



# Capital West Accessibility Advisory Committee Agenda

Wednesday, April 24, 2024, 2:00 PM

Council Chambers & Electronic Meeting

**To Join a Meeting:**

Log into Zoom.us or the Zoom app on your device.

Enter the Meeting ID: 818 6002 1667

Dial In: 1-855-703-8985 (Canada Toll Free) or 1-778-907-2071 Meeting ID: 818 6002 1667

To Participate: Press Star (\*) 9 to "raise your hand".

Participants will be unmuted one by one when it is their turn to speak.

When called upon, you will have to press \*6 to unmute the phone from your side as well.

We may experience a delay in opening the meeting due to technical difficulties. In the event that the meeting does not start as scheduled please be patient and stay on the line, we will get started as quickly as possible.

Public Dial-In Details are also posted at [www.langford.ca](http://www.langford.ca)

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5.9 Member Municipality Feedback Received

Overview of accessibility related feedback received from December 2023 - April 2024.

5.10 Discussion - Next Steps

**6. ADJOURNMENT**

The next meeting of the Capital West Accessibility Advisory Committee is scheduled for Thursday, June 20, 2024 at 2pm in the City of Langford's Council Chambers.



# Community Advisory Committee Minutes

November 22, 2023, 2:00 PM

Council Chambers & Electronic Meeting

PRESENT: D. Hopkins, Corporate Officer, Esquimalt  
M. Watmough, Corporate Officer, Langford  
S. Jones, Corporate Officer, View Royal  
S. Temple, Corporate Officer, Sooke  
T. Hansen, Corporate Officer, Metchosin  
M. Lalande, Corporate Officer, Colwood  
M. Miles, Corporate Officer, Highlands

ATTENDING: E. Bolster, Deputy Corporate Officer, View Royal  
L. Zetaruk, Application Developer/Analyst,  
Information Technology  
N. Johnston, Legislative Services Administrative  
Coordinator

Meeting available by teleconference.

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## 1. TERRITORIAL ACKNOWLEDGEMENT

M. Watmough, Deputy Director of Corporate Services, read the City of Langford's Territorial Acknowledgment.

## 2. CHAIR AND VICE CHAIR APPOINTMENTS

### 2.1 Election of Chair

MOVED BY: Marie Watmough

SECONDED: Sarah Jones

THAT the Chair of the Capital West Accessibility Advisory Committee be the Corporate Officer of the host municipality.

**Motion CARRIED.**

M. Watmough, Corporate Officer, Langford assumed the role of meeting Chair.

### 2.2 Election of Vice-Chair

The Chair called for nominations or volunteers for the position of Vice-Chair from the floor. M. Miles, Corporate Officer, Highlands was nominated to serve as Vice-Chair.

MOVED BY: Sarah Jones

SECONDED: Melisa Miles

THAT Melisa Miles, Corporate Officer, Highlands serve as the Vice-Chair to the Capital West Accessibility Advisory Committee.

**Motion CARRIED.**

**3. CALL TO ORDER**

The Chair called the meeting to order at 2:03 pm.

**4. APPROVAL OF THE AGENDA**

MOVED BY: Deb Hopkins

SECONDED: Marcy Lalande

THAT the Committee approve the agenda as presented.

**Motion CARRIED.**

**5. NEW BUSINESS**

5.1 Capital West Accessibility Advisory Committee Terms of Reference

The Chair asked for feedback from Committee members. Members shared the following:

- Colwood Council passed an amended resolution that would commit the Capital West Accessibility Advisory Committee to adding citizen representatives with lived experience from each member municipality within 12 months.
- Esquimalt noted since they have their own Accessibility Advisory Committee, they are a participant municipality, not a member.
- Highlands noted an amendment to be made in the section numbering of the terms of reference document.

MOVED BY: Marcy Lalande

SECONDED: Melisa Miles

THAT The Capital West Accessibility Advisory Committee Terms of Reference be amended to ensure that committee membership is expanded within 12 months to include 1 (one) representative with lived experience from each member municipality.

**Motion CARRIED.**

5.2 Feedback Received to Date from each Municipality

The Chair asked members to share a brief overview of accessibility related feedback received to date:

Langford:

- Community members have expressed interest in joining the Committee.
- Comments received regarding local shopping centers needing accessibility upgrades.
- Reported difficulty receiving accessibility related information.
- Interest in the accessibility audit performed on the Langford Station site.
- Need for more accessible park benches.

- Look for opportunities to support other accessibility committees and initiatives locally.
- Possibility of increasing crossing times at crosswalks in the downtown core.
- Removing a row of chairs in Council Chambers and consider mobility assistive devices and those with accessibility needs when arranging the room.

View Royal:

- Accessibility audit of the Municipal Hall foyer was undertaken noting changes to be made. Information will be shared with member municipalities.
- Further accessibility projects and initiatives will be undertaken.

Highlands, Esquimalt, and Sooke:

- No feedback received at this time.

Metchosin:

- Noted that though they are not currently a member of the committee at this time.

Colwood:

- Accessibility feedback email address was established this week and no feedback has been received yet.

5.3 Accessibility Plan - Discussion

S. Jones, Corporate Officer, View Royal noted the following pertaining to timelines:

- Accessibility plan drafting ongoing throughout Fall of 2023. Examples from other municipalities will be circulated to the Committee for comments and feedback.
- Survey pertaining to accessibility to get community members thinking about accessibility to be posted in January 2024.
- April/May - have a consultant retained for public engagement.
- Survey will be produced to get information for the request for proposal regarding venues and engagement sessions.
- January-June working on the draft plan.
- July-September bring draft accessibility plan to Councils.
- October - post draft plan online for public feedback & incorporate advertising for citizen members.
- January 2025 - have an accessibility plan completed.

The Committee discussed the plan outline available from the province noting each municipality will need to draft their own section of the document.

5.4 Website Improvements - Focus on Visual Impairments

The Chair discussed the results of an accessibility audit performed on the City of Langford's website. Suggestions from the consultant retained included:

- Font considerations including size, format, and contrast.
- Addition of alternate text for photos and images.
- Consideration given to text on coloured backgrounds.

The Committee asked questions pertaining to the audit including costs.

5.5 Discussion - Next Steps

The Committee noted this item was sufficiently covered through the discussions previous. The following was shared:

- LGMA (Local Government Management Association) published their Fall issue of their "Exchange" magazine with a focus on accessibility.
- Statistics Canada is releasing their 2022 Canadian Survey on Disability which will give information pertaining to the labour market for persons with disabilities.
- Courses pertaining to accessibility are available. Courses discussed included the "Accessibility 101" course that has been completed by D. Hopkins, Corporate Officer, Esquimalt, S. Jones, Corporate Officer, View Royal, and E. Bolster, Deputy Corporate Officer, View Royal. Sarah Jones, Corporate Officer, View Royal is currently enrolled in the Rick Hansen Foundation Accessibility Course.

**6. ADJOURNMENT**

MOVED BY: Deb Hopkins

SECONDED: Sarah Jones

THAT the Capital West Accessibility Advisory Committee meeting adjourn at 2:34 p.m.

**Motion CARRIED.**

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Presiding Council Member

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Certified Correct - Corporate Officer



# Memo

TO: Capital West Accessibility Advisory Committee

FROM: Capital West Accessibility Advisory Committee Administrative Support

DATE: 2024-04-24

SUBJECT: Membership Updates

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The following updates have been made to the membership of the Capital West Accessibility Advisory Committee:

## **December 4, 2023 – District of Metchosin**

Metchosin Council passed the following resolution:

*That the Council motion of August 14, 2023 be replaced with the following motion:*

*That the District of Metchosin participate in the joint intermunicipal Capital West Accessibility Advisory Committee;*

*And That the Capital West Accessibility Advisory Committee Terms of Reference be received;*

*And That the District of Metchosin allocate its proportionate share of operating funds for Committee expenses;*

*And Further That funding allocated in year one be used for the following purposes:*

- 1. Assistance with the development of an accessibility plan;*
- 2. Facilitated engagement sessions on barriers faced by the public in accessing services of partner municipalities;*
- 3. Specific projects or initiatives to identify accessibility barriers, such as assessments of partner municipalities' websites, hiring practices, and main municipal hall buildings.*

## **December 18, 2023 – Township of Esquimalt**

Esquimalt Council passed the following resolution:

*That Council:*

- a) rescind the Council resolution from the August 28, 2023 Council meeting as outlined in Staff Report ADM-23-047; and*
- b) authorize the municipality to participate in the joint intermunicipal Capital West Accessibility Advisory Committee; and*
- c) authorize the joint intermunicipal committee to prepare the initial accessibility plan with a focus on service delivery and employment; and*



- d) *authorize nominal annual operating funds for the joint intermunicipal staff Advisory Committee expenses; and further*
- e) *direct staff to establish an email address as a mechanism to receive public comments on accessibility matters as set out in the Accessible BC Act.*

**February 2024 – District of Sooke**

The position of Corporate Officer was filled by Jessica Bagnall. As a result, Sooke will now be represented by Ms. Bagnall.



