

Regional Accessibility Advisory Committee

Date: April 4, 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 40: Indigenous peoples have the right to access to and prompt decision through just and fair procedures for the resolution of conflicts and disputes with States or other parties, as well as to effective remedies for all infringements of their individual and collective rights. Such a decision shall give due consideration to the customs, traditions, rules and legal systems of the indigenous peoples concerned and international human rights.

2. Call to Order

3. Adoption of Agenda

4. Adoption of Minutes

1

5. Discussion

5.1 Examples of Accessibility Surveys

5

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

Item brought forward from the March 21, 2025 meeting for discussion.

6. Next Meeting

7. Adjournment

Regional Accessibility Advisory Committee

Date: March 21, 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
	C. Sebelius^	Committee Member
	R. Harris^	Committee Member
	M. Reynard^	Vice Chair

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

1. Land Acknowledgement

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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

The Chair called the meeting to order at 9:05 AM.

3. Adoption of Agenda

Moved By M. Reynard

Seconded By J. Casey

THAT: the Regional Accessibility Advisory Committee meeting agenda be adopted.

CARRIED

4. Adoption of Minutes

Moved By M. Reynard

Seconded By C. Sebelius

THAT: the amended minutes attached to the Regional Accessibility Advisory Committee meeting agenda be adopted.

Typographical correction needed to the minutes.

CARRIED

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)

Discussion:

R. Harris summarized that the Committee focus is an overall view of region (macro). He listed physical, hearing, sight, marginalized persons, mental challenges and noted how they are completely different. Shared that physical disabilities vary - ambulatory or full support needed – and it's a complex issue. Suggested the Committee consider getting advice from others from accessibility groups.

M. Reynard proposed a new heading after 3: "Our approach" (Core values).

Moved: M. Reynard

Seconded: J. Casey

THAT: "Our approach" (Core Values) be added to the suggested headings in the accessibility plan after "our committee".

CARRIED

5.2 Examples of Accessibility Plans

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

Discussion:

The Committee liked the different approaches and found the examples helpful. Members expressed the need to narrow the scope of work whilst keeping a regional approach in mind.

Staff asked about the desired style of the plan with considerations about photos and consent/permission to publish, etc.

The Committee agreed that a text and graphics approach done in-house would be sufficient. There was a discussion on methods of engaging the public.

5.3 Examples of Accessibility Surveys

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

Item deferred to the next meeting due to time.

6. Next Meeting

Friday, April 4, 2025 at 9:00 AM.

7. Adjournment

Moved By R. Harris

Seconded By J. Paul

THAT: the Regional Accessibility Advisory Committee meeting be adjourned.

CARRIED

10:02 AM

Corporate Officer

Chair



REGIONAL DISTRICT
NORTH OKANAGAN

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

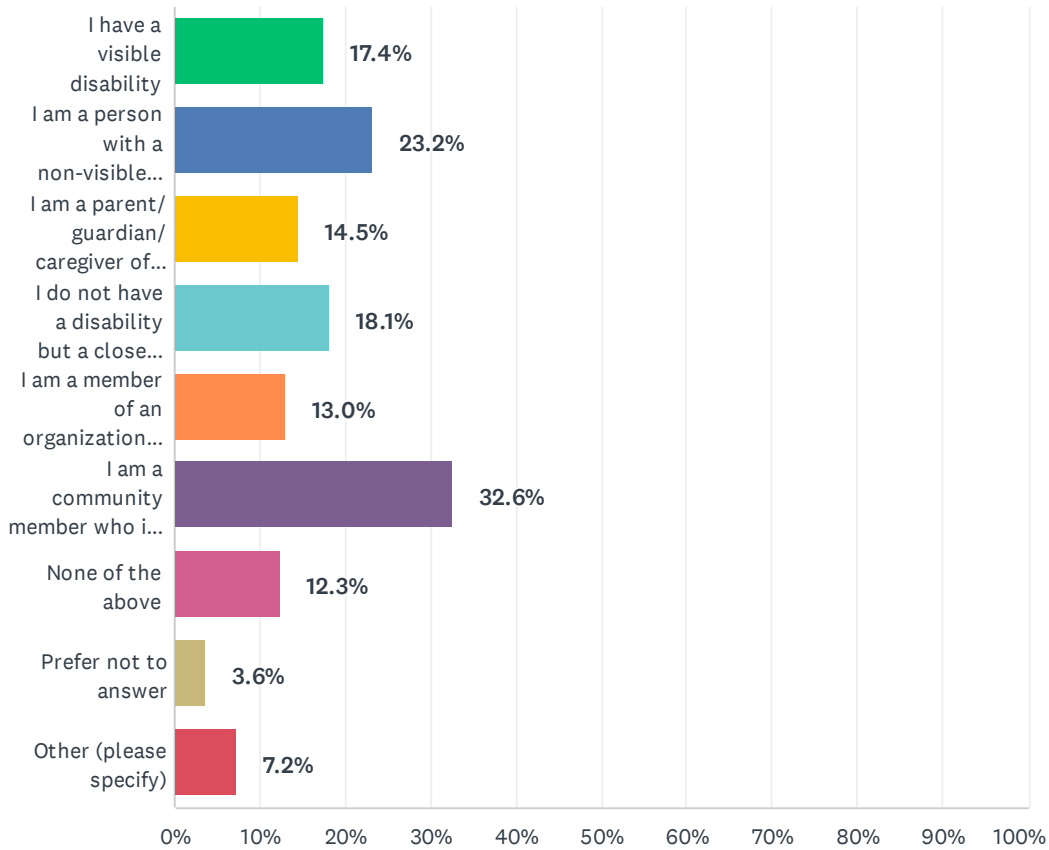
The TNRD launched this survey to engage the public about their experiences with accessibility in TNRD physical and digital spaces, including: The TNRD Civic Building, Libraries, Solid Waste Facilities, Parks and Trails, Fire Halls, Community Halls, Cemeteries, Websites, and Information and Communications.

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		

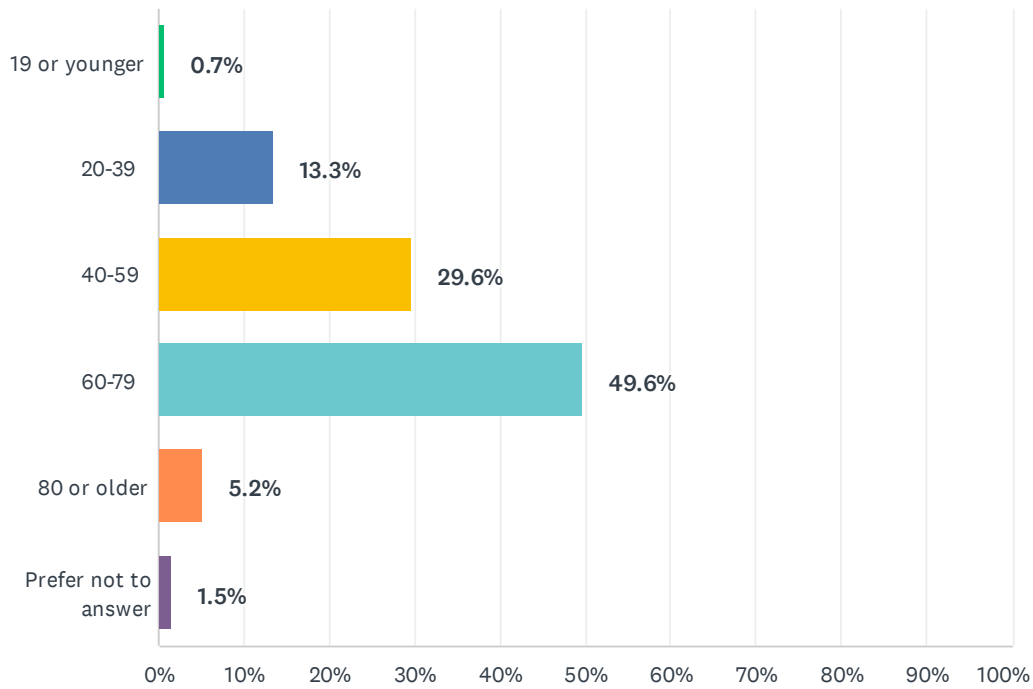
#	OTHER (PLEASE SPECIFY)	DATE
█	not everyone can seemy diverse ability	█

TNRD Accessibility Survey 2023

█	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	██████████

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■	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	██████████

