 2: Information and Communications

Designing webpages that cannot be read by screen readers or not having information available in American Sign Language (ASL) are examples of barriers to accessibility. We will take steps to ensure persons with disabilities can receive and understand information and communications delivered by the Government of British Columbia. Priorities include:

⊙ Increase the number of virtual service offerings for justice (e.g., access to the Virtual Indigenous Justice Centre for Indigenous communities) and housing-related services (e.g., creation of a fully digital intake process for housing dispute resolution services between tenants and landlords). [Lead: Ministry of Attorney General and Minister responsible for Housing]

⊙ Funding partnership with the Government of Canada to connect all remaining rural households in the province to high-speed Internet by 2027. [Lead: Ministry of Citizens' Services]

- Redesign government online public services and webpages to make them more streamlined and accessible. Make sure government websites meet Web Content Accessibility Guidelines, level AA. [Lead: Ministry of Citizens' Services]

- Remove barriers to identity verification process of the BC services card, which provides access to government services for B.C. residents. [Lead: Ministry of Citizens' Services]

- Improve accessibility of public information about BC Parks, including reformatting and updating content to plain language. [Lead: Ministry of Environment and Climate Change Strategy]

- Modernize requirements for local governments' public notices so they reach the greatest number of people in their communities. [Lead: Ministry of Municipal Affairs]

- Support the enhancement of public library collections by increasing the numbers and formats available and look for opportunities to improve access to libraries. [Lead: Ministry of Municipal Affairs]

- Work with First Nations and local governments to improve the design of emergency plans to consider

the needs of people with disabilities. [Lead: Ministry of Public Safety and Solicitor General: Emergency Management BC]

❯ Improve the accessibility of the online My Self Serve portal used by people receiving income and disability assistance. [Lead: Ministry of Social Development and Poverty Reduction]

Priority 3: Buildings, Infrastructure and Public Spaces

Lack of curb cuts, automatic door openers, elevators or dim lighting can make buildings hard to navigate for people with disabilities. We will continue working to make government buildings, offices, and public spaces more accessible. Priorities include:

Spotlight on public engagement about accessibility in the BC Building Code

> The Attorney General and Minister Responsible for Housing is leading work on the next version of the BC Building Code, working with the Parliamentary Secretary for Accessibility to ensure that it includes changes that will make new buildings more accessible for all people.

> In Fall 2021, government conducted an 11-week public engagement to seek feedback on accessibility barriers and opportunities to inform development of proposed BC Building Code accessibility requirements.

> Government will continue to work with industry representatives, partners, and the public to develop harmonized and enhanced accessibility requirements for national and provincial buildings codes.

> We will seek feedback on proposed accessibility code changes and will also coordinate education outreach to industry professionals to support implementation of new code requirements.

- Continue to retrofit and enhance the accessibility of courthouses. [Lead: Ministry of Attorney General and Minister responsible for Housing]

- Provide support to people with disabilities to adapt their homes to improve accessibility through the BC Rebate for Accessible Home Adaptations. [Lead: Ministry of Attorney General and Minister responsible for Housing]

- Identify, prioritize, plan and implement investments to enhance the accessibility of government spaces. Improved access to washrooms and inclusivity will be a focus of this work. [Lead: Ministry of Citizens' Services]

- Work on accessibility upgrades in all front country parks and partner with community groups to purchase adaptive equipment (e.g., Trail Riders, Mobi-Mats, handcycles or adaptive kayaks). [Lead: Ministry of Environment and Climate Change Strategy]

- Continue working to incorporate accessibility criteria into procurement policies and practices. [Lead: Ministry of Finance]

> Promote accessibility in buildings by having accessibility as an eligibility criterion to receive funding for capital projects under the grant programs for local governments and not-for-profit organizations. [Lead: Ministry of Municipal Affairs]

> Incorporate contemporary design and accessibility improvements when renovating or replacing outdated BC Corrections' facilities. For example, the Nanaimo Correctional Centre Replacement Project is expected to be completed in 2024. [Lead: Ministry of Public Safety and Solicitor General]

> Work with local governments and the disability community to ensure the safe operation of shared mobility devices like electric scooters. [Lead: Ministry of Transportation and Infrastructure]

> Continue to provide funding for Indigenous and local governments to build more integrated and active transportation systems based on principles of universal design. [Lead: Ministry of Transportation and Infrastructure]

Priority 4: Employment in the B.C. Public Service

The people working in the B.C. Public Service should reflect the diversity of British Columbians. We will continue our commitment to identify, remove, and prevent barriers to employment with the Government of British Columbia. This applies to both people with disabilities seeking a career within the government and existing employees with disabilities.

- Implement "Where We All Belong", our 3-year Diversity and Inclusion strategy to ensure the public service is reflective of the province and inclusive of Indigenous peoples, minority communities, immigrants, persons with disabilities, and the LGBTQ2S+ community. [Lead: Public Service Agency]

- Create a centralized system to better support hiring managers and job applicants of the B.C. Public Service with respect to accessibility and accommodation. [Lead: Public Service Agency]

- ❯ Provide learning, coaching, and mentorship to employees who face barriers to help them achieve gainful employment through the Work-Able Internship Program. Work-Able is a 12-month paid internship with the B.C. Public Service for recent (within the last three years) post-secondary graduates who self-identify as having a disability. [Lead: Public Service Agency]

- ❯ Outreach to disability-service organizations to promote jobs within the B.C. Public Service. [Lead: Public Service Agency]

- ❯ Review and, where needed, update current policy and procedures respecting the duty to accommodate and other accompanying human rights obligations. Ensure training and support is available for staff and hiring managers. [Lead: Public Service Agency]

Priority 5: Delivery of Goods and Services

Over 926,000 people in British Columbia have some sort of disability. The B.C. government will continue to advance policies, procedures, and tools to ensure people with disabilities have equitable access to goods and services delivered by the Government of B.C.

- Modernize the suite of programs administered by StudentAid BC to address barriers for learners with disabilities to access post-secondary education. These programs provide eligible students with financial assistance, assistive services and equipment, and targeted institution support programs. [Lead: Ministry of Advanced Education and Skills Training]

- Introduce family connections centres to allow families to have accessible and inclusive services for children and youth with support needs without a referral or diagnosis. [Lead: Ministry of Children and Family Development]

- Redesign the Specialized Homes and Support Services initiative to improve access to key prevention and early intervention support for children and youth, including respite, low-barrier stabilization, emergency care, and long-term specialized care. [Lead: Ministry of Children and Family Development]

- Continue to deliver Workforce Development Agreement programs to provide accessibility supports, adaptive technology, and other means for overcoming barriers to participation of people with disabilities in either training or employment. This includes WorkBC Employment Services, Community and Employer Partnerships, the Annual Earnings Exemption, the Skills Training for Employment

Persons with Disabilities program, and the Industry Training Authority's pre-apprenticeship program. [Lead: Ministry of Social Development and Poverty Reduction and Ministry of Advanced Education and Skills Training].

⟩ Invest in tourism training grants to provide greater access to post-secondary and trades training opportunities for students. Applications from under-represented groups will be prioritized: Indigenous, immigrant or refugee students, students in rural or remote locations, and students with accessibility needs. [Lead: Ministry of Tourism, Arts, Culture and Sport]

⟩ Continue to support people with disabilities working across all sectors of B.C.'s creative economy, for example through weighted criteria and prioritization in funding allocations for Amplify BC's programs. [Lead: Ministry of Tourism, Arts, Culture and Sport]

⟩ Increase access to funding for emerging and equity-seeking B.C. filmmakers, including people with disabilities through the Equity and Emerging Development Program. [Lead: Ministry of Tourism, Arts, Culture and Sport]

❯ Continue the After School Sport and Arts Initiative which provides free sport, physical activity, and creative arts opportunities for students who face barriers to participation through dedicated accessibility funding. [Lead: Ministry of Tourism, Arts, Culture and Sport]

❯ Promote B.C. as an inclusive and welcoming destination for everyone through the Strategic Framework for Tourism in B.C. The framework supports the tourism industry in creating or adapting tourism products, services and experiences that are inclusive and accessible to everyone. [Lead: Ministry of Tourism, Arts, Culture and Sport]

❯ Work closely with Destination BC and industry partners including go2HR to address labour shortages in the tourism industry by promoting the hiring of persons with disabilities, new immigrants, youth, and vulnerable populations. [Lead: Ministry of Tourism, Arts, Culture and Sport]

Conclusion

Bringing the Accessible B.C. Act into law in 2021 shows our government's commitment to accessibility. However, in many ways, this legislation represents the start of a much larger process and marks the next step in building an inclusive province that works for all of us.

The importance of government leading the way was something we heard loud and clear during our public consultations in 2019. AccessibleBC shows how government is working towards the goal of a truly inclusive and accessible B.C. over the next three years. As new priorities emerge we will adapt.

We're committed to support the full and equal participation of people with disabilities in their communities. Our government looks forward to engaging with you in the months and years ahead as we continue our work to build a barrier-free B.C.

Appendix 1: Summary of Priorities

Priority 1: Creating a Culture of Accessibility and Inclusion

❯ Apply a Gender Based Analysis plus (GBA+) lens across government

❯ Deliver and encourage staff to participate in awareness-raising events on accessibility

❯ Develop a Being Accessible Strategy to foster a culture of accessibility and enhance capacity for the Public Service Agency

❯ Support accessibility leadership in the public service

Priority 2: Information and Communications

- ❯ Increase the number of virtual service offerings for justice and housing-related services

- ❯ Connect all remaining rural households in the province to high-speed Internet by 2027

- ❯ Redesign government online public services and webpages to make them more streamlined and accessible

- ❯ Remove barriers to identity verification process of the BC services card

- ❯ Improve accessibility of public information about BC Parks

- ❯ Modernize requirements for local governments' public notices

- ❯ Improve access to libraries and support enhancing library collections

- ❯ Ensure that emergency plans include the needs of people with disabilities

- ❯ Improve the accessibility of the online My Self Serve portal

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Priority 3: Buildings, Infrastructure and Public Spaces

- ❯ Continue to retrofit and enhance the accessibility of courthouses

- ❯ Provide support to people with disabilities to adapt their homes to improve accessibility

- ❯ Enhance the accessibility of government spaces whenever possible

- ❯ Work on accessibility upgrades in BC Parks' front country parks

- ❯ Incorporate accessibility criteria into procurement policies and practices

- ❯ Have accessibility as an eligibility criterion for local governments and not-for-profit organizations to receive funding

- ❯ Incorporate contemporary design and accessibility improvements for B.C. Corrections' facilities

- ❯ Ensure the safe operation of shared mobility devices, like e-scooters

- ❯ Build more integrated and active transportation systems based on principles of universal design

Priority 4: Employment in the B.C. Public Service

❯ Implement "Where We All Belong", our 3-year Diversity and Inclusion strategy

❯ Create a centralized system to better support hiring managers and job applicants of the B.C. Public Service with respect to accessibility and accommodation

❯ Provide learning, coaching, and mentorship to employees with disabilities through the Work-Able Internship Program

❯ Outreach to disability-service organizations to promote jobs within the B.C. Public Service

❯ Review and update current policy and procedures respecting the duty to accommodate

Priority 5: Delivery of Goods and Services

❯ Modernize the suite of programs administered by StudentAid BC to address barriers for learners with disabilities to access post-secondary education

- Introduce family connections centres in early 2023 to allow families to have accessible and inclusive services for children and youth with support needs

- Redesign the Specialized Homes and Support Services initiative to improve access to key prevention and early intervention support for the safety and well-being of children and youth

- Provide accessibility supports, adaptive technology, and other means for overcoming barriers to participation of people with disabilities in either training or employment

- Support people with disabilities working across all sectors of B.C.'s creative economy

- Increase access to funding for emerging and equity-seeking B.C. filmmakers

- Provide free sport, physical activity, and creative arts opportunities for students who face barriers

- Promote B.C. as an inclusive and welcoming destination for everyone through the Strategic Framework for Tourism in B.C.

- Promote the hiring of persons with disabilities to address labour shortages in the tourism industry

- Provide better access to tourism training grants for students

Appendix 2: Implementation Timeline

	Year 1	Year 5	Year 10
Culture Change	Awareness, collaboration and capacity building initiatives with stakeholders and the public		
Requirements for the B.C. Government	Build tool to provide feedback to government		
	Develop Government's accessibility plan		
	Government accessibility plan released	Second Government accessibility plan released	Third Government accessibility plan released
	Develop regulations prescribing organizations		
	Establish the Provincial Accessibility Committee		
Monitoring and Evaluation	Government Annual Report released every year	First Independent Review / Government Annual Report released every year	Second Independent Review
		Compliance and Enforcement	
Standards Development	Develop First Standard	Implementation - (Phased approach)	
	Develop Second Standard	Implementation - (Phased approach)	
		Develop Third Standard	
		Develop Fourth Standard	
		Implementation - (Phased approach)	
		Develop Fifth Standard	Implementation - (Phased approach)
		Develop Sixth Standard	
			Develop Seventh Standard
			Develop Eighth Standard
			Implementation - (Phased approach)

urban
matters

NORTHEASTERN BC COLLABORATIVE ACCESSIBILITY PLAN

SEPTEMBER 2023

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TERRITORIAL ACKNOWLEDGEMENT

The communities of Northeastern BC are situated on the traditional territories of the Dane-zaa, Dene, Cree, Dunne Tsaa, Tsááʔ Çhé Ne Dane, Tse'khene, Dene Tha', Kaska peoples, Dunne-za, and the Métis Nation BC Region 7.

The Northeastern BC Collaborative Accessibility Committee recognizes the many Indigenous communities who have ongoing connections to the land base on which we are situated, as well as the many more whose communities have meeting grounds, gathering places and traveling routes across the region.

We recognize and value the significant contributions of Indigenous Peoples who have lived and worked on this land since time immemorial.

ABOUT THIS PLAN

This Accessibility Plan was created by municipalities across Northeastern BC to support collaborative and efficient efforts to improve accessibility. Working together provides a unique opportunity to share resources, knowledge, and build collective skills. It also helps community members to have reliable access across the region.

Accessibility for people with disabilities is a shared responsibility. There are many layers to accessibility, such as physical accessibility, accessible information and technology, social and cultural inclusion, safe and inclusive environments, and more. Ensuring that communities are accessible requires knowledge building as well as the application of that knowledge to many different aspects of our society.

The Accessible BC Act (2021) is provincial legislation that sets out a path for British Columbia to become accessible. The Act recognizes the shared responsibility by creating requirements not just for provincial services but for public and civic services within the province as well. More than 750 types of organizations have been prescribed to work towards accessibility by creating accessibility plans, establishing accessibility committees, and receiving feedback on how accessible their organizations are. Prescribed organizations include educational services, local governments, municipal police and emergency services, libraries, health authorities and more. This plan is part of meeting these new requirements.

Did you know that 1 in 5 Canadians over the age of 15 have a disability?

– National Disability Survey, 2017

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WHO IS INVOLVED?

The following communities are part of the Northeastern BC Accessibility Collaborative:

- Peace River Regional District
- Northern Rockies Regional Municipality
- City of Dawson Creek
- City of Fort St. John
- District of Chetwynd
- District of Hudson's Hope
- District of Taylor
- District of Tumbler Ridge
- Village of Pouce Coupe

WHY WORK TOGETHER

Taking a collaborative approach to accessibility amongst local governments in Northeastern BC is a promising opportunity to increase integration amongst communities and improve outcomes for people with disabilities across the region.

The geography of Northeastern BC makes a collaborative approach critical for meeting the aims of improving accessibility for all residents. The mix of rural and urban as well as high and low population density areas in the region means that services (such as medical, post-secondary education, some types of employment, public service offices, etc.) are concentrated in regional hubs, while many people live outside of these hubs in rural or remote settings. Taking a regional approach can support all residents to fully participate and access opportunities and services within their own community and across the region.

This regional collaboration is an opportunity for an equitable approach to accessibility in a region that is diverse, geographically vast, spatially distributed, and where access to services for most residents of the area is outside of their community – making accessible servicing critical.

OUR VISION

We envision a Northeastern British Columbia that offers accessibility for all people with disabilities living, working, and exploring Northeastern BC.

HOW WE PLAN TO WORK TOGETHER

Working together across the region in this way is a new tactic. Local governments of Northeastern BC believe that accessibility is more important than geographic boundaries and individual goals. That is why we have chosen to come together in this way.

Together, we have created a shared vision, priorities for action, and an initial set of goals. We have also established a shared Accessibility Committee to support this work.

1. Accessibility Committee Members (i.e., local government representation and community members) identify priorities and potential projects through learning and working together.

2. Local government representation takes ideas / actions/projects from the Accessibility Committee to their individual staff and councils.

3. Local governments make plans for implementation (e.g., work-plans, budget decisions, staff time allocation). Each local government has autonomy to decide on their own implementation plans.

4. Local governments implement internal projects and the Accessibility Committee implements shared projects.

Local government representatives on the Accessibility Committee report back to the committee on progress as well as share committee progress with their staff and council.

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NORTHEASTERN BC COLLABORATIVE ACCESSIBILITY COMMITTEE

The Northeastern British Columbia Collaborative Accessibility Committee (the Committee) is tasked with providing a consistent approach to accessibility for people with disabilities living, working, and exploring Northeastern BC.

The Committee was created to assist partnering organizations in implementing requirements of the Accessible British Columbia Act. **By participating in the Committee, member local governments will be in compliance with the Act.** A regional approach was selected to foster collaboration and cooperation, sharing, and pooling of resources, and avoiding duplication of work.

The purpose of the Committee is to:

- Provide a forum for discussion of issues affecting people with all types of disabilities in the region;
- Inform local governments on accessibility issues and solutions in the region and make recommendations for improving accessibility in communities;
- Identify accessibility barriers in the region and solutions to address them;
- Review and provide input on community plans, actions, designs, and so forth, with an accessibility lens; and
- Organize and/or participate in relevant community events or awareness activities wherever possible.

MEMBERSHIP

The Committee is comprised of staff representatives from nine member communities as well as people living in the region who have disabilities and/or work with organizations that serve people with disabilities.

- **Nine local government staff representatives** – Staff members are a conduit for communication between the Committee and local governments. They bring experience and expertise in local government practices and services and can offer insight into how to achieve the goals of the Committee.
- **Nine to twelve community members** – These members represent a wide geography and diversity of persons with disabilities in the region. Community members are able to share invaluable lived experience and perspectives on barriers to assist local governments in setting priorities, reviewing plans and policies with an accessibility lens, and identifying best practices to follow.
- **Organizations and departments within the local governments** – These groups will be invited to meetings as needed, so the Committee can directly engage with groups that are going to be potentially involved in rolling out recommendations.

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SHARED PRIORITIES AND GOALS

Local governments in Northeastern BC are working together to achieve a shared goal: embedding accessibility in our local government practices.

VISION

We envision a Northeastern British Columbia that offers accessibility for all people with disabilities living, working, and exploring Northeastern BC.

By working collaboratively, we can strive for consistency. We want residents to be able to access the services they need, wherever they are in the region.

We are committed to the ongoing process of embedding accessibility in our work. We intend to learn and grow together to improve accessibility in all areas that we have influence. The process of becoming accessible is long-term and we see changes as having a rippling effect.

As our Committee learns and grows, it will support local governments in understanding and responding to barriers, which in turn will impact external organizations that interact with the local governments.

OUR APPROACH

The Committee and Local Government Collaborative group plan to focus on areas of shared interest and influence. This approach reflects the Committee and the local governments' ability to effect change by focusing on internal practices and external relationships.

As areas to focus action, they are simple but have a scaling impact over time. Work can begin now and expand as new projects, knowledge, and priorities emerge.

Five key approaches have been identified:

1. Education and skill-building
2. Cohesive improvements to infrastructure and service delivery
3. Sharing resources
4. Accountability and enforcement
5. Building relationships with other groups and stakeholders

EDUCATION AND SKILL BUILDING

Skill building and education opportunities for staff, the public, and the Committee are important. With more education and awareness around accessibility issues, community and local government leadership support can be improved for initiatives.

The goal is to increase knowledge and skills on non-physical barriers to accessibility, specifically how to design programs, policies, and places to remove all types of barriers.

COHESIVE IMPROVEMENTS TO INFRASTRUCTURE AND SERVICE DELIVERY

This approach is focused on working together to improve the quality and distribution of accessible infrastructure as well as inclusive programming and service delivery. It is important to create a regional approach that sets cohesive standards for the participating communities.

SHARING RESOURCES

Sharing real examples of accessibility initiatives can help provide insight and resources as well as improve future accessibility initiatives. Creating a culture and tools for sharing will help with ongoing learning and standardization of practices.

ACCOUNTABILITY AND ENFORCEMENT

Regular implementation planning will take suggested actions into reality. This will require council support, perhaps budget, updates to policies, procedures or bylaws, and enforcement. While each community will act independently to implement the plan, accountability through reporting (likely to the Collaborative Accessibility Committee) to ensure that action is being taken will be important to demonstrate effectiveness to each other, the Committee, and the public.

BUILDING RELATIONSHIPS WITH OTHER GROUPS AND STAKEHOLDERS

Building relationships with other groups and stakeholders through regular communication and/or engagement during project and implementation planning will be critical to expanding the impact of projects outside of local government policies and practices.

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2023 – 2026 ACTION PLAN

Members of the Northeastern BC Collaborative understand that they cannot tackle every issue and barrier to accessibility at once. To ensure it maintains momentum through achievable goals, five priorities have been identified for the 2023 - 2026 Action Plan:

1. Accessibility committee formulation and goal setting
2. Staff and committee training opportunities
3. Resource sharing across communities
4. Accessibility awareness in community
5. Region-specific standards related to accessibility

To preserve some key actions that member communities want to take but may not be able to undertake in this plan, long-term actions for next steps have also been identified. These are intended to show how learning and resource creation undertaken in the 2023 - 2026 action plan can be further embedded in local government work in the following years. We expect that learning and working together as a collaborative Committee will both expand on these and identify additional actions.

ACCESSIBILITY COMMITTEE FORMULATION AND GOAL SETTING

2023 – FORMING AND PREPARATION

1. Hold monthly meetings to formulate group, clarify role, and action plan.
   o Approach: Building relationships with other groups and stakeholders
2. Collaboratively review and refine Terms of Reference.
   o Approach: Accountability and enforcement
3. Collaborative review and refine Action Plan.
   o Approach: Accountability and enforcement

4. Establish feedback mechanism.
   o Approach: Accountability and enforcement

2024 – 2025

5. Host conversations with potential partners and organizations.
   o Approach: Building relationships with other groups and stakeholders
6. Create public engagement tools to help share information about the Accessibility Committee and its projects.
   o Approach: Education and skill building

ANNUAL EVALUATION AND PLANNING

7. Identify any specific Committee projects and prepare a budget submission for member community boards and councils.
   o Approach: Accountability and enforcement
8. Review Accessibility Plan.
   o Approach: Accountability and enforcement

STAFF AND COMMITTEE TRAINING OPPORTUNITIES

2024 – 2025

1. Offer staff at all local governments training on accessibility.
   o Approach: Education and skill building
2. Identify training opportunities for the Accessibility Committee.
   o Approach: Education and skill building
3. Increase staff capacity for accessing accessible construction workshops (e.g., workshops, resources, checklists, etc.)
   o Approach: Education and skill building

SHARING RESOURCES ACROSS COMMUNITIES

2024 – 2025

1. Develop and share resources. This can be related to areas such as tech support, website content creation, accessible engagements, accessible recreation programs and services, building and streetscape design, examples of successful projects, and any other resources as identified by the Accessibility Committee.
   o Approach: Sharing resource

ACCESSIBILITY AWARENESS IN COMMUNITY

ONGOING

1. Publicly document accessibility initiatives and projects.
   o Approach: Education and skill building
2. Document areas of strength in accessibility.
   o Approach: Education and skill building

2024 – 2025

3. Develop and launch public engagement campaign.
   o Approach: Education and skill building

REGION–SPECIFIC STANDARDS RELATED TO ACCESSIBILITY

ONGOING

1. Complete reporting on projects to the Accessibility Committee for discussion. Share projects early and act on feedback.
   o Approach: Cohesive improvements to infrastructure and continuity

2024 – 2025

1. Identify common areas of work and consider what can be improved with shared standards. This may include maintaining a website, customer service policies, sidewalk or streetscape design, etc.
   a. Approach: Cohesive improvements to infrastructure and continuity
2. Research best practices and standards for accessibility.
   a. Approach: Cohesive improvements to infrastructure and continuity.

NEXT STEPS: ACTIONS FOR 2026 AND BEYOND

1. Promote and encourage use of the feedback mechanism.
   a. Approach: Education and skill building
2. Individual communities to begin updating Human Resources policies and practices to increase opportunities for people with disabilities.
   a. Approach: Cohesive improvements to infrastructure and continuity
3. Consider best practices for accessibility in development and infrastructure projects as part of evaluation and approvals.
   a. Approach: Cohesive improvements to infrastructure and continuity
4. Update programming and service delivery policies and practices to ensure accessibility is a key consideration.
   a. Approach: Cohesive improvements to infrastructure and continuity
5. Approve formal Council commitments to accessibility. This can include approval of Accessibility Committee Budgets, endorsement and approval of bylaws and policies that align with accessibility recommendations and best practices.
   a. Approach: Accountability and enforcement

INDIVIDUAL PLANS

PEACE RIVER REGIONAL DISTRICT

ABOUT US

The Peace River Regional District (PRRD), established in 1967, is geographically the largest regional district in BC, encompassing approximately twelve million hectares (119,337 square kilometers) within the district boundaries. The PRRD serves seven (7) municipalities and four (4) electoral areas that represent forty (40) unincorporated rural communities. There are eight (8) First Nation communities, Blueberry River First Nations, Doig River First Nation, Halfway River First Nation, Kwadacha Nation, McLeod Lake Indian Band, Saulteau First Nations, Tsay Keh Dene Band, West Moberly First Nations within the district boundaries.

Services provided by the PRRD include:

- Noxious weed control
- Community recreation
- Fire protection
- Emergency services
- Solid waste management
- Rural water services
- Sewage collection and disposal
- Regional and community parks
- Building inspection and zoning

DID YOU KNOW?

About 40% of the province's Agricultural Land Reserve is situated within the Regional District. The Regional District is similar in area size to the American State of Pennsylvania or New Zealand's North Island.

RECENT ACCESSIBILITY PROJECTS AND INITIATIVES

The PRRD provides a range of services to their residents. To date, the Regional District's approach to accessibility has been focused on removing physical barriers through upgrades at their facilities. Communication and technological barriers individuals may encounter when interacting with the Regional District are also being addressed through improvements to their website, and the availability of staff to answer questions and resolve concerns over the phone.

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Facility upgrades	Accessibility upgrades underway at several PRRD owned or operated facilities.	Physical	PRRD	Ongoing
Website audit	Undergoing external audit of website for accessibility challenges.	Technological, Communication	PRRD	2023
Seniors aging-in-place support services	The PRRD is helping seniors in Electoral Area D and parts of Area E to age-in-place by providing essential support services.	Physical, Communication	PRRD	N/A

Regional Parks and Trails Masterplan	Identified accessibility issues in the regional parks.	Physical	PRRD	2014
Blackfoot and Montney Centennial Regional Park Plans	Identified accessibility issues in Blackfoot and Montney Regional Parks and provided recommendations for improvement.	Physical	PRRD	2023
Chetwynd Library Construction	A new barrier free library facility is being constructed in Chetwynd.	Physical	PRRD	2023

ACTION PLAN FOR 2023 – 2026

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
North Peace Leisure Facility Replacement Project	Planning for a new aquatics facility/recreation facility in the North Peace.	TBD	PRRD	2024

NORTHERN ROCKIES REGIONAL MUNICIPALITY

ABOUT US

The Northern Rockies Regional Municipality (NRRM) was incorporated in 2009. NRRM is the first regional municipality in BC, combining the former Northern Rockies Regional District and Town of Fort Nelson. Communities within the NRRM include the administrative centre of Fort Nelson and outlying communities such as Tetsa River, Toad River, Muncho Lake, Liard River, Fireside, and Coal River. The communities of Fort Nelson First Nation and Prophet River First Nation are also located in the region.