# CAPITAL WEST ACCESSIBILITY ADVISORY COMMITTEE

## TERMS OF REFERENCE

### 1.0 Composition

The Capital West Accessibility Advisory Committee represents the member municipalities of the City of Colwood, the Township of Esquimalt, the District of Highlands, the City of Langford, the District of Metchosin, the District of Sooke, and the Town of View Royal that have chosen to participate in the Committee.

### 2.0 Mandate

2.1 In accordance with the *Accessible BC Act*, the mandate of the Capital West Accessibility Advisory Committee is:

- 2.1.1 to assist member municipalities to identify barriers to individuals in or interacting with the municipality;
- 2.1.2 to advise member municipalities on how to remove and prevent barriers to individuals in or interacting with the municipality; and
- 2.1.3 to confer with the member municipalities in the development and revision of the accessibility plan.

### 3.0 Membership

- 3.1 The Committee is comprised of each participating member municipality's Corporate Officer, or person acting in that capacity.
- 3.2 The term will be for approximately eighteen (18) months and expire no later than March 1, 2025.
- 3.3 The Chair and Vice Chair will be selected annually at the first meeting by resolution of the Committee members.
- 3.4 Committee membership to be expanded within 12 months to include 1 (one) representative with a lived experience from each member municipality.

### 4.0 Meetings

- 4.1 The Committee will meet electronically a minimum of four (4) times per year at 2:00 p.m. on the fourth Wednesday of the following months: April, June, September, and November.
- 4.2 Meeting length is not to exceed two (2) hours.
- 4.3 Special meetings, if required to address sensitive business items that are unable to be addressed at the next regularly scheduled business meeting, may be held at the call of the Chair.

### 5.0 Agendas

- 5.1 At least seven (7) days prior to each meeting, the host municipality shall:

- 5.1.1 prepare an agenda which lists and briefly summarizes the matters to be considered at the meeting;
  - 5.1.2 provide an electronic copy to all Committee members; and
  - 5.1.3 post the agenda at the host municipality's designated public notice posting place and on the host municipality's website.
- 5.2 Non-hosting member municipalities shall endeavour to provide a link to the agenda posted on the host municipality's website, once the agenda is posted, in advance of the meeting.
- 5.3 The agenda must include a description of:
- 5.3.1 the way in which the meeting is to be held electronically;
  - 5.3.2 how the public may hear, or see and hear the proceedings; and
  - 5.3.3 the location where the public may attend to hear, or see and hear, the meeting.
- 5.4 The order of business at regular Committee meetings shall be as follows:
- 1) Call to Order
  - 2) Introduction of Late Items
  - 3) Approval of the Agenda
  - 4) Adoption of Minutes
  - 5) Business Items
  - 6) Unfinished Business
  - 7) New Business
  - 8) Adjournment
- 5.5 Business at Committee meetings must, in all cases, be taken up in the order in which it is listed on the agenda unless otherwise resolved by a majority vote of those members present.

## **6.0 Quorum**

- 6.1 Quorum for the Committee is a majority of its appointed voting members, including the Chair.
- 6.2 If there is no quorum in attendance within 15 minutes of the advertised start time, the recording secretary shall record the names of the members in attendance and those absent and then adjourn the meeting to the next regularly scheduled Committee meeting.

## **7.0 Motions**

- 7.1 Decisions of the Committee shall be made by motion.
- 7.2 Motions shall be seconded before discussion can take place.
- 7.3 Motions that are not seconded will not be recorded in the meeting minutes.

## **8.0 Amendments**

- 8.1 A member may, without notice, move to amend a motion that is being considered at a meeting.
- 8.2 An amendment may propose to add, strike out, or strike out and add words to an original motion.
- 8.3 Amendments must be strictly relevant to the main motion and not alter in a material way or be contrary to the principle embodied in the main motion.
- 8.4 Only one amendment shall be allowed to be before the Committee at one time and shall be decided before the main motion is decided.
- 8.5 An amendment that has been defeated by a vote cannot be proposed again.

## **9.0 Voting**

- 9.1 Each member has one vote on any motion or question.
- 9.2 Each member present at the time of voting:
  - 9.2.1 must vote on the matter by indicating their assent or dissent, or if participating electronically without video, by verbally stating their vote as either in favour or opposed;
  - 9.2.2 no member may leave a meeting once a vote on a matter has been called; and
  - 9.2.3 if a member abstains from voting or does not indicate how they vote, the member is deemed to have voted in the affirmative.
- 9.3 A motion or any other question before the Committee is decided by a simple majority of the quorum.
- 9.4 If the vote of the members present at the time of voting are equal for and against the motion, the motion is defeated.
- 9.5 The Chair must state the name or names of the members opposed and the recording secretary shall record those names in the minutes.

## **10.0 Minutes**

- 10.1 Minutes of the Committee meetings must:
  - 10.1.1 be legibly recorded;
  - 10.1.2 record the names of all members in attendance and record voted in opposition of each motion voted upon in the meeting;
  - 10.1.3 be certified correct by the recording secretary;
  - 10.1.4 be signed by the Chair or presiding member once the minutes are adopted; and

10.1.5 be circulated for information to member municipalities.

10.2 Recommendations for consideration will be included in the Committee minutes provided to member municipalities as described in section 10.1.5.

### **11.0 Public Attendance and Input**

11.1 All meetings must be open to the public unless the meeting is permitted to be closed in accordance with the Community Charter.

11.2 Meetings will be held electronically for the members with the public able to observe the proceedings either electronically or in-person at a location to be determined and provided by the host community.

### **12.0 Host Municipality Responsibilities**

12.1 Committee meetings will be hosted on an annual rotational basis by the member municipalities.

12.2 During its year of hosting, the host member municipality is responsible to provide:

12.2.1 staff support for agenda preparation, minute-taking, and minute distribution;

12.2.2 a physical location within the host municipality where members of the public can hear, or see and hear, the proceedings of the meeting; and

12.2.3 record keeping for the year, including the posting of public agendas and minutes on the host municipality's website.



# Staff Report to Capital West Accessibility Advisory Committee

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**DATE: Wednesday, April 24, 2024**

**DEPARTMENT: Legislative Services**

**SUBJECT: Capital West Accessibility Advisory Committee Survey #1 Results and Engagement Summary**

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## **EXECUTIVE SUMMARY:**

This report outlines the results of the Capital West Accessibility Advisory Committee survey that was released on Friday, December 8, 2023, and closed Wednesday, January 31, 2024. The intent of this report is to provide an overview of information collected from the public and analyze the data in order to determine the next steps forward for the Committee.

This engagement summary will also be useful for future consultants.

## **BACKGROUND:**

At its meeting held November 22, 2023, the Capital West Accessibility Advisory Committee determined the City of Langford would use its “Let’s Chat Langford” engagement software platform to host a survey to gather feedback pertaining to accessibility engagement. The survey was three (3) questions in length and asked respondents the following:

1. What types of engagement would you like to see?
2. Please indicate which venue(s) or type of venue(s) are most accessible for in-person engagement. Please note you can include venues within any of the partner municipalities (Langford, Colwood, View Royal, Esquimalt, Highlands, Sooke, Metchosin).
3. Do you have any other suggestions?

This survey was promoted online through social media channels for all participating local governments. The survey was available online through Let’s Chat Langford, on paper, as a Word document, and as PDF that could be emailed.