TNRD Accessibility Survey 2023

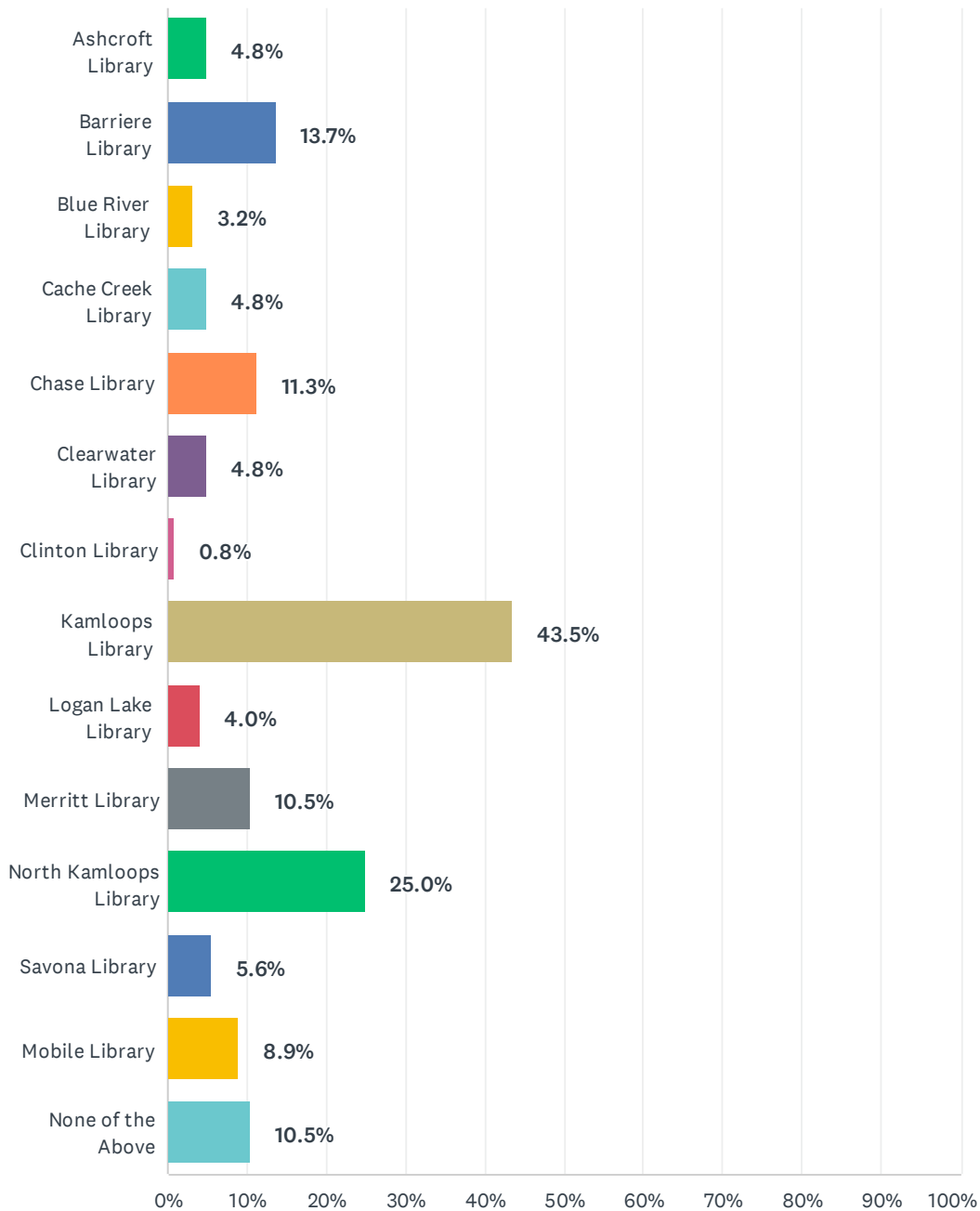
■	Aberdeen	██████████
■	Cherry Creek	██████████
■	Kamloops	██████████
■	Dufferin	██████████
■	Savona	██████████
■	Kamloops	██████████
■	Kamloops	██████████
■	Kamloops	██████████
■	Sage brush downtown	██████████
■	kamloops	██████████
■	Kamloops	██████████
■	Pinantan	██████████
■	Kamloops	██████████
■	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	██████████

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■	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