Services provided by the Regional Municipality include:

- Solid waste management
- Water and sewer utility
- Roads and grounds
- Cemetery
- Fire protection
- Recreation
- Planning and development services
- Airport
- Emergency management

> **DID YOU KNOW?**
>
> **The boundaries of the NRRM encompass about 10% of the province's landmass!**

RECENT ACCESSIBILITY PROJECTS AND INITIATIVES

The NRRM has been working to identify and remove barriers to accessing services. One big success is the Northern Rockies Regional Recreation center. Designed for accessibility, this modern, inviting facility consistently offers programming and technology solutions to promote inclusion and equitable access to recreation services. Assessment and review of other public spaces and municipal buildings, programs and services is ongoing.

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PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Recreation Centre	Programming and rates improvement to be more affordable and accessible.	Systemic	NRRM	2021
Facility Upgrades	Municipal owned building upgrades – aquatic centre, hall space, playground, arena seating, accessible parking, elevators and ramps.	Physical	NRRM	2015 +
Zoning Bylaw	Updated Zoning Bylaw to include CSA Accessible Parking Standards.	Physical	NRRM	2023
National Accessibility Week	Promoted 'National Accessibility Week.'	Attitudinal	NRRM	2023
Accessibility and Inclusion Committee	The Northern Rockies Regional Municipality, Fort Nelson Public Library and School District No. 81 recruited community members with lived and learned accessibility experiences to this Committee.	All	NRRM, Fort Nelson Public Library and School District No. 81	2023
NRRM Parks and Trails Active Mobility Planning	Audited Andy Bailey Regional Campground and Art Fraser Park. Improvements came from the audit.	Physical	NRRM	2023
Rick Hanson Foundation	Building inspector is currently training with Rick Hanson Foundation.	Systemic	NRRM	2023

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Website updated	NRRM website updated to be more accessible.	Technological, Information	NRRM	2021 +
Inclusion Worker Hired	Job created for supporting participation in recreation programming for people with disabilities; networking with community organizations; understanding barriers to accessing recreation.	All	NRRM	2023
Installation of Communication board at Art Fraser Park	Display of symbols/pictures to assist in non-verbal communication aiding those with speech or language barriers.	Information, Physical, Attitudinal	NRRM (Input Collabora-tion with School District 81)	2023
Landscaping and accessibility improvements at local gathering spot	New pathways and improved entry/exit enable people with mobility challenges to participate in firepit/picnic area activities	Physical	NRRM	2023
SuperHost Training	Training for Front Counter staff to support customers with accessibility challenges including sight, hearing, mobility and those whose first language may not be English	Technological, Information, Attitudinal	NRRM	2021
Installation of Sound Baffling Panels	Improvements in Municipal Office Front Counter for improved acoustics to aid hearing impaired.	Physical	NRRM	2020

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ACTION PLAN FOR 2023 – 2026

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Art Fraser Accessibility & Improvement Project	Detailed design for creation and improvement of accessible community park space.	All	NRRM	2024-2026
Andy Bailey Accessibility & Improvement Project	The project will undertake improvements identified through public engagement including upgrades to washroom facilities, picnic areas and walkways; construction of a change room and screened-in shelter; installation of a dock and beach mat; establishment of accessible parking and further developments to camping areas.	All	NRRM	2023-2025
Townhall upgrades	Major renovations including levelling of workspaces, installation of elevator, chair lift.	Physical	NRRM	2024-2026
Accessibility Principles Training	Northern Rockies AIC initiating review of community events/programs to understand and strategize highest impact changes for inclusivity	All	NRRM	2023

CITY OF DAWSON CREEK

ABOUT US

The City of Dawson Creek was incorporated in 1958. The City is the second largest member municipality of the PRRD. The City borders Electoral Area D. The City of Dawson Creek is approximately 24.8 square kilometers in size, and had a population of 12,323 in 2021. The City is seen as the service centre for the South Peace Region and is referred to as the "Capital of the Peace". The Village of Pouce Coupe borders the southeastern boundary of the City of Dawson Creek and, through mutual agreements, benefits from the provision of services, such as water, from Dawson Creek.

Some of the services provided by the City include:

- Cemeteries
- Development services
- Fire protection
- Garbage and recycling
- RCMP
- Recreation programs
- Road maintenance and operation
- Snow removal
- Water and sewer
- Yard waste

DID YOU KNOW?

On February 13, 1943, an explosion destroyed an entire block in the heart of Dawson Creek. Dawson Creek had no water supply system and the only water available was the surface run-off. in the road ditches.

RECENT ACCESSIBILITY PROJECTS AND INITIATIVES

The City of Dawson Creek recognizes the importance of partnerships in advancing accessibility. The City has identified several internal projects to support employees who have disabilities, as well as help the public access City services. Some of these projects aim to increase the accessibility of City-owned buildings and increase human resources available to assist employees. They would also like to increase staff resources and their capacity to identify and address barriers.

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Accessible Playground	Building the first accessible playground in Dawson Creek	Physical	City of Dawson Creek	2023
Seniors aging-in-place supports	The PRRD is helping seniors in Electoral Area D and parts of Area E to age-in-place with attentive snow clearing.	Physical	PRRD	Ongoing
Culture, Parks and Recreation Master Plan	Identifies barriers and actions for parks, recreation and culture services and facilities in Dawson Creek.	Physical	City of Dawson Creek	2023
Literacy Programs	International students provided with literacy programs for those with English as a second language.	Commun-ications	Northern Lights College	Ongoing
Road/curb upgrades	Curb upgrades on roads in the City.	Physical	City of Dawson Creek	Ongoing
New website	Built a new City website that focuses on accessibility, using alt text and plain language.	Commun-ications	City of Dawson Creek	2023

ACTION PLAN FOR 2023 – 2026

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Art Gallery Upgrades	The City of Dawson Creek received funding from NDIT for upgrades to access the Art Gallery.	Physical	City of Dawson Creek NDIT	2024
Road/curb upgrades	Curb upgrades on roads in the City to improve safety and accessibility.	Physical	City of Dawson Creek	Ongoing
Municipal owned building upgrades	Upgrades to municipal owned buildings to enhance accessibility are planned.	Physical	City of Dawson Creek	2024 and ongoing
Accessible Documents and Communication	Training staff to use alt text and plain language in emails and documents.	Commun-ications	City of Dawson Creek	Ongoing
Accessible Sport Courts	Will connect the Dawson Creek Trail to the new sports courts in Kin Park to ensure accessibility.	Physical	City of Dawson Creek	2024

CITY OF FORT ST. JOHN

ABOUT US

Incorporated in 1947, the City of Fort St. John is the largest city in the Peace River Regional District and Northeast BC. The City borders Electoral Area B, C, D and E. It is also the largest city in BC situated along the Alaska Highway. The City is a prominent service centre for the region, with medical, recreational, financial, educational and other services located within the city.

The City provides a range of services including:

- Recreation
- Parks and grounds
- Water and sewer
- Garbage and recycling collection
- Cemetery
- Development services
- Fire protection
- Road maintenance
- Snow removal
- RCMP

DID YOU KNOW?

There are only three indoor speedskating ovals in Canada, one is in Calgary, the other in Quebec City, and the third is right here in Fort St. John! It is also the only municipally operated indoor speedskating oval.

RECENT ACCESSIBILITY PROJECTS AND INITIATIVES

The City of Fort St. John has embarked on several accessibility initiatives in recent years. Accessibility reviews of recreation facilities were completed in 2020 in preparation for the BC Winter Games. Recreation center programming staff are educated in delivering accessibility programming. Both the Parks and Recreation Plan and Official Community Plans mention accessibility. There is a lack of a formal, integrated approach to accessibility across City departments, though. A major goal for Fort St. John is to move from responsive accessibility projects to a proactive, planned approach.

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Accessible mobility device loan	Walkers and skate aids are available for public use at the Pomeroy Sport Centre. Water wheelchairs at the North Peace Leisure Pool.	Physical	City of Fort St. John	N/A
Informal audit for BC Winter Games	Washroom signs and accessibility features in restrooms were identified and improved.	Physical	City of Fort St. John	2020
FSJ Strategic Plan	Affordable and accessible wellness and recreation opportunities were identified as a priority.	Systemic	City of Fort St. John	2023
Parks and Recreation Master Plan	Accessibility was a theme in the goals and actions identified in the plan.	Physical	City of Fort St. John	2017
Fort St. John Official Community Plan	Physical accessibility considerations and the want of an accessibility plan to be developed were in the plan.	Physical	City of Fort St. John	2017
Assisted Association for Community Living Events	Provides volunteer support, activities, and recreation equipment to Association for Community Living during events.	Physical, Systemic and Sensory	Association for Community Living	Ongoing
Employment for Association for Community Living	Provides employment opportunities for those from Association for Community Living.	Attitudinal, Systemic	City of Fort St. John Association for Community Living	Ongoing

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ACTION PLAN FOR 2023 – 2026

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Community Services Fees and Service Audit	Evaluating current services and needs in the community including review of a Leisure Access Program.	Financial Accessibility	City of Fort St. John	2023
Accessible Event Programming	Corporate events to include an accessibility evaluation during planning stages.	Physical and Neurodivergent	City of Fort St. John	2023
Customer Service Staff Training	All customer service staff in Community Services Division to undergo accessible customer service training, "SuperHost – Service for All."	All	City of Fort St. John	2023
North Peace Arena Accessibility	Automatic door openers installed on doors to arena bleachers	Physical	City of Fort St. John	2024
Kids Arena Field House	The building is being retrofitted for accessibility, with a new elevator and bleacher system coming.	Physical	City of Fort St. John	2023 / 2024
Assisted Association for Community Living Events	Provides volunteer support, activities, and recreation equipment to Association for Community Living during events.	Physical, Systemic and Sensory	Association for Community Living	Ongoing
Employment for Association for Community Living	Provides employment opportunities for those from Association for Community Living	Attitudinal, Systemic	City of Fort St. John Association for Community Living	Ongoing

DISTRICT OF CHETWYND

ABOUT US

The District of Chetwynd, incorporated in 1962, is situated at the junction of Highway 97 and 29. The District is a member of the Peace River Regional District and the third largest municipality. The District is located within Electoral Area E. The District is seen a primary service provider for the West Peace region and works closely with its neighbouring communities on initiatives in the area.

Services provided by the District of Chetwynd include:

- Development services
- Fire protection
- Airport services
- Snow removal
- Solid waste management
- Water and sewer
- Parks and recreation
- Victim services
- Housing services for RCMP, Nurses, and Doctors
- Air quality monitoring – Purple air
- Public works services
- Visitor services
- Medical office services
- RCMP

DID YOU KNOW?

Chetwynd is home to a full-service accessible recreation centre, new fully accessible library, and is home to the annual Chetwynd International Chainsaw Carving Championship!

RECENT ACCESSIBILITY PROJECTS AND INITIATIVES

The District of Chetwynd has been pursuing increased accessibility in the community for many years. Through a combination of investments in infrastructure and equipment, and working with community partners, the District has been taking steps towards increasing access to the community for all residents. Actions include purchasing mobility equipment like portable ramps that are free on request for public use, capital investments in accessible pathways, and running an accessible bus service for seniors.

Ongoing work and consultation with community partners is helping the District to identify opportunities to improve accessibility for all.

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Downtown Revitalization Plan	Plan and community engagement process identified physical accessibility barriers in the downtown area.	Physical	District of Chetwynd	2021
Active Transportation Plan	Identified that active transportation is important for those community members that have accessibility challenges, and action items to improve accessibility (trails, sidewalks, wayfinding and signs) in Chetwynd.	Physical, information	District of Chetwynd	2021
Ramp Free Equipment Program	Ramp is available to borrow at the visitor centre.	Physical	District of Chetwynd	2022
Facility Upgrades	Ramp access improvements to the recreation centre are planned.	Physical	District of Chetwynd	2023
Relationships with Community Members	Feedback is provided by two community members with accessibility challenges, and regular service provider meetings happen with community businesses.	Physical	District of Chetwynd	2023

ACTION PLAN FOR 2023 – 2026

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Sidewalks	Wabi Crescent and Little Prairie Haven to Nicholson Road Chevron sidewalks are being constructed	Access	District of Chetwynd	2023
Park Additions	Future planning for addition to park spaces to enhance accessibility is anticipated.	TBD	TBD	TBD
Chainsaw Competition Grounds and Display	Access to be improved beside skate park and greenspace for carving event.	Access	District of Chetwynd	2023
Facility Upgrades	Library access, Visitor Centre access to be enhanced.	Physical	District of Chetwynd	2023
Community Garden	Accessibility to the greenhouse and plots to be enhanced.	Physical	District of Chetwynd	2023
Walking trail system	Walking trail system is under development: 2023 - Along south boulevard in front of new restaurants (EDO, Subway, & Domino's). 2024 - South Access boulevard Chevron to Lights. 2025 - Lights to South Access in front of Stagecoach. 2026 - South Access Bridge to Days Inn	Physical	District of Chetwynd	2023-2026
Downtown beautification	Access and let downs improved, lighting added along streets.	Physical	District of Chetwynd	2022-2023
Cemetery	Access and walkways improved.	Physical	District of Chetwynd	2022-2023

DISTRICT OF HUDSON'S HOPE

ABOUT US

Hudson's Hope was first established as fur trading post in 1805 and incorporated in 1965. The District of Hudson's Hope is a member of the Peace River Regional District (PRRD), and borders Electoral Areas E and B. The District of Hudson's Hope relies on the PRRD for planning and development services, as well as fire protection services. Hudson's Hope is one of the most solarized communities per capita in Canada and its residents are proud of the community's electrical self-generation, sustainability and fiscal responsibility. The District of Hudson's Hope is also home to one of Northern BC's only outdoor swimming pools.

Services that the District provides include:

- Community and recreation services
- Public works (water, grounds, roads, solid waste, cemetery)

> **DID YOU KNOW?**
>
> Hudson's Hope has the most Northerly outdoor swimming pool in BC, which features a zero-entry beach type access which is excellent for users with mobility challenges.

RECENT ACCESSIBILITY PROJECTS AND INITIATIVES

The District of Hudson's Hope strives to be an accessible community. Hudson's Hope provides services to the surrounding rural areas within the District. Both local residents and residents of surrounding areas access necessary care and services here. However, they also use Chetwynd and Fort St. John as service hubs. As municipal buildings are updated or built, physical accessibility is being considered as a design priority. The District is also considering sidewalks and pedestrian pathways to improve connectivity between amenities in the community.

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Community Hall Ramp Upgrades	Repairing & upgrading ramp access to Community Hall	Physical	District of Hudson's Hope	2023
District Building Access	All district owned buildings have ramp access.	Physical	District of Hudson's Hope	2023

ACTION PLAN FOR 2023 – 2026

The District of Hudson's Hope will work in conjunction with the Collaborative Accessibility Committee to develop an Action Plan and tangible actions for enhancing accessibility in the community over the 2023 - 2026 period.

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DISTRICT OF TAYLOR

ABOUT US

The District of Taylor was originally incorporated as the Village of Taylor in 1958. Later in 1989, the District of Taylor reincorporated. Taylor is a member municipality of the Peace River Regional District (PRRD). The District of Taylor borders Electoral Area C, D and E. The District covers an area of about 16.92 square kilometers, with a population of 1,317 in 2021. Taylor residents visit the neighbouring City of Fort St. John for many services.

Services provided by the District include:

- Sewer and water
- Cemetery operations
- Snow and ice control
- Street sweeping and road maintenance
- Community and recreation services
- Development services

DID YOU KNOW?

The District of Taylor has hosted the Annual World Invitational Gold Panning Championships since 1972.

RECENT ACCESSIBILITY PROJECTS AND INITIATIVES

From 2009-2019 the District of Taylor had an Advisory to Council Accessibility Committee. This committee completed two key projects – communication and information sharing with the community to increase awareness, and a report on facilities in 2018. The District has been working on the recommended changes in this report. While there is not a formal strategy for accessibility at this time, District staff work to include accessibility as a key consideration in their work. They are consistently looking for ways to improve their ability to identify barriers so they can remove them.

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Library Updates	Installation of an auto access door.	Physical	District of Taylor	2023

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PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Community Services Hub Update	Installation of a designated accessible parking space.	Physical	District of Taylor	2023
Playground Updates	Playgrounds around the District are continuing to be upgraded through the installation of "pour in place" rubber and accessible play equipment.	Physical	District of Taylor	2022 (ongoing)
Housing Needs Assessment	Report identified accessible housing needs in Taylor.	Systemic, physical,	District of Taylor	2021
Lone Wolf Golf Club Updates	Replacement of heavy, non-accessible doors to doors with auto access.	Physical	District of Taylor	2020
Visitor Centre Updates	Ramp improvements through the installation of grab bars.	Physical	District of Taylor	2020
Arena Updates	Upgrades to improve parking and access into the facility, ramp safety, and washrooms.	Physical	District of Taylor	2019-2020
Curling Rink Washroom Updates	Improvements to accessible bathroom stalls and height of mirrors, towel	Physical	District of Taylor	2019

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PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
	dispenser and hand driers.			
District of Taylor Municipal Office	Installation of a drop-down counter.	Physical	District of Taylor	2020

ACTION PLAN FOR 2023–2026

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Senior Driveway Clearing	Program offered annually to seniors and physically disabled residents.	Physical	District of Taylor	2023-2026
Free camping at Peace Island Park for persons with disabilities	Program offered by BC Parks that is recognized by Peace Island Park.	Physical	District of Taylor	2023-2026
Golf Course Participaction Trail Improvements	Paving of the back loop of the trail to make the entire trail accessible.	Physical	District of Taylor	2023
Library Updates	Rearranging interior setup of shelving to improve accessibility.	Physical	District of Taylor	2023
Senior Eye Exams	Program to provide annual eye care to seniors.	Physical	District of Taylor	2024

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PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Website Updates	Installation of plug-ins to make the website more user friendly for persons with audio/visual disabilities.	Information / Commun-ication, Systemic, Technology	District of Taylor	2024
Livestreaming Council Meetings	Increased access for those unable to attend Council Meetings in person.	Information / Communicati on, Systemic, Technology	District of Taylor	2024
Playground Updates	Installation of pour in place rubber and accessible play equipment.	Physical	District of Taylor	2024-2025
Curling Complex Updates	Installation of a lift to improve access to the lounge.	Physical	District of Taylor	2025
Golf Course Updates	Renovations to the current ramp.	Physical	District of Taylor	2025

DISTRICT OF TUMBLER RIDGE

ABOUT US

The District of Tumbler Ridge was incorporated in 1981 and construction of the townsite and associated infrastructure began the same year. The District is a member municipality of the Peace River Regional District (PRRD), and borders Electoral Areas E and D. The District encompasses an area of 1,558 square kilometers with a population of 2,399 (2021).

Services provided by the District include:

- Garbage and recycling collection
- Water sanitation system
- Recreation
- RCMP
- Fire protection
- Parks and ground
- Road maintenance

DID YOU KNOW?
Tumbler Ridge UNESCO Global Geopark is one of the only five geoparks in Canada and the only one located in Western North America.

RECENT ACCESSIBILITY PROJECTS AND INITIATIVES

In 2019, the District of Tumbler Ridge completed an Age-Friendly Assessment and Action Plan which examined many accessibility barriers. This work has resulted in several changes and building upgrades to improve accessibility in the community. Recently, the District also updated their website to be more accessible and is continuing to implement accessibility through its Accessibility Design Guidelines. The Guidelines include equitable access, including physical accessibility.

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Updated Website	The District website was redeveloped with accessibility in mind.	Technology, information	District of Tumbler Ridge	2023
Age-Friendly Assessment and Action Plan	An age-friendly assessment and action plan was completed for Tumbler Ridge.	Systemic, physical, communication, technology	District of Tumbler Ridge	2019
Visitor Centre TrailRider	Visitor centre provides a TrailRider for mobility device users.	Physical	District of Tumbler Ridge	2021
Downtown Design Guidelines	All development in the downtown area must follow these guidelines.	Physical	District of Tumbler Ridge	2022
Mayor's Senior Needs Taskforce	Taskforce examines housing and support service needs for seniors in the community.	Physical, systemic, technological	District of Tumbler Ridge	2008

ACTION PLAN FOR 2023 – 2026

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Community Centre	The Community Centre will be replacing the weight room door to provide accessibility to recreation services.	Physical	District of Tumbler Ridge	2023

VILLAGE OF POUCE COUPE

ABOUT US

The Village of Pouce Coupe was incorporated in 1932, with a current population of 762 residents (2021) and municipal boundary size of 325 hectares. The Village is a member municipality of the Peace River Regional District (PRRD). The Village borders Electoral Area D. Neighbouring Dawson Creek is a service hub for the residents of Pouce Coupe. The City of Dawson Creek provides water to the Village of Pouce Coupe.

The Village offers the following services:

- Development services (building permits and inspections)
- Snow removal and road maintenance
- Sewer
- Fire protection
- RCMP detachment
- Garbage and recycling collection

DID YOU KNOW?
The name Pouce Coupe comes from the French words "cut thumb."

RECENT ACCESSIBILITY PROJECTS AND INITIATIVES

The Village of Pouce Coupe has worked to upgrade municipally owned buildings in the community to improve physical accessibility. Further upgrades to other buildings used by the community, such as the school, require partnerships. The Village of Pouce Coupe is particularly interested in expanding their work on accessibility to address other barrier types over the next few years.

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY OR ORGANIZATION	YEAR
Accessible Washroom	Addition being added to church to provide an accessible washroom	Physical	Bible Missionary Church	2023-2024
Village Office Door	Upgrades to the Village office door to add an automatic door button.	Physical	Village of Pouce Coupe	2024
Post Office Ramp	Ramp added to access the post office.	Physical	Village of Pouce Coupe	2024-2025

ACTION PLAN FOR 2023 – 2026

PROJECT OR PLAN	SUMMARY	TYPE OF BARRIERS ADDRESSED	LEAD AGENCY	YEAR
Village Park	Upgrades to Village Park to be accessibility friendly.	Physical	Village of Pouce Coupe	2025

EVALUATION METHODS

Evaluation is an important part of applying learning. Each year, the Collaborative Accessibility Committee will evaluate progress and discuss learnings.

- **Regular Reporting** – Each Collaborative Accessibility Committee meeting will include an opportunity for project updates. The facilitator, sub-committees, or local governments may provide brief updates on projects.
- **Annual Evaluation** – Each year a Collaborative Accessibility Committee meeting will be designated as an evaluation meeting. The facilitator will provide a summary of the year's activities and members may provide updates on projects and key learnings. The Committee may then discuss the projects and learnings and consider how to adjust projects, priorities, actions, or approaches to its work in the coming year.

Guiding questions have been developed to support in overall evaluation. Specific projects or activities may have their own metrics. Specific evaluation tools, such as surveys of committee members, checklists, or reporting templates may need to be created as the Committee works together and evolves its processes. This list of questions is not encompassing of everything the Committee may choose to monitor over time. It is simply a starting point for evaluation and may be refined if the Collaborative Accessibility Committee chooses to do so.

ARE WE ADDRESSING MULTIPLE BARRIER TYPES?

The Accessible BC Act discusses a variety of barrier types that can prevent access to communities for people with disabilities. The Committee strives to address multiple barrier types in its work. The following questions can be asked during evaluation:

- What projects did we undertake related to each barrier? Some projects may address multiple barriers.
- Were there any barrier types we did not address? Why?
- What can we do next year to address more barrier types?

TYPES OF BARRIERS

BC's Accessibility Plan identifies the following barriers:

Attitudinal Barriers – When people think and act based upon false ideas, like:

- Making decisions about people with disabilities without including them
- Not believing that a person with a disability can contribute to the workforce

Physical Barriers – When obstacles make access difficult, like:

- A washroom with an accessible stall but no automatic door opener
- Hosting a meeting in a space with no wheelchair access

Information or Communication Barriers – When communication methods do not reach people with disabilities, like:

- Using small print or not providing large-print versions of material
- Videos, events, or meetings that do not have closed captions

Systemic Barriers – When an organization's policies or procedures aren't inclusive, like:

- Not providing an American Sign Language interpreter or closed captioning
- Requiring a driver's license for a job when another form of transportation could be used

Technological Barriers – When technology can't be accessed by people with disabilities, like:

- Websites, documents, or databases that are not accessible for screen readers
- Website graphs and charts do not have text to explain them

Sensory Barriers – When lights, sounds or smells prevent participation in the environment, like:

- Co-workers wearing perfume in the workplace
- Use of fluorescent lighting in the workplace

ARE WE APPLYING THE GUIDING PRINCIPLES OF THE ACCESSIBLE BC ACT?

The Accessible BC Act identifies a set of guiding principles for improving accessibility. The Committee commits to following these guiding principles. In evaluations, the following questions can be asked, which are related to each of the six guiding principles.

ADAPTABILITY

The Accessibility Committee must adapt its priorities as emerging needs and new information arise. Additionally, accessibility plans should reflect that disability and accessibility are evolving concepts that change as services, technology, and attitudes change.

- Did we learn anything new this year that required adaptation of our plans? What was it and how did we adapt? How can we adapt for next year?

COLLABORATION

This work involves partnerships and collaboration across governments, with people with disabilities, and the Provincial Accessibility Committee. Promoting accessible communities is a shared responsibility and everyone has a role to play.

- Did we work well together as a committee? Were we able to identify and work with other partners?

DIVERSITY

It's important to consider the variety of identities found within an organization, group, or society.

- Does our committee membership reflect our region?

INCLUSION

This principle focuses on the practice of using proactive measures to create an environment where people feel welcomed, respected, and valued. It aims to foster a sense of belonging and engagement to support participation. All British Columbians, including persons with disabilities, should be able to participate fully and equally in their communities.

- Do committee members feel included in the committee processes? Do they see how their input is being applied in local government practices?

SELF-DETERMINATION

The ability to choose and set goals, self-advocate, make personalized decisions, and reach goals is an important component of this work.

- Have committee members been able to identify and pursue their own projects?

UNIVERSAL DESIGN

Universal design is the process of creating services and environments that are accessible to people with a wide range of abilities, disabilities, and other characteristics.

The Centre for Excellence in Universal Design defines Universal Design as "the design and composition of an environment so that it can be accessed, understood, and used to the greatest extent possible by all people regardless of their age, size, ability or disability."

- Have we considered best practices and universal design in our learnings, shared resources, and approaches to policies, practices, and projects?

LEARNING AND INSIGHTS

Learning is critical to practicing accessibility. Each year, the Committee will consider how it has supported ongoing learning. This learning might look like hosting workshops or inviting guest speakers to present to the Committee or local governments. It could be developing and launching public awareness or education projects, or it could be committee members sharing and discussing best practices, policies, or projects they have worked on.

- Did we host guest speakers, complete courses, or participate in other types of learning? How did we share that learning with member communities?
- What learning did each local government undertake?
- Did we help inform the public about accessibility?

RECEIVING PUBLIC FEEDBACK

Feedback collected from the public and any actions taken will be summarized by the facilitator and shared with the Committee for discussion.

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CONCLUSION

The Northeastern British Columbia Collaborative Accessibility Committee is excited to be embarking on this journey towards accessibility together. The local governments of Northeastern BC have decided to collaborate on this work to improve the public's experience across the region. We do this work in recognition that our communities' boundaries are not the boundaries our citizens live their whole lives in. Together, we can have a much greater impact than if we worked independently.

Please be on the lookout for opportunities to be involved!

SQUAMISH - LILLOOET REGIONAL DISTRICT

PRELIMINARY / DRAFT ACCESSIBILITY PLAN (VERSION #1)
August 2, 2023

Draft Version	Updated
#1	August 2, 2023

** Please note this document reflects the work-in-progress currently underway at the SLRD in respect of its Accessible British Columbia Act requirements.

This document remains in Preliminary / Draft format until considered and approved by the Board at a future Board meeting.**

Introduction

The Accessible British Columbia Act (the "Act") was enacted on June 17, 2021. The Act contains a framework for the Squamish-Lillooet Regional District (SLRD) to work with people with disabilities and the broader community to identify, remove and prevent barriers to accessibility.

The Act's definition of a barrier is "anything that hinders the full and equal participation in society of a person with an impairment." The Act states that barriers can be "caused by environments, attitudes, practices, policies, information, communications or technologies and affected by intersecting forms of discrimination."

As a piece of enabling legislation, the Act paves the way for *future* standards to be made by the Provincial Cabinet (via regulation) that may address the identification, removal and prevention of barriers in all areas, including employment; delivery of services; the built environment; information and communications; transportation; health; education; and procurement.