**COMMENTARY:**

**Surveys Completed and Project Page Visits:**

Total Respondents (people who took the survey):	163
Visitors to the Survey:	299
Visits to Project Page:	425

**Question 1: What types of engagement would you like to see?**

Online surveys	129
In person focus groups facilitated by an instructor	112
Written submissions (email, letter)	81
Paper surveys or comment cards	45

*Note: Question 1 allowed for respondents to select multiple options.*

Question 1 also offered a fillable field for options outside of those provided. The following was received:

- Public meetings where accessibility items are the only ones discussed.
- Newsletter with updates from all involved communities with progress reports. Respondent noted that this would be nice to see every 2 months.
- Community Zoom calls/online focus groups.
- Materials using large fonts and braille.
- Visual aids and graphics use wherever possible.
- More opportunities to discuss directly with Councils. Respondent noted that this could be formal or informal (meet and greet, coffee shop pop-up)
- Advertisements in local newspapers
- Open house style engagement at municipal hall
- Open house style engagement at malls
- Virtual session hosted by a facilitator.
- Mail out

Overall, zoom and online facilitated engagement were most suggested in this category along with informal meet and greet sessions with members of Council.

**Question 2: Please indicate which venue(s) or type of venue(s) are most accessible for in-person engagement. Please note you can include venues within any of the partner municipalities (Langford, Colwood, View Royal, Esquimalt, Highlands, Sooke, Metchosin).**

General submissions included:

- School Gyms
- City Hall
- Community Centre
- Recreation Centers
- Currently empty storefronts in malls or shopping centers
- Auditoriums
- Libraries
- Churches
- Buildings with a community room
- Government buildings

Respondents noted the following pertaining to a specific municipality:

<b>Municipality:</b>	<b>Suggestions:</b>
Colwood	<ul style="list-style-type: none"> <li>• Royal Roads University</li> <li>• Emery Hall</li> <li>• Seniors Center</li> </ul>
Langford	<ul style="list-style-type: none"> <li>• Langford in General</li> <li>• Starlight Stadium</li> <li>• Westhills YW/YMCA</li> <li>• Four Points Sheraton</li> <li>• Legion</li> <li>• Belmont Market</li> <li>• Millstream Shopping Center</li> <li>• West Shore Mall</li> </ul>
View Royal	<ul style="list-style-type: none"> <li>• Victoria Scottish Community Centre</li> </ul>
Esquimalt	<ul style="list-style-type: none"> <li>• Esquimalt Recreation Centre</li> <li>• Gorge Pavilion</li> <li>• Legion</li> </ul>
Highlands	<ul style="list-style-type: none"> <li>• Highlands Community Hall.</li> </ul>
Sooke	<ul style="list-style-type: none"> <li>• Whiffin Spit</li> <li>• John Phillips Memorial Park</li> <li>• Ed Macgregor Park</li> <li>• Edward Milne School Parking Lot</li> <li>• Legion</li> </ul>
Metchosin	<ul style="list-style-type: none"> <li>• Metchosin Community Hall</li> <li>• Gym in the Metchosin Arts and Cultural Center</li> </ul>

	<ul style="list-style-type: none"><li>• Hans Helgesen</li><li>• St. Mary's Church</li><li>• Metchosin Golf Course</li></ul>
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Respondents noted that locations should be outfitted with ramps, automatic doors, elevators, adequate handicapped parking, and accessible washrooms. Respondents also noted that while a building may have a ramp, there may still be barriers to enter the building such as a step or ledge.

The ability for the room to host more than one interactive option was also noted as important. For example, in person oral presentation and an accompanying slide presentation, braille information, posters with large font etc.

Ample and free parking was also noted as high importance for respondents when selecting a location. Proximity to transit routes was also highlighted. A need for HandiDart parking was also identified.

Respondents noted the importance of engagement events being held in Sooke due to proximity to other municipalities, and difficulties with transit.

Importance was placed on smaller gatherings. Respondents chose to disclose that due to health challenges, they would feel unsafe in a large gathering. These same respondents noted a preference for either online events, or online options.

Many responses indicated that engagement events should take place in every municipality involved. From those who selected specific locations, Langford, Sooke and Esquimalt were identified.

### **Question 3: Do you have any other suggestions?**

This question was open ended and allowed respondents to type/write their own answer. Due to the nature of this question, there was a variety of responses. To make it easier to follow, the responses have been organized into categories:

#### Challenges:

- Lack of public engagement (public apathy)
- Don't forget about deaf or blind people when planning events.
- Disabilities and challenges can be very diverse.
- Need for American Sign Language interpreters for events.
- Closed captioning.
- Don't forget families and caregivers.



- Can be difficult to make improvements to accessibility while growing as a community.
- Lack of beach accessibility

Event Specific:

- When planning an event, be aware of bus service end times.
- Host events at multiple times of the day so more people may attend.
- Dark evenings can be a barrier for people to attend events.
- Need for small, intimate events.
- Need for large gathering events.
- Importance of virtual options so more people can participate and use their own devices/adaptive technology.
- Consider traffic impacts when choosing a time for engagement activities.
- Don't forget about service animals at events.
- Advertise events as wheelchair accessible (but only if they are).
- Difference between handicapped parking and accessible parking.

Committee Feedback:

- Sub-committee made up of residents.
- Excitement for the public to join the Committee and a wish that they had been included as members from the beginning.
- Would like to see more progress reports coming from Committee to the Council level.
- Request to see the feedback presented.
- Don't forget to include the Disability Alliance of BC, Inclusion BC, BC Coalition of People with Disabilities, BC Center for Ability, Island Deaf and Hard of Hearing Center, and Canadian National Institute for the Blind when promoting the Committee.

General Accessibility Considerations:

- Request input before making changes to barriers in the community.
- Wish for the process to be quick.
- Desire for road structure to be left out.
- Public availability of the Station Road (Langford) Accessibility Report.
- Ability to speak freely with no judgement.
- Wish to not hire consultants.
- Municipalities should publish a document listing all accessible buildings/businesses and their features (automatic doors, accessible washrooms, etc).

**FINANCIAL IMPLICATIONS:**

There are no financial implications associated with this report.

**LEGAL IMPLICATIONS:**

There are no legal implications associated with this report.

**OPTIONS:**

THAT the Committee:

1. Receive this report for information, and
2. Make this report available on the respective websites, and
3. Forward this report to the Council's of Colwood, Langford, Esquimalt, Sooke, Highlands, Metchosin, and View Royal for information.

**SUBMITTED BY:** Marie Watmough, Director of Legislative & Protective Services at the City of Langford and the Capital West Accessibility Advisory Committee Chair.



# Staff Report to Capital West Accessibility Advisory Committee

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**DATE:** Wednesday, April 24, 2024

**DEPARTMENT:** Legislative Services

**SUBJECT:** Engagement Summary: Survey 2 – Accessibility & You

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## EXECUTIVE SUMMARY:

This report outlines the results of the Capital West Accessibility Advisory Committee survey that was released on Friday, March 1, 2024, and closed with an extended deadline of Sunday, April 7, 2024. The intent of this report is to provide an overview of the information collected from the public and analyze the data in order to determine the next steps forward for the Committee.

This engagement summary will also be useful for future consultants.

## BACKGROUND:

At its meeting held November 22, 2023, the Capital West Accessibility Advisory Committee determined the City of Langford would use its “Let’s Chat Langford” engagement software platform to host surveys for the Committee. This platform can be utilized by anyone, regardless of where they live.

Through discussions with the Province, the Committee received a recommendation to start an Accessibility Plan focused on two aspects that are required by the *Accessible BC Act*: employment and service delivery. After the success of Survey #1 pertaining to accessibility engagement, the Committee published this survey titled “Accessibility & You.”

Initially, the survey was set to close April 1, 2024, but this deadline was extended by a week to provide more time for responders. The survey closed at 11:59 pm on Sunday, April 7, 2024.

This survey was promoted online through social media channels for all participating local governments. “Accessibility & You” was available online through Let’s Chat Langford, on paper, as a Word document, and as PDF that could be emailed.