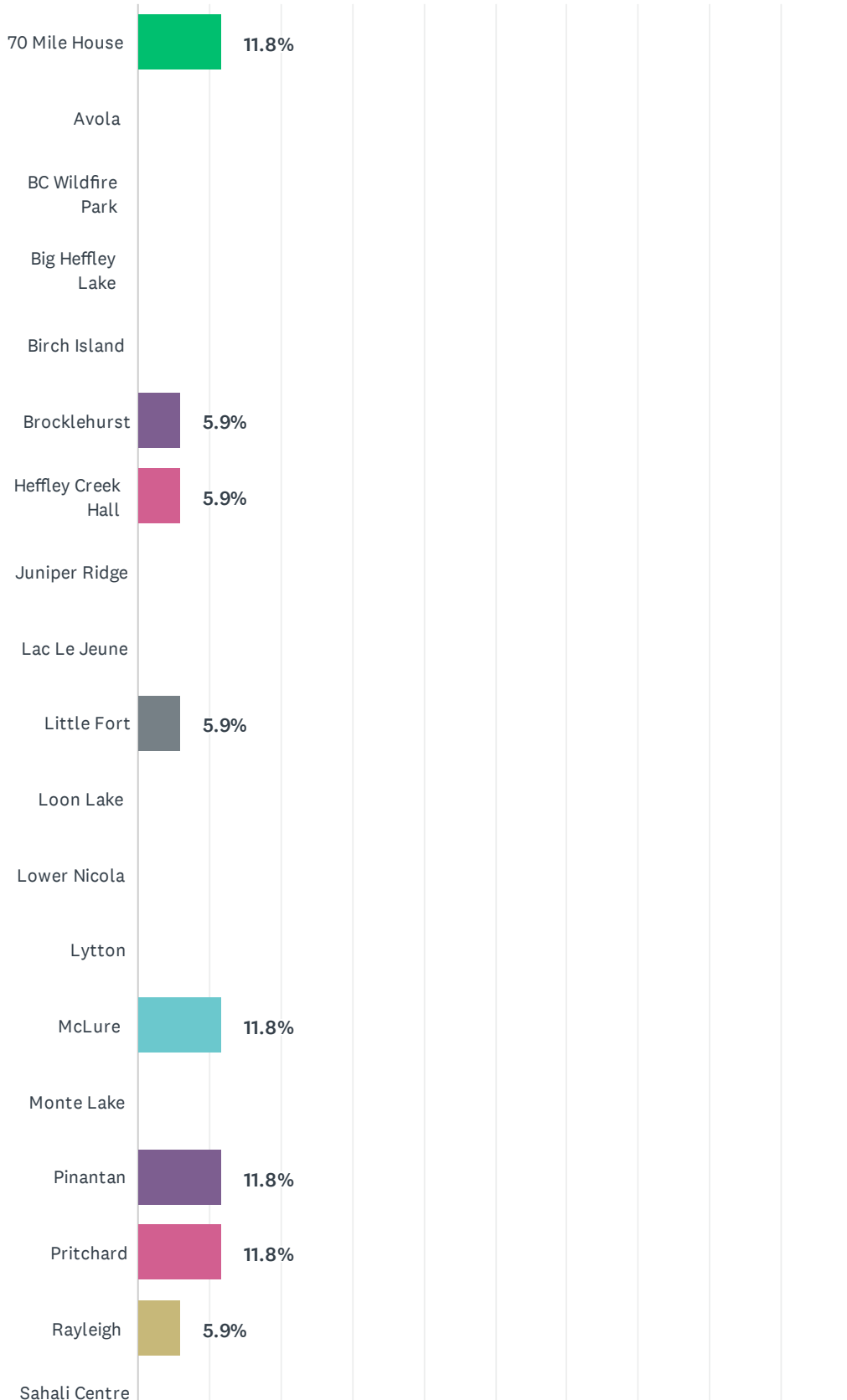


TNRD Accessibility Survey 2023

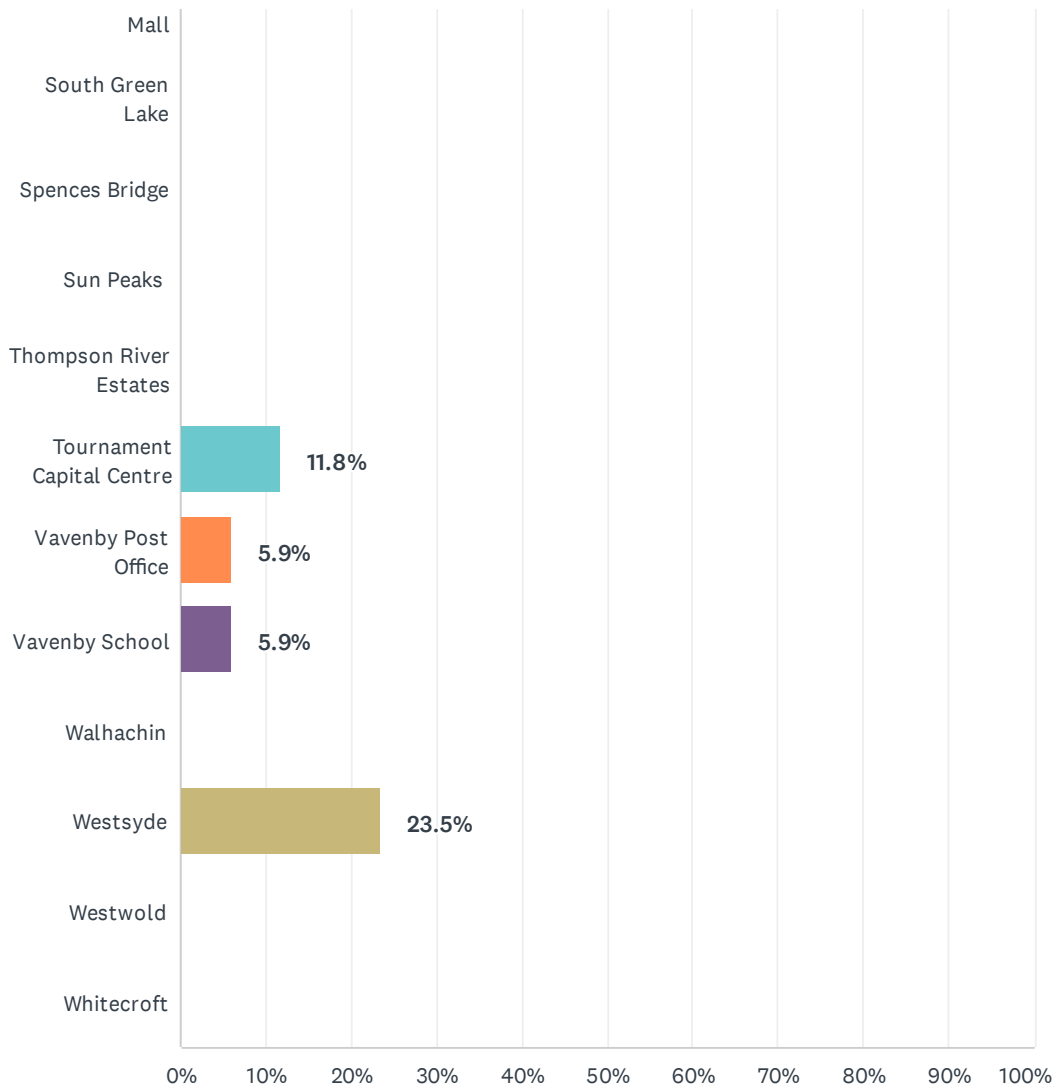
ANSWER CHOICES	RESPONSES	
Ashcroft Library	4.8%	6
Barriere Library	13.7%	17
Blue River Library	3.2%	4
Cache Creek Library	4.8%	6
Chase Library	11.3%	14
Clearwater Library	4.8%	6
Clinton Library	0.8%	1
Kamloops Library	43.5%	54
Logan Lake Library	4.0%	5
Merritt Library	10.5%	13
North Kamloops Library	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



TNRD Accessibility Survey 2023

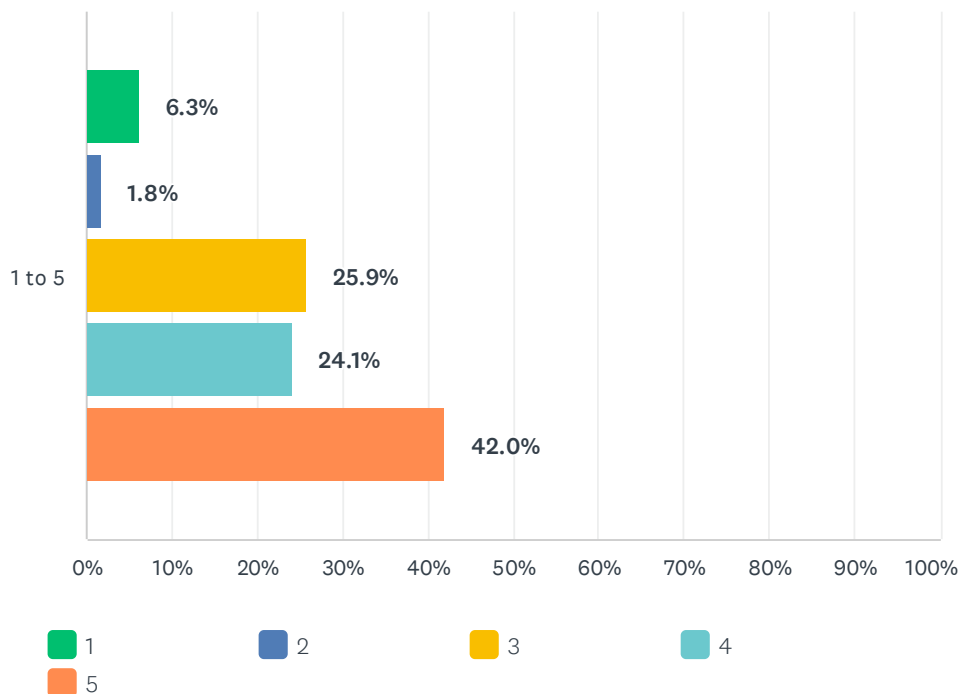


TNRD Accessibility Survey 2023

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%	1.8%	25.9%	24.1%	42.0%	112	3.94
	7	2	29	27	47		

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 programming 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	■

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(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 southshore.	██████████
■	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	██████████

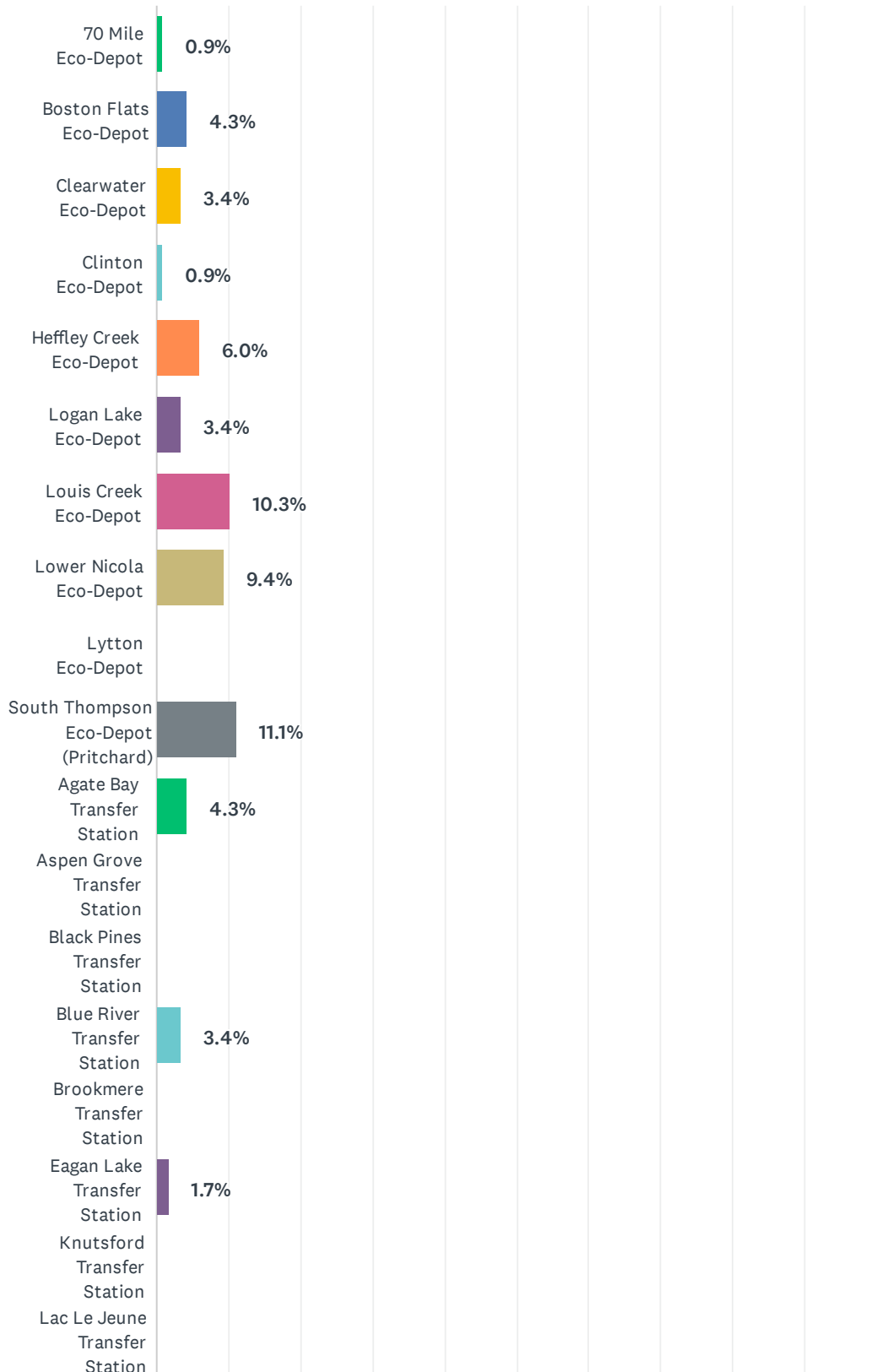
TNRD Accessibility Survey 2023

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.