The Act also contains the requirements of establishing an accessibility committee (section 9), developing an accessibility plan (section 11) and establishing a process for receiving public feedback on accessibility matters (section 12) - these sections are reproduced in Schedule A.

In 2022, the Accessible British Columbia Regulation subsequently established September 1, 2023 as the date by which the process for developing an accessibility plan and the establishment of an accessibility committee were to be underway. An Accessibility Plan does not need to be completed nor comprehensive as of September 1, 2023 and is intended to be an evolving document, to reflect the priorities of the SLRD as informed by its Accessibility Committee and taking into consideration any public feedback on accessibility.

Existing Board Direction

At its May 24 & 25, 2023 Regular Meeting, the Board passed the following resolutions:

> *THAT the Accessibility Committee be established as a staff advisory committee reporting to the Chief Administrative Officer.*

1

THAT the Board be updated on the work of the Accessibility Committee on a schedule to be determined by the Chief Administrative Officer.

THAT the draft Terms of Reference for the Accessibility Committee be received.
THAT staff develop a tool to receive public feedback on accessibility to help identify barriers and build awareness of accessibility in the community.

THAT the following matter be added to the Board Follow-Up Action List (FUAL) for prioritizing and actioning when workplan capacity allows:

> *Staff bring a report to a future Board meeting with options for providing stipends to members of the SLRD's various advisory committees (such as Area B Agricultural Advisory Committee, Area C Agricultural Advisory Committee, and Accessibility Committee) along with potential financial impacts associated with providing such stipends.*

The Role of the Accessibility Committee

The Accessibility Committee is a recommendation-based committee that reports to the Chief Administrative Officer (CAO). The Accessibility Committee has no ability to make any decisions with respect to accessibility matters nor to manage or direct the actions of staff on a day-to-day operational basis, nor to enter into agreements and contractual obligations.

The work of the Accessibility Committee consists of making recommendations to the CAO on the following matters:

(a) Developing a draft Accessibility Plan for the organization.

(b) Identifying and assessing accessibility barriers to people in the organization or to people interacting with the organization.

(c) Removing and preventing accessibility barriers to people in the organization or to people interacting with the organization.

(d) Once the Accessibility Plan is developed and as approved by the Board, implementing the Accessibility Plan.

(e) Providing feedback on the SLRD's tool to receive public feedback on accessibility to help identify barriers and build awareness in the community of accessibility.

The CAO has the authority to incorporate into the Corporate Work Plan any accessibility initiatives arising out of the work of the Committee that:

- do not have financial impacts; or

- have financial impacts that can be incorporated into the current financial plan.

2

If the CAO wishes to advance accessibility initiatives arising out of the work of the Accessibility Committee that require dedicated funding, a staff report seeking allocation of dedicated funding will be brought to the Board as part the SLRD's normal budgeting processes.

On July 27, 2023, the CAO approved the Terms of Reference (Version #1) – these are attached as Schedule B.

Guiding Framework

Existing Provincial and SLRD Policy

- Accessible British Columbia Act

In developing and updating its accessibility plan, the Act requires the SLRD to consider the principles of inclusion, adaptability, diversity, collaboration, self-determination, and universal design. However, the Act is not overly prescriptive and has considerable flexibility in terms of where and how to focus the accessibility plan or the work of the Committee (i.e. internal operations or external operations or both). For example, the SLRD could choose to focus internally on employee training and employment policies and practices or look externally to accessibility barriers.

- Regional Growth Strategy

The Regional Growth Strategy Bylaw No. 1062, 2008 is intended to manage population change, guide decision-making and collaboration, and provides a broad policy framework describing the common direction that the three Electoral Areas (i.e. Electoral Area A is not included) and the four member municipalities will follow in promoting development and services that are sustainable, recognizing a long-term responsibility for the quality of life for future generations.

The SLRD's Regional Growth Strategy includes some high-level references to accessibility; these references are reproduced in Schedule C.

- Official Community Plans

From a Planning perspective, the SLRD has the ability to address and implement accessibility design components through Form and Character Development Permit Areas. These typically apply to commercial, industrial, intensive residential, and multi-family residential developments; see the Area D OCP (pages 69-77) for details.

- Housing Needs Study

The SLRD Housing Need and Demand Study - Electoral Areas A, B, C & D dated February 7, 2020 identifies challenges and priorities around housing, with accessibility being a component identified in survey responses. This report is due to be updated in 2024.

- Current SLRD Mission Statement

The Squamish-Lillooet Regional District's mission is to enhance the quality of life of constituents through the facilitation of regional and community services for the benefit of present and future generations.

<u>The SLRD's Approach</u>

As noted above, the SLRD currently has a very limited amount of policy on accessibility matters. There is no funding currently allocated for this work (aside from a small amount of funding for the recruitment of committee members). The budget for any accessibility initiatives that could be approved by the Board in the future would have to be reflected in the SLRD five-year financial plan.

Therefore, the SLRD's approach to developing an accessibility plan is to start off simple and focused with the ability to grow over time adding breadth, depth and complexity in response to the following:

1. consideration of the input provided by the Accessibility Committee;

2. any approved financial allocations as part of the Board's usual budgetary process; and

3. any legislative changes.

About Our Committee

<u>Initial Focus of Committee</u>

The Committee will initially focus on outreach efforts to recruit members for the Accessibility Committee who meet the legislative requirements for membership. Potential Committee members who meet the legislative requirements for membership could consist of staff members and or individuals from outside of the organization. While this outreach work is proceeding, staff from the Strategic Services Department will also advance foundational work tasks as directed by the Accessibility Committee.

<u>Current Committee Members and Background</u>

The Sponsor of the Accessibility Committee is the Director of Strategic Services (Kristen Clark), who is also, at this time, a member of the Accessibility Committee and the Chair. The Sponsor has appointed the following staff members to the Accessibility Committee:

- Director of Corporate and Legislative Services (Angela Belsham)
- Human Resources Manager (Monica Halitzki)
- Communications and Engagement Manager (Patricia Westerholm)
- Director of Planning and Development Services (Kim Needham)

4

All Committee members are voting members, until the occurrence of the following event:

- when there is a minimum of 4 Committee members meeting the legislative requirements for membership, those Committee members who are staff members not meeting the legislative requirements for membership cease to be voting members and become non-voting members.

Consultations Conducted

Consultations to Date

As first steps, a staff survey and a community survey are planned.

Who was Consulted

TBD

How Consultation Was Conducted

TBD

Key Discussion Themes

TBD

Feedback Mechanism

Feedback Mechanism Development

The SLRD's engagement platform will be used.

Barriers Identified

What the SLRD Found (internal review)

TBD

What the SLRD Heard (Community/committee feedback)

TBD

Actions Taken

TBD

5

The SLRD's Three-Year Plan

TBD

Summary

Priority #1
TBD

Priority #2
TBD

Priority #3
TBD

Detailed Plan - *TBD*

Action	Details	Timeline

Monitoring and Evaluation

Monitoring

A monitoring report will be produced on an annual basis and delivered to the CAO (on a schedule as determined by the CAO).

Evaluating

The SLRD will conduct a review and evaluation of the accessibility plan every three years from date of adoption of the Accessibility Plan.

How to Give Feedback to the SLRD

Feedback can be provided through the Accessibility Plan webpage on the SLRD website or through the SLRD's community engagement platform. (More details to follow.)

Schedules

Schedule A: Excerpts from Accessible British Columbia Act

Schedule B: Terms of Reference of the Accessibility Committee (Version #1)

Schedule C: Excerpts from the Regional Growth Strategy

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Schedule A
Excerpts of Accessible British Columbia Act

Accessibility committee

9(1)   An organization must establish a committee to

(a)   assist the organization to identify barriers to individuals in or interacting with the organization, and

(b)   advise the organization on how to remove and prevent barriers to individuals in or interacting with the organization.

(2)   An accessibility committee must, to the extent possible, have members who are selected in accordance with the following goals:

(a)   at least half of the members are

(i)   persons with disabilities, or

(ii)   individuals who support, or are from organizations that support, persons with disabilities;

(b)   the members described in paragraph (a) reflect the diversity of persons with disabilities in British Columbia;

(c)   at least one of the members is an Indigenous person;

(d)   the committee reflects the diversity of persons in British Columbia.

Accessibility plan

11(1)   An organization must develop a plan to identify, remove and prevent barriers to individuals in or interacting with the organization.

(2)   An organization must review and update its accessibility plan at least once every 3 years.

(3)   In developing and updating its accessibility plan, an organization must consider the following principles:

(a)   inclusion;
(b)   adaptability;
(c)   diversity;
(d)   collaboration;
(e)   self-determination;
(f)   universal design.

(4)   In developing its accessibility plan, an organization must consult with its accessibility committee.

(5)   In updating its accessibility plan, an organization must

(a)   consider any comments received under section 12 [public feedback], and

(b)   consult with its accessibility committee.

Public feedback

12   An organization must establish a process for receiving comments from the public on

(a)   the organization's accessibility plan, and

(b)   barriers to individuals in or interacting with the organization.

Schedule B
Terms of Reference (Version #1)

Please see attached.

SQUAMISH - LILLOOET
R E G I O N A L   D I S T R I C T

Accessibility Committee
Terms of Reference
Version #1 dated July 27, 2023

1.   Legislative Authority of Committee

In accordance with Part 3 of the [Accessible British Columbia Act](#) and the [Accessible British Columbia Regulation](#), the Squamish-Lillooet Regional District (SLRD) is required to:

A. Establish an accessibility committee that to the extent possible reflects the diversity of persons in B.C. as well as the diversity of persons with disabilities in B.C., including at least 1 Indigenous person and at least half of the Committee members are persons with disabilities or individuals who support, or are from organizations that support, persons with disabilities.

B. Consult with the accessibility committee when developing or updating an accessibility plan.

C. Develop an accessibility plan outlining how the SLRD will identify, remove and prevent barriers to people in the organization or interacting with the organization, taking into account six specified principles:

      (1) Inclusion

      (2) Adaptability

      (3) Diversity

      (4) Collaboration

      (5) Self-determination (i.e. people choosing and setting their own goals, being involved in making life decisions, self-advocating, and working to reach their goals)

      (6) Universal design (i.e. the process of creating services and environments that are accessible to people with a wide range of abilities, disabilities and other characteristics)

D. Create a tool to receive public feedback on accessibility to help identify barriers and build awareness in the community of accessibility.

2.   No Dedicated Funding for Accessibility Initiatives in Current Financial Plan

As of May 2023, no dedicated funding for accessibility initiatives has been allocated in the SLRD's current financial plan. Any accessibility initiatives requiring dedicated funding that the SLRD Board decides to approve will require associated budget allocations to be made as part of the SLRD Board's normal budgeting processes.

For clarity, the Chief Administrative Officer (CAO) has the authority to incorporate into the Corporate Work Plan any accessibility initiatives that:

- do not have financial impacts; or
- have financial impacts that can be incorporated into the current financial plan.

3. Overview of Accessibility Plan and Committee

The SLRD endorses the principle that the Accessibility Plan is to start off simple and focused with the ability (subject to future Board consideration of any associated budget allocations) to grow over time adding breadth, depth and complexity.

The Accessibility Committee (the "Committee") is a committee that works collaboratively and puts forward recommendations for the CAO's consideration. The SLRD strives to have Committee membership that reflects the diversity of persons in B.C. as well as the diversity of persons with disabilities in B.C., including:

- at least 1 Indigenous person;

- at least half of the Committee members are:

    o persons with disabilities; or

    o individuals who support, or are from organizations that support, persons with disabilities.

4. Purpose of Committee

The Committee is a recommendation-based committee and has no ability to make any decisions with respect to accessibility matters nor to manage or direct the actions of staff on a day-to-day operational basis, nor to enter into agreements and contractual obligations.

The work of the Committee consists of making recommendations to the CAO on the following matters:

(a) In recognition of the principle that the Accessibility Plan is to start off simple and focused (with the ability to grow over time adding breadth, depth and complexity), developing a draft Accessibility Plan for the organization, by taking into account the specified principles of:
      i. inclusion;
     ii. adaptability;
    iii. adversity;
    iv. collaboration;
     v. self-determination; and
    vi. universal design.

(b) Identifying and assessing accessibility barriers to people in the organization or to people interacting with the organization.

(c) Removing and preventing accessibility barriers to people in the organization or to people interacting with the organization.

(d) Once the Accessibility Plan is developed and as approved by the Board, implementing the Accessibility Plan.

(e) Providing feedback on the SLRD's tool to receive public feedback on accessibility to help identify barriers and build awareness in the community of accessibility.

5.   Role of the Chief Administrative Officer

The CAO is responsible for these Terms of Reference and may make revisions to them at any time. (See also section 10 regarding an annual review process.)

The CAO is responsible for determining if and how to address the recommendations of the Committee, including but not limited to reducing or increasing their scope. Without limited the generality of the foregoing, some of the pathways available to the CAO are as follows:

- Do not accept the recommendations, or portions thereof, with general feedback provided to the Committee as to the reason(s);

- Provide direction to the Committee or request more, less or different information in respect of the recommendations, or portions thereof, including but not limited to cost estimates;

- Accept the recommendations, or portions thereof, and incorporate them into the Corporate Work Plan for prioritizing and tracking (i.e. if there are no financial impacts or if there are financial impacts that can be incorporated into the current financial plan);

- Advance the recommendations, or portions thereof, to the Board for consideration via the following route:

  o Direct the Sponsor to develop, for the Board's consideration in an open meeting, a staff report with recommended accessibility initiatives and associated dedicated funding allocations as part of the SLRD's normal budgetary processes (i.e. if there are financial impacts that cannot be incorporated into the current financial plan).

6.   Role and Responsibilities of the Sponsor

The sponsor of the Committee is the Director of Strategic Initiatives or their designate (the "Sponsor"). The Sponsor oversees these Terms of Reference under the direction of the CAO and makes recommendations to the CAO for proposed revisions to these Terms of Reference (see section 10). On a schedule to be determined by the CAO, the Sponsor develops staff reports with updates on the Committee's work for the Board's consideration in open Board meetings.

The Sponsor also provides administrative support to the Committee, including the following responsibilities:

(a) recruits/invites individuals with the relevant membership requirements to be members of the Committee, which may include an application process;

(b) makes Committee appointments (and re-appointments);

(c) receives resignations of members of the Committee;

(d) fills vacancies on the Committee by appointing new member(s) with the relevant membership requirements, which may include an application process;

(e) attends meetings and oversee procedures;

(f) arranges meeting logistics;

(g) sets and prepares meeting agendas in consultation with the Committee and distributes the meeting agenda to Committee members no less than 7 days before the scheduled meeting date;

(h) when necessary, cancels and reschedules meetings with as much notice to the Committee members as possible depending on the circumstances;

(i) takes meeting minutes, which will record any recommendations (for clarity, a verbatim transcript of meetings will not be kept);

(j) transcribes and distributes meeting minutes by email, approval of which by the Committee is to occur by email;

(k) makes use of Committee meeting minutes to prepare staff reports when appropriate to inform the Board of the work of the Committee;

(l) provides overall leadership to the Committee.

7. Membership of Committee

The Committee consists of a minimum of 4 and no more than 12 members, with the breakdown of voting members and non-voting members as set out in these Terms of Reference.

The Sponsor strives to recruit the following persons to be Committee members: (a) persons with disabilities; (b) persons who support, or are from organizations that support, persons with disabilities; and (c) at least one Indigenous person, with a term length of one year and consideration of extending the term for subsequent one-year term(s). At this time, there is no financial remuneration paid to these Committee members (if they are not staff members).

Accessibility Committee Terms of Reference – Version #1 dated July 27, 2023

The Sponsor may invite any or all of the following staff members to be Committee members, with term lengths and potential term extensions as determined by the Sponsor:

- Human Resources Manager
- Representative from the Office of the CAO
- Representative from the Planning Department
- Representative from the Building Department
- Representative from the Communications Department
- Representative from the Legislative and Corporate Services Department
- Representative from the Protective Services Department
- Representative from the Strategic Services Department

All Committee members are voting members, until the occurrence of the following event:

- when there is a minimum of 4 Committee members meeting the requirements of section 1(A) of these Terms of Reference, those Committee members who are staff members not meeting the requirements of section 1A cease to be voting members and become non-voting members.

8.   Meetings

As this is a committee that provides recommendations to the CAO, the Committee meetings are not open to the public.

The Committee meets a minimum of two times and a maximum of six times per year, on a schedule determined by the Committee in consultation with the Sponsor.

The meetings are chaired by the Sponsor, until the occurrence of the following event:

- when there is a minimum of 4 Committee members meeting the requirements of section 1(A) of these Terms of Reference, the Sponsor ceases to be the Chair and a new Chair is to be elected by the voting members. At this time, a Vice-Chair may also be elected by the voting members.

Quorum is a majority of the voting members of the Committee. If quorum is not reached, the meeting is to be rescheduled for another date.

A recommendation made by the Committee is supported by a simple majority vote. In the case of a tie vote, the recommendation is defeated.

Meetings are held in person and electronically to facilitate attendance and to be as accessible and inclusive for Committee members as possible. With the consent of the Sponsor, if all Committee members are available to attend in person and all Committee members agree to meet in person, meetings may be held in person at a mutually-agreed upon location.

As required, staff members will participate to provide subject-matter expertise and feedback including:

Accessibility Committee Terms of Reference – Version #1 dated July 27, 2023

- Director of Environmental Services or designate
- Director of Planning and Development Services or designate
- Director of Legislative and Corporate Services or designate
- Director of Finance or designate
- Director of Protective Services or designate
- Communications Manager or designate
- IT Manager or designate

9.   Duties of Committee Members

Be familiar with the Committee's purpose and duties.

Advise the Sponsor whether or not they will be able to attend the upcoming meeting.

Attend meetings with regularity and punctuality.

Be prepared for meetings by reading agenda materials.

Participate actively at meetings and ensure others can participate fully at meetings.

Be respectful of each other, including ensuring others have their turn to speak and are not interrupted unless absolutely necessary.

Do not speak to media as representatives of the Committee or the SLRD.

Do not discuss meetings outside of the Committee, other than by reference to the meeting minutes taken.

Work in the public interest in order to improve accessibility in the community and resolve any potential conflicts with their personal interests.

10.   Annual Review of these Terms of Reference

The Sponsor undertakes a review of these Terms of Reference on an annual basis starting with the first review by December 31, 2024 and taking into consideration any feedback received from the Committee. As part of this review process, the Sponsor submits any recommendations for revisions to the CAO for consideration of approval.

For clarity, the CAO may make revisions to these Terms of Reference at any time (and not only as part of this annual review process).

Version	Date Approved by the CAO
#1	July 27, 2023

Schedule C
Excerpts of Regional Growth Strategy

GOAL 1 Focus Development into Compact, Complete, Sustainable Communities

The Regional Growth Strategy aims to encourage compact, complete sustainable communities as the basis for land use planning throughout the region. 'Compact, Complete, Sustainable Communities' refers to settlement that takes a long-term view of the quality of life for future generations, promotes the efficient use of land at higher population densities with greater transportation choices, protects agriculture, natural areas and open spaces, and provides an opportunity to live and work in the same community. Focussing settlements into compact, complete, sustainable communities or nodes moves us toward a vision of sustainable, highly liveable communities with accessible *services, public spaces, parks, and cultural and recreation amenities.*

Goal 2 Improve Transportation Options and Linkages

….

(v) Supports expanding preferred modes of transportation within and between communities, with a focus on safety, health, enjoyment and accessibility.

….

Transportation needs in the regional growth strategy have been identified as an expression of local priorities for improvements. Where the province has responsibility for local roads, improvement decisions will be based on a proper evaluation that considers cost and benefits and impact on safety. In the northern part of the region, safety concerns, the need for highway service improvement, and the lack of public and/ or private transportation options are the primary transportation issues. Ongoing improvements to the Duffey Lake Road segment of Highway 99 and other northern routes [Hurley Forest Service Road (FSR), In-Shuck-CH FSR, Highway 40, Highway and the Highline Road / Douglas Trail] are suggested in order to improve accessibility, *enhance safety and support economic development.*

Goal 3 Generate a Range of Quality Affordable Housing

….

d) Adopt financial tools that will assist in the delivery of accessible *family housing and seniors housing, such as cash-in-lieu of social housing contributions, waiving development cost charges, property tax exemptions, and lands grants. This will be pursued as part of decision making by the Regional Board and Member Municipality Councils in regard to social housing proposals.*

GOAL 6 Encourage the Sustainable Use of Parks and Natural Areas

….

Sustainable use of parks and natural areas will be encouraged by:

> • *Promoting / ensuring a variety of <mark>accessible</mark> recreational facilities.*

GOAL 7 Create Healthy and Safe Communities

The Regional Growth Strategy supports the creation of healthy, secure, safe and <mark>accessible</mark> communities.

….

Healthy and safe communities will be created by:
- *Developing mixed-use, pedestrian-oriented, complete communities and neighbourhoods.*
- *Maintaining and strengthening sense of place, with a strong community spirit.*
- *Creating opportunities for improving the quality of life so that people will choose to live and remain in the region.*
- *Enhancing <mark>accessibilities</mark> for people with disabilities.*

….

b) Ensure land use planning encourages the development of healthy, compact and walkable communities that promote safety through environmental design and Smart Growth Principles, natural hazards and environmental contaminants protection and FireSmart principles, and provisions for seniors and universal, <mark>accessible</mark> design. This will be pursued in the review and updating of Official Community Plans and master planning processes.

Strathcona Accessibility Plan

Acknowledgements

Territory Acknowledgement

The Strathcona Regional District respectfully acknowledges that our corporate office and Strathcona Gardens Recreation Complex are located on the traditional unceded territory of the Ligʷiłdax̌ʷ people. We also recognize that we operate within the traditional, treaty and unceded territories of the Ehattesaht / Chinehkint, Homalco, Ka:ʼyu:ʼkʼtʼhʼ / Che: kʼtles7etʼhʼ, Klahoose, Kʼómoks, Kwiakah, Mowachaht / Muchalaht, Nuchatlaht, Tlaʼamin, Tlowitsis, We Wai Kai and Wei Wai Kum First Nations.

Strathcona Accessibility Plan Partner Organizations

This Accessibility Plan was co-developed by:

- Strathcona Regional District
- City of Campbell River
- Village of Sayward
- Village of Tahsis
- Village of Zeballos
- Village of Gold River
- Vancouver Island Regional Library
- Vancouver Island West School District 84

Accessibility Statement

This accessibility plan is accessible to PDF/UA standards. If you require an alternative format, contact us to request one: **accessibility@srd.ca**.

Contents

Introduction

Accessibility is the term we use to describe the work required to ensure people with disabilities have access to all the elements of society such as social networks, work, education, health, transportation, economy etc. that their peers already enjoy.

Providing environments that are accessible is a way to ensure that people with disabilities can voice their opinions, be involved in decisions on an equal basis with others and be leaders in their community.

This Strathcona Regional Accessibility Plan represents our region's first attempt to look at accessibility across our communities. It's our hope that it will be a foundation for the communities represented in the plan to understand the work we've done, and where we have opportunities to improve the inclusion of people with disabilities.

Accessibility is a journey, not a destination. We know that the work to improve access for people with disabilities is crucial. We also know that our organizations have much to learn.

Framework Guiding Our Work

The Accessible BC Act

The **Accessible BC Act** (the Act) is the first piece of legislation of its kind in British Columbia. The legislation gives us the means to reorganize and prioritize the removal of barriers at an institutional level so that people with disabilities can enjoy the benefits of equal participation. The Act requires the fulfilment of three components.

Organizations must:

a) Create an Accessibility Committee where at least half of the committee is:
- persons with disabilities, or
- individuals who support, or are from organizations that support, persons with disabilities.
- The members reflect the diversity of persons with disabilities in British Columbia; and
- at least one of the members is an Indigenous person.

b) Publish an Accessibility Plan that describes how an organization will identify, remove, and prevent barriers to accessibility. The plan must be publicly available and must be reviewed at least once every three years.

c) Provide a feedback mechanism to receive comments about the plan itself and barriers that people experience when interacting with the organization.

In the coming years, the BC Government will develop more detailed accessibility standards that organizations like ours will need to follow. Standards can be expected in areas like employment, service delivery, built environment, and education.

Principles Guiding Our Work

The Accessible BC Act requires that we consider the following principles as we develop our accessibility plan. The principles of the Act, which are:

- **Inclusion:** All British Columbians, including persons with disabilities, should be able to participate fully and equally in their communities.

- **Adaptability:** Accessibility plans should reflect that disability and accessibility are evolving concepts that change as services, technology, and attitudes change.

- **Diversity:** Every person is unique. People with disabilities are individuals with varied backgrounds. Individual characteristics including race, gender, sexual orientation, religion, and lived experience greatly inform the experiences of individuals. Accessibility plans should acknowledge the principle of intersectionality and the diversity within the disability community.

- **Collaboration:** Promoting accessible communities is a shared responsibility and everyone has a role to play. Accessibility plans should create opportunities for Organizations and communities to work together to promote access and inclusion.

- **Self-determination:** Accessibility plans should seek to empower people with disabilities to make their own choices and pursue the lives they wish to live.

- **Universal Design:** The Centre for Excellence in Universal Design defines Universal Design as "the design and composition of an environment so that it can be accessed, understood, and used to the greatest extent possible by all people regardless of their age, size, ability or disability." An accessibility plan should be designed to meet the needs of all people who wish to interact with an organization.

These principles guide us to create an accessibility plan that centers the unique perspectives of people most impacted by accessibility barriers and encourages us to design communities that offer equal access for all community members.

Our Framework

As we prepare to hear from the community about accessibility barriers, it's important we have a means to organize the feedback we receive and our actions to remove them.

Our framework follows the same categories the BC Government has identified for future standards development.

Framework sections will include:

Employment

As leading organizations in our communities, we have a key role in improving accessibility as employers. There is much we can do to address accessibility barriers for our existing employees and the talent we wish to welcome with future hires.

Transportation

Every day, transportation barriers impact our communities with unique issues for people with disabilities. The transportation barriers we experience as small communities are compounded for people with disabilities. Lack of transit between our communities, disruption in ferry service and the resulting supply chain issues for food and medicine, are just some of the transportation related barriers we already are aware of.

Built environment

Accessibility barriers related to the built environment can include municipal buildings, parks, and design and maintenance of our streets and roadways. Built environment barriers are sometimes the most obvious forms of access issues. They can also be the barriers that take the most effort and time to remove.

Delivery of service

As public sector organizations we provide a range of services, from issuing permits and licenses to operating community amenities and programs. Accessibility needs to be a consideration in how we design programs and how we provide services.

Information and communication

Accessible communications and information are a critical piece of inclusion for community members with disabilities. From ensuring that emergency planning is accessible for community members with hearing or vision related disabilities, to explaining local government decisions in language everyone can understand, there are many opportunities to improve accessibility in this area.

Procurement

While we acknowledge that our communities have modest budgets and purchasing power, there are still opportunities to consider how we can view our procurement decision with a nod to accessibility. When we ask suppliers to tell us about how they are incorporating accessibility and people with disabilities in their own practices, we help build awareness and demand.

Education

Healthy communities include education systems that are inclusive of all learners. Accessibility barriers can impact students, parents, and school staff.

Health

Accessibility barriers also come up in health care settings and people with disabilities may have additional challenges. While advancements in technology such as virtual appointments may be offering new options for remote communities, without an accessibility lens, people with disabilities could be left behind.

Capacity

Small communities like those within the SRD already have many competing priorities to balance with limited funding and staff resources. Our capacity to gather accessibility feedback and to dedicate resources to address matters integrally is challenged. We will need to find creative ways to work across organizations, sharing resources, building regional capacities, and advocating together for support from other levels of government.

Community Context

About the Strathcona Regional District

The Strathcona Regional District is home to over 48,000 residents within north central Vancouver Island, Discovery Islands, and mainland area inlets. The region is approximately 22,000 square kilometers. The communities within the SRD represent four electoral areas, a treaty First Nation and five member municipalities.