**COMMENTARY:**

**Surveys Completed and Project Page Visits:**

Total Respondents (people who took the survey):	185
Visitors to the Survey:	372
Visits to Project Page:	767

**Question 1: Do you (or the person you are assisting) identify as having a disability or disabilities, or have you or they experienced an accessibility challenge at any time? (*The Accessible British Columbia Act defines “disability” as meaning an inability to participate fully and equally in society as a result of the interaction of an impairment and a barrier.*)**

This question was multiple choice, and the following answers were collected:

Yes	90
No	59
No, but I have a connection with someone with a disability	30
Prefer not to answer	5

**Question 2: Which type or types of disabilities impact you (or the person you are assisting)?**

Physical/mobility	91
Learning	9
Developmental	7
Memory	11
Hearing/auditory	25
Mental health related	29
Seeing/visual	11
Pain-related	38
I do not have a disability and I am not assisting someone with a disability	47
Prefer not to answer	6

*This question allowed respondents to select multiple options.*

While this question also had a field titled “other”, the responses collected above are adequate. Information collected in this fillable field included personal and possibly identifiable information about the respondent(s) such as explicit details of a medical condition.

**Question 3: Please identify your age range (or that of the person you are assisting)**

Under 18	7
18-24	2
25-34	12
35-44	21
45-54	24
55-64	30
65-74	51
75+	29
Prefer not to answer	3

**Question 4: In which of the partner municipalities do you (or the person you are assisting) live?**

Colwood	22
Esquimalt	14
Highlands	10
Langford	77
Metchosin	28
Sooke	6
View Royal	12
I do not live in one of the partner municipalities, but I often visit these areas.	11
I do not live in one of the partner municipalities and I am rarely in these areas.	0

**Question 5: What barriers, if any, do you (or the person you are assisting) experience when accessing municipal information? (Consider your municipality’s website, public engagement tools (such as this survey), news releases, Council meeting recordings, or other documents produced by the municipality. Examples of barriers might be lack of alt text, confusing or offensive language, lack of captioning, etc.)**

This question allowed respondents to type/write their own answers. The following feedback was collected:

Feedback specific to each municipality:

Colwood	<ul style="list-style-type: none"> <li>• Prefer written and print materials over online only.</li> <li>• Wish to engage in person rather than only online.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Difficulty hearing at Council meetings or on the recorded video.</li> <li>• Wish to see local newspapers used more as an outlet for municipal information.</li> <li>• Wish to receive an email newsletter with updates from municipality.</li> <li>• Links are out of date on website.</li> <li>• Wish for more contact information for City staff.</li> </ul>
Esquimalt	<ul style="list-style-type: none"> <li>• Website is difficult to use.</li> <li>• “Link in bio” is not user friendly or accessible.</li> <li>• No captioning or unsure how to access captioning on Council Meetings.</li> <li>• Too much information only shared on Facebook and not offline.</li> </ul>
Highlands	<ul style="list-style-type: none"> <li>• Website is difficult to use.</li> </ul>
Langford	<ul style="list-style-type: none"> <li>• Website is difficult to use.</li> <li>• Website is not accessible.</li> <li>• Event calendars are not up to date.</li> <li>• No captioning or unsure how to access captioning on Council Meetings.</li> <li>• Search function on website is not helpful.</li> <li>• Difficulty finding information pertaining to finances.</li> <li>• Difficulty finding information pertaining to development.</li> <li>• Committee and Council resolutions are difficult to find on website.</li> <li>• Difficult to get in touch with City staff.</li> <li>• Difficult to get replies from City staff and Council.</li> <li>• Difficulty accessing Council meetings through doors after 7pm.</li> <li>• Inconsistent sound in Council Chambers</li> <li>• Contact phone number send callers through too many steps or loops them back through.</li> </ul>
Metchosin	<ul style="list-style-type: none"> <li>• Website is too basic.</li> <li>• Information is difficult to find on website.</li> <li>• Search function on website is not helpful.</li> <li>• Difficulty hearing at Council meetings.</li> <li>• Timeliness of information on website to be improved.</li> </ul>
View Royal	<ul style="list-style-type: none"> <li>• Website navigation is difficult.</li> <li>• Inconsistent sound in Council Chambers during meetings and on recordings</li> </ul>
Sooke	<ul style="list-style-type: none"> <li>• Website is difficult to use.</li> </ul>

	<ul style="list-style-type: none"> <li>• Website homepage is too cluttered.</li> <li>• Website is not up to date.</li> <li>• Takes too much time to find what you are looking for on website.</li> </ul>
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**General Feedback:**

- Respondents who have colour blindness have a particularly difficult time accessing our municipal websites.
- Website information can be convoluted or insufficient.
- Not everyone uses websites or the internet.
- Confusing to access municipal information.

**Question 6: Please indicate if you (or the person you are assisting) experience any barriers.**

Accessing municipal parks, trails, playgrounds?	61
Accessing municipal programs or services?	18
Engaging with Council?	27
Accessing municipal buildings and grounds?	24
Interacting with bylaws or policies?	15
Interacting with municipal staff?	20
Participating in municipal events?	30
Interacting with signage/wayfinding around the municipality?	15
Accessing municipal sidewalks, crosswalks, and bike lanes?	69

This question also allowed respondents to type/write their own answers through a field titled “other.” The following feedback was collected:

- Difficulty accessing municipal buildings during renovations and building alterations. Wished for municipalities to make sure ramps and accesses are available for those who need them at all times.
- Snow and inclement weather make transportation and access to municipal buildings difficult

as when snow is piled, it is often placed in accessible parking areas.

- Snow piles on sidewalks and crosswalks prevent those with mobility assistive devices from accessing municipal roadways.
- Wish to see stronger municipal policies and bylaws around supportive housing and accessible units.
- Difficulty hearing in large or crowded places or events.
- Lack of access to public washrooms.
- Beach accesses are often limited to those who are not using mobility assistive devices.
- Need for more accessible parking.

**Question 7: What barriers do you (or the person you are assisting) experience when applying for jobs or volunteer positions with your local government? (Examples of barriers might relate to job postings, interviews, communications regarding employment, etc.)**

This question allowed respondents to type/write their own answers. The following feedback was collected:

Feedback specific to a municipality:

Colwood	<ul style="list-style-type: none"> <li>• Hard to sit or stand for long periods of time.</li> <li>• Inadequate bus service and lack of stops</li> </ul>
Esquimalt	<ul style="list-style-type: none"> <li>• Discrimination for disability and being transgender.</li> <li>• Lack of accessibility information so I don't feel comfortable applying.</li> <li>• Lack of understanding of what a neurodiverse person may need.</li> </ul>
Highlands	None collected.
Langford	<ul style="list-style-type: none"> <li>• Not sure if hearing loops are available.</li> <li>• Not sure if sign language interpreters are available.</li> <li>• Information overload.</li> <li>• Generally struggle in interview settings</li> <li>• Lack of close proximity parking can lead to lots of walking which I am unable to do.</li> <li>• Timelines to apply are too short.</li> <li>• Perceived or real age barriers</li> <li>• Inadequate bus service and lack of stops</li> <li>• Very few positions available</li> <li>• Unsure of what positions are available.</li> <li>• Stairs generally are a barrier for me accessing volunteer opportunities in the community.</li> </ul>



Metchosin	<ul style="list-style-type: none"> <li>• Difficulty navigating website.</li> <li>• Need visual diagrams to understand concepts and often, those are not provided or included.</li> </ul>
View Royal	None collected.
Sooke	<ul style="list-style-type: none"> <li>• Would like positions, but currently not able to do them.</li> <li>• Previous volunteer positions were not accommodating, nervous to try again.</li> </ul>

General Feedback:

- Difficult or confusing interview processes
- High-level language.
- Discrimination based on being in a wheelchair.

**Question 8: What supports are important to you (or the person you are assisting) when working or looking for a job?**

Accessible Parking	49
Adapted spaces such as restrooms, breakrooms, reception area, meeting areas, or pathways	42
Modified workstations such as standing desks or wheeled mobility device-adaptive desks	36
Assistive devices such as screen readers, braille displays, text-to-speech software, strobe light/visual smoke alarms, or hearing loops	11
Flexible work hours	55
Shorter workdays	31
Working from home	54
I am not working or looking for a job	71

This question allowed respondents to type/write their own answers. The following feedback was collected:

- Accessible pedestrian and rolling lanes for transportation to and from work.