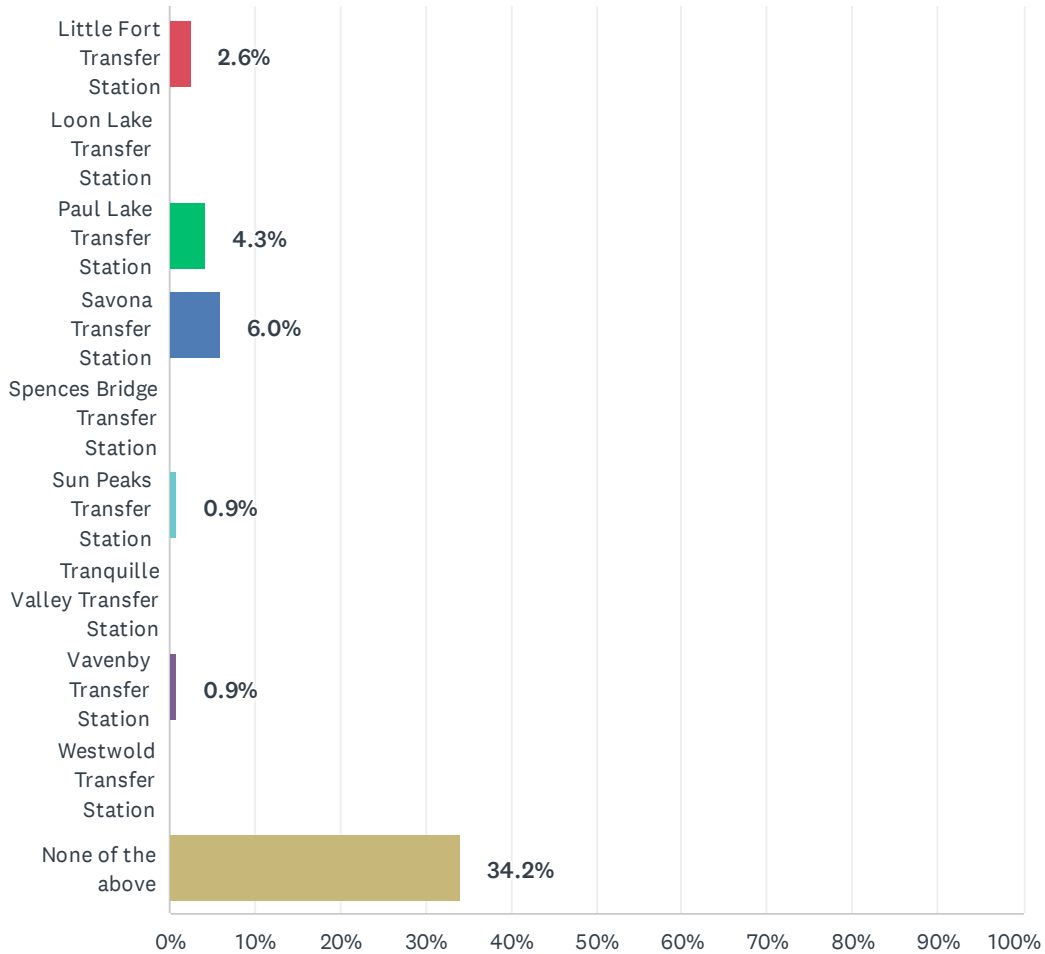
■	My [REDACTED] is in a special motorized wheelchair that is unable to access the library. We have used the library regularly for years but have had to stop going as a family since he had to move to a more robust chair.	[REDACTED]
■	North Kamloops---Parking is narrow, cramped, and crowded with few accessible 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	[REDACTED]
■	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 [REDACTED] ago and MORE CHANGES TO ACCESSIBILITY FOR ALL THOSE AFFECTED BY DISABILITIES NEEDS TO BE UPDATED IMMEDIATELY. AND, I was a Branch Librarian [REDACTED].	[REDACTED]
■	Automatic door openers and ramps for scooters or wheelchairs help immensely	[REDACTED]
■	Kamloops branch sometimes difficult to find closeby parking and savona branch sometimes the hours dont work for me	[REDACTED]
■	Extra hours in the winter months in Barriere would be appreciated	[REDACTED]
■	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.	[REDACTED]
■	More frequent and stays longer	[REDACTED]
■	Quilchena is my closest	[REDACTED]
■	Public library is too far to walk without rest stops. I cannot climb the mobile library stairs	[REDACTED]
■	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.	[REDACTED]

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

Answered: 117 Skipped: 21



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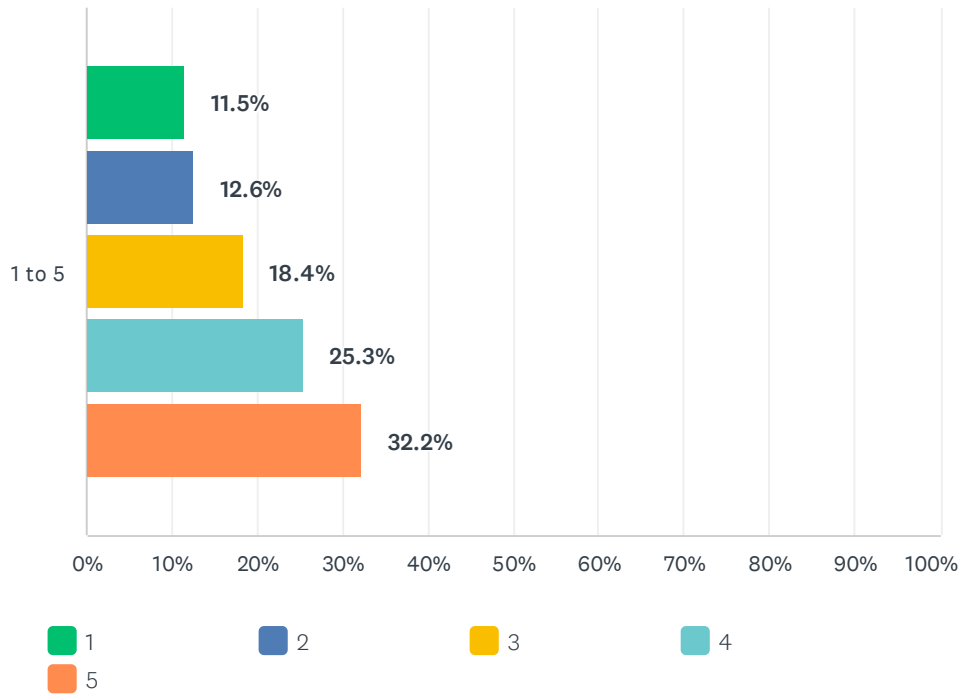


TNRD Accessibility Survey 2023

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%	12.6%	18.4%	25.3%	32.2%	87	3.54
	10	11	16	22	28		