Regional Accessibility Plan Partners

The following communities and organizations have come together to create an accessibility plan and committee. The organizations working together are:

- Strathcona Regional District
- City of Campbell River
- Village of Sayward
- Village of Tahsis
- Village of Zeballos
- Village of Gold River
- Vancouver Island Regional Library
- Vancouver Island West School District 84
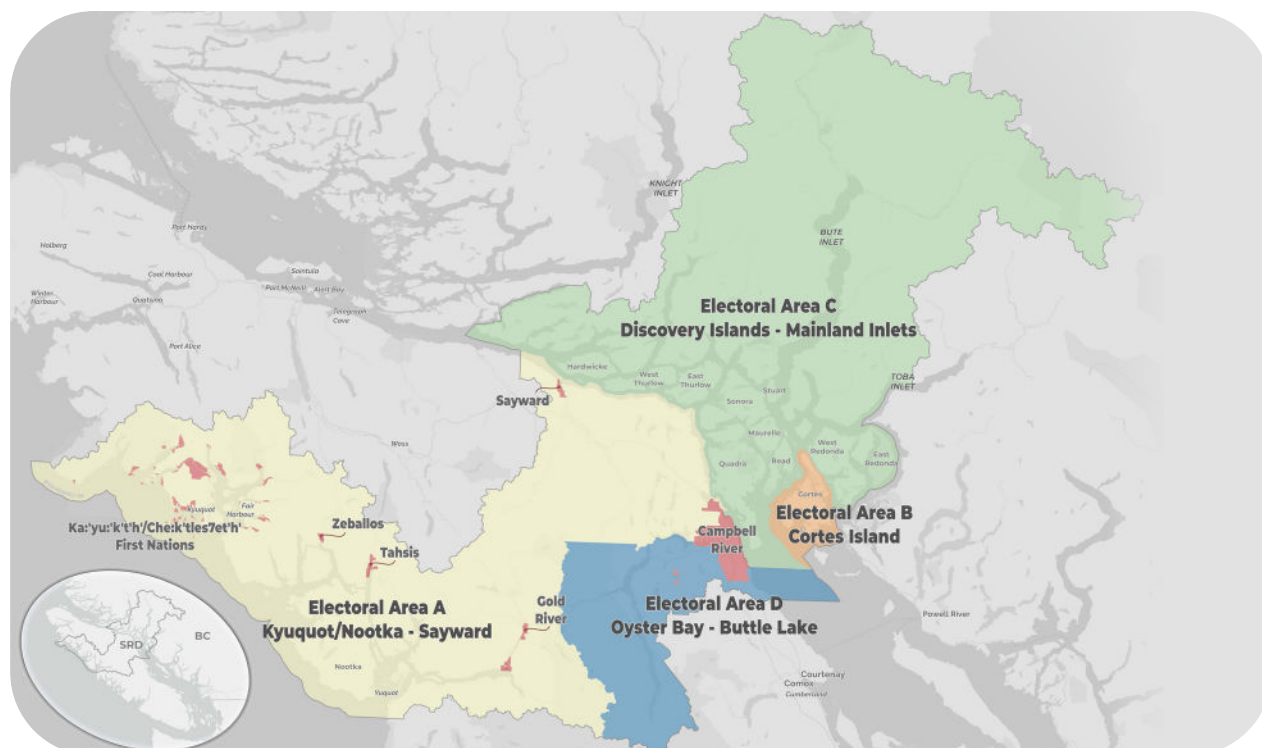
Our Regional Approach

The Strathcona Regional District (SRD) is collaborating with its member municipalities and public organizations located within the SRD boundaries to collectively improve accessibility in the region. This collaborative approach recognizes that organizations have varying levels of expertise, capacity, and infrastructure. By working together, we can pool resources, knowledge, skills and avoid duplicating efforts to address accessibility barriers.

A regional approach recognizes that improving accessibility is a shared responsibility that goes beyond municipal boundaries and public organizations.

Many individuals with disabilities in rural and remote areas of the region rely on accessing essential services such as health care, secondary and post-secondary education specific employment opportunities and public service offices in the City of Campbell River and beyond in other urban areas.

Collaboration, resource-sharing, and a commitment to addressing accessibility barriers comprehensively will create a more inclusive and accessible environment for all residents, regardless of their location within the region.

An Initial Plan

The Partner Organizations have collaborated on this initial plan, but we acknowledge that to take real action to improve accessibility, each partner organization or community will need to take this initial plan and adapt it to their unique circumstances. The following graphic illustrates how our organization will work together going forward.

1 Representatives from the Strathcona Accessibility Partners develop the initial regional Accessibility Plan

2 Strathcona Accessibility and Inclusion Advisory Committee identify barriers and provides feedback on the Accessibility Plan

3 Strathcona Accessibility Partners finalize plan, take back to their organizations

4 Each partner decides on their own implementation of plan elements

5 Partners collectively decide what projects they will work on together

6 Planning and implementation of individual and collective projects

7 SRD and partners report back to each other and Strathcona Accessibility and Inclusion Advisory Committee

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Work to Date

Establishing the Strathcona Accessibility and Inclusion Advisory Committee

The Strathcona Accessibility and Inclusion Advisory Committee was appointed in September 2023. The same Partner Organizations involved in this plan also collaborate to support the accessibility committee.

The Committee's mandate is to assist member municipalities and partnering public sector organizations to improve accessibility and inclusion within the Strathcona region.

The Committee will identify, remove, and prevent barriers experienced by persons with disabilities as per the legislated requirements for prescribed organizations under the Accessible British Columbia Act.

The purpose, membership, procedures and reporting are set out in the Committee's **Terms of Reference**.

The Strathcona Regional District provides in-kind staff support to coordinate Committee meetings, host an accessibility website, store official committee records, report to the province and act as the financial administrator.

Members

The members of the committee include community members and some representatives from Partner Organizations. The group includes people with lived experience of a diversity of disabilities, as well as others who have worked in disability-serving organizations or programs.

Appointed members include:

- Susan Sinnott (Chair), City of Campbell River
- Anne-Marie Long (Vice Chair), City of Campbell River
- Adrienne Mann, Quadra Island
- Brenda Lenahan, Village of Tahsis
- Christine Delancey, City of Campbell River
- Cynthia Rodgers, Village of Zeballos
- Kim Schmid, City of Campbell River
- Kristine Woods, City of Campbell River
- Lisa McDougall-Lee, City of Campbell River
- Steve Houle, Electoral Area D

Barrier Identification Exercise

In October 2023, the Strathcona Accessibility and Inclusion Advisory Committee met for the first time.

At the meeting, members had a chance to share their motivation for accepting a seat at the advisory table. The committee also discussed barriers they have experienced or noticed; they hope Partner Organizations collaborating on this plan may be able to remove or prevent them from occurring.

The discussion was brief but included mentions of almost two dozen accessibility barriers. The barriers discussed begin to paint a picture of the ways that people with disabilities experience unequal access to their communities in everyday activities. Many of the barriers arise when people with disabilities are trying to complete everyday tasks like taking the bus, getting to an appointment or to the bank. And while many of the barriers discussed could be fully dealt with by changes to policies or infrastructure, many barriers could be lessened or removed if staff providing or designing services received awareness training. The following summarizes the barriers mentioned in this initial discussion. The type of barrier is noted in brackets.

These barriers are included in the Accessibility Barrier Inventory. Each of the Partner Organizations collaborating on this plan will be encouraged to assess these barriers with an approach that works for their own organization.

This is not a comprehensive list of barriers in the region, and was created through the October 2023 barrier identification exercise.

Barriers Noted

1. Well intentioned people tend to want to help someone with a disability, for example opening an inaccessible door for someone with a walker. This personal response is kind but is not a systemic solution. Our society needs to get to addressing accessibility from a structural, institutional level. (Attitudinal)

2. Low awareness about the variety of disabilities. (Attitudinal)

3. People try to help without consent, and this can actually cause a safety issue for a disabled person. For example, grabbing the arm of someone who is blind to help them across the street, may knock the person off balance. (Attitudinal)

4. Low tolerance for people with different approaches to communication. (Attitudinal)

5. People with disabilities experience unkindness and disrespect on a regular basis. (Attitudinal)

6. People with disabilities have stigma and there is a lack of understanding. (Attitudinal)

7. People with disabilities deal with not being believed on a regular basis. This can run from microaggressions to gaslighting, and it happens in many contexts including with medical professionals and social services providers. (Attitudinal and Health)

8. Bright lights in boardrooms and offices can trigger migraines or cause sensory overload which affects people's focus and energy. (Built environment)

9. Curb cuts that are damaged or improperly designed. (Built environment)

10. Volume in public spaces, even at the pool, where loud music poses a barrier for people with sensory overload and is a safety risk in an environment where people could be calling for help. (Built environment and attitudinal)

11. Snow removal can create new barriers for people who depend on curb cuts, accessible parking spots and bus stops. Unpredictability is a significant barrier. Also, a safety issue because it sometimes forces people to compromise their safety to get around the new barriers. (Built environment)

12. Parking spots downtown with a 2-hour time limit do not adequately consider for people with disabilities. Sometimes people need more time for appointments or just getting back to the car. (Built environment)

13. Inaccessible parking impacts a person's ability to retain employment. (Built environment and employment)

14. Elected officials with the power to make real change in accessibility often don't have the awareness or commitment needed. Without their representation on the accessibility committee, we risk being ineffective. (Capacity)

15. Limited capacity for small communities to act on accessibility barriers. (Capacity)

16. Lack of consideration for people with hearing loss, resulting in loss of information or exclusion for some community members during emergencies and other important aspects of safety and inclusion. (Information and Communication)

17. The cost of bringing an attendant to public events creates a financial barrier and unequal access for people with disabilities who need a support person with them. (Delivery of service)

18. Onerous and overly complicated phone systems are a barrier for people who have a high cognitive load. (Delivery of service)

19. People with less apparent disabilities experience bias and often cannot easily access supports that were originally designed to support elderly people and those with apparent mobility disabilities. For example, seats on buses for elderly or disabled people. (Delivery of service)

20. Bus stops that are situated on a blind corner, or across a busy highway with no safe crosswalk are unsafe and especially so for children, people with limited vision or mobility challenges. (Transportation)

21. Transit that is completely absent or infrequent creates a barrier to equal access for people with disabilities and low income. (Transportation)

Summary of Partner Projects and Actions that Support Accessibility

This information was provided by partnering organizations. The Strathcona Accessibility and Inclusion Advisory Committee has not yet verified the information.

City of Campbell River

Specialized Recreation Programs

The City of Campbell River, through their Recreation and Culture Department provides inclusive recreation programs which are open to "all ages, stages, and abilities". Programming includes **drop ins** and planned events which are shared via a **Specialized Recreation Calendar.**

Accessible Bathrooms at the Campbell River Art Gallery

The **Campbell River Art Gallery** is wheelchair accessible with an accessible parking space at the rear of the building. The gallery also has two accessible washrooms, which were updated with support from City of Campbell River.

Accessible Viewing Platforms in Local Parks

In August 2018, City of Campbell River celebrated the addition of new accessible viewing platform at the north end of Spruce Street in Campbellton. The viewing platform is accessible via a crushed gravel pathway and ramp. The project was a partnership between City of Campbell River Parks Department, Campbellton Neighbourhood Association and FortisBC.

In August 2018, City of Campbell River also celebrated the opening of a new wheelchair accessible viewing platform at Dick Murphy Park. The accessible viewing platform offers spectacular views of the Campbell River estuary. The project was a partnership between City of Campbell River and the Rotary Club of Campbell River. The Rotary Club championed design, construction and installation of the platform using a variety of in-kind community support. This included volunteers, material suppliers, and construction contractors.

City of Campbell River Proclamation of Access Awareness Day

In June 2015, the City proclaimed June 6th, 2015 as Access Awareness Day. The **proclamation** noted that the "citizens of Campbell River recognize the importance of ensuring that people with disabilities have equitable access to the opportunities that are important to them and live in an accessible community."

Village of Tahsis

In 2019, Village of Tahsis developed an **Age-Friendly Community Action Plan** which addresses the overlapping accessibility issues as community members age in place. In 2020, Village of Tahsis also led development of an **Age-Friendly Transportation Planning Study** which also applies an accessibility lens to this critical area.

Village of Gold River

In 2020, Gold River received a Union of BC Municipalities (UBCM) Age-Friendly Communities grant to develop a local Age-Friendly Plan. In 2021, they published the **Gold River Age Friendly Plan** which recognizes the accessibility needs that may arise as residents age, including the need to consider units without stairs or including other accessibility features.

Strathcona Regional District

Strathcona Gardens Recreation Complex

At the **Strathcona Gardens Recreation Complex** there are several initiatives and programs that support accessibility. This includes:

- fitness, wellness, and rehabilitation programs for adults with short-term and long-term disabilities
- the Leisure Involvement for Everyone (LIFE) program offers discounted programs for community members facing financial challenges
- free events throughout the year
- collaborations with School District 72 on activities for students with diverse abilities
- wheelchairs are welcomed on the ice during public skating.

Accessibility in Upcoming Regional Projects

Strathcona Gardens

An Accessibility lens has been applied to the design of the **Strathcona Gardens REC-REATE Project**. The goal of REC-REATE is to renew the facility to address aging components and to deliver recreation services that the community desires in an exciting, sustainable, safe, and inclusive environment. Phase One of the project will include an application for Rick Hansen Certification.

Just Like Home Lodge

The final design for the **Just Like Home Lodge** will have at least 2 rooms that are deemed accessible.

Connected Coast Project

The **Connected Coast Project** will improve high-speed Internet accessibility throughout the region and therefore make online access to programs and services more accessible.

Strathcona Community Health Network

The Strathcona Community Health Network projects aim to address the social determinants of health and improve health and well-being of communities in the Strathcona region. The Network's mission is to improve the health, wellness, and equity of communities and territories of the Ligwilda'xw, Nuu Chah Nulth, and Coast Salish within the Strathcona region by facilitating collaborative action on root causes before people get sick.

West Coast Transportation Study

The **West Coast Transportation Study** is exploring transportation needs in the region. The study specifically asks about accessibility needs for the region.

Vancouver Island Regional Library (VIRL)

In March 2023, **Vancouver Island Regional Library**'s renewed vision, mission, values, and **strategic plan framework** received unanimous support from the Board of Trustees. During strategic planning, we heard how important accessibility is to staff, trustees, and the communities we serve. As a result, we have embedded accessibility as a value in our emergent strategic plan.

Accessibility Community of Practice

VIRL created an internal Accessibility Community of Practice that represents staff from a cross section of the organization. The development and practice within our group is one of the ways we hope to make our Collective Services increasingly more accessible. Initial areas of focus include an accessibility internal assessment, following an opportunity for accessibility training.

Accessibility Lens on New Projects

VIRL has engaged an accessibility consultant for the Masset Branch Library and Haida Language Lab project to review the design drawings for accessibility and universal design best practices. As we begin the work of reducing barriers in our built environments, the information we glean from the review of the Masset project will inform design for staff and public spaces in future projects.

Support for Print Disabilities

Nearly 10% of Canadians have print disabilities. In this context, VIRL offers a variety of collection formats including Large Print and different types of audiobooks, via our service partners, the **Centre for Equitable Library Access (CELA)** and the **National Network for Equitable Library Service (NNELS)**. We also loan e-readers that are compatible with accessible content formats like DAISY discs, mp3 discs, and CDs. Many of VIRL's subscription databases support most screen readers, keyboards, and other assistive technologies.

We are planning a review of our website's accessibility. Current accessibility features include font size toggles, language toggles, and our Communications team utilizes alt tags to provide image descriptions.

Critical Third Space in the community

Finally, VIRL offers essential Third Space in 38 communities – that is, a free, accessible, and attractive spaces for residents and visitors to gather.

Vancouver Island West School District 84

Board Policies

The Vancouver Island West School District 84 (SD 84) has extensive policies that address accessibility and inclusion, beginning with **foundational statements** that embrace values such as inclusion, safety and well-being.

These values are also embedded in the descriptions of the roles of key board members including the **Superintendent-Secretary-Treasurer**.

Individual Education Plans

SD 84 is also making a shift to competency-based Individual Education Plans (IEPs). The **Competency-Based IEP** starts with the premise that all students can learn, regardless of how they communicate or how they access knowledge. Competency based IEP's emphasize student voice and parent consultation.

Administrative Procedures

Similarly, administrative policies aim to be inclusive, such as:

- Procedures that govern **Parent Advisory Councils**.
- AP201 – **Selection of Learning Resources**, which describes the selection criteria that will accommodate a diversity of appeal to meet the needs of students and teachers.
- AP 221 – **Individualized Education Plans**, which describes the process for supporting students with disabilities
- AP 232 – **Targeting Early Learning Outcome Success**, which affirms the commitment to providing support to children ages 0-5 years.
- AP 234 – **Correspondence and Distance Learning**, which provides flexible learning options and increases the equity of access to education, specifically providing choice for those students who have restricted options.
- AP 317 – **Anaphylaxis Policy**, which acknowledges the right of students and staff who are susceptible to anaphylaxis to attend school or work in a safe environment. -
- AP 540 – **Transportation Assistance Policy**, which directs the School District to consider accessibility requirements to allow students with disabilities to have equal access to transportation.

Facilities and Resources

- Vancouver Island West School District 84 is developing an accessible playground at Captain Meares Elementary Secondary School (Tahsis).
- Vancouver Island West School District 84 has an accessible bus.
- Work is underway to build a wheelchair ramp for the Health Hub.
- All school parking lots have accessible parking spots.
- Recently, two schools installed sensory rooms.
- Schools also have assistive technology available including Chromebooks, and assistive software.
- Accessible change rooms with beds and lifts are available at Gold River Secondary School and Ray Watkins Elementary School (Gold River).

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Next Steps

The Partner Organizations responsible for this first regional accessibility plan will continue to work together to identify actions we can take on as a group or as individual organizations to advance the spirit of the Accessible BC Act.

By consulting with the joint Strathcona Accessibility and Inclusion Advisory Committee, we will continue to identify and remove barriers to accessibility across our region.

Initial Action Items Include:

1. Feedback Mechanism Implementation

Providing a feedback mechanism is a legislated requirement and is fundamental to allowing the general public to share information regarding barriers to accessibility. All partners will integrate links from their websites to the Strathcona Accessibility Feedback Form to facilitate greater access.

2. Feedback Review and Barrier Sharing

Partners have committed to reviewing identified barriers collectively to determine where there are opportunities to address barriers together and to learn from each other's innovations and solutions. This will be done quarterly. Knowing how to remove barriers and making sure that they are not replaced with others represents a learning curve. Partners can learn from one another and build their capacity to identify and remove barriers.

Each member partner will also take responsibility for planning and implementing strategies to address barriers within their respective organizations.

3. Awareness, Education and Training

The Accessibility Plan will be presented to partner organizations internally and externally to raise awareness of accessibility and the need for improved accessibility and inclusion.

In 2024, partners will participate in Disability Alliance BC (DABC) training to learn more about accessibility and how accessibility can be improved within the provision of public programs and services.

4. Integration of an Accessibility Lens

Through education and training, partners will work to establish their own internal processes to incorporate an accessibility lens to new plans and initiatives. This will lead to accessibility and inclusion becoming embedded in operations and accountability.

Partners will collaborate with the Strathcona Accessibility and Inclusion Advisory Committee to determine preferred methods of engagement for providing feedback on organization projects and plans.

5. Adherence to WCAG Standards

Partners commit to incorporating Web Content Accessibility Guidelines (WCAG) standards when revising websites, ensuring improved online accessibility for all users.

6. Reporting

Partners will report back to each other and the Strathcona Accessibility and Inclusion Advisory Committee annually.

7. On-going Collaboration

Partners may collaborate on shared funding applications, training, or public awareness campaigns when opportunities arise.

We know that the work to come will be both challenging and meaningful for our communities.

8. Framework

Expand the Strathcona Accessibility Plan framework to go beyond the categories that the BC Government has identified for future standards development.

Public Feedback

The Strathcona Regional District launched a webpage to collect feedback **srd.ca/accessibility**. The SRD will collect the feedback to share with the committee and partners.

Members of the public can use the form to describe their experiences and the impact or make recommendations for improvement. The public is also welcome to share about the things we are doing right that have the biggest impact on increasing accessibility.

Community members can also send an email to **accessibility@srd.ca** or **250-830-6700**.

Monitoring and Evaluation

This plan will be reviewed with the partner communities and the Strathcona Accessibility and Inclusion Advisory Committee in September 2024.

At that time, the partner communities are expected to have considered their own organizational plans to reduce barriers. Together, Partner Organizations will determine if there is appetite for continuing with a regional accessibility plan.

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Appendices

Appendix 1

Strathcona Regional Accessibility and Inclusion Committee Accessible Meeting Agreements

All committee members are encouraged to share their access needs and to consider requests from their colleagues with respect and a spirit of collaboration.

General Principles:

- We will aim to offer accessible meetings by default, knowing that as we learn more about each other, the exact definition of accessible may need to change.
- We understand that disability is often dynamic and access needs may change over time. Committee members will be invited to share any changes to their access needs as part of the RSVP process for each meeting. Any new info that the committee needs to know about will be mentioned in a standing agenda item at the beginning of each meeting.
- Committee members will be provided with options for the date and time of meetings.
- Committee members will be offered the option to attend remoetley and in person.

Meeting Structure:

- All meeting attendees are encouraged to take breaks when needed and will have the support of the rest of the committee in making decisions to take care of themselves.
- Meetings over 60 minutes will include an official break in the agenda.
- Remote meeting options will have auto-captions enabled.
- Meeting materials including the agenda and any materials for review will be made available in an accessible format at least 48 hours in advance of the scheduled meeting.
- In-person attendees will be asked to minimize their use of scented products like cologne, perfume, and scented hair products when coming to a meeting.
- All presenters will be invited to present with minimal slide decks and to be prepared to provide verbally a description of any images or graphs in the deck.

Appendix 2

Key Definitions

Accessibility:
Accessibility is the work we do to ensure that people with disabilities can participate in all aspects of our society on an equal basis with others. It is a systemic approach to identifying, removing, and preventing barriers.

Barrier:
A barrier is anything that hinders the full and equal participation in society of a person with an impairment. Barriers can be caused by environments, attitudes, practices, policies, or how information and communication is delivered.

Disability:
Disability means an inability to participate fully and equally in society because of the interaction of an impairment and a barrier.

Impairment:
Includes a physical, sensory, mental, intellectual, or cognitive impairment, whether permanent, temporary, or episodic.

Inclusive Language:
Inclusive language seeks to avoid reinforcing stigma, biases, or stereotypes that contribute to marginalization.

Appendix 3

Accessibility Resources

Developing Your First Accessibility Plan: A Guide for BC Prescribed Organizations was developed by Disability Alliance BC and includes guidance and templates for the development of accessibility plans and committees.

The **Disability Inclusive Employer Self-Assessment** tool is a free online questionnaire that helps employers compare their current practices to 35 of the most promising practices that create a disability inclusive workplace.

Accessible Employers offers a **catalogue of free accessibility courses** on topics such as how to Create an Accessible Workplace, how to Support Self-Disclosure, and how to Develop Your Accessibility Action Plan.

Accessible Social is a free resource and education hub that shares best practices for creating accessible and inclusive social media content.

The BC Accessibility Hub offers a **glossary of terms** related to accessibility planning.

Strathcona
REGIONAL DISTRICT

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Public Survey

Regional District of North Okanagan Accessibility Plan

Introduction

We're excited to share that the Regional District of North Okanagan, in collaboration with the citizen-led Accessibility Advisory Committee, and in partnership with member municipalities and electoral areas, is developing our first Accessibility Plan. Our goal is to enhance accessibility in our communities. By removing barriers, we aim to make it easier for everyone to participate fully in community life.

Your input is valuable to us, and we want to hear from you! Please share your experiences and suggestions by completing this survey, either on paper or online. You can drop off completed paper surveys the front desk of your local government office or send a photo of your answers by email to accessibility@rdno.ca. If you require assistance in completing this survey, please contact accessibility@rdno.ca or 250-550-3700.

Please make sure you share your input by the survey deadline on January 31st 2025.

All responses submitted through this survey are private and subject to the Freedom of Information and Protection of Privacy Act. Contact corp@rdno.ca if you have further questions.

Thank you for your support in developing this Plan.

Questions About Your Community

We want to know about the barriers to accessibility you encounter or observe in your daily life. Survey questions are organized to learn more information around core areas that the Regional District and member communities have influence over. These areas include:

- Public attitudes and understanding of disability
- Accessibility of public spaces and buildings
- Transportation infrastructure and options
- Communications and public outreach
- Programs and services
- Employment opportunities

General Questions

1. **What does making the Regional District and its member communities more accessible mean to you?**

2. **Provide an example of something the Regional District, or your member community, has done well to improve accessibility?**

3. **What changes would you make to improve accessibility in your community?**

Attitudes and Understanding

The following questions ask about the attitudes and awareness of disability issues you observe in your community. This is about how well you think members of your community and staff in local government services include people with disabilities.

4. **How is the Regional District and your member community doing at improving attitudes and understanding of disability? Please select one.**

   ☐ Very Well

   ☐ Well

   ☐ Alright

   ☐ Poor

   ☐ Very Poor

   ☐ Don't know

5. **How often do you see people in your community show positive attitudes and behaviors towards people with disabilities? Please select one.**

   ☐ Always

   ☐ Often

   ☐ Sometimes

   ☐ Rarely

   ☐ Never

6. **How aware of disability issues do you think people in your community are? Please select one.**

☐ Very high

☐ High

☐ Moderate

☐ Low

☐ Very low

7. **Do you, or someone you support with a disability, feel included in local government spaces, programs, activities, and community engagement? Please select one.**

☐ Always

☐ Often

☐ Sometimes

☐ Rarely

☐ Never

Please share additional information on your experience with the Regional District or member community:

Physical Spaces

This section asks you to share your experience in Regional District and member community spaces. This includes places like parks, municipal buildings such as city halls, and recreation facilities.

8. **How is your member community doing at improving accessibility to physical spaces? Please select one.**

    ☐ Very Well

    ☐ Well

    ☐ Alright

    ☐ Poor

    ☐ Very Poor

    ☐ Don't know

9. **Tell us about the types of challenges you, or the person you support with a disability, experience in the Regional District and member community buildings, facilities, or parks. Check all that apply.**

    ☐ **Building access –** challenges entering and exiting buildings due to features like stairs, door openings, and long pathways.

    ☐ **Building navigation –** difficulty moving through internal spaces such as hallways, doorways, and moving between different levels.

    ☐ **Accessible washrooms and change rooms –** issues with washroom accessibility, such as doorway widths, amenity heights and grab bars.

    ☐ **Seating areas –** challenges with seating options in spaces like waiting rooms, reception areas, or meeting rooms.

    ☐ **Wayfinding and signage –** difficulty finding your way due to unclear room identification or building directories.

    ☐ **Assistive technology –** barriers to using assistive technology due to the lack of charging stations or other building features.

    ☐ **Seasonal maintenance –** obstacles caused by seasonal maintenance issues such as snow clearing or landscaping.

    ☐ **Emergency management –** barriers related to emergency systems like audible/visual alarms, accessible exits, or assistive equipment.

    ☐ **Other** (please describe): _____

10. Please share additional information on improving physical spaces with the Regional District or member community spaces:

Transportation

The following questions ask you to share your experience getting around the Regional District and your member community. Transportation includes the infrastructure in place (sidewalks, trail systems, bike paths, bus stops) and transportation options available to you.

11. How is your member community doing at improving accessibility with transportation? Please select one.

☐ Very Well

☐ Well

☐ Alright

☐ Poor

☐ Very Poor

☐ Don't know

12. How do you usually get around your community? Please check all that apply.

☐ Walk

☐ Using a mobility aid (wheelchair, walker, cane, mobility scooter)

☐ Bus (BC Transit)

☐ HandyDART or other accessible transit service

☐ Drive yourself

☐ Passenger in a vehicle

☐ Bike, scooter, or electric option

☐ Ride-hailing service (taxi, Uride)

☐ Not Applicable, I do not travel around

☐ Other (please identify):

13. **Tell us about the types of challenges you, or the person you support with a disability, experience when travelling around your community. Check all that apply.**

☐ **Personal safety –** concerns for personal safety when traveling through the community due to conflicts or challenges with other users such as vehicles, cyclists, pedestrians, or others using the roads, trails and sidewalks

☐ **Sidewalks and paths –** issues with the availability and condition such as width and smoothness.

☐ **Lighting –** lighting is absent or poor along sidewalks, cycling routes, or at bus stops.

☐ **Pedestrian crossings –** difficulties with crossing signals, curb ramps, tactile indicators, or audible signals at crosswalks.

☐ **Accessible parking –** challenges finding or using accessible parking spaces or drop-off zones.