- Advocacy needed for more bus stops and service so employees can meet work start times.
- Rather than adapted spaces, have them be inherently accessible from the beginning.
- Free and safe staff parking.
- Employer and staff education regarding trauma informed care and accessibility.
- Soft lighting.
- Soft door closing.
- Office space to limit distractions.
- Communication supports.
- Support for neurodivergence.
- Elevators and adequate seating.

**Question 9: Please list the top 3 accessibility improvements you (or the person you are assisting) want to see your municipality or the municipality you visit make:**

Colwood	<ul style="list-style-type: none"> <li>• Accessible parking, especially at events.</li> <li>• Advocacy needed for accessible parking at schools.</li> <li>• Accessible public washrooms</li> <li>• Removal of gravel and bark mulch on trails.</li> <li>• Flat and firm surfacing for trails.</li> <li>• More sidewalks</li> <li>• Wider sidewalks</li> <li>• More pedestrian crossings</li> <li>• Remove “maze gates” at local parks (entrances that include switchbacks).</li> <li>• Wheelchair access to local parks to be improved.</li> <li>• Wheelchair access to beaches to be improved.</li> <li>• Quiet spaces or covered tent at local events for neurodiverse and families to rest.</li> <li>• Have accessibility requirements built into the development and building process.</li> <li>• Signage to indicate terrain and difficulty of trails.</li> </ul>
Esquimalt	<ul style="list-style-type: none"> <li>• More sidewalks</li> <li>• Wider sidewalks</li> <li>• More bus shelters</li> </ul>
Highlands	<ul style="list-style-type: none"> <li>• Sidewalks</li> <li>• Streetlighting</li> </ul>

	<ul style="list-style-type: none"> <li>• Road markings need to be more visible.</li> <li>• Consider installation of “cat eyes” on the roads.</li> </ul>
Langford	<ul style="list-style-type: none"> <li>• Complete sidewalks</li> <li>• Accessible benches</li> <li>• Automatic doors to be mandated in community.</li> <li>• Smoother transitions and curb cuts</li> <li>• Automatic doors with adequate opening time.</li> <li>• Lights at crosswalks</li> <li>• ASL interpreters</li> <li>• Staff training for hearing technology.</li> <li>• Staff training regarding accessibility accommodations.</li> <li>• Pedestrian rolling lanes and paths.</li> <li>• Adult change stations in public washrooms</li> </ul>
Metchosin	<ul style="list-style-type: none"> <li>• Lighting at building entrances.</li> <li>• Ramps.</li> <li>• Safer bike access on roads.</li> <li>• More roadside trails that support walking, biking, and mobility assistive devices.</li> <li>• Improve accessibility to Pioneer Museum, Metchosin School.</li> <li>• Paving trails and access to farmer’s market.</li> <li>• Gravelled areas changed to smaller aggregate.</li> <li>• Sound system upgrade in Council Chambers.</li> <li>• Accessibility signage.</li> <li>• Safer street crossings.</li> <li>• Accessible parking.</li> <li>• Advocacy needed for additional bus routes and more service.</li> <li>• Upgrade museum and bookstore halls to allow wheelchair access.</li> <li>• Crosswalk installation across Happy Valley to the MyChosen Café.</li> <li>• Elevator installation in the Metchosin Arts and Cultural Centre Building.</li> <li>• Need for more housing options such as assistive housing, supportive housing, co-ops.</li> <li>• Add participation on Zoom for Council meetings.</li> </ul>
View Royal	<ul style="list-style-type: none"> <li>• Wider sidewalks.</li> <li>• Wider streets.</li> </ul>
Sooke	<ul style="list-style-type: none"> <li>• Sidewalks (need more, and wider ones).</li> </ul>

	<ul style="list-style-type: none"> <li>• Wheelchair ramps in more places.</li> </ul>
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Sidewalks are extremely important to respondents, but it should be noted that these sidewalks are needing to be made of quality materials, adequate width or oversized, and align appropriately with curb cuts and adjoining walking paths or sidewalks.

**Question 10: Do you have any additional comments or ideas for improving accessibility in our municipalities?**

Colwood	<ul style="list-style-type: none"> <li>• Consider using all forms of communication.</li> <li>• Sidewalk and bus stop maintenance during snow events is not sufficient.</li> <li>• Need for additional traffic calming in areas that do not have sidewalks.</li> <li>• More streetlighting</li> <li>• Need for more public washrooms.</li> <li>• Need for rubber surfacing in playgrounds.</li> <li>• Need for accessible park benches to be placed in shaded areas.</li> <li>• More budget for accessible retrofits.</li> <li>• Need for live captioning and ASL interpreters at municipal engagement events.</li> <li>• Install lighting at crosswalks.</li> <li>• Opportunities to work from home with flexible hours or at an adaptive workspace.</li> </ul>
Esquimalt	<ul style="list-style-type: none"> <li>• Need for more accessible parking.</li> <li>• Reduce foliage and plants near sidewalks and cut back overhangs.</li> <li>• Reduce tripping hazards on sidewalks.</li> <li>• More sidewalks</li> <li>• Connectivity for sidewalks</li> <li>• More accessible parking spaces</li> <li>• Access to sidewalks while areas are under construction.</li> <li>• Website is difficult to navigate.</li> <li>• Accessible access to beachfronts and trails</li> </ul>
Highlands	<ul style="list-style-type: none"> <li>• Accessible trails</li> <li>• More bike lanes</li> <li>• Wider road shoulders</li> </ul>

Langford	<ul style="list-style-type: none"> <li>• Publish results of Langford Station accessibility audit publicly.</li> <li>• Wish for the building code standards to be exceeded.</li> <li>• Need for advocacy to the CRD to improve the access at Atkins to the E&amp;N Trail.</li> <li>• Staff training regarding accessibility and inclusivity.</li> <li>• Boardwalks and lakefront spaces to increase accessibility.</li> <li>• Insufficient parking in downtown core.</li> <li>• Need for both wider and longer accessible parking spots.</li> <li>• Explore possibility of car free roads in downtown core.</li> <li>• Simpler reception system over the phone.</li> <li>• Need for sidewalks and crosswalks particularly on Walfred Road.</li> <li>• Need for more parks and trails in the downtown core.</li> <li>• Reports are difficult to understand and there’s a need for visuals to be included.</li> <li>• Advocacy is needed to improve BC Transit service and scheduling.</li> <li>• More playgrounds are needed.</li> <li>• Universal design could be adopted in the City to be a leader.</li> <li>• Need for accessible drinking water stations for humans and their service animal companions.</li> <li>• Provide answers to questions in plain language and take time to explain concepts.</li> <li>• Reduce plants and foliage at corners so pedestrians can be seen.</li> <li>• Sidewalk access at Redington Ave to Millstream Plaza is needing to be improved.</li> <li>• Need for more walkable areas.</li> <li>• Need for engagement with seniors living in care facilities.</li> <li>• Include more part time and remote work options in the job bank on the website.</li> <li>• Need for more green spaces to promote mental and physical health.</li> <li>• Advocacy needed for BC Transit service in the area.</li> <li>• Need for additional safety measure with bike lanes.</li> <li>• More enforcement for illegal parking as it can obstruct walkways and accesses.</li> <li>• Advocacy needed for the CRD to review connections for the Galloping Goose Trail from an accessibility perspective.</li> <li>• Audio Visual in Council Chambers needs to be improved.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Meeting minutes are difficult to find.</li> </ul>
Metchosin	<ul style="list-style-type: none"> <li>• Community Ambassadors to welcome newcomers.</li> <li>• Need for one information hub for accessible features located within the municipality.</li> <li>• Need for flattening and smoothing trails for ease of use with mobility assistive devices.</li> <li>• Lack of housing options may make people need to leave as downsizing or aging-in-place is not an option.</li> <li>• Need for paved or hard surfacing around municipal buildings.</li> <li>• Need for more street lighting.</li> <li>• Need for more parks, trails, and outdoor spaces to have accessible features.</li> <li>• Wish to see public engagement regarding accessible parking.</li> </ul>
View Royal	<ul style="list-style-type: none"> <li>• Increased availability of public washrooms.</li> <li>• More sidewalks.</li> <li>• Sidewalk maintenance.</li> <li>• More accessible parking spaces.</li> <li>• Separated bike lanes.</li> <li>• Clearer website.</li> <li>• Larger website font.</li> <li>• Active transportation needs an accessibility lens as not everyone can use it.</li> </ul>
Sooke	<ul style="list-style-type: none"> <li>• Wish to establish a day to celebrate people with diverse abilities.</li> <li>• Need for more automatic doors.</li> <li>• Need for single accessible washrooms with locking doors for privacy.</li> <li>• Connecting sidewalks.</li> <li>• Safer crosswalks.</li> <li>• Opportunities to work from home with flexible hours or at an adaptive workspace.</li> </ul>

General Feedback:

- Excited to apply to join the Capital West Accessibility Advisory Committee.
- Municipal advocacy needed to remove utility poles from sidewalks and walkways.
- Electric cars are very quiet and can be a hazard for those with hearing impairments.
- Municipalities could go on a “walk and roll” in their community with those with lived

experience to review challenges firsthand.

