



**Measuring Up Fund
FINAL REPORT**

Section One - General

1. Community Name: Parkville

2. Primary contact information:

Name:	Gail Hadfield	Organization:	Measuring Up Parkville
Title:	Program Coordinator	Email:	gdhadfield@shaw.ca
Phone:	250-723-1254	Fax:	250-723-1254
Address:	2368 15th ave Port Alberni, BC	Postal Code:	V9Y 2Z7

3. Attach a final summary of your initiative. Please include specific details about activities undertaken as a result of receiving a Measuring Up grant. (3-pages maximum) **Attached**

4. Attach a list of the members of your Measuring Up Committee. **Attached**

5. Did you hire people to help complete this initiative?

Yes (please complete this section) No (please skip to Question 6)

How many people were hired? One

Ms. Hadfield is in the process of completing the Social Services Diploma Program at the Malaspina Campus of Vancouver Island University and plans to continue studies via distance education towards her Bachelor of Social Work through UVic.

Did any of the people hired have a disability?

No

Was money from the Measuring Up grant used to pay the people you hired?

Yes

6. Attach copies of any media coverage related to your initiative. *Attached*



Section Five - Report Declaration

I certify that:

- To the best of my knowledge all the information contained in this Report and any attachments is true and complete.
- Measuring Up, 2010 Legacies Now and the Province of BC were given appropriate recognition as a funding partner as per the Guidelines provided in the Contribution Agreement.
- I have submitted the Final Report in accordance to the approved deadline.

Authorized Representative:

Name (please print): MARC LEFRANÇOIS

Position: CITY COUNCILOR, PARKSVILLE B.C.

Signature: [Handwritten Signature]

Date: May 8, 2009

Mail completed AND signed Final Reports to:

Measuring Up Fund
2010 Legacies Now
400 - 1095 West Pender
Vancouver, British Columbia V6E 2M6
Phone: 778-327-5123

Measuring Up was created by 2010 Legacies Now in partnership with the Vancouver Agreement, the Province of BC and over 80 disability organizations throughout the province. Measuring Up helps BC communities assess and improve how accessible and inclusive they are for people with disabilities.

RECEIVED

MAY 20 2009

Section One – Question # 3

FINAL INITIATIVE SUMMARY

- **Accessible Tourism Workshop** – Marc Lefebvre attended this workshop which was presented by Mike Prescott in Nanaimo in mid-May. He shared the information with the Measuring Up Parksville Committee so they would have a better idea of the concept of Accessible Tourism, their goal and survey standards.
- **Erection of an Accessible Ramp at the Gazebo in Community Park**
This allowed the gazebo in Community Park to be accessed, not only by those with disabilities, but also by individuals utilizing walkers, scooters, etc. as well as by parents pushing strollers, etc. This is truly the meaning of Universal Design
- **Designation Of A Handicapped Parking Space In Front Of Focus Day Program** - This had long been requested by the Focus Day Program for use by their participants who have developmental disabilities. Measuring Up Parksville Committee (specifically Marc Lefebvre) encouraged the City of Parksville to have the sign erected for use by program participants and visitors with disabilities visiting the building
- **Public Meetings in June and November** – Two public meetings were held to gain input from the public, service agencies, etc. on barriers, community needs and future directions in regards to accessibility and inclusion
- **Strategies For Access And Inclusion Workshop** – Gail, the Program Coordinator, attended this workshop in Nanaimo on July 9th. She gained a great deal of background knowledge on multiple programs such as the Age-Friendly Initiative, 10 x 10 Challenge, Measuring Up and others. She shared the information with the larger Committee.
- **Booth At Summer Craig Street Markets**– Some Committee members had a booth at the Craig Street Markets in downtown Parksville during the month of August 2008. Copies of the Accessibility survey are available to complete as well as info sheets on the Committee's successes to date and our plan for the future. It was a beneficial way of connecting with the public.
- **Presentations to various community organizations and municipal government** - Presentations were made to a number of organizations and Parksville City Council to increase awareness of the issue of accessibility and inclusion. Organizations included: Oceanside Development and Construction Association (ODCA), Oceanside Community Partners Team, Parksville Chamber of Commerce and Oceanside Tourism Association