☐ **Bus stops –** issues with bus stop locations or amenities, such as waste bins, benches, or shelters.

☐ **Seasonal maintenance –** challenges with landscaping and snow clearing along route or at key pick up / drop off points.

☐ **Wayfinding –** difficulty with signage, directions, or language used to provide directions.

☐ **Other** (please describe): _____

14. **Please share any additional information you want the Regional District to know about improving transportation:**

Communications and Engagement

The following questions ask you to share your experience accessing and understanding communications and participating in engagement put on by the Regional District and member community. Examples include information posted on municipal websites, District newsletters, posted to public notice boards, and uploaded to social media.

15. **How is your member community doing at improving accessibility with communications and engagement? Please select one.**

☐ Very Well

☐ Well

☐ Alright

☐ Poor

☐ Very Poor

☐ Don't know

16. **How do you currently access information and communications from your local government. Check all that apply.**

☐ In-person at a community facility or public notice board

☐ Newspaper (online or paper)

☐ Social media

☐ Website

☐ Emergency Alerts through Alertable app

☐ Email (e-newsletter subscription)

☐ Other (please identify): _____

17. Tell us about the **types of challenges** you, or the person you support with a disability, experience accessing information from the Regional District of member municipalities. Check all that apply.

☐ **Assistive device compatibility –** assistive devices such as screen readers do not work with the format information is presented in.

☐ **Communication formats –** lack of accessible formats like ASL, digital, large print, or audio options.

☐ **Emergency notifications –** difficulty receiving emergency alerts and notifications.

☐ **Participation in community events (in-person) –** challenges participating in-person with municipal or District meetings and public engagement.

☐ **Participation in community events (online) –** challenges participating online with municipal or District meetings and public engagement.

☐ **Other** (please identify): _____

18. **Please share any additional information you want the Regional District and its member communities to know about improving communications and participation:**

Programs and Services

This section asks you to share your experience participating in Regional District and member community programming and services. Examples include recreation programming, cultural initiatives, and filling forms for community services.

19. **How is your member community doing at improving accessibility in programs and services? Please select one.**

☐ Very Well

☐ Well

☐ Alright

☐ Poor

☐ Very Poor

☐ Don't know

20. **What services and programs offered by your member community do you currently access? Check all that apply.**

☐ Aquatic, ice, and fitness programming

☐ Sport programs and leagues

☐ Summer camp or youth program

☐ Certification programs such as first aid

☐ Volunteer opportunities

☐ Paying a bill

☐ Other (please identify): _____

21. **Tell us about the types of challenges you, or the person you support, experience accessing community programming and services. Check all that apply.**

☐ **Availability of accommodations –** specialized supports or assistive devices are not offered or are difficult to get.

☐ **Variety of programs –** the types of programs offered do not meet my needs.

☐ **Program cost –** fees are too high to participate.

☐ **Eligibility criteria –** it is difficult to meet the requirements to participate.

☐ **Scheduling and availability –** program or service times do not work with my schedule or there are not enough spaces.

☐ **Staff interactions –** staff need training to offer supports to program participants.

☐ **Other** (please identify): _____

22. **Please share any additional information you want the Regional District and its member communities to know about improving programs and services:**

Employment

The following questions ask you to share your experience with Regional District and member community employment opportunities.

23. How is your member community doing at improving accessibility with hiring practices? Please select one.

☐ Very Well

☐ Well

☐ Alright

☐ Poor

☐ Very Poor

☐ Don't know

24. Have you ever applied to work with your municipality or the Regional District?

☐ Yes, I applied and was successful

☐ Yes, I applied but I was not successful

☐ No

If you have not applied, why or why not?

25. Tell us about the types of challenges you, or the person you support with a disability, have experienced with employment offered by the Regional District or your member community. Check all that apply.

☐ **Job postings –** challenges accessing platforms for viewing and applying to job openings.

☐ **Accommodations during hiring –** accommodation options not offered during the hiring process.

☐ **Job requirements –** barriers related to education requirements, experience, or certifications.

☐ **Workplace culture –** challenges being included due to attitudes or social representation.

☐ **Physical Space –** workplace not physically accessible

☐ **Not Applicable/I do not want to respond**

☐ **Other** (please identify): _____

26. Please share any additional information you want the Regional District and your member community to know about improving municipal / District employment:

Additional Feedback

27. Is there anything else you'd like to share as we develop this Accessibility Plan for the Regional District and its member communities?

Questions about You

These questions are optional but help us ensure we hear from a wide range of people. Information you share with us will help us identify gaps from who we've heard from and who we still need to hear from. They also help us to understand who is experiencing barriers and what kinds of barriers they face.

28. **Which Regional District of North Okanagan community do you live in?**

- ☐ Armstrong

- ☐ Coldstream

- ☐ Enderby

- ☐ Lumby

- ☐ Spallumcheen

- ☐ Vernon

- ☐ Electoral Area B (Swan Lake / Commonage)

- ☐ Electoral Area C (BX / Silverstar)

- ☐ Electoral Area D (Rural Lumby)

- ☐ Electoral Area E (Cherryville)

- ☐ Electoral Area F (Rural Enderby)

- ☐ Other: _____

29. **What is your relationship with disability?**

- ☐ I have personal experience of disability.

- ☐ I am a family member of someone with a disability.

- ☐ I am a caregiver for someone with a disability.

- ☐ I work for an organization that supports people with disabilities.

- ☐ I am an interested resident.

- ☐ Other: _____

- ☐ Prefer not to answer

30. What disability-related difficulties do you (or the person you support) experience? Select all that apply.

- [ ] Hearing (e.g., difficulty hearing conversations, needing a hearing aid)
- [ ] Intellectual / Developmental (e.g., developmental delays, brain injury)
- [ ] Mental Health (e.g., anxiety, depression, PTSD)
- [ ] Mobility / Movement (e.g., using a wheelchair, difficulty walking)
- [ ] Visual (e.g., vision impairment, blindness)
- [ ] Disability related to language (e.g., difficulty with speech, language processing disorders)
- [ ] Neurodivergence (e.g., ADHD, autism spectrum disorders)
- [ ] Chronic pain
- [ ] Other: _____
- [ ] None of the above
- [ ] Prefer not to answer

31. How old are you?

- [ ] 19 or under
- [ ] 19 to 34
- [ ] 35 to 49
- [ ] 50 to 64
- [ ] 65 to 79
- [ ] 80 and up
- [ ] Prefer not to answer

THOMPSON-NICOLA
REGIONAL DISTRICT

TNRD ACCESSIBILITY SURVEY
SUMMARY OF RESPONSES
JUNE 26 - SEPTEMBER 3, 2023

The TNRD launched this survey to engage the public about their experiences with accessibility in TNRD physical and digital spaces, including: The TNRD Civic Building, Libraries, Solid Waste Facilities, Parks and Trails, Fire Halls, Community Halls, Cemeteries, Websites, and Information and Communications.

The purpose of this survey was for the Accessibility Advisory Committee to consider response data and use this to complement their existing knowledge, community consultations, and personal experiences on accessibility. This survey elicited 138 response. Summary data of all responses is included in the pages ahead.

Q1 Below, please select all options that apply to you:

Answered: 138   Skipped: 0
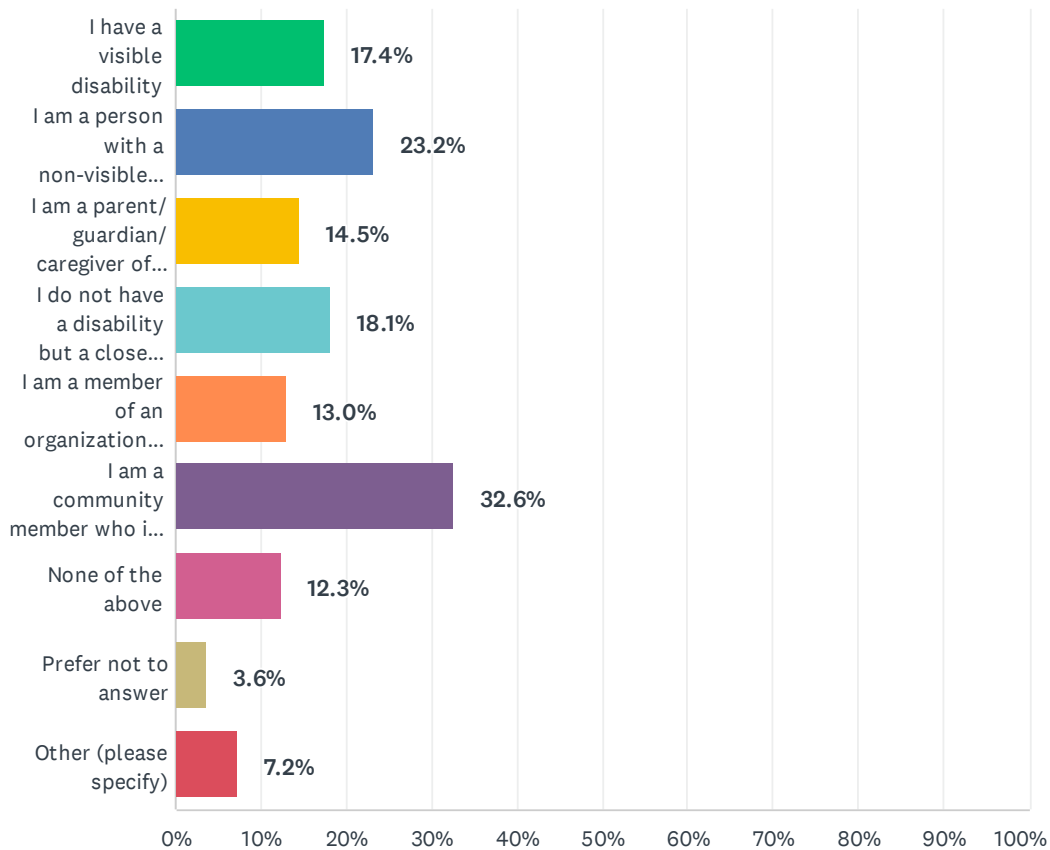
ANSWER CHOICES	RESPONSES	
I have a visible disability	17.4%	24
I am a person with a non-visible disability	23.2%	32
I am a parent/ guardian/ caregiver of a person with a disability	14.5%	20
I do not have a disability but a close family member or friend does	18.1%	25
I am a member of an organization that serves people with disabilities	13.0%	18
I am a community member who is interested in accessibility	32.6%	45
None of the above	12.3%	17
Prefer not to answer	3.6%	5
Other (please specify)	7.2%	10
Total Respondents: 138		

#	OTHER (PLEASE SPECIFY)	DATE
▮	not everyone can seemy diverse ability	▬▬▬▬▬

▪	I am blind	████████████
▪	I recently had a cast on one of my feet and experienced mobility difficulties.	████████████
4	all of my family members have non visible disabilities	████████████
▪	75 yr old senior male	████████████
▪	K	████████████
▪	I am extremely familiar with accessibility issues. I was one of the first to work with the province to establish the BC building code for persons with disabilities and I also was instrumental in evaluating the University of Victoria and the City of Victoria for its accessibility needs ████████ .	████████████
▪	Recent surgery = temporary disability (6 month approx)	████████████
▪	No disabilities at this time	████████████
▪	I am a senior citizen beginning to experience mobility challenges	████████████

Q2 Please select your age

Answered: 135   Skipped: 3
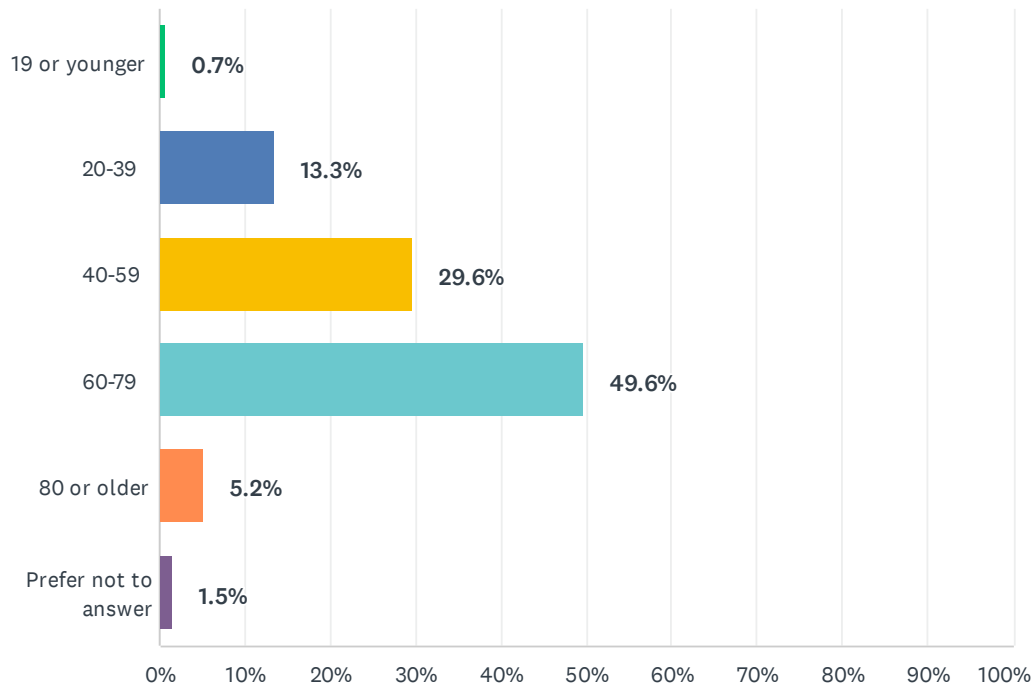
ANSWER CHOICES	RESPONSES	
19 or younger	0.7%	1
20-39	13.3%	18
40-59	29.6%	40
60-79	49.6%	67
80 or older	5.2%	7
Prefer not to answer	1.5%	2
TOTAL		135

Q3 Please state the community that you reside in

Answered: 138   Skipped: 0

	RESPONSES	
▌	Kamloops	████
▌	Westsyde	████
▌	Kamloops (Dallas)	████
▌	Chase BC	████
▌	Kamloops	████
▌	Chase	████
▌	I reside in City of Kamloops	████
▌	Lower Nicola	████
▌	Lower Nicola	████
■	Vavenby	████
■	Westmount	████
■	Kamloops	████
■	South surrey	███
■	Chase	███
■	Barriere	███
■	Chase	████
■	Blue river	███
■	Agate Bay	████
■	Chase	███
■	Merritt	█████
■	Kamloops	█████
■	Chase	█████
■	Barriere	█████
■	Little Fort	█████
■	Ashcroft	█████
■	Savona	█████
■	Chase	█████
■	Chase	█████
■	Louis Creek	█████
■	Kamloops	█████
■	Barriere	█████
■	Loon Lake	█████
■	Chase	█████

■	Merritt BC	███████
■	Merritt	███████
■	Lower Nicola	███████
■	Cherry Creek	███████
■	East Barriere Lake.	███████
■	Barriere	███████
■	Sunrivers	███████
■	South kamloops	███████
■	kamloops aberdeen area	███████
■	Kamloops	███████
■	Kamloops	███████
■	Kamloops	███████
■	Down town kramloops	███████
■	Kamloops	███████
■	Kamloops BC	███████
■	Kamloops	███████
■	Chase, BC	███████
■	Sahali	███████
■	Lower Nicola	███████
■	Paul lake	███████
■	Logan lake	███████
■	Kamloops	███████
■	Logan Lake	███████
■	rayleigh	███████
■	Kamloops	███████
■	Merritt	███████
■	sdf	███████
■	Kamloops	███████
■	Merritt	███████
■	tnrd	███████
■	mm	███████
■	Merritt	███████
■	Brocklehurst, Kamloops	███████
■	Kamloops	███████
■	Ashcroft	███████
■	███████ resident East Barriere Lake "O"	███████
■	Savona	███████
■	Kamloops	███████

▪	Aberdeen	▬▬▬▬
▪	Cherry Creek	▬▬▬▬▬
▪	Kamloops	▬▬▬▬▬
▪	Dufferin	▬▬▬▬▬
▪	Savona	▬▬▬▬▬
▪	Kamloops	▬▬▬▬▬
▪	Kamloops	▬▬▬▬▬
▪	Kamloops	▬▬▬▬▬
▪	Sage brush downtown	▬▬▬▬▬
▪	kamloops	▬▬▬▬▬
▪	Kamloops	▬▬▬▬▬▬
▪	Pinantan	▬▬▬▬▬
▪	Kamloops	▬▬▬▬▬▬
▪	Blue River	▬▬▬▬▬
▪	Barriere	▬▬▬▬▬
▪	Barriere	▬▬▬▬▬
▪	Pritchard	▬▬▬▬▬
▪	Savona	▬▬▬▬▬
▪	Kamloops	▬▬▬▬▬
▪	Ashcroft, BC ▬▬▬▬▬	▬▬▬▬▬
▪	Little Fort	▬▬▬▬▬
▪	Pinantan Lake	▬▬▬▬▬
▪	▬▬ west of little fort ▬▬	▬▬▬▬▬
▪	Logan Lake	▬▬▬▬▬▬
▪	Pinantan Lake	▬▬▬▬▬▬
▪	Blue River	▬▬▬▬▬
▪	Merritt	▬▬▬▬▬
▪	kamloops	▬▬▬▬▬
▪	Kamloops	▬▬▬▬▬
▪	Barrier early	▬▬▬▬▬
▪	Kamloops	▬▬▬▬▬
▪	Valley View, Kamloops	▬▬▬▬▬▬
▪	Kamloops	▬▬▬▬▬
▪	Rayleigh	▬▬▬▬▬
▪	Barriere	▬▬▬▬▬▬
▪	Pritchard	▬▬▬▬▬
▪	McLure	▬▬▬▬▬▬
▪	Chase	▬▬▬▬▬

■	Mclure	■
■	Savona	■
■	Kamloops	■
■	downtown.	■
■	Paul Lake (Kamloops)	■
■	Little Fort	■
■	Paul Lake, Kamloops BC	■
■	kamloops	■
■	LOGAN LAKE, BC	■
■	Cherry Creek	■
■	McLure BC	■
■	Clearwater	■
■	savona	■
■	Louis Creek/Barriere	■
■	Heffley	■
■	Barriere	■
■	Pritchard	■
■	Sagebrush	■
■	McLure	■
■	Vinsulla	■
■	M glimpse Lake	■
■	Mclure	■
■	Kamloops	■
■	Heffley Creek	■
■	Kamloops	■
■	Aberdeen, Kamloops	■
■	Kamloops	■
■	barriere	■
■	Kamloops	■

Q4 Which Thompson-Nicola Regional Library branch or branches do you access in person? Select all locations that apply.

Answered: 124   Skipped: 14
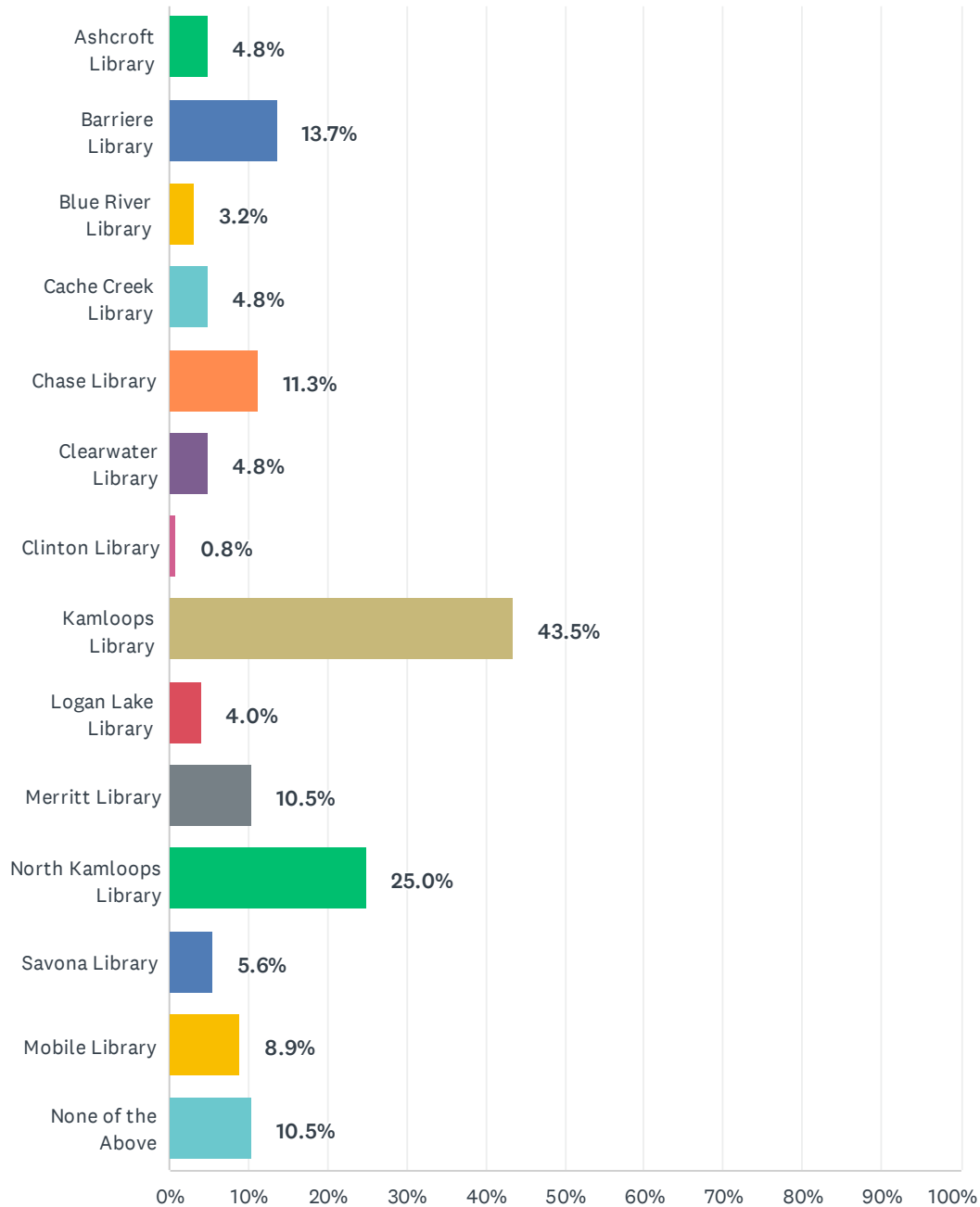
ANSWER CHOICES	RESPONSES	
Ashcroft Library	4.8%	6
Barriere Library	13.7%	17
Blue River Library	3.2%	4
Cache Creek Library	4.8%	6
Chase Library	11.3%	14
Clearwater Library	4.8%	6
Clinton Library	0.8%	1
Kamloops Library	43.5%	54
Logan Lake Library	4.0%	5
Merritt Library	10.5%	13
North Kamloops Library	25.0%	31
Savona Library	5.6%	7
Mobile Library	8.9%	11
None of the Above	10.5%	13
Total Respondents: 124		

Q5 If you use the Mobile Library, which location(s) do you access?

Answered: 17   Skipped: 121
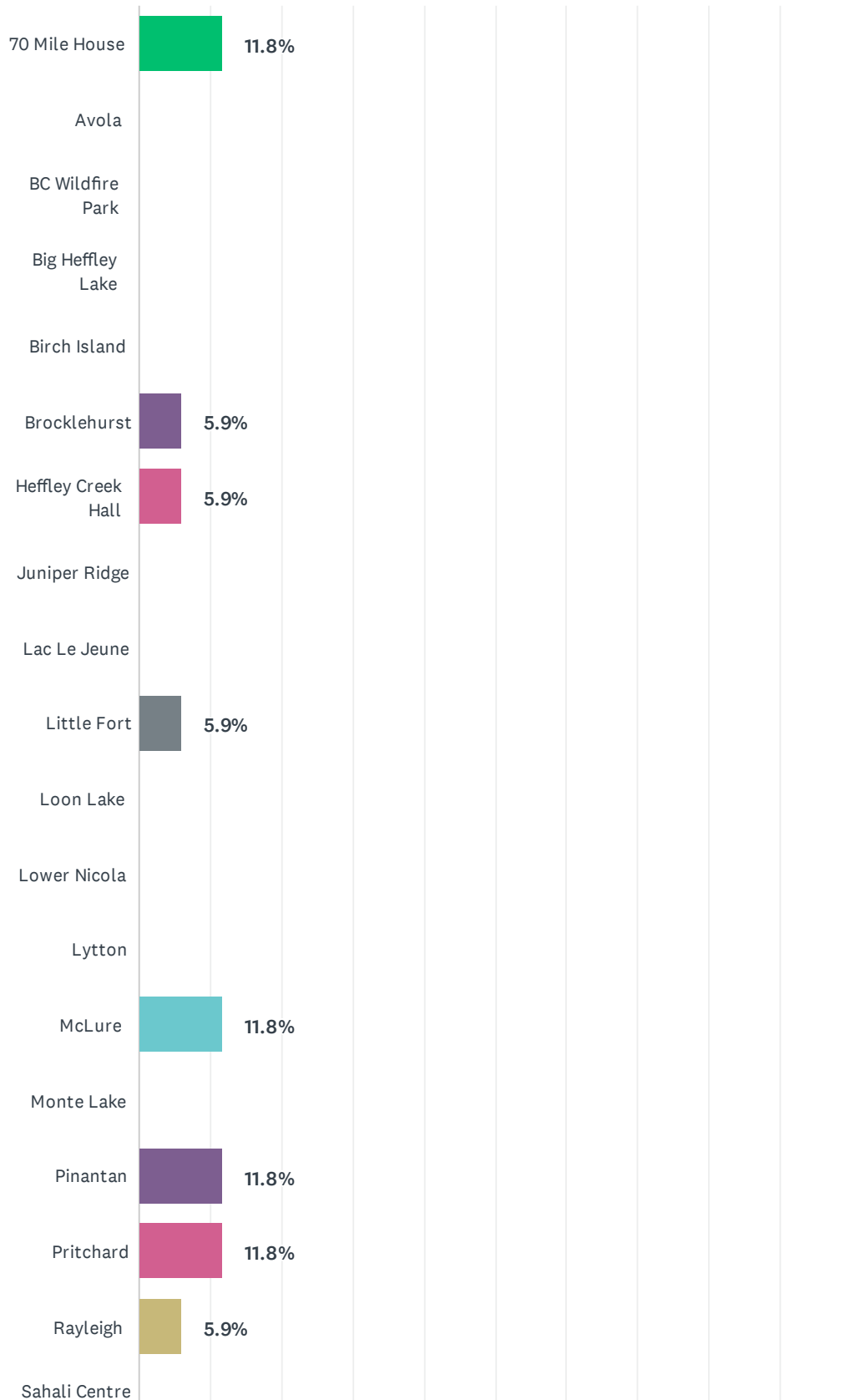
Location	Percentage
70 Mile House	11.8%
Avola	
BC Wildfire Park	
Big Heffley Lake	
Birch Island	
Brocklehurst	5.9%
Heffley Creek Hall	5.9%
Juniper Ridge	
Lac Le Jeune	
Little Fort	5.9%
Loon Lake	
Lower Nicola	
Lytton	
McLure	11.8%
Monte Lake	
Pinantan	11.8%
Pritchard	11.8%
Rayleigh	5.9%
Sahali Centre	