- Make use of local agencies and resources that help further accessibility in our communities.
- “Live Chat” feature to speak with municipal staff.
- Difficulty finding support or advocates within the community.
- Local government is confusing; would like opportunities to learn about it.

**FINANCIAL IMPLICATIONS:**

There are no financial implications associated with this report.

**LEGAL IMPLICATIONS:**

There are no legal implications associated with this report.

**OPTIONS:**

THAT the Committee:

1. Receive this report for information, and
2. Make this report available on the respective websites, and Forward this report to the Council’s of Colwood, Langford, Esquimalt, Sooke, Highlands, Metchosin, and View Royal for information.

**SUBMITTED BY:** Marie Watmough, Director of Legislative & Protective Services at the City of Langford and the Capital West Accessibility Advisory Committee Chair.

About the Member Municipalities

	<b>Colwood</b>	<b>Esquimalt</b>	<b>Highlands</b>	<b>Langford</b>	<b>Metchosin</b>	<b>Sooke</b>	<b>View Royal</b>
<b>Total Population</b>	18,961	17,533	2,482	46,584	5,067	15,086	11,575
<b>Citizens over 65</b>	3,655	3,625	450	6,405	1,320	3,055	2,415
<b>Parks</b>	50	30	5	57	6	80	72
<b>Land Area (square kilometers)</b>	17.66	7.08	38.01	41.43	69.57	56.62	14.33
<b>Nations</b>	Songhees; Xwsepsum Lekwungen	The Lekwungen speaking peoples of the Songhees and Esquimalt Nations	Williams Treaties First Nations including Michi Saagiig and Chippewa	Xwsepsum; Songhees; Scia'new; WSÁNEĆ Peoples represented by the Tsartlip, Pauquachin, Tsawout, Tseycum and Malahat Nations	Scia'new	T'Sou-ke	The Lekwungen speaking peoples of the Songhees and Esquimalt Nations

\*2021 Census





Memo to: Capital West Accessibility Advisory Committee  
 From: S. Jones, Corporate Officer, Town of View Royal and CWAA Committee Member  
 Date: April 10, 2024  
 Re: Overview of Accessibility Professional Network 2024 Annual Conference held March 27-28,2024

On March 27 and 28, 2024 I attended the Accessibility Professional Network 2024 annual conference provided by the Rick Hansen Foundation in Vancouver, BC.

The conference had keynote sessions to bookend the two-day event, four signature sessions that featured panel presentations on research projects and emerging trends, and two different concurrent session opportunities.

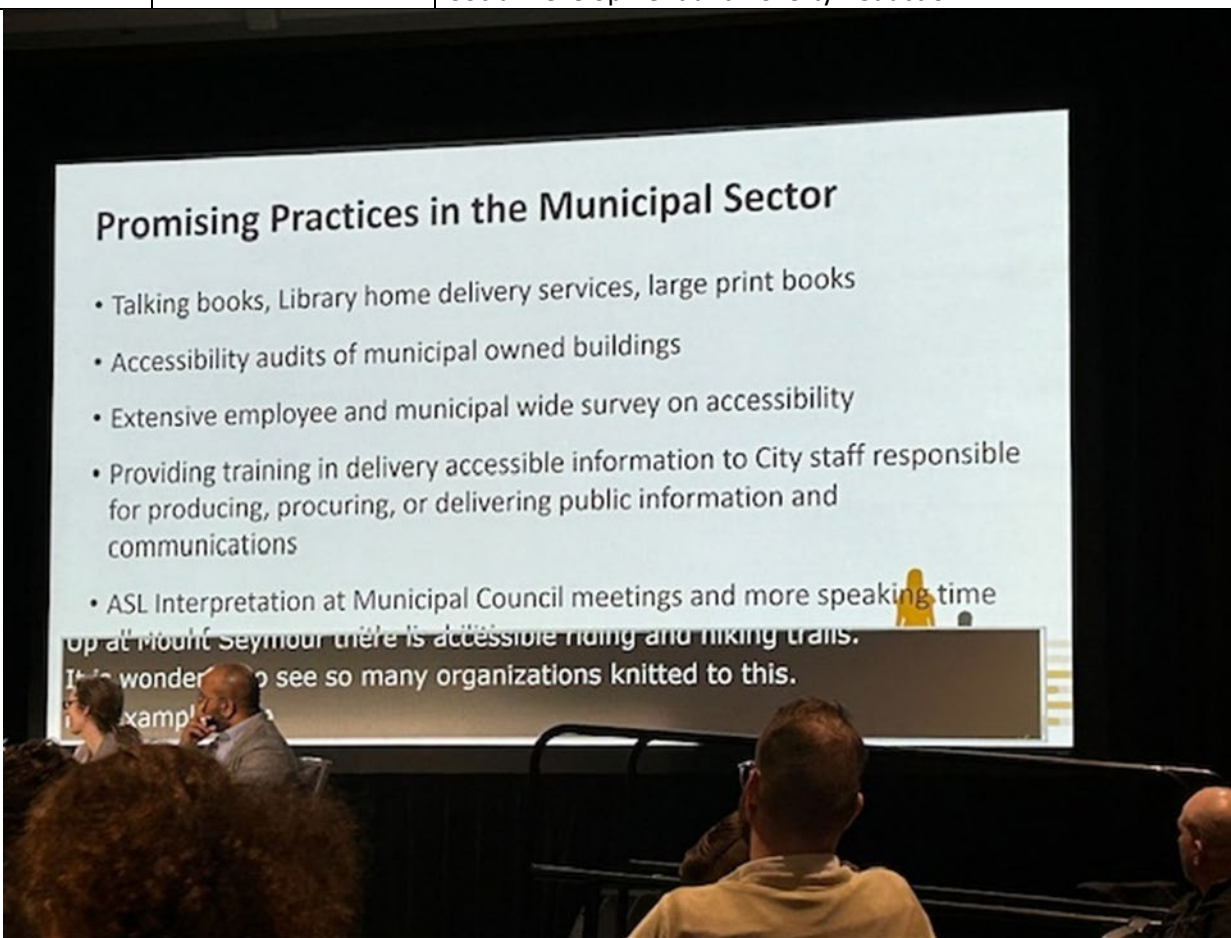
An overview of the event, excerpted from the conference program and with some photos I took inserted, is as follows:

<b>Session</b>	<b>Title</b>	<b>Content Description &amp; Session Chairs/Speakers</b>
Keynote 1	Neurodiversity and the Built Environment	<p>Building codes and design standards have only recently begun to consider the impact of built environment features on the diverse perceptual, cognitive and emotional experiences of users. In this keynote from recognized international expert, Steven Maslin, attendees will learn about design considerations with the greatest impact for users who are neurodiverse, improving meaningful access for all.</p> <p><i>Chair:</i> Darryl Condon, Managing Principal, hcma Architecture + Design</p> <p><i>Speaker:</i> Steven Maslin, RIBA Chartered Architect and NRAC Registered Access Consultant from the UK</p>
Signature 1	Accessibility in ESG Planning	<p>By prioritizing accessibility, businesses demonstrated a commitment to inclusion that aligns with broader Environmental, Social and Governance (ESG) principles of equitable access and long-term value creation. Learn more about how corporations and incorporating accessibility in their long-term planning and the implications for commercial spaces.</p> <p><i>Chair:</i> Anessa Powell, North &amp; South America Account Manager, The Valuable 500</p> <p><i>Speakers:</i> Colleen Baldwin, VP, Head of Global Design Strategy &amp; Transformation, Scotiabank; Jamie Gray-Donald, Sr. VP, Sustainability &amp; Environmental, Health &amp; Safety, QuadReal Property Group; Natasha Saltes, Director, Accessibility, Canada Post Corporation</p>