www.accessparkville.ca

- **Walk/Wheel-About** – This event was held on October 23, 2008 in Parksville. Luminaries from Parksville and Qualicum Beach attended and experienced life with a series of visual, auditory and mobility challenges as they tried to negotiate the community. The timing was excellent due to the municipal election that followed.
- **Measuring Up Regional Meeting** – On November 14, 2008, Measuring Up Parksville and Measuring Up Nanaimo co-hosted a Measuring Up Regional Meeting. Attendees were present from Nanaimo, Duncan and Parksville with the Keynote Address by Laurie Ringaert, Measuring Up The North Project Coordinator. The purpose of the meeting was to share information on successes and challenges to date and compare future directions.
- **Business Accessibility Surveys** – Three Parksville Katimavik participants completed 40 accessibility surveys of retail businesses, banks, grocery stores, etc. in Parksville between late October and early December 2008. These businesses had not been previously surveyed through the Accessible Tourism Initiative. Results of the surveys are currently being compiled and each business surveyed will be given a copy of the 2009 Parksville Accessibility Booklet as a thank-you for participating and as a reference should they wish to improve their current accessibility and/or inclusion status.
- **Access Parksville Website** – The website was created to highlight the progress of the Measuring Up Parksville Committee and provide links to accessible businesses, services, etc. in Parksville and Oceanside. It also contains a PDF copy of the 2009 Parksville Accessibility Booklet.
It will be updated on an ongoing basis as a valuable information source for those with disabilities, service organizations, businesses, etc.
- **Super Host Disability Training** - This was held on February 26, 2009 and co-sponsored by the Parksville Chamber of Commerce and Measuring Up Parksville Committee. 13 individuals attended. It was designed to teach those in retail, service and other organizations how to respectfully and inclusively serve individuals with disabilities.
- **Participation at Oceanside and Parksville Wellness Fairs** – Committee members attended the Oceanside Wellness Fair in Qualicum Beach on January 31, 2009 and the Parksville Wellness Fair in Parksville on March 28, 2009. We were able to connect with the public at these events as well as act as a sounding board for ongoing concerns regarding accessibility and inclusion in both communities.
- **Presentation for Community Development Class at VIU** – Committee members did a presentation for the Community Development class of the Social Services Program at Vancouver Island University in Nanaimo on March 24, 2009. The purpose of this presentation was to raise awareness of accessibility and inclusion issues in future social services workers.

- **2009 Parksville Accessibility Booklet** –This publication was the culmination of months of hard work by all Measuring Up Parksville Committee members as well as one of the Katimavik participants. It is a comprehensive document that features beneficial information on resources, accessible recreation, Universal Design principles and much more as well as a copy of the Business & Community Accessibility Survey so businesses can rate their accessibility and inclusion. It is designed to be a resource to businesses, service organizations, citizens and tourists and has already garnered a lot of positive feedback. Our Committee sees it as a legacy and a means of encouraging sustainability of the aims of the Measuring Up Initiative.

- **Adoption of Universal Design Standards by Parksville City Council** – Thanks to the hard work of Marc Lefebvre, Parksville City Council has adopted the Universal Design standards as set out by Accessible Tourism in the form of a checklist that will be given to builders and contractors seeking to engage in new construction in the City of Parksville. Such individuals will be encouraged to adhere to these standards before obtaining building permits. The impetus behind this is to encourage these individuals to “build it right the first time.”

- **City of Parksville Accessibility Grants** - At the time of writing this report, the City of Parksville is recommending in its 2009 budget that \$20,000 be allocated for Accessibility projects in the community of Parksville. The City budget will be passed on May 15th.
 If approved, the funding will be allocated in the form of \$1000 grants that will be given to businesses and individuals for the purpose of retrofitting work of their premises to increase accessibility and inclusion.

Expenditures	AMOUNT	IN-KIND RESOURCES		MEASURING UP FUND
		Amount	Source	Amount
Program Coordinator Salary - 2008	\$ 7000.00			\$ 7000.00
Program Coordinator Expenses – 2008 *	\$ 1295.07			\$ 1295.07
Program Coordinator Salary – 2009	\$ 2000.00			\$ 2000.00
Program Coordinator Expenses – 2009 *	\$ 158.66			\$ 158.66
Rental of Parksville Community Centre – June 2008 Open House	\$ 136.00			\$ 136.00
Editing and Layout of 2009 Accessibility Booklet	\$ 3000.00			\$ 3000.00
Printing of 2000 copies of 2009 Accessibility Booklet	\$ 5885.00			\$ 5885.00
SuperHost Disability Training	\$ 428.50			\$ 428.50
Meeting Room space for Committee Meetings	\$4000.00	\$4000.00	City of Parksville	
Photocopying	\$1000.00	\$1000.00	City of Parksville	
Room at Parksville Community Centre for Nov 2008 Open House	\$ 136.00	\$ 136.00	City of Parksville	
Totals:	\$25,039.23	\$5136.00		\$19903.23

NOTE: Ms. Hadfield has yet to submit her Program Coordinator fees for April-May 2009 in deference to waiting until the remaining \$2000.00 grant is received after this Final Report has been submitted.