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Location	%
Mall	
South Green Lake	
Spences Bridge	
Sun Peaks	
Thompson River Estates	
Tournament Capital Centre	11.8%
Vavenby Post Office	5.9%
Vavenby School	5.9%
Walhachin	
Westsyde	23.5%
Westwold	
Whitecroft	
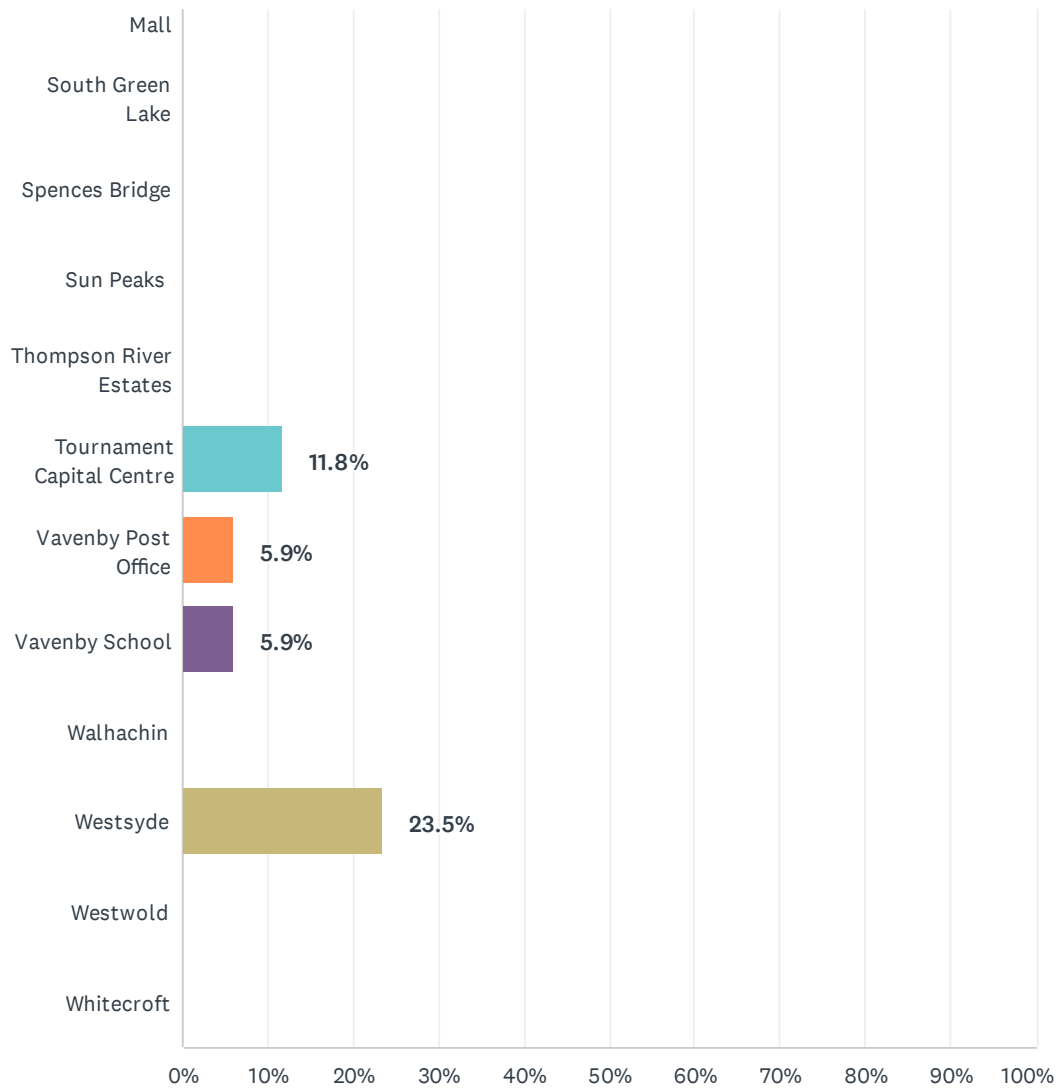
ANSWER CHOICES	RESPONSES	
70 Mile House	11.8%	2
Avola	0.0%	0
BC Wildfire Park	0.0%	0
Big Heffley Lake	0.0%	0
Birch Island	0.0%	0
Brocklehurst	5.9%	1
Heffley Creek Hall	5.9%	1
Juniper Ridge	0.0%	0
Lac Le Jeune	0.0%	0
Little Fort	5.9%	1
Loon Lake	0.0%	0
Lower Nicola	0.0%	0
Lytton	0.0%	0
McLure	11.8%	2
Monte Lake	0.0%	0
Pinantan	11.8%	2
Pritchard	11.8%	2
Rayleigh	5.9%	1
Sahali Centre Mall	0.0%	0
South Green Lake	0.0%	0
Spences Bridge	0.0%	0
Sun Peaks	0.0%	0
Thompson River Estates	0.0%	0
Tournament Capital Centre	11.8%	2
Vavenby Post Office	5.9%	1
Vavenby School	5.9%	1
Walhachin	0.0%	0
Westsyde	23.5%	4
Westwold	0.0%	0
Whitecroft	0.0%	0
Total Respondents: 17		

Q6 On a scale of 1 to 5, how would you rate accessibility of the library or libraries that you access? (1 = does not meet my needs, 5 = meets my needs)

Answered: 112   Skipped: 26
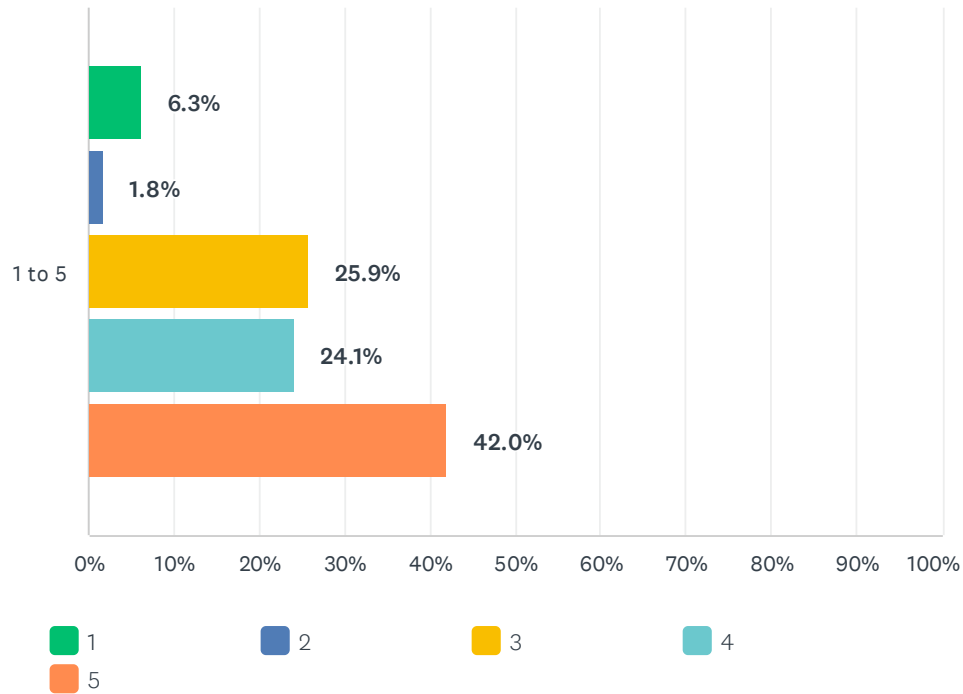
	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
1 to 5	6.3% 7	1.8% 2	25.9% 29	24.1% 27	42.0% 47	112	3.94

Q7 Please provide any written comments you have about accessibility to library service.

Answered: 52   Skipped: 86

	RESPONSES	█████
▮	Staff are awesome!	███████████
▮	Excellent service from employees. Good phone service re overdues and inter library loans, another valuable service. Friendly, competent, helpful.	███████████
▮	(Reader at Home Service) I'm happy our 2 current branches are accessible and easy to navigate	████████████
▮	I find that, it is far easier to go down the ramp at the library in Chase than to use the stairs. Thank you for having the ramp. I also find the North Kamloops library to be far more accessible being a one floor library.	███████████
▮	Downtown Kamloops - very difficult to find any parking let alone accessible parking. North Kamloops - larger vehicles often in parking spaces & block ability to park. Accessible parking cramped & narrowness of parking stalls make mobility challenged for people further handicapped.	███████████
▮	I ███████████ do not use stairs well. It's great there is a side entrance at the Chase Library with an automatic door. The side of the library is a walkway but slopes so I'm careful when walking down. Looked after well in the winter but I hold onto the wall for steadiness. A railing would be helpful and appreciated.	███████████
▮	Yellow lines can be applied. Yellow paint on 1/3 of the handrails.	███████████
▮	It's way out of my way to get there	███████████
▮	We appreciate this service	███████████
▮	Aisle are too narrow, staff are very helpful	███████████
▮	It meets my needs as I am ambulatory. I do believe they have a side door that someone with a wheelchair could access. I'm not sure how you could communicate to staff to let you in though, other than knocking at the door.	██████████
▮	I haven't accessed the library in a long time.	███████████
▮	Would be a challenge for someone with mobility issues	███████████
▮	Had to navigate the online library with a person with disabilities.	███████████
▮	I find the overdrive app hard to use and a bit clunky. I do use Libby as well, which works well. But there's never any more than 1 audio book available and a new book title will have a 6-9 month wait. I find the doors of the Merritt library heavy and awkward to open.	███████████
▮	Parking lot lacking in distance from door	███████████
▮	parking can be a challenge downtown and people hanging out on the sidewalks in front	███████████
▮	I am blind and don't go to the library.	███████████
▮	No additional information your survey is well done so far	███████████
▮	I support a multitude of people with diverse abilities. All of the people I support are able to access the library and all areas within. I do wish there was more programing for adults. They used to have game nights, art nights and a bunch of other things we could attend. We miss those!!	███████████
▮	I chose 3 because under usual circumstances I could access the Chase Library with no difficulty. But having had a cast on my foot I realized that not only did I have difficulty	███████████

(although temporary) getting into the Library, many others would have the same problem getting into the building.

■ | It would be nice to have a library on the southnshore. | ■

■ | Too many signs that are not friendly for people who cannot read Need universal signs with graphics for nonreaders | ■

■ | The library does not open early enough. It used to be 10:00 and now it's 11:00. To late for email correspondence when needed. | ■

■ | Staff have a tendency to not give patrons their full attention and listen They do not always greet people or use manners and respect,especially younger staff members | ■

■ | I am fine accessing the library, but, the entry into the library has a big lip, which makes using a wheelchair really tough. Having books so far up on the shelves does mess with my head (seizure disorder, and it's hard to look up). I do understand the lack of space, so not super upset. | ■

■ | excellent staff very kind and helpful | ■

■ | So helpful, lovely staff | ■

■ | Sometimes my friend struggles to find parking in the parking lot. | ■

■ | I had to return to using the North Shore Library in Kamloops because I cannot navigate the stairs or walking distance needed within the Downtown Library. I appreciate that the Holds shelf is near the door, and the North Shore Library has adequate seating throughout. | ■

■ | ■ have visual impairments, physical challenges and neurodivergent conditions. The first 2 seem well served, the third mot at all. Sensory kits at libraries would be nice. | ■

■ | Library accessibility at all 5 that I use is excellent. | ■

■ | Few wheel chair accessible tables, books and videos hard to access on shelving- either too low or too high | ■

■ | Please spend the money on books not destroying good infrastructure until it's past normal repair in the nature of accessibility. | ■

■ | The switches for the door activation are not easily accessible. Can only reach bottom two shelves of material. Program room is not accessible with a scooter. Non-fiction is not accessible because there is no room to turn around easily. Washroom does not have an automatic door or room to access with anything more than a small walker | ■

■ | N/A | ■

■ | Staff extremely helpful | ■

■ | Parking and the steel see thru stairs. | ■

■ | Because of access via internet, I don't use the library much but when I do, I usually find what I need. The staff are very nice and very helpful. | ■

■ | The person who I am related to goes to the library regularly and is in a Moblie scooter/chair. He is unable to walk. He has difficulties pressing the open door button. He has to bring a cane to press the button- to be able to reach it from his sitting position in the scooter/chair. It's awkward and should be easier. He also can only access the books on the bottom levels & can not go down all the aisle to access more books. Getting around the tables is difficult and there is also not enough room. If the library is busy he can't look around at all because there is not enough space. He would like to be able to look at all the books available to him but can not and doesn't want to always have to ask for help. He does use the online services and likes them but sometimes it's nice to be able to choose books from the shelves. Some of the programming also looks interesting but He wouldn't be able to turn his scooter/chair to get into the program room. Independent entertainment is key for him. He ■ ■ just wants to be able to access the services on his own. The ladies at the library are very helpful but the facility could be more user friendly and then maybe more individual with similar diversity would use the library. | ■

■ | It would be nice if the online books would still use the Overdrive program (not Libby) as some of us can't afford to buy a new tablet just to be able to access the new Libby program to | ■
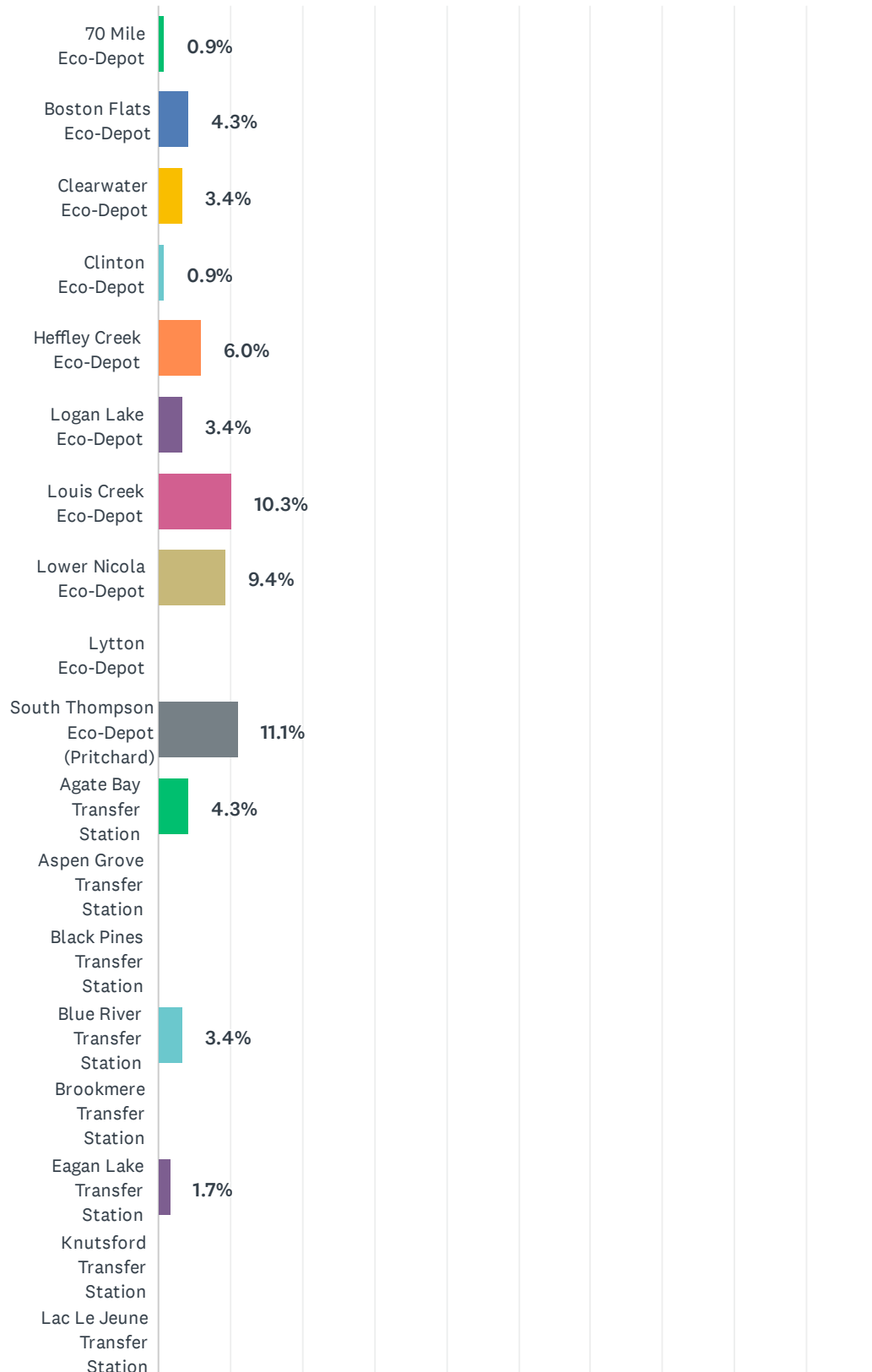
access online books. I have used Overdrive since it first started but have not accessed it since March due to the program switch-over to Libby.
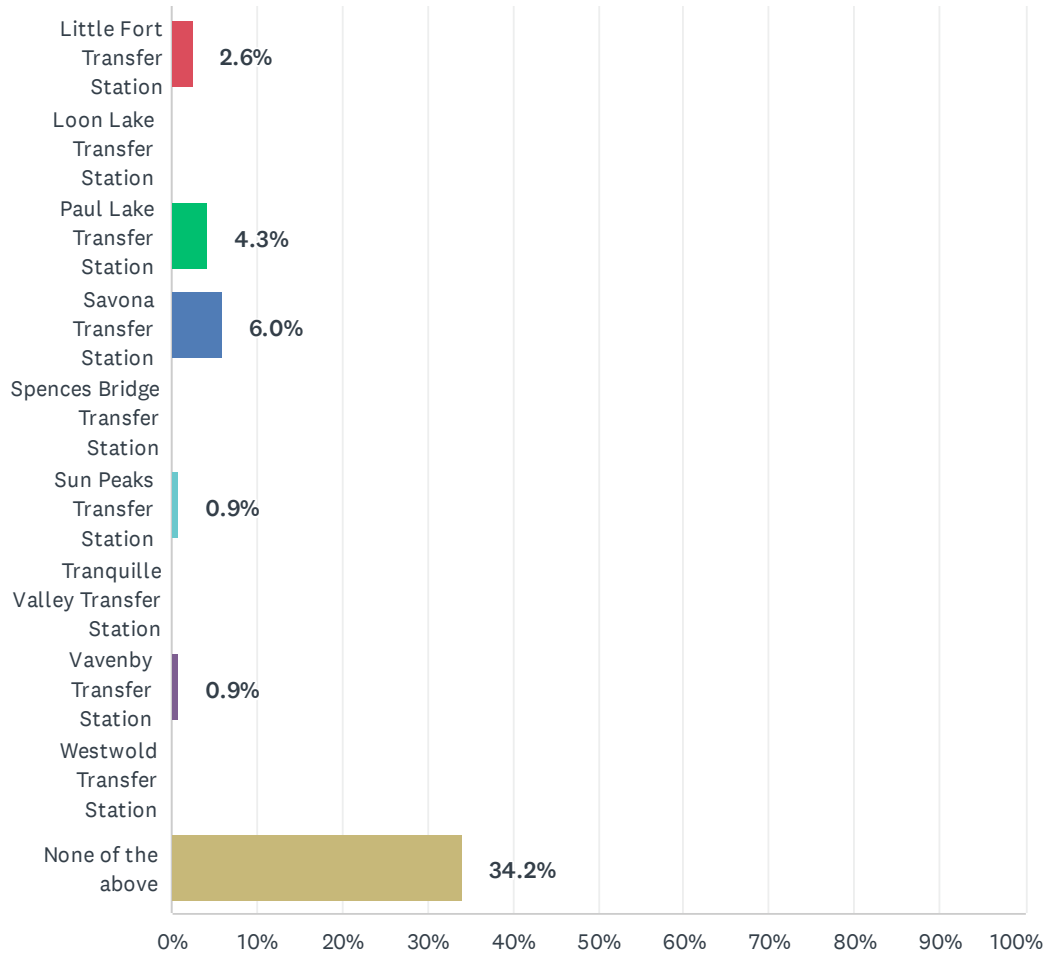
■	My ████ is in a special motorized wheelchair that is unable to access the library. We have used the library regularly for years but have had to stop going as a family since he had to move to a more robust chair.	████████
■	North Kamloops---Parking is narrow, cramped, and crowded with few accessible spaces that are often difficult to get in and out of because of larger vehicles and traffic Kamloops---downtown parking rarely has spaces available within our comfortable walking limits. Mobile library---stairs	████████
■	When I first lived in Kamloops, I ran an organization doing a survey on the accessibility of the City to those with a variety of disabilities. The research was REALLY helpful and significant changes were made. BUT, that was ██████████████ ago and MORE CHANGES TO ACCESSIBILITY FOR ALL THOSE AFFECTED BY DISABILITIES NEEDS TO BE UPDATED IMMEDIATELY. AND, I was a Branch Librarian ████████████████████████████████.	████████
■	Automatic door openers and ramps for scooters or wheelchairs help immensely	████████
■	Kamloops branch sometimes difficult to find closeby parking and savona branch sometimes the hours dont work for me	████████
■	Extra hours in the winter months in Barriere would be appreciated	████████
■	I am finding it frustrating that series of books are no longer all in the collection, especially when books that used to be paperback are now in only ebook which is not as accessible a format because you must either own an e-reader or use a backlit device, which I do not think is healthy for our eyes to use while reading for a sustained amount of time. Audiobooks are also more accessible for those with some disabilities so if there could be a preference to audiobooks for books which were previously paperback in the collection it would be better for a lot of people, especially those with ADHD. I am happy there are no more late fees.	████████
■	More frequent and stays longer	████████
■	Quilchena is my closest	████████
■	Public library is too far to walk without rest stops. I cannot climb the mobile library stairs	████████
■	The library on the North Shore is easier to park at with no pay parking, whereas the closest one (downtown Kamloops) it's not easy parking/pay parking.	████████

Q8 Which Thompson-Nicola Regional District solid waste facilities do you access? Select all locations that apply.

Answered: 117   Skipped: 21

Facility	Percentage
70 Mile Eco-Depot	0.9%
Boston Flats Eco-Depot	4.3%
Clearwater Eco-Depot	3.4%
Clinton Eco-Depot	0.9%
Heffley Creek Eco-Depot	6.0%
Logan Lake Eco-Depot	3.4%
Louis Creek Eco-Depot	10.3%
Lower Nicola Eco-Depot	9.4%
Lytton Eco-Depot	
South Thompson Eco-Depot (Pritchard)	11.1%
Agate Bay Transfer Station	4.3%
Aspen Grove Transfer Station	
Black Pines Transfer Station	
Blue River Transfer Station	3.4%
Brookmere Transfer Station	
Eagan Lake Transfer Station	1.7%
Knutsford Transfer Station	
Lac Le Jeune Transfer Station	

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Little Fort Transfer Station — 2.6%
Loon Lake Transfer Station
Paul Lake Transfer Station — 4.3%
Savona Transfer Station — 6.0%
Spences Bridge Transfer Station
Sun Peaks Transfer Station — 0.9%
Tranquille Valley Transfer Station
Vavenby Transfer Station — 0.9%
Westwold Transfer Station
None of the above — 34.2%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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ANSWER CHOICES	RESPONSES	
70 Mile Eco-Depot	0.9%	1
Boston Flats Eco-Depot	4.3%	5
Clearwater Eco-Depot	3.4%	4
Clinton Eco-Depot	0.9%	1
Heffley Creek Eco-Depot	6.0%	7
Logan Lake Eco-Depot	3.4%	4
Louis Creek Eco-Depot	10.3%	12
Lower Nicola Eco-Depot	9.4%	11
Lytton Eco-Depot	0.0%	0
South Thompson Eco-Depot (Pritchard)	11.1%	13
Agate Bay Transfer Station	4.3%	5
Aspen Grove Transfer Station	0.0%	0
Black Pines Transfer Station	0.0%	0
Blue River Transfer Station	3.4%	4
Brookmere Transfer Station	0.0%	0
Eagan Lake Transfer Station	1.7%	2
Knutsford Transfer Station	0.0%	0
Lac Le Jeune Transfer Station	0.0%	0
Little Fort Transfer Station	2.6%	3
Loon Lake Transfer Station	0.0%	0
Paul Lake Transfer Station	4.3%	5
Savona Transfer Station	6.0%	7
Spences Bridge Transfer Station	0.0%	0
Sun Peaks Transfer Station	0.9%	1
Tranquille Valley Transfer Station	0.0%	0
Vavenby Transfer Station	0.9%	1
Westwold Transfer Station	0.0%	0
None of the above	34.2%	40
Total Respondents: 117		

Q9 On a scale of 1 to 5, how would you rate accessibility of the TNRD solid waste facility or facilities that you visit? (1 = does not meet my needs, 5 = meets my needs)

Answered: 87   Skipped: 51
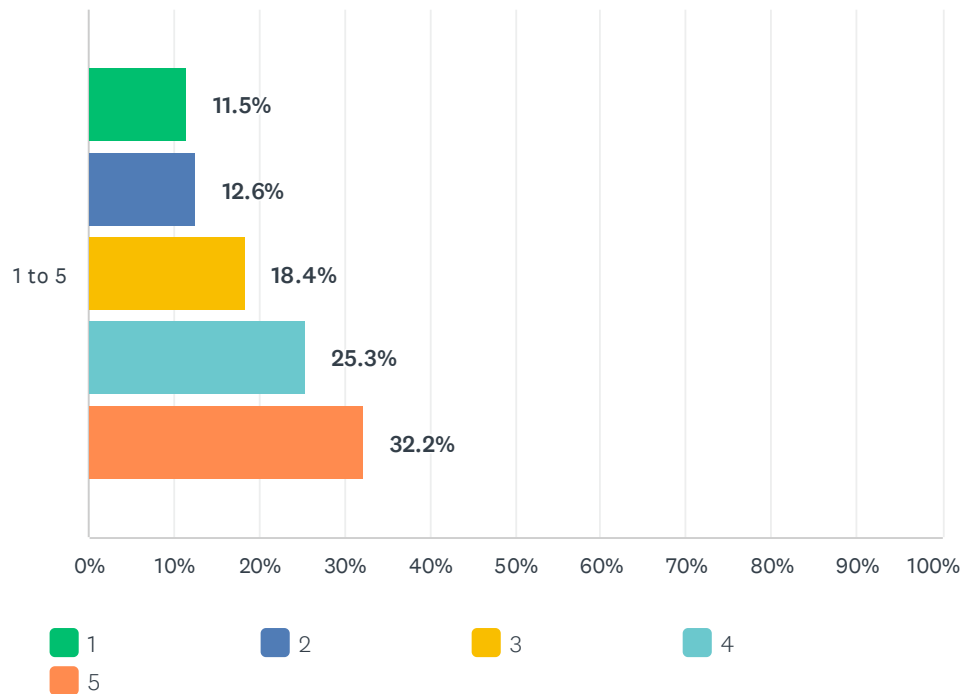
	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
1 to 5	11.5% 10	12.6% 11	18.4% 16	25.3% 22	32.2% 28	87	3.54

Q10 Please provide any written comments you have about accessibility of TNRD solid waste facilities.