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

Answered: 41 Skipped: 97

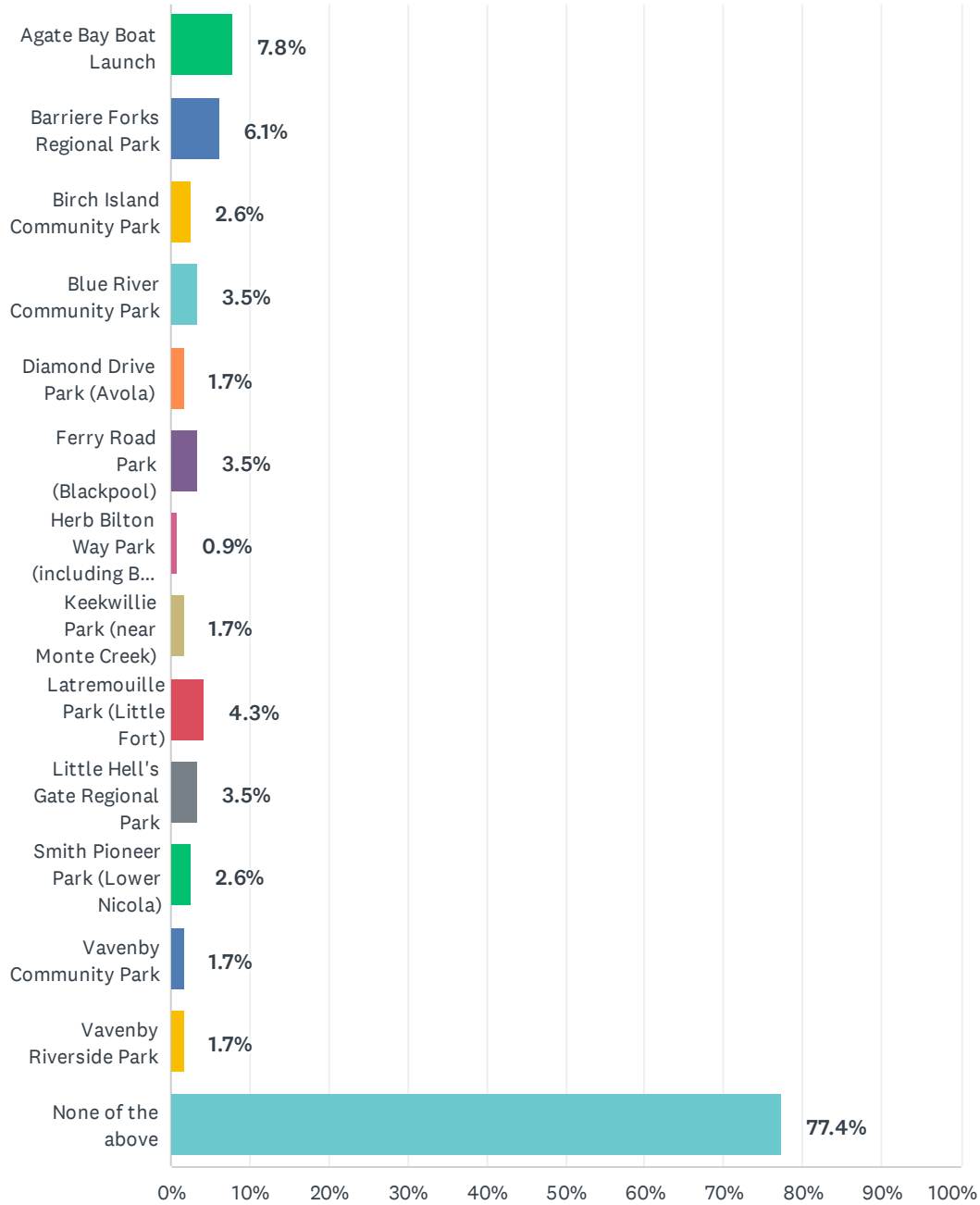
■	RESPONSES	■
■	Does not apply to me.	■
■	Very easily accessible, always organized and clean.	■
■	Awesome staff	■
■	We need more days open and some items cannot be brought there, we need help with disposing of large items. Also the reloadable cards don't work	■
■	We wish there was a setup for garbage 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 comment 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	■

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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 recycling 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

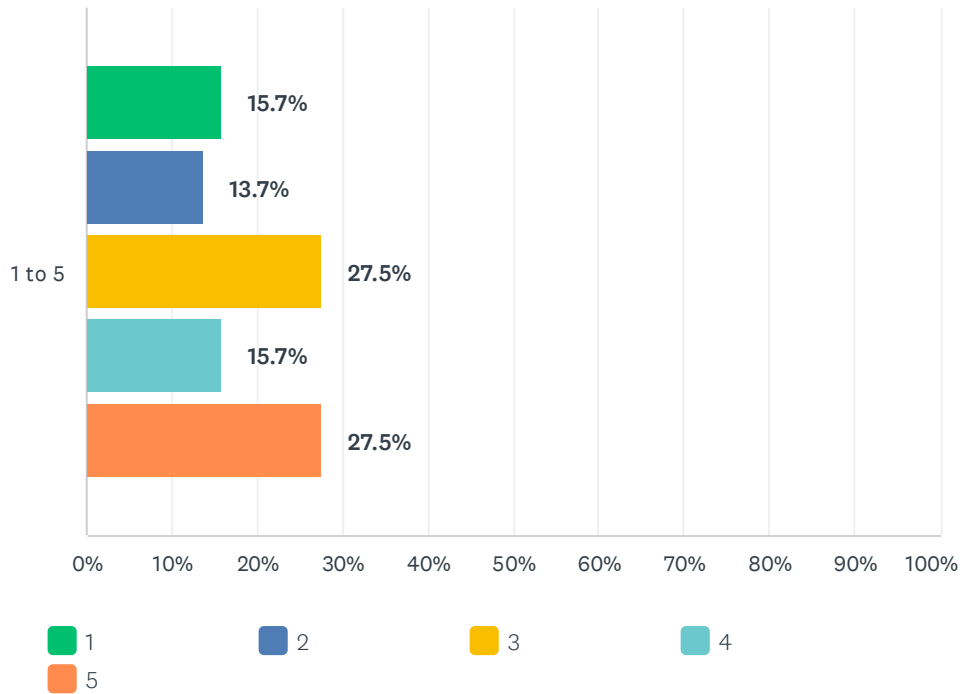


TNRD Accessibility Survey 2023

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

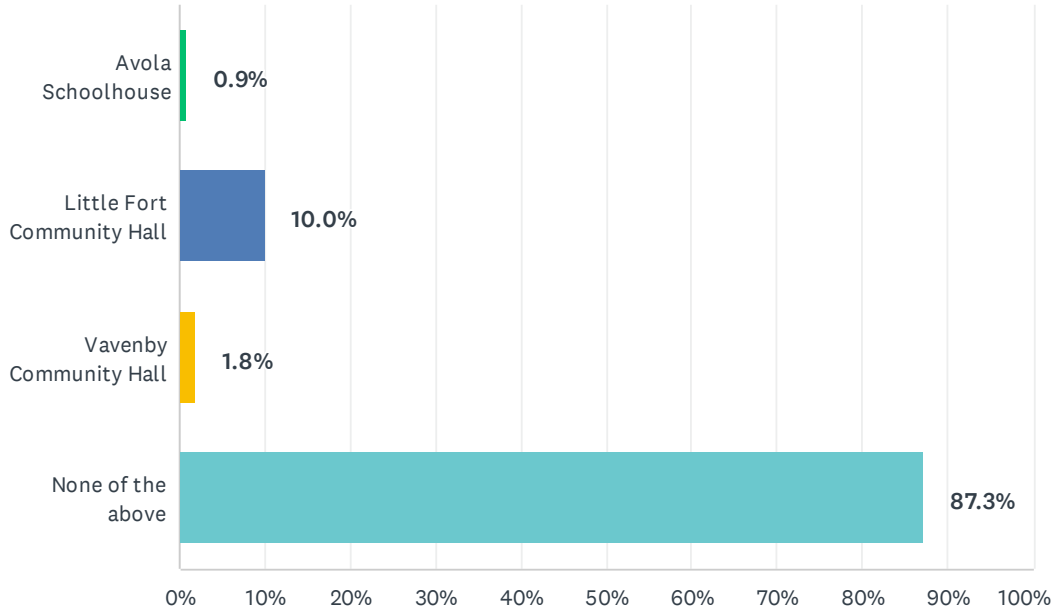
■	RESPONSES	■
■	There needs to be better wheelchair access.	■
■	Always room for improvements. Clear visible signage.	■
■	Facilities are well kept	■
■	It is great and kept very clean. I would like to see the area beside the launch itself fixed before someone gets hurt.	■
■	To often a park will lay down 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.	■
■	Latreuille 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?	■

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■	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.