<p>Concurrent 1</p>	<p>Designing Inclusive Schools</p>	<p>Dive into what site operators, architects, and accessibility professionals need to know about the latest research data and business case for retrofitting existing schools and educational facilities for improved accessibility, including the strategies and outputs that can lead to both cost savings and success.</p> <p><i>Chair:</i> Lara Pinchbeck, Universal Design Evangelist, Founder + Principal of Lara Pinchbeck: Research + Design</p> <p><i>Speakers:</i> Mhairi Bennett, Director of Facilities, School District 62; Fiona Jones, Knowledge Manager, Inclusive Design, hcma Architecture + Design; Rance Mok, Director, Learning Environments hcma Architecture + Design</p>
<p>Concurrent 2</p>	<p>Heritage and Accessibility</p>	<p>Historic and heritage buildings and sites were built with no accessibility standards in mind and because of their historical importance, are not easily renovated to improve access. In this session, attendees will encounter new and emerging research aims to identify barriers to accessibility and identify potential solutions for these unique sites.</p> <p><i>Chair:</i> Murray Gallant, Principal, Murray Gallant Architecture</p> <p><i>Speakers:</i> Ernesto Morales, Associate Professor, Universite Laval; Alison Novak, Scientist, KITE Research Institute, University Health Network</p>



<p>Concurrent 3</p>	<p>Accelerating Access in Municipalities</p>	<p>Discover new insights helping municipalities of all sizes to improve use of space, inclusive design, and adaptive processes to improve accessibility for citizens. In this session, attendees will hear directly from researchers, innovators and municipalities about strategies with the potential to help every community.</p> <p><i>Chair:</i> Michelle Schouls, Director Facilities Planning and Development, City of Vancouver</p> <p><i>Speakers:</i> Susie Chant, Parliamentary Secretary for Accessibility, Provincial Government; Sunil Johal, VP, Public Policy, CSA Group; Sofie Poirier, Senior Manager, Corporate Innovation, MaRS Discovery District; Sue Talusan, Director, Climate and Cities, Innovation Ecosystems, MaRS Discovery District; Sam Turcott, Assistant Deputy Minister, Accessibility Directorate, ministry of Social Development and Poverty Reduction</p>
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<p>Concurrent 4</p>	<p>Outdoor Spaces</p>	<p>With unique features such as diverse terrain, varying surfaces, and exposure to extreme weather conditions, designing for accessibility in outdoor spaces has some unusual challenges. This session brings together researchers and experts to explore some of the challenges arising from different typologies and insights that can help make outdoor environments more accessible for all.</p>
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		<p><i>Chair:</i> Marcia Yale, National President, Alliance for Equality of Blind Canadians</p> <p><i>Speakers:</i> Tilak Dutta, Scientist, KITE Research Institute; Haley Flaro, Executive Director, Ability New Brunswick; Tim Ross, Scientist, Holland Bloorview Kids Rehabilitation Hospital</p>
Signature 2	Understanding Access: How New Research is Informing Accessibility Standards	<p>As Canada strives for a unified experience of accessibility from coast to coast, new research is revealing the needs and preferences of diverse communities and using these insights to inform the development of accessibility standards that meet these needs. In this roundtable discussion, attendees will learn about the role research plays in guiding standards and take a deeper look at emerging research offering some fresh perspectives to improve the design and application of standards.</p> <p><i>Chair:</i> Christopher Sutton, CEO, Wavefront Centre for Communication Accessibility</p> <p><i>Speakers:</i> Sarah-Anne Hrycenko, Supply Specialist, PSPC – Procurement Assistance Canada; Maureen Haan, President &amp; CEO of the Canadian Council on Rehabilitation and Work; Mikiko Terashima, Associate Professor, Dalhousie University; Anna Wren, Project Coordinator, Canadian Association of the Deaf</p>
Signature 3	The Accessible Housing Puzzle: Piece by Piece	<p>Canada’s housing supply is in crisis, and with limited housing stock, perceived hurdles to financing, and longstanding attitudinal barriers, no area of the sector has more demand than accessible housing. In this session, attendees will learn from accessible housing innovators from a variety of perspectives as they confront major market challenges – and identify solutions with the potential to fill the gap.</p> <p><i>Chair:</i> Julie Sawchuk, Principal, Sawchuk Accessible Solutions</p> <p><i>Speakers:</i> Tolu Enaibe, Director of Programs, Accessible Housing; Heela Omarkhail, VP, Social Impact, The Daniels Corporation; Kirstin Yuzwa, Research, St. John’s Rehab Research Program, Sunnybrook Research Institute</p>
Signature 4	Mind-Friendly Environments in Practice	<p>Building upon the Conference’s opening session, this session explores the challenges and realities of designing built environments for people living with such diverse neurological experiences as dementia, autism, and intellectual disabilities. This discussion will explore some of the key principles to meeting peoples’ preferences and tailoring environments to meet them and will provide valuable insights to support other users and typologies.</p> <p><i>Chair:</i> Bushra Hshim, Accessibility &amp; Neurodiversity Consultant, Included by Design</p> <p><i>Speakers:</i> Tara Connolly, Assistant Director, Research &amp; Development, Accessibility Institute, Carleton University;</p>



		Barbara Everdene, Long Ragne Planner, City of Vernon; Elroy Jespersen, President, Friends of the Village Society; Steven Maslin, RIPBA Charter Architect and NRAC Registered Access Consultant from the UK; Coine Wattie, Project Manager, Age and Dementia Friendly Strategy, City of Vernon
Keynote 2	Accessibility Takes Flight at LaGuardia	<p>In 2015, the Port Authority of New York and New Jersey announced a comprehensive plan to construct a new LaGuardia Airport with the express aim of creating a world-class passenger experience to meet the needs of all travelers. Once called “possibly the worst major airport in the world,” the new LaGuardia Airport, and its Terminal B, completed in 2023, recently became the first site in the U.S. to receive an RHFAC Gold rating. This story of transformation is a closing keynote you won’t want to miss!</p> <p><i>Chair:</i> Stanis Smith, Principal</p> <p><i>Speaker:</i> Suzette Noble, CEO, LaGuardia Gateway Partners</p>

As you can see, the content was diverse and attendees – both in-person and virtual – hopefully learned new information given the breadth of research presented. The field is growing; it is clear that there is a lot of work to be done, including implementation of national standards; and attendance at future years by others is encouraged. In closing, it was interesting to see accessibility in action as the conference had real-time transcription on the large screens, sign language speakers for each session (note person in grey sweater in image below), and conveniently located water bowls for assistance dogs.





Memo to: Capital West Accessibility Advisory Committee  
From: S. Jones, Corporate Officer, Town of View Royal and CWAA Committee Member  
Date: April 10, 2024  
Re: Municipal Accessibility Network – *Accessible BC Act* Standards

One of the benefits of attending any conference is the networking. While at the March 27 and 28, 2024 Accessibility Professional Network 2024 annual in Vancouver, I met an employee from the City of Penticton who informed me of the Municipal Accessibility Network and invited me to a virtual meeting of the Network.

I attended a Network meeting on April 9 and received information from two Provincial representatives, Krissi Spinoza and Sam Turcott, regarding work that the Province is doing on *Accessible BC Act* standards. Specifically, the Province is focusing on standards for service delivery and employment accessibility and, while these standards would be implemented first at the provincial level, they indicated the standards would eventually filter down to local governments and other organizations (for example, school districts) as well.