Answered: 41   Skipped: 97

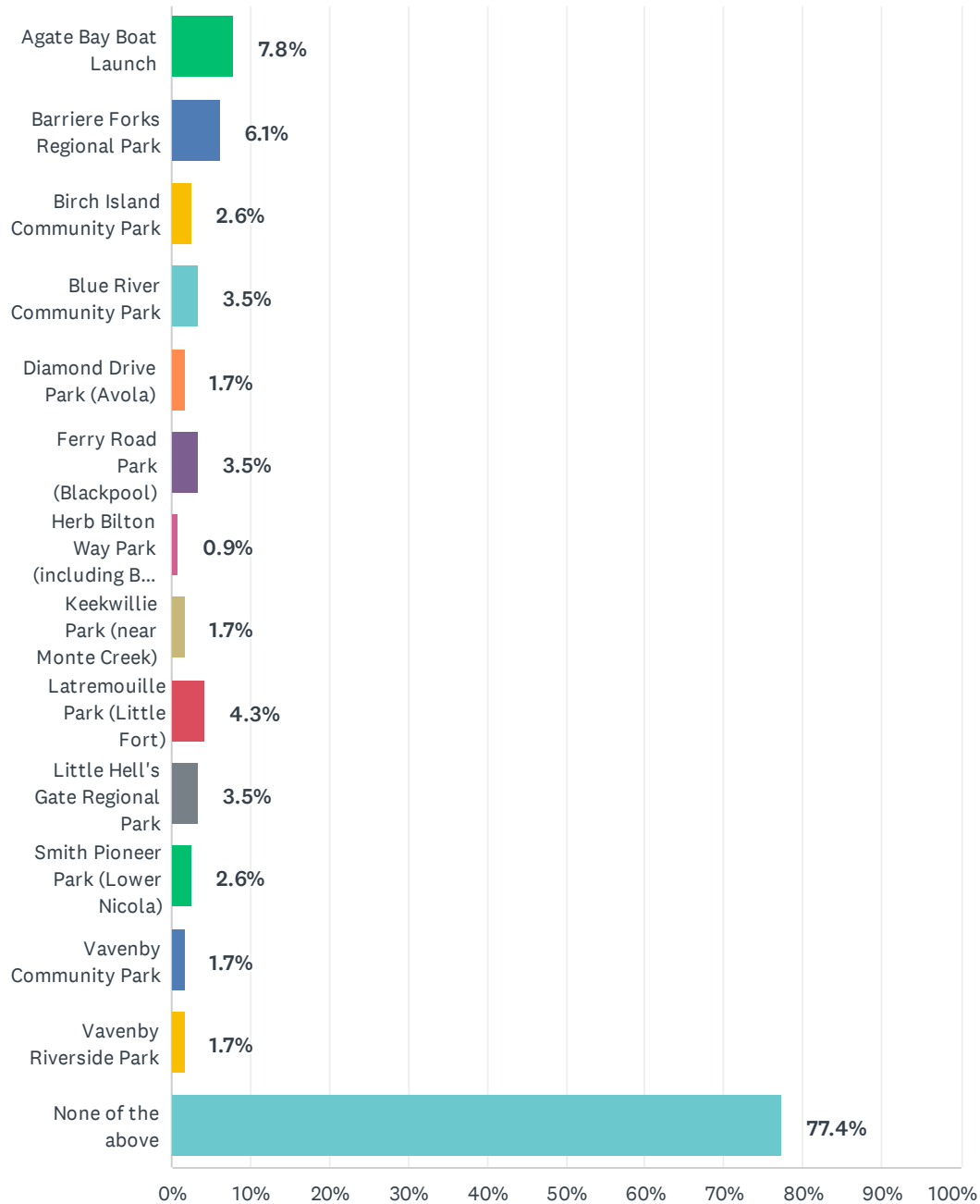|	RESPONSES	
■	Does not apply to me.	
■	Very easily accessible, always organized and clean.	
■	Awesome staff	
■	We need more days open and some items cannot be brought there, we need help with disposing of large items. Also the reloadable cards don't work	
■	We wish there was a setup for garbage pick up for glass also.	
■	Too far away, I no longer drive, live in a strata, so no recycling pick up available	
■	I've never been as I don't have a vehicle	
■	The recycling area is not wheelchair friendly	
■	Very accessible	
■	RUDE WORKERS. JUST HORRIBLE. Treat you like you're a criminal.	
■	Stop charging rental on garbage bins in the city. I am sure us seniors paid them off long ago.	
■	No green bins available for curbside pickup	
■	Should have a lower rate for seniors with minimal garbage.	
■	The staff at my Eco depot are caring and helpful!	
■	Road in and around is terrible (large potholes)	
■	I put 1 as I don't utilize this service and know nothing about it	
■	Same commment Too much signage	
■	Always closed on Monday's	
■	I have no vehicle, and the eco transfer is 12 km out of town. Most of my eco transfer stuff is tossed into the trash. I don't have a ride to take stuff out there. There was a drop off at the Works Yard in Logan Lake, and we could access that. But that's gone now.	
■	Narrow access to plastic bins, difficult to recycle lightbulbs	
■	Not applicable	
■	Haven't been to a solid waste facility	
■	I have not had any help with unloading anything at Logan Lake, and only occasional help at Savona	
■	The bars at the garbage dumpsters are too high for me to comfortably throw a bag of garbage over. They were so much better without the bars. Everyone should be responsible enough to not fall in !!! The other issues are the deep potholes before and after the cattle guard. The under carriage of my car was damaged. I was driving slowly over them. Not everyone drives an SUV or truck!	
■	The cost of taking waste to the dump is too expensive	
■	Better hours - not their hours but our hours to accommodate the public.	
■	The Little Fort hours are difficult for those of us with full schedules, so I generally have to go to	

Clearwater

■	I wish it was open just ones more day a week	■■■■■■■■■■
■	We live at least 70kms from our locsl transfer station (dump) we used to have blue bin accessibility within 1km.. like many others in the rural tnrd area this has put a great strain on our finances due to our distance to travel. Not only this, but as a person who wants to be ecologically responsible especially now more than ever the fossil fuels used to get there is contributing to global warming. BRING BACK THE BLUE BINS PLEASE!!	■■■■■■■■■■
■	Hours are short	■■■■■■■■■■
■	Since I do not drive, I very seldom go to the Eco Depot. But when I have, I find it confusing, signage is unreadable for me anyway so I have to take Direction from staff. However, staff members are very kind and helpful.	■■■■■■■■■■
■	Don't know where they are and no means of getting there anyway	■■■■■■■■■■
■	Not relevant to me	■■■■■■■■■■
■	Staff is very good and helpful	■■■■■■■■■■
■	I don't access "our" Eco-Depot personally but, when I'm able, I'll have a friend with a truck to take me "donations" to the local facility(along with $$)	■■■■■■■■■■
■	most of the time I can make the hours for savona depot work for me	■■■■■■■■■■
■	Staff do a great job and deserve a raise from the contractor!!	■■■■■■■■■■
■	It would be helpful if there was an easier way than the drive thru to drop off bagged garbage; it feels like a waste of time to be weighed when they are charging by the bag. Like maybe they could charge you on the way in and then you could just drive out after instead of stopping twice.	■■■■■■■■■■
■	Great people and easy to find	■■■■■■■■■■
■	I visit the yard waste facility in Kamloops. It is very difficult to load yard waste into my car and dump it and then find the correct places to take various recyling items that the city does not pick up. These services are not easily accessible to seniors and it feels like I live in a third world city. What will I do when I no longer drive?	■■■■■■■■■■
■	Curbing doesn't allow for close parking to bins. I cannot stand long enough to break down cardboard as required and was charged construction fees for it	■■■■■■■■■■

Q11 Which Thompson-Nicola Regional District parks or trails do you use? Select all locations that apply.

Answered: 115   Skipped: 23

Location	Percentage
Agate Bay Boat Launch	7.8%
Barriere Forks Regional Park	6.1%
Birch Island Community Park	2.6%
Blue River Community Park	3.5%
Diamond Drive Park (Avola)	1.7%
Ferry Road Park (Blackpool)	3.5%
Herb Bilton Way Park (including B...)	0.9%
Keekwillie Park (near Monte Creek)	1.7%
Latremouille Park (Little Fort)	4.3%
Little Hell's Gate Regional Park	3.5%
Smith Pioneer Park (Lower Nicola)	2.6%
Vavenby Community Park	1.7%
Vavenby Riverside Park	1.7%
None of the above	77.4%

ANSWER CHOICES	RESPONSES	
Agate Bay Boat Launch	7.8%	9
Barriere Forks Regional Park	6.1%	7
Birch Island Community Park	2.6%	3
Blue River Community Park	3.5%	4
Diamond Drive Park (Avola)	1.7%	2
Ferry Road Park (Blackpool)	3.5%	4
Herb Bilton Way Park (including Blue River Trails System)	0.9%	1
Keekwillie Park (near Monte Creek)	1.7%	2
Latremouille Park (Little Fort)	4.3%	5
Little Hell's Gate Regional Park	3.5%	4
Smith Pioneer Park (Lower Nicola)	2.6%	3
Vavenby Community Park	1.7%	2
Vavenby Riverside Park	1.7%	2
None of the above	77.4%	89
Total Respondents: 115		

Q12 On a scale of 1 to 5, how would you rate accessibility of the TNRD park(s) that you access?(1 = does not meet my needs, 5 = meets my needs)

Answered: 51   Skipped: 87
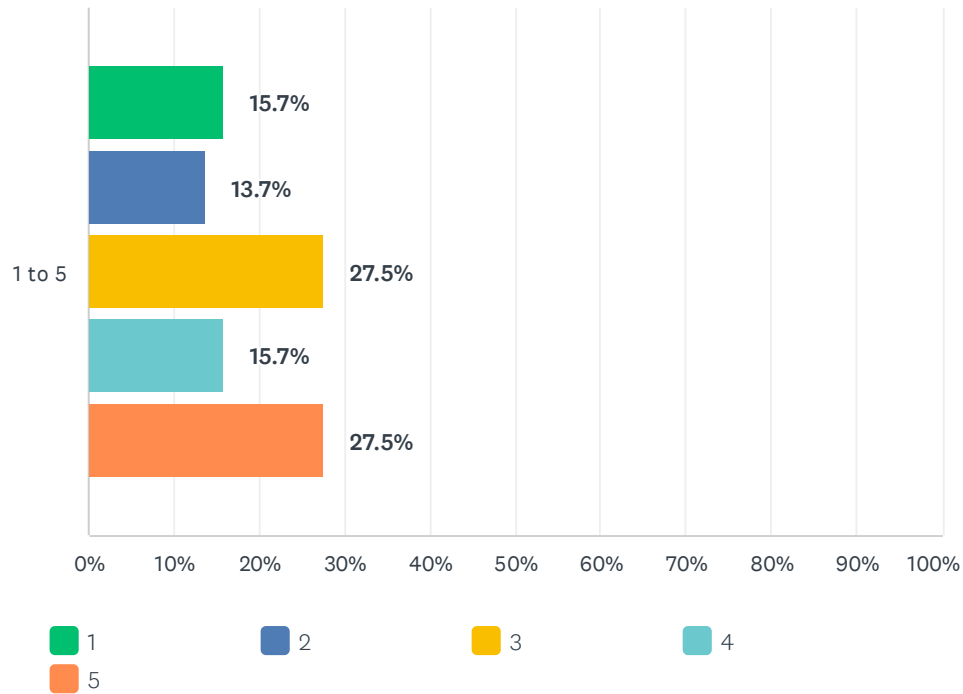
	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
1 to 5	15.7% 8	13.7% 7	27.5% 14	15.7% 8	27.5% 14	51	3.25

Q13 Please provide any written comments you have about accessibility to TNRD parks and trails

Answered: 28   Skipped: 110

	RESPONSES	▉
▉	There needs to be better wheelchair access.	
▉	Always room for improvements. Clear visible signage.	
▉	Facilities are well kept	
▉	It is great and kept very clean. I would like to see the area beside the launch itself fixed before someone gets hurt.	
▉	To often a park will lay down gravel which means I can't go on or in because of my▉ wheelchair	
▉	Riverside Park's Rivers Trail is UNSAFE too many ▉▉▉ homeless. No camera's or enough security. Saw a guy breaking trail with a machete one day to the river while I walked Rivers trail.	
▉	Need more accessibility for mobile challenged people	
▉	I have trouble walking.	
▉	Too many aggressive unleashed dogs and angry owners	
▉	No additional information at this point your information about the survey is really done put together correctly	
▉	I put 1 as I do not access any of these parks so I do not have any input	
▉	Question 12 does not apply because we do not use your parks at any time.	
▉	Have not visited any of these sites	
▉	No car, so no way to access any of the parks. I picked 3 because I have no idea.	
▉	So very few in Merritt area	
▉	Do you have accessible trails? Do you have All-Terrain Hiking Wheelchairs, beach wheelchairs and disability bikes available to book a time slot to use? Are trails wide enough to pass other users safely?	
▉	I am very disappointed to be have to tell you that we do not live near nor use any of the TNRD Parks mentioned, perhaps Ashcroft is due for a TNRD Park.	
▉	We access the Boat Launch at the Forestry Campsite at East Barriere Lake	
▉	new to the area, so haven't got around to going to parks	
▉	Not marked well	
▉	If I had the opportunity, I would gladly walk around the parks and tell you what is accessible and what isn't.	
▉	Not relevant to me as I don't drive	
▉	Although there are no resources connected to Logan Lake, we have a ton of trails and access to the great outdoors in and around our community.	
▉	Ferry Rd has great access. Little Hells Gate has a difficult road access.	
▉	Latremoille Park in Little Fort has a steep grassy hill to climb up to from the parking lot at the front of the Hall. No Steps?	

■	Paved Road to Agate Bay boat launch very poor. East Barriere lake rd is in terrible shape particularly in the winter with the lack of prompt snow removal	■■■■■■■■■
■	No trails near Vinsulla	■■■■■■■■
■	Never been to any not sure of the locations	■■■■■■■

Q14 Which Thompson-Nicola Regional District community halls do you access? Select all locations that apply.
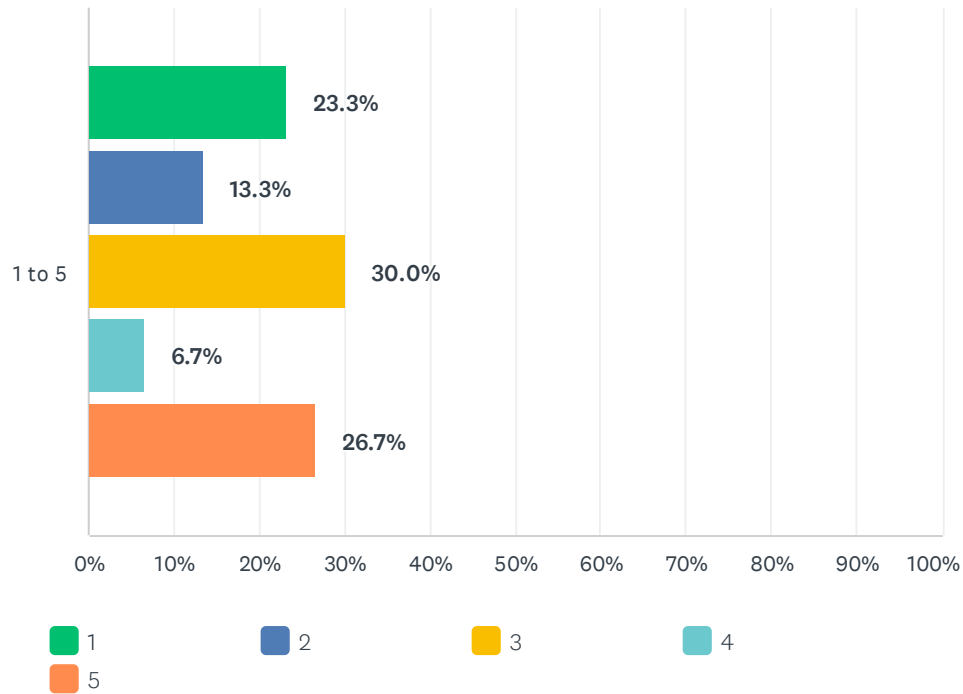
Answered: 110   Skipped: 28
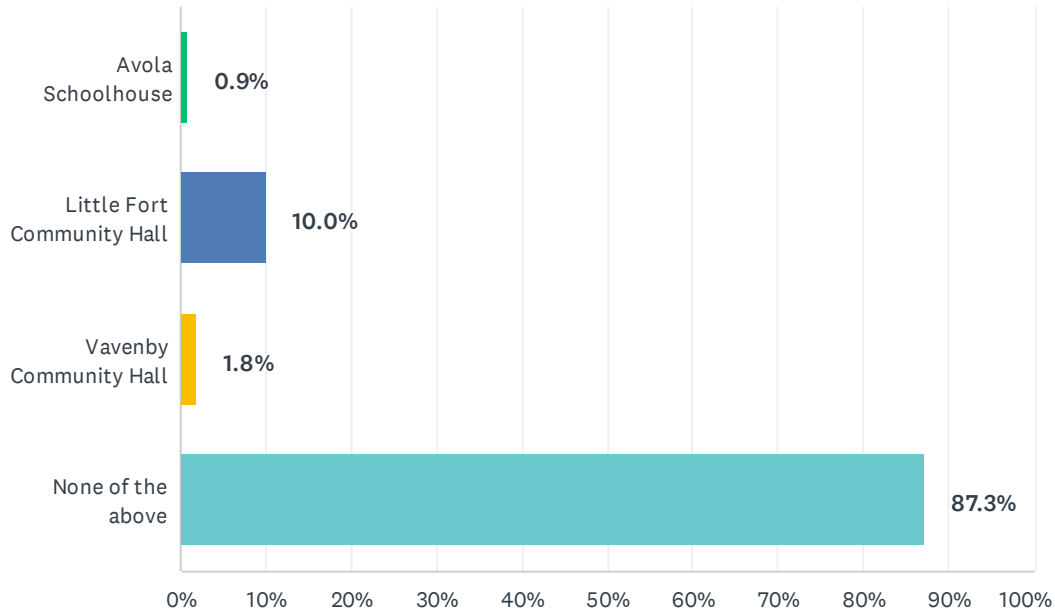
ANSWER CHOICES	RESPONSES	
Avola Schoolhouse	0.9%	1
Little Fort Community Hall	10.0%	11
Vavenby Community Hall	1.8%	2
None of the above	87.3%	96
Total Respondents: 110		

Q15 On a scale of 1 to 5, how would you rate accessibility of the TNRD community halls that you access?(1 = does not meet my needs, 5 = meets my needs)

Answered: 30   Skipped: 108

|	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
1 to 5	23.3% 7	13.3% 4	30.0% 9	6.7% 2	26.7% 8	30	3.00

Q16 Please provide any written comments you have about accessibility of TNRD community halls.

Answered: 17   Skipped: 121

■	RESPONSES	■
■	Clear signage, yellow lines for hand rails and 2" wide yellow line on steps. Handicap washrooms.	██████████
■	Facilities are well kept but it's expensive to rent	█████████
■	N/A	███████
■	Again a 1 as I do not access any of those halls	█████████
■	Question 15 does not apply because we do not attend events in your community halls. Although I might point out that the one in Pritchard is not easy to get into even with a vehicle.	██████
■	I can't access any of the Community Halls, so the question doesn't really apply to me	██████
■	Are ramps, doorways, bathrooms, foyers and hallways spacious and accessible for wheelchair users and people who use canes or other mobility aids?	██████
■	There seems to be no thought to supporting kids with disabilities in the programming or design of this facility. The new playground at this hall is not accessible.	████████
■	N/A	████████
■	N/A	█████████
■	Wish we had a community hall between Pinantan, East and West Paul lake to share	█████████
■	Non available	████████
■	If I had the opportunity, I would gladly walk through these halls and tell you what I feel would be accessible and what isn't.	████████
■	Do use	█████████
■	None near Vinsulla	████████
■	Very out of my way at a funeral there	████████
■	Cannot do stairs	█████████

# Q17 Which Thompson-Nicola Regional District cemeteries do you access? Select all locations that apply.

Answered: 108   Skipped: 30
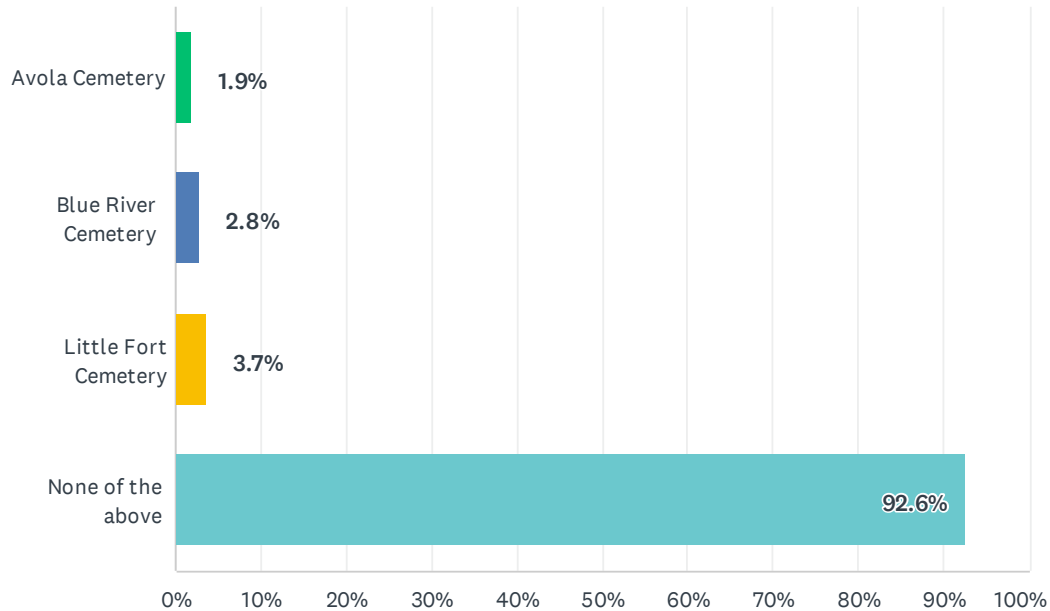
ANSWER CHOICES	RESPONSES	
Avola Cemetery	1.9%	2
Blue River Cemetery	2.8%	3
Little Fort Cemetery	3.7%	4
None of the above	92.6%	100
Total Respondents: 108		

Q18 On a scale of 1 to 5, how would you rate accessibility of the TNRD cemeteries that you access?(1 = does not meet my needs, 5 = meets my needs)

Answered: 30   Skipped: 108
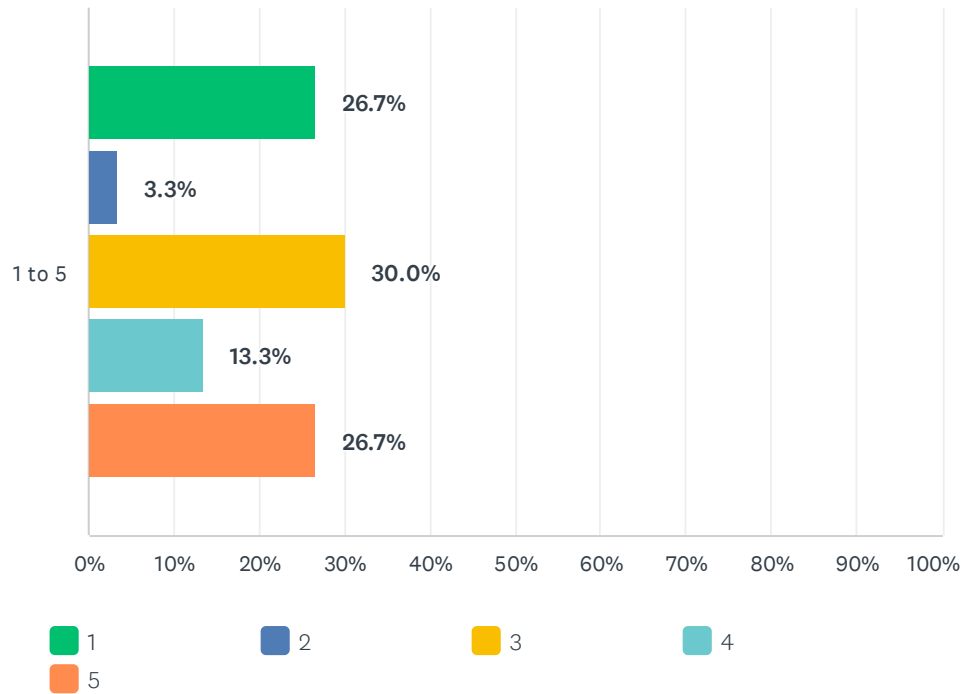
	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
1 to 5	26.7% 8	3.3% 1	30.0% 9	13.3% 4	26.7% 8	30	3.10

Q19 Please provide any written comments you have about accessibility of TNRD cemeteries.

Answered: 12   Skipped: 126

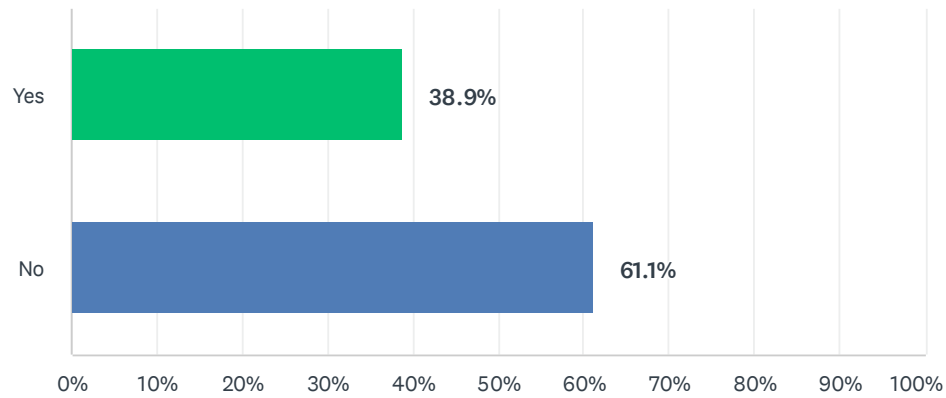| RESPONSES	
Can be hard to access during winters.	
N/A	
I think the city is doing a good job, especially the Trd	
I do not go to any of those cemeteries	
Q 18 does not apply here.	
Not applicable to me.. just picked 3 as it is neutral.	
None of these apply to Ashcroft.	
Never accessed	
I find it almost impossible to read the names on the headstones. I also noticed that there are often no washroom facilities. I don't deliberately go and check out graveyards.	
Not relevant	
None near Vinsulla	
Na	

Q20 Do you access the TNRD Civic Building in person?

Answered: 108   Skipped: 30

ANSWER CHOICES	RESPONSES	
Yes	38.9%	42
No	61.1%	66
TOTAL		108

Q21 On a scale of 1 to 5, how would you rate accessibility of the TNRD Civic Building?(1 = does not meet my needs, 5 = meets my needs)

Answered: 51   Skipped: 87
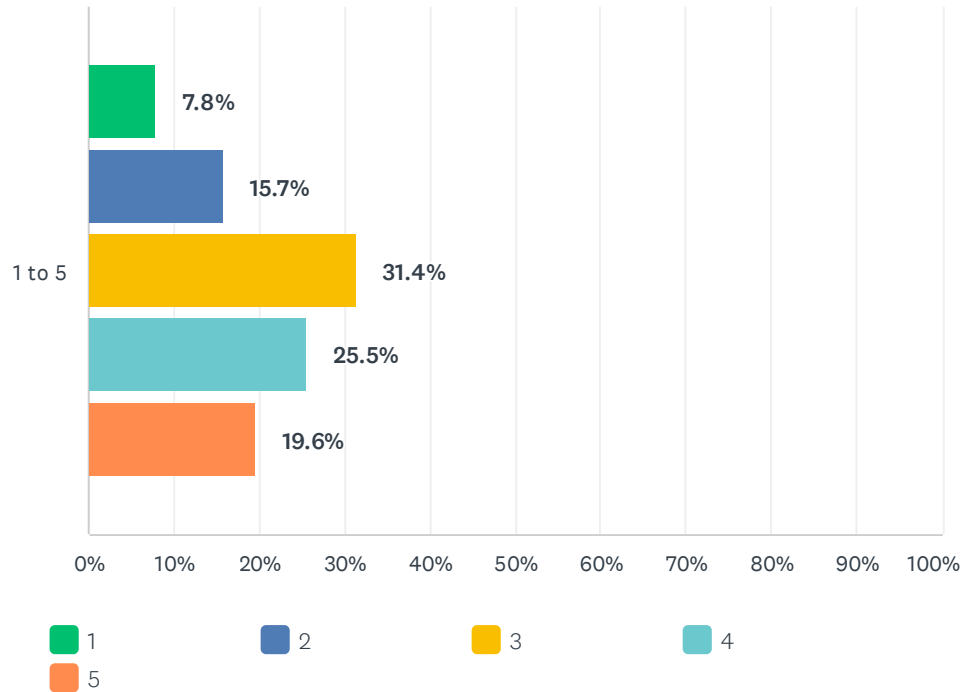
	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
1 to 5	7.8% 4	15.7% 8	31.4% 16	25.5% 13	19.6% 10	51	3.33

Q22 Please provide any written comments you have about accessibility of the TNRD Civic Building.

Answered: 26   Skipped: 112

| RESPONSES	
Great building	
Your "handicapped" ▮▮▮ washroom is not accessible to all. As a ▮▮▮ chair user, I cannot use the bathroom there. The stall is way too small, can't turn around, cannot close the door. It must change, soon. Same problem for 18 years and have told folks in the building.	
Serious parking issues for accessibility.	
Ramps for wheelchairs, lighting.	
No where near where I reside	
Bathrooms arent well maintained	
Parking can be a challenge	
Location...	
In person is fine, but telephone calls are another matter.	
I think you all at the ▮▮▮ are doing a small as well ▮▮▮	
Great accessibility for all the people I support. But the bathrooms are tight for people in wheelchairs	
I can access the TNRD building for the library, and can move around with ease. I also see wheelchairs getting around easily.	
I haven't navigated this building in person. Please ask wheelchair users to detail their experience navigating the halls, entrances, common areas and facilities	
Again, the acoustics in this building are challenging for people with noise sensitivites	
N/A	
Accessibility has many meanings. Putting in ramps does not help people who can awkwardly walk due to half their body no longer working but do not need a wheelchair. There is a lot of walking involved in getting in the TNRD building between parking underground and then walking to the elevator for these persons.	
During winter parking is not accessible- high snow banks prevent passage in a wheel chair	
I wish it wasn't in such a busy part of town. Yes the parking is great.	
Too far	
The steel see thru catwalk from elevator to office. Triggers Vertigo.	
I would very much like to check the accessibility of this building.	
Not relevant	
Parking can be a bit of a challenge maybe see if city of Kamloops could create disabled parking only on 5th Ave from Victoria St to Seymour St. That would create 3-4 extra parking spots	
Once in the building, it is easy to access, however, manoeuvring over the snow windrows when parking downtown Kamloops during the winter makes it dangerous to health. I avoid the library and Civic Building during winter.	