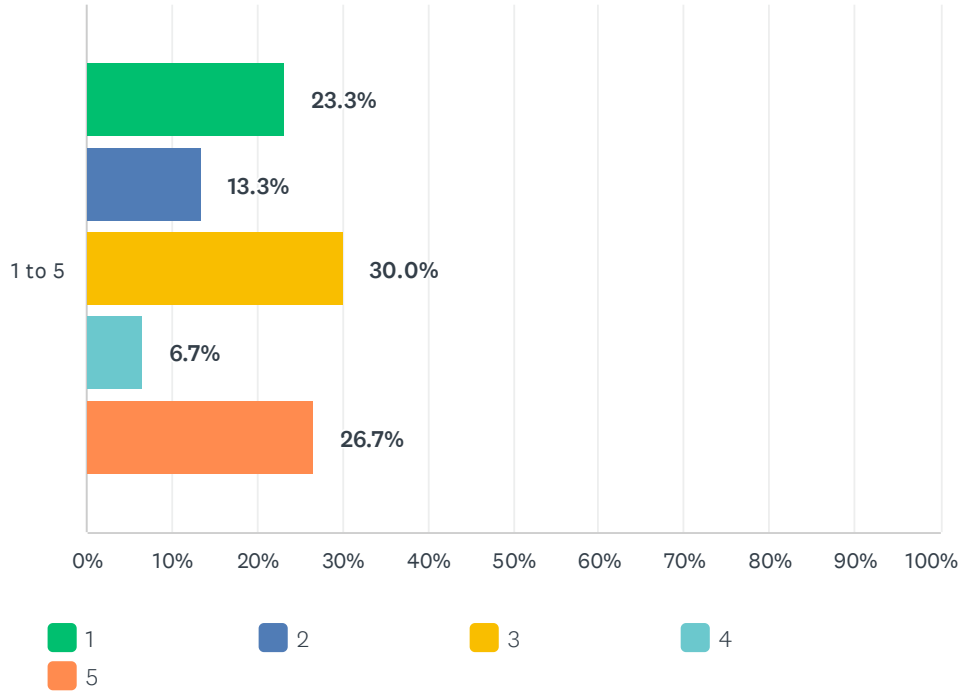
Answered: 110 Skipped: 28



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

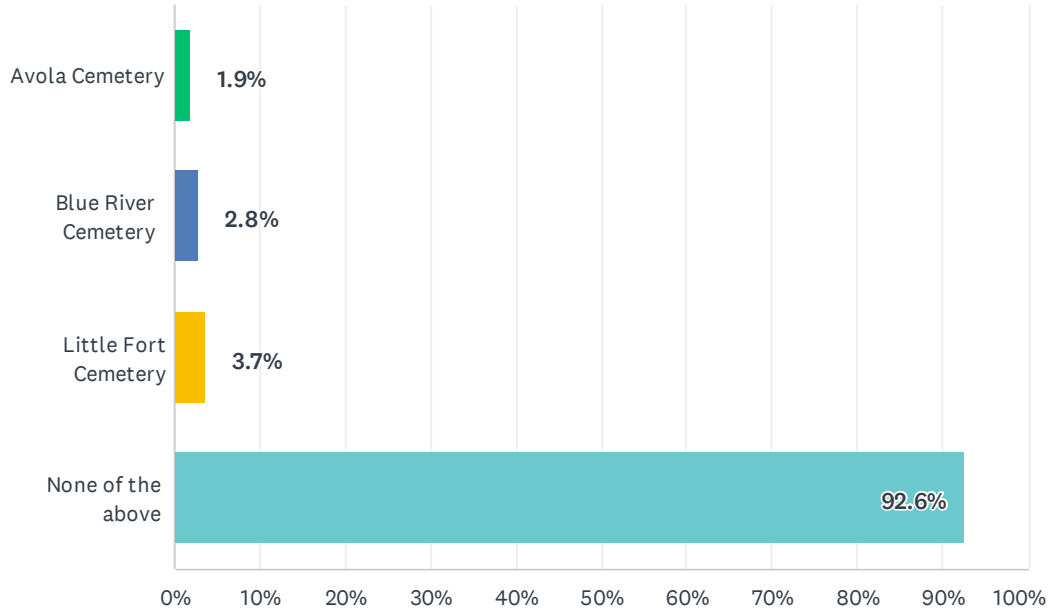
Q16 Please provide any written comments you have about accessibility of TNRD community halls.

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.

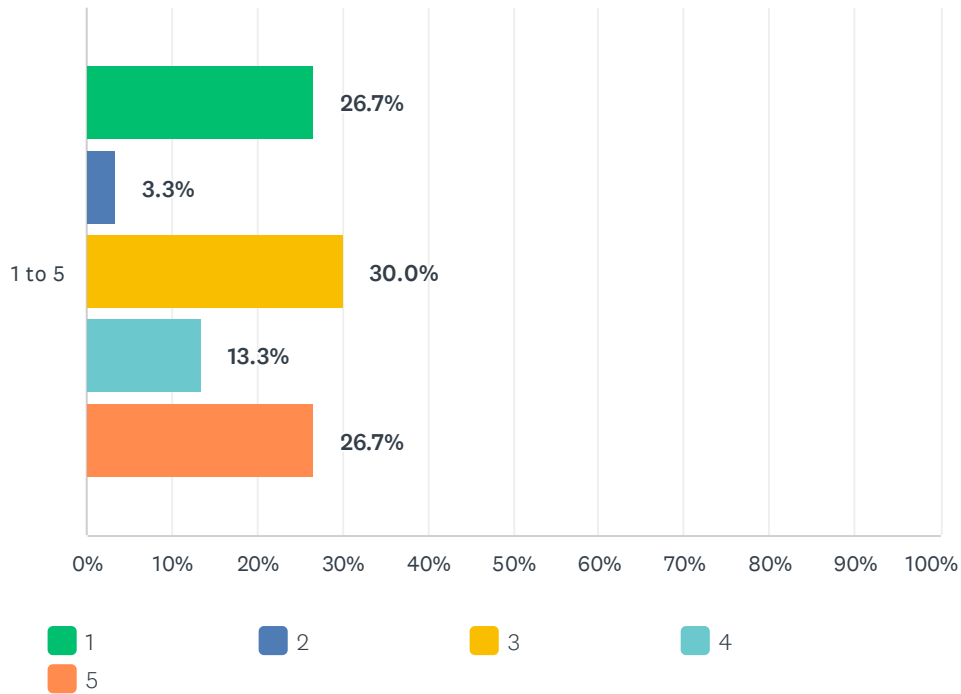
Answered: 108 Skipped: 30



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.

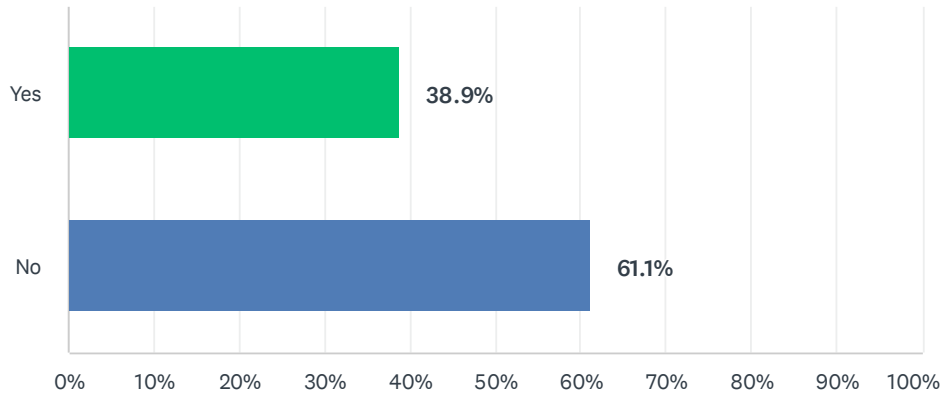
Not relevant

None near Vinsulla

Na

Q20 Do you access the TNRD Civic Building in person?

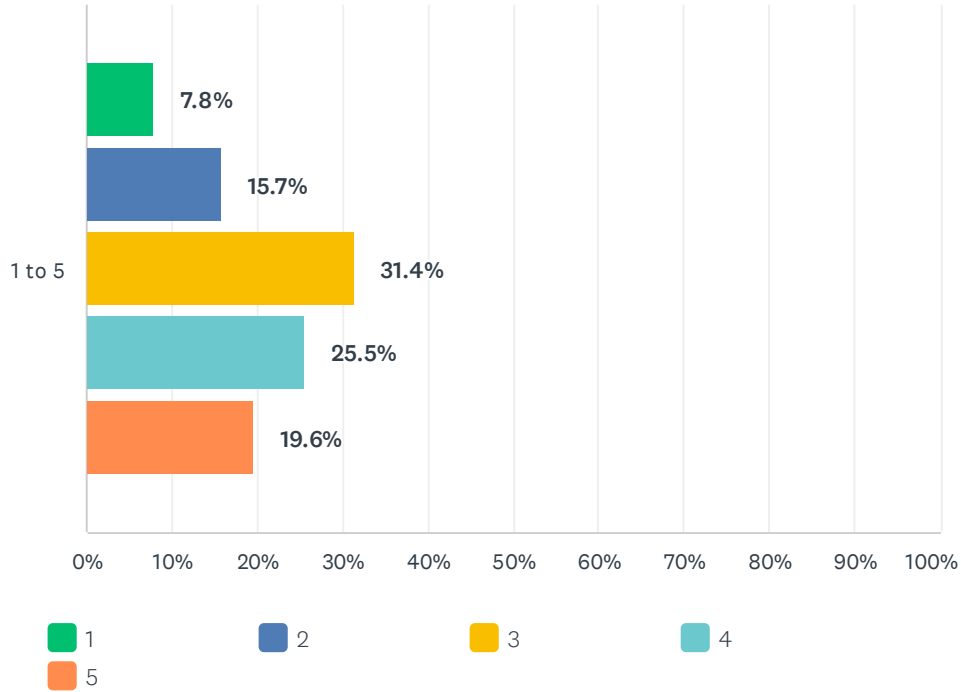
Answered: 108 Skipped: 30



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 sensitivities	■■■■■■■■■■
■	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.	■■■■■■■■■■