Any funds remaining after this will be allocated to accessibility projects within Parksville.

* Program Coordinator Expenses are those paid by Ms. Hadfield that directly related to the work of Measuring Up Parksville

SECTION ONE – GENERAL

Item 4

CURRENT MEMBERS OF MEASURING UP PARKSVILLE COMMITTEE

Marc Lefebvre – Parksville City Councillor
Audrey Bouvet, Harry Redin, Don Thomson – Focus Day Program
Denyse Morrow – rep. of Society of Organized Services
Gerry Price – rep. of BC Paraplegic Association
Joyce Tyerman – rep. of Macular Degeneration Support Group
Kathy Eliassen – rep. of Vancouver Island Health Authority (VIHA)
Leslie McVicar – rep. of those with hearing impairments
Regan Myers – former member of MAP (Mobility Accessible Parksville)
Sean Deakin – Field Assessment Coordinator - 2010 Legacies Now

Gail Hadfield – Program Coordinator

FORMER MEMBERS OF MEASURING UP PARKSVILLE COMMITTEE

Peter Doukakis – Executive Director, Parksville Chamber of Commerce
Wendy Maurer – Town of Qualicum Beach Councillor
Barb Barrett – member of Oceanside Affordable Housing
Donna Pepper – volunteers with Qualicum Beach Volunteer Centre
Isabel Fitzpatrick – member of Old Age Pensioners Organization
Derys Robinson – member of Arthritis Society
Brenda Boyd – PQB News

SECTION THREE – MEASURING UP GUIDE

Proposed Changes to Measuring Up Guide

These two areas were highlighted in the Interim Report that we submitted:

- Where to look for ulterior funding sources – to supplement the Measuring Up funding for sustainability purposes
- Success stories – innovative approaches by various communities to tackle accessibility and inclusion, especially smaller communities

Other Suggestions for Improvement:

- A Resource Guide of Successful Measuring Up Committees and Their Endeavors

Rationale: Now that Measuring Up has had success stories as well as expertise and specialization by some communities/Measuring Up Committees, these communities and/or Committees could be highlighted as the “go to” people.

For instance, Measuring Up Parksville obtained invaluable information from the Powell River Model Communities Business & Accessibility Guide, some of which we included in the 2009 Parksville Accessibility Booklet. Powell River could then be cited as the resource for developing Accessibility Guides and given recognition for their contribution to the overall goal of increased accessibility and inclusion across the province.

Similarly, Laurie Ringaert, Project Director for MUTN, has been an inspiration to our Committee. She also should be given recognition for her knowledge and contributions to accessibility and inclusion.

In this way, more seasoned Measuring Up Committees can lend their expertise and guidance to new and upcoming Committees so they feel supported and assist them in viewing themselves in the larger picture of accessibility and inclusion.

In addition, it is important to share success stories to keep up the energy and momentum.

- Strategies of How to Engage Small Business, Local Government and Others

Rationale: Although there is preliminary information in the Guide, it would be beneficial if specific steps were given regarding how to engage small business, local government and others.

For example, if there is a business or municipality that has been especially proactive in terms of accessibility and inclusion, it should be given recognition as a means of indicating the importance of this and as a standard to which other businesses and municipalities can aspire.

PARKSVILLE BUSINESS & COMMUNITY - ACCESSIBILITY SURVEY RESULTS
Businesses Surveyed - 36 in total

- Types of Businesses Surveyed: Retail – 11
 Grocery Stores – 3
 Restaurants (not assessed by the 2010 Legacies Now Accessible Tourism Initiative) - 4
 Banks/Financial Institutions – 12
 Health-Related Businesses – 4
 Specialty Business/Mall - 2

PART A - PARKING

Parking is provided **25 BUSINESSES OUT OF 36 PROVIDED PARKING** (accessible is defined as WITHIN one block of business) **20/25 (80%)**

1 out of 100 are designated as handicapped parking (accessible is defined as WITHIN one block of business) **24/25 = 96%**
 These parking spaces are on hard, level surfaces **24/25 = 96%**
 Parking spaces are a MINIMUM of 3.9 m (12 ft 9 in) wide **7/25 (28%)**

Path to Main Entrance

Path from parking or street is a MINIMUM of 920 mm (3 ft) wide **26/30 (87%)**
 Path is on hard surface (i.e. not on gravel) **29/30 (97%)**
 Path is barrier free i.e. no steps, stairs or obstructions over 13 mm (0.5 in) high **23/30(77%)**
 If ramp is present, it has a rise of LESS THAN 1 ft for every 12 ft run **14/29 (48%)**