The following are the slides that were provided during the presentation from Ms. Spinoza and Mr. Turcott that I wanted to share with the Committee:

## Update on Accessibility Implementation



April 2024

Municipal Accessible Network



1

### Introduction

Accessibility Directorate, Ministry of Social Development and Poverty Reduction

Generic email - [EngageAccessibility@gov.bc.ca](mailto:EngageAccessibility@gov.bc.ca)

Sam Turcott, ADM – [Sam.Turcott@gov.bc.ca](mailto:Sam.Turcott@gov.bc.ca)

Krissi Spinoza, Director of Policy – [Krissi.Spinoza@gov.bc.ca](mailto:Krissi.Spinoza@gov.bc.ca)



2

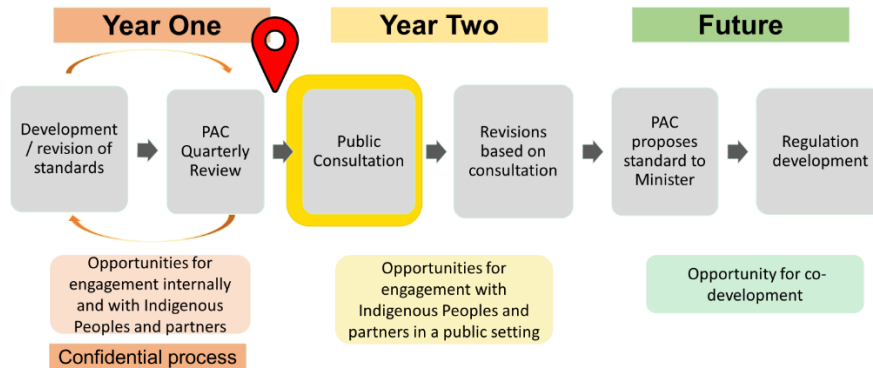
## Overview of the Accessible B.C. Act

- Part 2 – Recognition and Accountability
  - SPARC funding for [AccessAbility Week](#)
  - [Annual reports](#) and independent reviews
- Part 3 – Accessible Organizations
  - Committee, plan and feedback
- Part 4 – Accessibility Standards
  - Accessible Service Delivery; and
  - Employment Accessibility
- Part 5 – Compliance and Enforcement
- Part 6 – Reconsiderations and Appeals



3

## Accessibility Standards Development Roadmap



4

## Service Delivery Standard

- The goal of the Accessible Service Delivery standard is to ensure that events, activities, advice and the process of buying goods are provided in accessible ways that ensure the inclusion of people with disabilities.
- Aims to address barriers including physical, communication, policy and attitudinal barriers many experience when accessing goods and services.
- This standard will likely apply broadly to organisations in the public and private sectors.

Topic areas for this standard include:

- Alternatives
- Documentation
- Evidence
- Assistive Devices
- Guide and Service Dogs
- Support Persons
- Accessibility Representatives
- Training and Recording Training
- Availability and Maintenance of Accessibility Features and Services
- Disruption of Services
- Physical Environment
- Virtual Environment
- Self-service Interactive Devices
- Emergency response
- Communications
- Events
- Discounts and fees
- Safety and Security



5

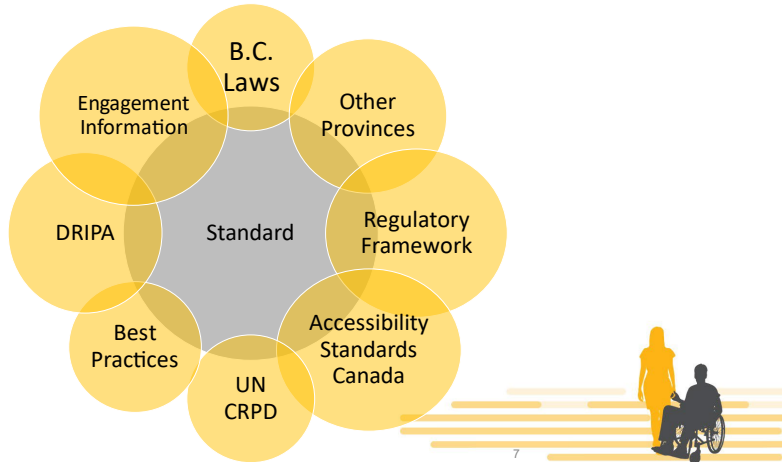
# Employment Accessibility Standard

- The goal of the Employment Accessibility standard is to identify, remove and prevent barriers in hiring, training and retention.
- Aims to support employers to develop inclusive work environments.
- This standard will likely apply broadly to organizations in the public and private sectors.

- Topic areas for this standard include:
- Policies & practices
  - Unions
  - Leave, benefits and compensation
  - Communications
  - Training
  - Physical & digital tools & technology
  - Workplace Emergency Response
  - Job Descriptions
  - Recruitment
  - Stay at work/return to work
  - Redeployment
  - Accommodation
  - Onboarding
  - Employee development
  - Discipline
  - Documentation



## Standards Context



## What can you do to prepare for Accessibility Standards?

- Provide feedback during the public engagement
  - What are you already doing?
  - What are realistic timelines?
  - What will you need extra support to get right?
- Identify the point person/s in your organization and how information can be best communicated for the standards





## Complying with the Accessible B.C. Regulation

- Requirements are framed flexibly and organizations have significant discretion coming into compliance
- Various strategies are available to obligated organizations:
  - Organizations that already have a plan, committee, or feedback mechanism in place can rely on those
  - Organizations may adapt an existing plan such as a diversity and inclusion strategy
  - Organizations may establish an accessibility plan or committee jointly with other similar organizations



## Accessible B.C. Regulation – Best Practices

- Feedback mechanism
  - Translation other languages and ASL
  - Multi-channel
  - Clarity on process and reporting
- Accessibility Committee
  - Compensating people for their expertise
  - Wide recruitment process
  - Accessible meetings



## Promising Practices in the Municipal Sector

- Talking books, Library home delivery services, large print books
- Accessibility audits of municipal owned buildings
- Extensive employee and municipal wide survey on accessibility
- Providing training in delivery accessible information to City staff responsible for producing, procuring, or delivering public information and communications.
- ASL Interpretation at Municipal Council meetings and more speaking time allotted for persons with disabilities.



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## Resources to Support Local Government Accessibility

- \$7.5 million to Rick Hansen Foundation to support accessibility.
- Local governments and Indigenous communities receive:
  - Rick Hansen Foundation Accessibility Certification™ (RHFAC) rating for three sites to identify key areas of improvements;
  - Up to \$90,000 for upgrades; and
  - Accessibility awareness training for staff.
- \$5 million to SPARC BC for the Local Community Accessibility Grant Program.
- DABC have created the BC Accessibility Hub



## Questions and Discussion

- What are some successes you have accomplished or noticed?
- What other information will support your response during the consultation process?



## Links to Resources

- <https://engage.gov.bc.ca/accessiblebcactstandards/>
- [www.gov.bc.ca/accessibilityfeedback](http://www.gov.bc.ca/accessibilityfeedback)
- [www.bcaccessibilityhub.ca](http://www.bcaccessibilityhub.ca)
- [www.sparc.bc.ca/areas-of-focus/accessibility-and-inclusion/campaigns/](http://www.sparc.bc.ca/areas-of-focus/accessibility-and-inclusion/campaigns/)
- [www.sparc.bc.ca/partnerships/local-community-accessibility-grant-program/](http://www.sparc.bc.ca/partnerships/local-community-accessibility-grant-program/)



# Thank you!



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In closing, the Province is currently between “Phase 1 - Pre-consultation” (ended March 2024) and “Phase 2 – Public Engagement” which runs May 31 to July 31, 2024. Additional information about what the Province is undertaking as it develops recommendations to form the basis of future accessibility regulations in BC can be found here: [Home - Accessible BC Act Standards \(gov.bc.ca\)](https://www2.gov.bc.ca/gov/content/accessible/bc-act-standards).



# Memo

TO: Capital West Accessibility Advisory Committee

FROM: Capital West Accessibility Advisory Committee Administrative Support

DATE: 2024-04-24

SUBJECT: National AccessAbility Week 2024

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Annually, the Government of Canada celebrates National AccessAbility Week. At the time of writing this memo, the dates have not been publicized on the Employment and Social Development Canada website, but historically this event has been held from the last Sunday of May ending on the Saturday following. Based on this information, staff estimate the dates for the 2024 event will be May 26<sup>th</sup> to June 1<sup>st</sup>.

Each year, a theme or focus is selected by the Federal Government and last year “Disability Inclusion: From Possibilities to Practice” was chosen.

The Employment and Social Development Canada website has not been updated yet, but municipalities are encouraged to keep an eye out so we can promote the event through our social media channels. A toolkit is also produced to help promote the event and provide consistent messaging.