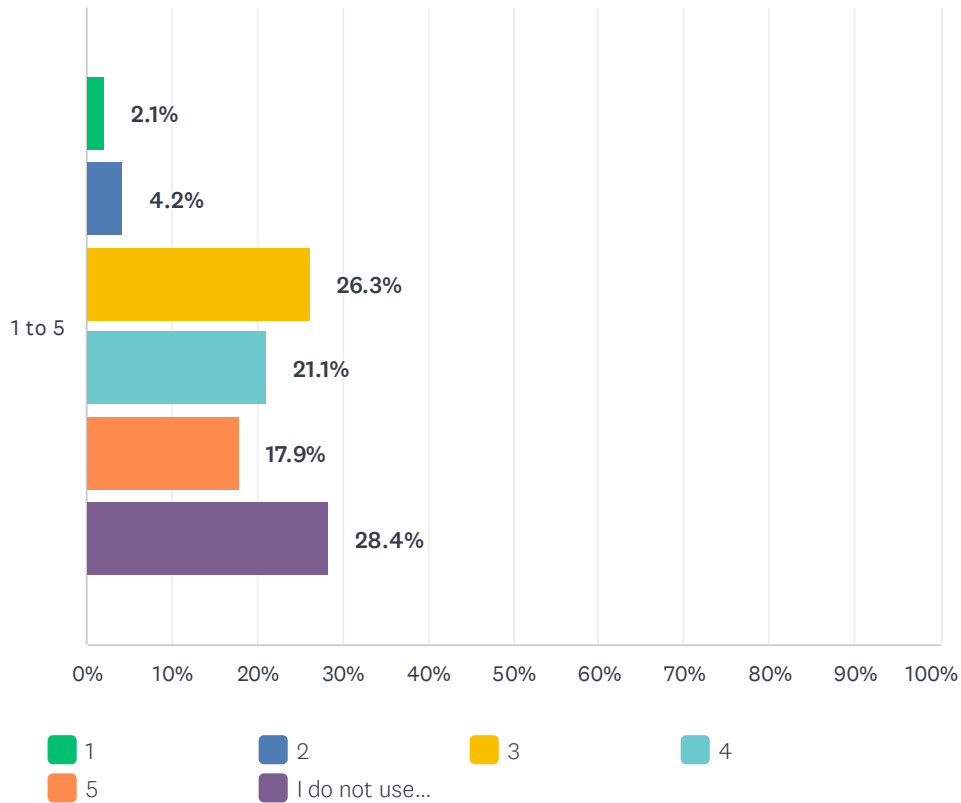
■ Cannot walk that far nor access underground parking

■ 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)

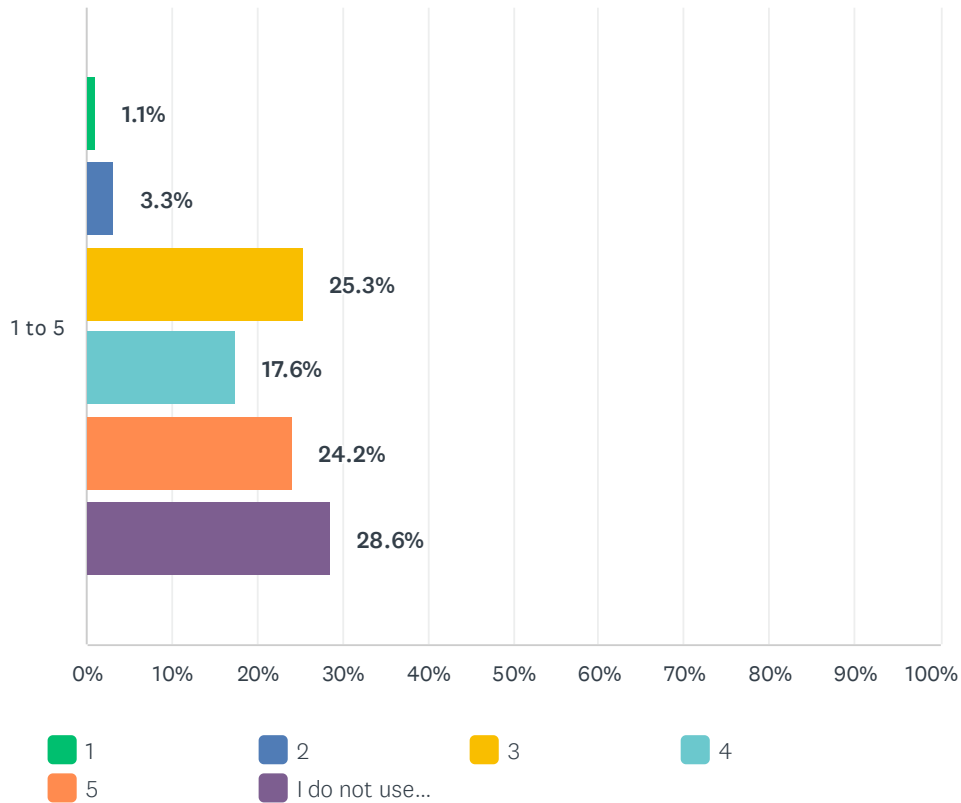
Answered: 95 Skipped: 43



	1	2	3	4	5	I DO NOT USE THE TNRD WEBSITE	TOTAL	WEIGHTED AVERAGE
1 to 5	2.1%	4.2%	26.3%	21.1%	17.9%	28.4%	95	4.34
	2	4	25	20	17	27		

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)

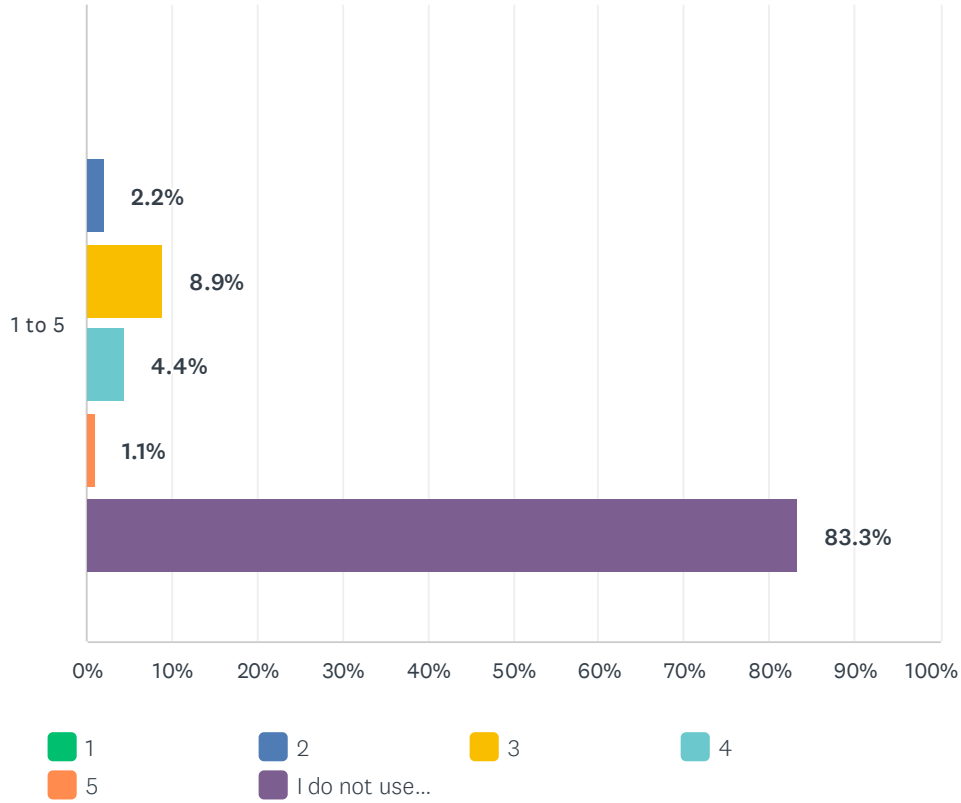
Answered: 91 Skipped: 47



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

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%	2.2%	8.9%	4.4%	1.1%	83.3%	90	5.54
	0	2	8	4	1	75		