■   Cannot walk that far nor access underground parking   ███████████

■   Parking is not an option. Building is bad to navigate. Silly place to put the building.   ███████████

Q23 On a scale of 1 to 5, how would you rate accessibility of the Thompson-Nicola Regional District website (tnrd.ca)?(1 = does not meet my needs, 5 = meets my needs)
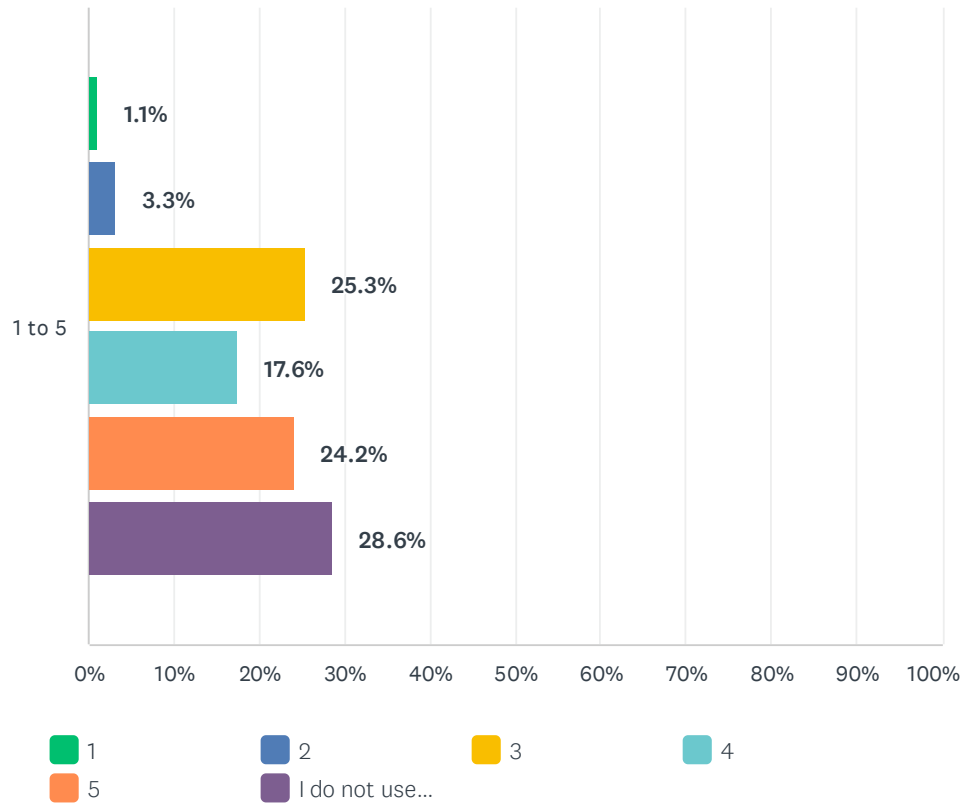
Answered: 95   Skipped: 43
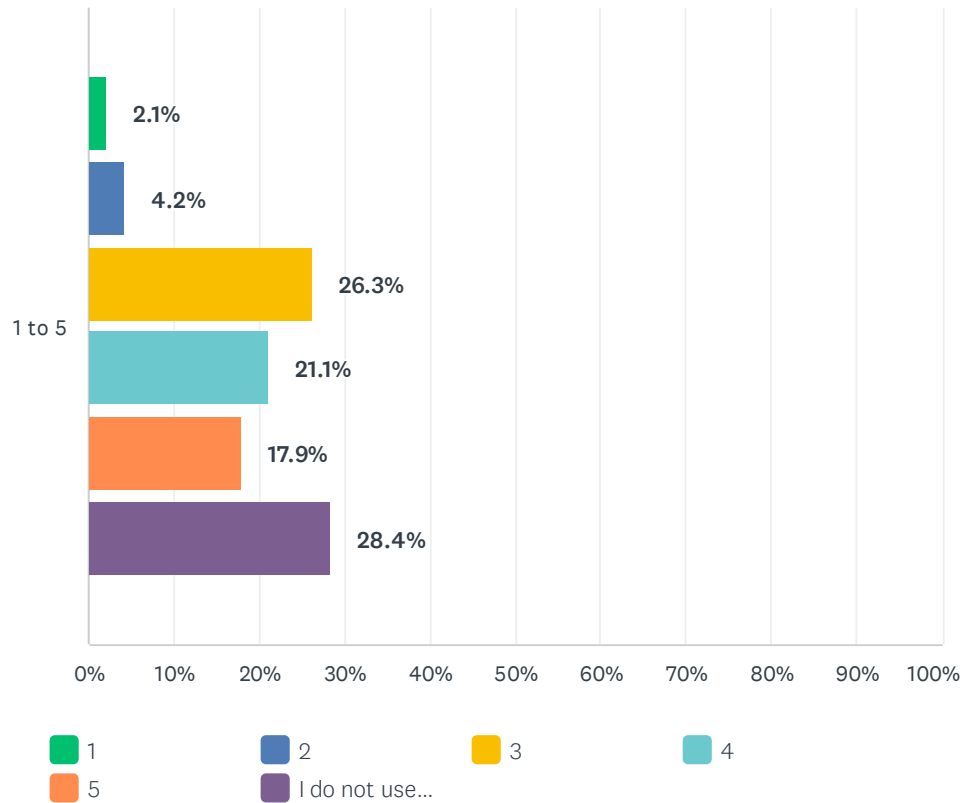
	1	2	3	4	5	I DO NOT USE THE TNRD WEBSITE	TOTAL	WEIGHTED AVERAGE
1 to 5	2.1% 2	4.2% 4	26.3% 25	21.1% 20	17.9% 17	28.4% 27	95	4.34

Q24 On a scale of 1 to 5, how would you rate accessibility of the Thompson-Nicola Regional Library website (tnrl.ca)?(1 = does not meet my needs, 5 = meets my needs)
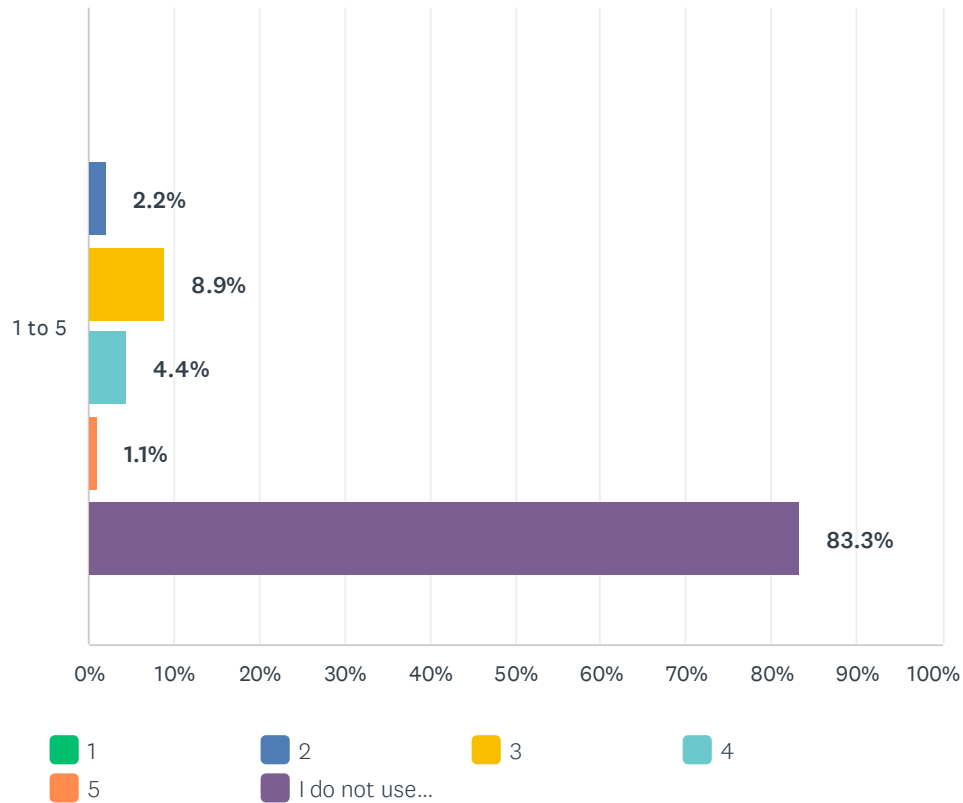
Answered: 91   Skipped: 47

	1	2	3	4	5	I DO NOT USE THE TNRL WEBSITE	TOTAL	WEIGHTED AVERAGE
1 to 5	1.1% 1	3.3% 3	25.3% 23	17.6% 16	24.2% 22	28.6% 26	91	4.46

Q25 On a scale of 1 to 5, how would you rate accessibility of the Thompson-Nicola Film Commission website (filmthompsonnicola.com)?(1 = does not meet my needs, 5 = meets my needs)

Answered: 90   Skipped: 48

	1	2	3	4	5	I DO NOT USE THE TNFC WEBSITE	TOTAL	WEIGHTED AVERAGE
1 to 5	0.0% 0	2.2% 2	8.9% 8	4.4% 4	1.1% 1	83.3% 75	90	5.54

Q26 What services or information do you typically look for when you are using TNRD websites?

Answered: 51   Skipped: 87

RESPONSES	
Yahoo, Youtube, book search, Facebook	
Extending loans & reserving books in Library website.	
Emergency information updates.	
Bylaws, important information.	
Placing holds, finding library materials, searching for library updates, booking rooms	
Library	
Keeping up with what's new.	
Local community events, presentations, opportunities to be involved locally, learning, participating.	
Putting book and movies on hold and renewing them	
Information Dump hours	
Current weather disasters, mudslides, wildfires, flooding. It helps so I can update my Facebook road page to keep people safe.	
cela library and programs at library with help	
The library downtown is a good place is in the right area of town	
Looking for books, programs, renewing items	
Haven't used the Library website in years but it did work well when I did.	
Permits Transfer stations Libraries	
Details of meetings and lists of books/materials from the library. I do tend to go into the library itself most of the time, and rarely use the website	
Emergency info	
I am usually looking at press releases, occasionally looking for contact information to reach out the TNRD and its staff.	
I use the tnrl.ca Library website from my ▮▮▮▮▮ Phone.	
There is no mention of accessibility services at all on the library website	
As a Member of SPCA Staff I once years ago phoned the TNRD in Kamloops to ask what provision the District had in place regarding homeless animals, ▮▮▮▮ I believe his name wa) answered, I asked my Queation, he replied "None" and promptly hung up.	
Building rules, library book holds, emailed re: eco depot	
Services available at or near Cherry Creek, Savona and Kamloops	
EOC and library	
Transfer station hours, what they take there phone numbers for complaints	
Land info	
Utilities	

Libary

Help from them regarding TNRD issues. And that is sadly lacking in customer service.

Hours of the transfer station, phone numbers fir depts I need to call.

Burning regulations, transfer station hours, composting hours and recycling regulations.

Crown land property info

To find out what's happening in the district, fire information, Flood information, some Library information but I don't like their website at all. It is not accessible. It's very hard to read so I often don't bother with it.

Hours of service, what accessibility tools or accommodations you have for people with diverse abilities.

Books

online books - but unable to now due to program upgrade to Libby - tablet too old for new program and will not be buying a new tablet just for that...when it works fine for anything else.

Land info, eco depot reloadable card, do look at the meeting minutes

Bylaws

Hours of operation, property data

Evacuation information, hours of operation for services.

all kinds; board meeting info; jobs; depot hours and recycling inf; fire/flood info and evacuation notices/info; librabry: online materials reservations, items available,

Usually looking for addresses, hours of operation, person in charge of a TNRD service or event, calendar of events, names and contact info of TNRD Board, TNRL, and TNFC. Looking for emergency evacuation alerts and orders. Campfire regulations, etc..

Mtgs n Agendas

Library catalogue; evacuation notices; local by laws.

I receive updates of TNRD board meeting minutes

Would like more contact and info

Property information

I was not aware of these websites. I will now check out the Film Commission website.

Dates and times of events

A lot of different services, being a realtor

Q27 Please provide any written comments you have about accessibility of TNRD websites.

Answered: 21   Skipped: 117

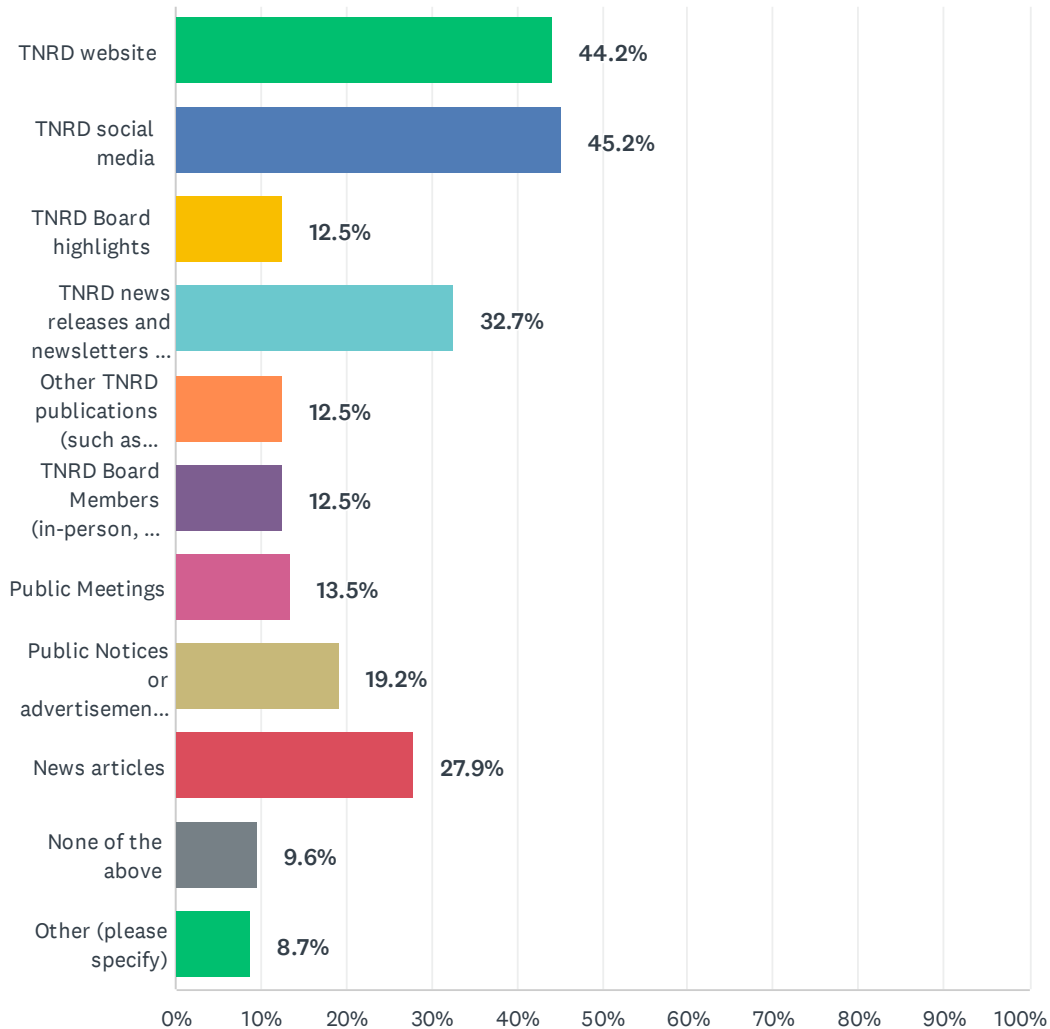| RESPONSES	
Excellent	
Websites have to be constantly updated. User friendly to all people.	
It is some what easy to find bylaw rules in my area.	
I can't reload my dump card on the website. I get an error message	
They are great and user friendly.	
Improving Still can be hard to find relevant info, but better	
Informative	
No additional info at this time	
Do you really think i would call again after that?	
Good	
Library website is hard to navigate. Finding where to suggest books and the calendar of events is hard.	
Very hard to navigate	
Why can I not pay utilities on the website?	
The site is pretty user friendly	
At times it can be difficult to find easy access on any information on the above topics .	
To expand on my previous comment, I use negative colors and it's very hard to read their website and when I switch to the positive access colors, it is still extremely difficult to read their website because I have problems reading Black on white. I suggest that you contact a lady ▮▮▮▮▮▮ named ▮▮▮▮▮▮▮▮▮▮ at ▮▮▮▮▮▮▮▮▮▮▮▮ disability Studies Office. She knows practically anything there is to know about accessibility on the internet and would be extremely helpful for you to contact her to get constructive suggestions as to how to improve your websites.	
There are no options for audio for vision impaired individuals, and lack of plain language or optional text size on any of the websites.	
I find the TNRD websites to be very user friendly	
Much improvement from before	
The library site is very difficult to use - the search function is terrible and sometimes even if you type the exact title of the book it doesn't come up at the top or sometimes at all. The overall layout especially on desktop is very distracting, there is a lot of stuff in the sidebar, etc. The last catalogue system, Evergreen was far superior to the current one. The search was more exact, and it was clear when you searched what media type it was. The current search has tiny icons that make it hard to see what exact type of media you are selecting. Frustrating.	
Website is more concerned about looking pretty than it is about making information easily available. It needs to have a better search engine and outdated information should be archived.	

Q28 How do you receive information about the TNRD? Please select all options that apply.

Answered: 104   Skipped: 34

Category	Percentage
TNRD website	44.2%
TNRD social media	45.2%
TNRD Board highlights	12.5%
TNRD news releases and newsletters ...	32.7%
Other TNRD publications (such as...	12.5%
TNRD Board Members (in-person, ...	12.5%
Public Meetings	13.5%
Public Notices or advertisemen...	19.2%
News articles	27.9%
None of the above	9.6%
Other (please specify)	8.7%

ANSWER CHOICES	RESPONSES	
TNRD website	44.2%	46
TNRD social media	45.2%	47
TNRD Board highlights	12.5%	13
TNRD news releases and newsletters via email	32.7%	34
Other TNRD publications (such as posters, newsletters, the Annual Report, etc.)	12.5%	13
TNRD Board Members (in-person, by email, by telephone, by social media, etc.)	12.5%	13
Public Meetings	13.5%	14
Public Notices or advertisements in local newspapers	19.2%	20
News articles	27.9%	29
None of the above	9.6%	10
Other (please specify)	8.7%	9
Total Respondents: 104		

	OTHER (PLEASE SPECIFY)	
▮	Voyent alert	▮
▮	Local community websites	▮
▮	friends / family	▮
▮	Email area reps	▮
▮	Local person posting on Social media	▮
▮	Via our community associates or fire brigade association.	▮
▮	If I hear something on the radio. I didn't know half of these avenues for communication even existed.	▮
▮	Word of mouth	▮
▮	Radio NL	▮

Q29 Please provide any written comments you have about accessibility of TNRD Communications materials.

Answered: 15   Skipped: 123

| RESPONSES	
Use more local media outlets.	
Only when social media is made public otherwise I don't see it	
The tnrd makes pdf documents of evacuation order and alerts Which makes them really simple to print or share as needed	
Good job	
Easy to use and navigate	
We only see your Twitter messages.	
What can you offer other than print media for communication with deaf and hard of hearing or visually impaired patrons?	
I have E mailed the TNRD reps in my immediate area several times over recent years about air, quality and other issues and have never ever ever received a response for acknowledgment. There is a horrible lack of recreation access for TNRD and I think you could do so much better.	
I feel I am kept upto date!	
Not very good site no one to talk to	
I had no idea that they even existed except in this survey. I think you need to publicize this information more and I wouldn't mind having access to it somehow via email or something.	
Again, no plain language for folks who may need accommodations in comprehending information, different text sizes, or audi options for visually impaired. CLBC has an Editorial Board made up of service providers, self advocates, and CLBC staff, and they review publications and make suggestions on how to make it more accessible to individuals who have diverse abilities. You can access information on this committee by visiting their website and searching ▮▮▮▮▮ for more information. They might be able to offer suggestions to your team.	
Few limited to few communication from TNRD to the residents of the communities.	
I have found the TNRD Communications materials have been outstanding this year.	
I would highly recommend using email notices to inform people of all safety protocols such as fire bans, weather warnings, evacuations, wild fire safety, or any emergencies.	

Q30 On a scale of 1 to 5, how would you rate accessibility of TNRD communications materials that you access?(1 = does not meet my needs, 5 = meets my needs)

Answered: 81   Skipped: 57
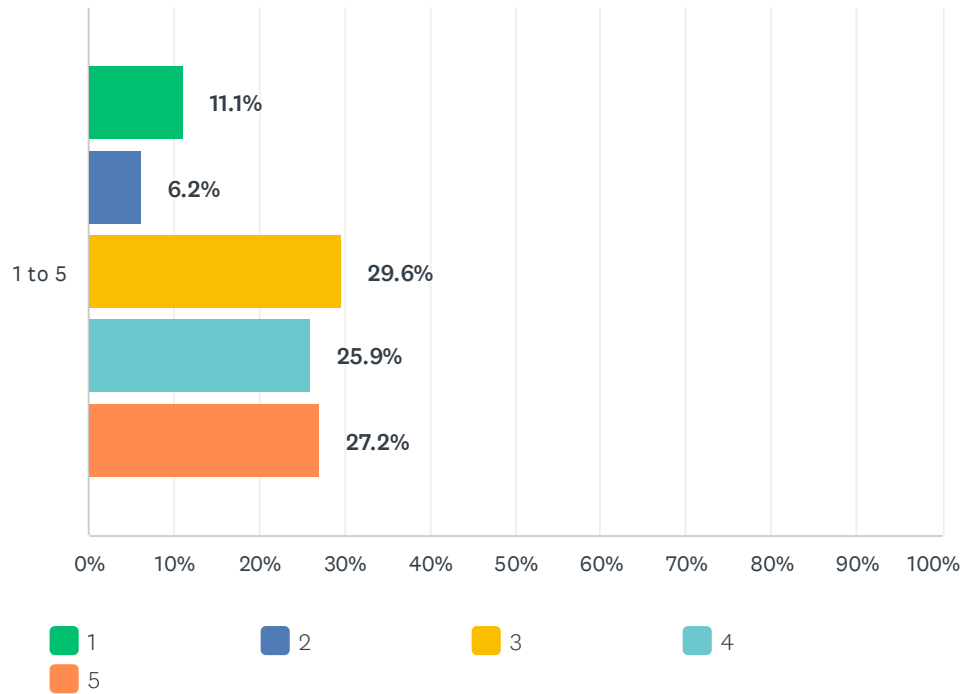
	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
1 to 5	11.1% 9	6.2% 5	29.6% 24	25.9% 21	27.2% 22	81	3.52

Q31 Please state where the Thompson-Nicola Regional District could generally improve accessibility as an organization if you have not already stated in this survey.

Answered: 29   Skipped: 109

RESPONSES	
Wonderful & important. N.K. Library & others!	
As noted, (public) washroom facilities in TNRD are not accessible to all! Please change!	
Keep every location accessible for wheelchairs or canes.	
Parking issues need attention since not every mobility challenged person used/ has a wheelchair on downtown streets. N. Kam. Lib. parking is busy, crowded, difficult to use when large vehicles are also in narrow lot.	
Consider your mandate and goal to accessibility as inclusive for all in the TNRD. All the surveys conducted and suggestions/ recommendations do not mean anything if the Regional district does not follow-up on or implement and change in attitude with your goal in mind. Clearly marked appropriate signage, lighting, ramps where applicable and feasible. Yellow lines 2" wide on steps and 1/3 yellow paint with contrasting gray on handrails. Perhaps consider tactile or audible technology where feasible. Handicap washrooms with grab-bars. Also, a safe environment for all to use. In addition, provide a help phone number for registered Complaints/ suggestions. With the Consideration of visible and non-visible disabilities kept in mind. Mental challenge, stroke survivors, age-limitations, wheelchairs/ power chairs, scooters, partially sighted, Blindness, hearing - loss,	
Communication	
Supporting their staff throughout the organization to raise concerns or make changes as needed to support their local community. Empowering staff and listening to them. Providing a wider range of programming in the library that appeals to more of the community or is at times when patrons want to attend.	
For the most part I think communication is great for those with internet. I have many neighbors without internet that need better communication.	
So much recycling has to be taken to the General Grant Depots in Kamloops and if you don't have a vehicle it is very difficult so most people probably just throw it in the garbage - kudos for the compost pick ups!	
Transparency from the water/utility department. Make use of community services members and elected representatives to share information... possibly consider consultation.	
Hire more tnrd by law men for rural areas to keep the big junkyard messes confined and safs	
All buildings / parks need to be wheelchair accessible	
The accessibility here, and Kamloops is awesome	
I think it might be good if you took a fresh look at your buildings. I do think that if anyone was thinking about it they would have seen what a problem accessibility is at the Chase Library and something could have been done to allow everyone access to the Library.	
Please acknowledge people when they walk into the office and if you say you're going to follow up to a question or concern please follow up as promised We attended a car show █ ██████ early this summer and I was quite upset to find out that local food trucks were not invited to provide food for the show our only choice was ██████████ on the grounds or walk a few blocks to a local restaurant. Car clubs love to support local businesses, especially food trucks ████████████████████████████████████ ██████ the Food Trucks and small businesses did suffer and were forced to close. Maybe	

you can find a way to support your local small businesses and show them you care Thank █ ███ █████

Handicap, accessible parking is abysmal in most communities, and there is an absolute block of information about parking regulations. There is little to no enforcement of people without the proper parking pass, using up the spots or blocking the spots in communities. Having mobility access issues, and having no enforcement of parking in handicap spots is a huge issue. in addition, park access in different places like Nicola lake for people with disabilities is needing serious improvement

I do not live in an outlying area so I really do not have much reason to interact with the TNRD, I am a news junkie though and blessed with an interested mind so I do like to keep one eye on the activity of the TNRD, and then I am always in one library or another, my favourite one is the North Kamloops Library if you are interested in my preferences.

I believe the places I access are generally fairly accessible.

Better service at transfer stations. Some take things and others don't and you never know until you've loaded it up and get there, only to have to go miles out of your way to get rid of it. Help to unload heavy or awkward items from your vehicle, clearing ice, snow, mud, refuse from areas that the public is going to be walking on

Provide what you can over the phone or online vs needing to visit in person to an office.

I am ver happy with the accessibility. I do know there are a few people up here, due to finances and their age, they don't have a computer, so they have no idea what is going on sadly.

As stated above, the blue bin waste disposal stations were excellent. Now, myself and my neighbors have to travel great distances to transfer stations or dumps. This is totally unacceptable in my opinion. Not only for our fuel consumption and wasted time but without these rural blue dump bins we have seen more and more illegal dumping on our road sides and pristine back country areas. PLEASE, BRING BACK THE BLUE WASTE TRANSFER BINS!!

Our Rec centre will not allow my ████████ with autism to access the gym which is extremely disturbing plus cost to join if allowed extremely high for PWD

Internet access could be improved, whole communication access should be improved. How do people sign up for this information that you say you provide without us having to constantly check your website?

Engage with organization or individuals in the region who have diverse abilities and take their suggestions and recommendations to heart. All of the services and publications you have are geared towards able-bodied individuals who do not have any intellectual differences.

building better relationships with the communities of the TNRD district.

sometimes difficult to find what I need on TNRD website

I think the TNRD is already addressing accessibility concerns related to the organization by conducting the survey with the public who reside within the TNRD. That is the first step to being able to identify needs that may be getting overlooked. Needs that are identified by the public should be addressed as quickly as possible, and an accessibility professional should also visit all TNRD buildings and facilities.

Conservation and climate change prevention must be a priority. So many people are completely unaware of their carbon footprint and their impact on climate. Public education needs to have an increased focus as we continue to experience extreme weather and its impacts. Use all forms of media to communicate this information as a public service. We need to listen to the experts and take action now!! Accessibility to our homes and communities will not last if we turn a blind eye to science!