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 [REDACTED] 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, [REDACTED] 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	

TNRD Accessibility Survey 2023

■	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	██████████

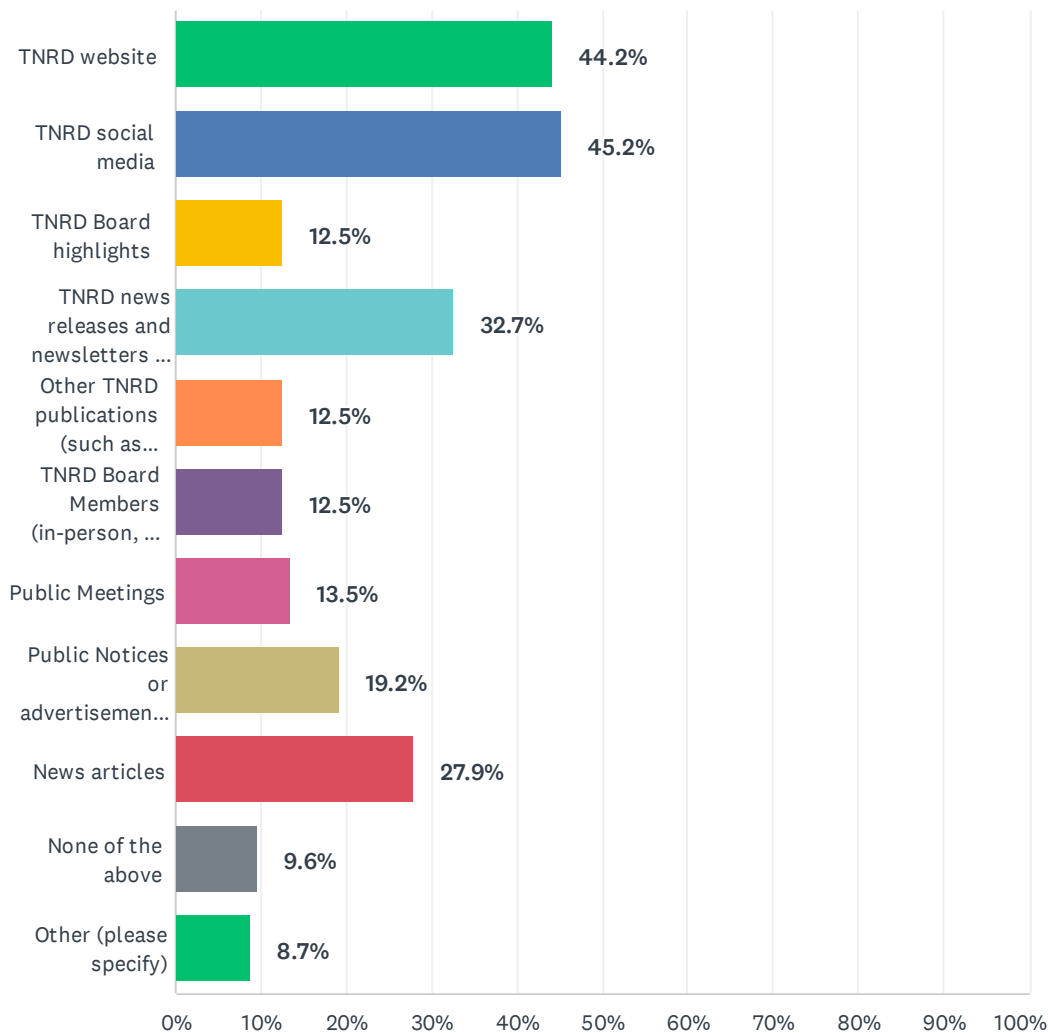
Q27 Please provide any written comments you have about accessibility of TNRD websites.

Answered: 21 Skipped: 117

RESPONSES	
Excellent	[REDACTED]
Websites have to be constantly updated. User friendly to all people.	[REDACTED]
It is some what easy to find bylaw rules in my area.	[REDACTED]
I can't reload my dump card on the website. I get an error message	[REDACTED]
They are great and user friendly.	[REDACTED]
Improving Still can be hard to find relevant info, but better	[REDACTED]
Informative	[REDACTED]
No additional info at this time	[REDACTED]
Do you really think i would call again after that?	[REDACTED]
Good	[REDACTED]
Library website is hard to navigate. Finding where to suggest books and the calendar of events is hard.	[REDACTED]
Very hard to navigate	[REDACTED]
Why can I not pay utilities on the website?	[REDACTED]
The site is pretty user friendly	[REDACTED]
At times it can be difficult to find easy access on any information on the above topics .	[REDACTED]
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 [REDACTED] named [REDACTED] at [REDACTED] 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.	[REDACTED]
There are no options for audio for vision impaired individuals, and lack of plain language or optional text size on any of the websites.	[REDACTED]
I find the TNRD websites to be very user friendly	[REDACTED]
Much improvement from before	[REDACTED]
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.	[REDACTED]
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.	[REDACTED]

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

Answered: 104 Skipped: 34



TNRD Accessibility Survey 2023

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	

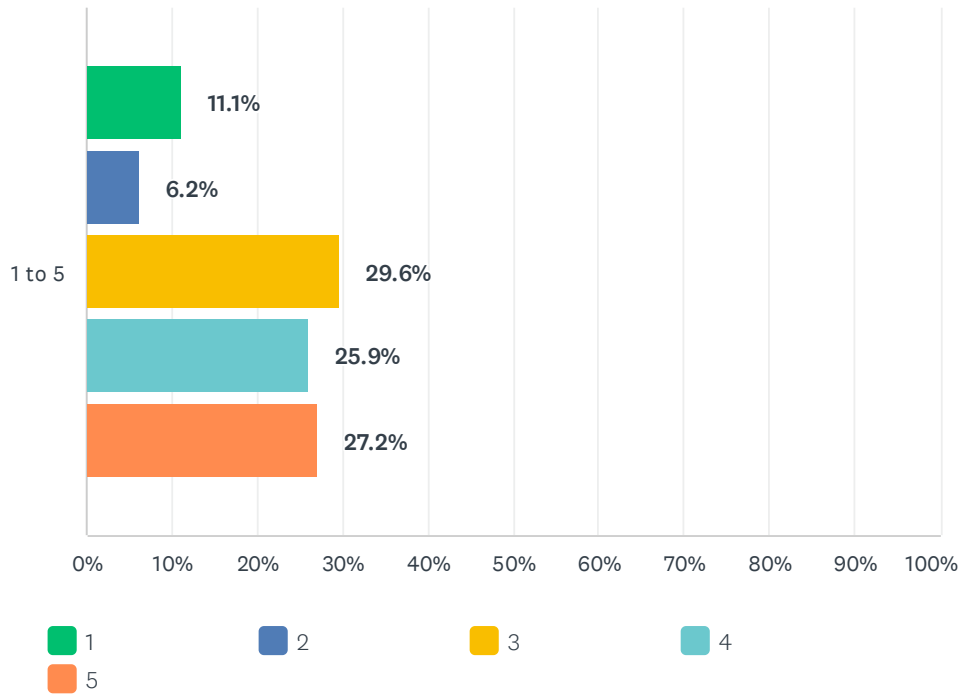
Q29 Please provide any written comments you have about accessibility of TNRD Communications materials.

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%	6.2%	29.6%	25.9%	27.2%	81	3.52
	9	5	24	21	22		

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 safe

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 [redacted] 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 [redacted] on the grounds or walk a few blocks to a local restaurant. Car clubs love to support local businesses, especially food trucks [redacted] 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 [REDACTED]
[REDACTED] [REDACTED]

- 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 [REDACTED]
- 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. [REDACTED]
- I believe the places I access are generally fairly accessible. [REDACTED]
- 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 [REDACTED]
- Provide what you can over the phone or online vs needing to visit in person to an office. [REDACTED]
- 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. [REDACTED]
- 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!! [REDACTED]
- Our Rec centre will not allow my [REDACTED] with autism to access the gym which is extremely disturbing plus cost to join if allowed extremely high for PWD [REDACTED]
- 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? [REDACTED]
- 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. [REDACTED]
- building better relationships with the communities of the TNRD district. [REDACTED]
- sometimes difficult to find what I need on TNRD website [REDACTED]
- 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. [REDACTED]
- 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! [REDACTED]