NOTE: There were a number of NO responses to this question – it is unclear if this means most ramps did not comply or most did not have ramps

If turning is necessary, there is a space of a MINIMUM of 1.5 m x 1.5 m (5 ft x 5 ft) to do so **21/29(72%)**
 If hazards are present on the ground or above (such as trees, tree grates, sandwich boards), they are protected **23/28(82%)**
 Accessible entrance is easy to find i.e. is there visible signage? **17/26(65%)**

Main Entrance

Door is a MINIMUM of 810 mm (2 ft 7 in) wide **35/36(97%)**
 There is a 1.5 m x 1.5 m (5 ft x 5 ft) level landing at either end of any slope **22/35 (63%)**
 Easy to open door i.e. can be opened with a closed hand **34/35(97%)**
 Door weight does not exceed 0.7 kg (1.5 lbs) **8/12 (67%)**
 Note: Most were NOT assessed for this as the surveys were changed to include this question after a number of surveys were already completed

If door that everyone else uses is *not accessible*, there is an alternative accessible entrance **19/34 (56%)**
 If there is a change in elevation, there is indication of it i.e. signage, handrails, etc. **11/34 (32%)**

PART B - PATHWAYS TO SERVICES AND AMENITIES

Internal and external paths are a MINIMUM of 920 mm (3 ft) wide **20/32 (63%)**

They are on a hard, barrier-free surface **29/32 (91%)**

There is a 1.5 m x 1.5 m (5 ft x 5 ft) space for turns if required **15/31 (48%)**

If hazards are present, they are protected **20/33 (61%)**

There is clear signage (symbols with high contrast between text/symbol and background i.e. dark/light) **23/31 (74%)**

Elevators

Elevators are needed to get to key services **6 BUSINESSES OUT OF 36 REQUIRE ELEVATOR USE**

They have 750 mm (2 ft 6 in) x 1200 mm (4 ft) clear floor space **5/6 (83%)**

There are handrails on ALL walls with no door **5/6 (83%)**

Signage at elevator is clear and includes Braille on call buttons and internal panel **5/6 (83%)**

There is clear access (no obstructions) to call buttons **6/6 (100%)**

Call buttons are at an appropriate heights **6/6 (100%)**

Public Washroom

An accessible public washroom is provided **13 BUSINESSES OUT OF 36 SURVEYED PROVIDE AN "ACCESSIBLE" WASHROOM**

Door is a MINIMUM of 810 mm (2 ft 7 in) wide **12/12 (100%)**

Door weight does not exceed 0.7 kg (1.5 lbs) **3/3 (100%)**

Note: Most were NOT assessed for this as the surveys were changed to include this question after a number of surveys were already completed

Door has easy-to-open handles i.e. can be opened with a closed hand **10/13 (77%)**

Threshold is LESS THAN 13 mm (0.5 in) high **12/12 (100%)**

Sinks are a MINIMUM of 680 mm (2 ft 2 in) high, 750 mm (2 ft 5 in) wide and 480 mm (1 ft 6 in) deep **9/12 (75%)**

Faucets are easy to operate i.e. can be turned on and off with a closed hand **10/12 (83%)**

Total space inside washroom or stall is at least 1.6 m (5 ft 3 in) x 1.5 m (5 ft) **11/12 (93%)**

Toilet is 400-460 mm (1 ft 3 in - 1 ft 6 in) high to the top of seat **8/12 (67%)**

There is at least ONE grab bar on the side wall and it is properly installed **11/12 (93%)**

Signage in front of the doors is clear (i.e. has raised lettering or raised cutouts of men and women) **3/13 (23%)**

Signage includes Braille **2/13 (15%)**

Bathroom Stall

Bathroom has a separate accessible stall **ONLY 2 BUSINESSES OUT OF 36 HAD THIS**

It has 1.5 m x 1.5 m (5 ft x 5 ft) maneuvering space in front of it **2/2 (100%)**

It has an easy to open door **1/2 (50%)**

The door is a MINIMUM of 760 mm (2 ft 5 in) wide **2/2 (100%)**

Door weight does not exceed 0.7 kg (1.5 lbs) - **not assessed**

Stall door has coil springs **Neither have this**

Stall door has a "D lock" (i.e. an easy to open lever that can be opened with a closed hand) **2/2 (100%)**

Business Practices (To Be Asked of Staff)

Alternative visual and auditory formats are offered to customers needing them 8/24 (33%) **Primarily BANKS that offer this
Hiring policies are in place that include people with disabilities 18/25 (72%)
Sensitivity training (i.e. how to serve individuals with disabilities) is provided to staff 15/26 (58%)
Staff is able to provide basic info about business services as it relates to people with disabilities 23/23 (100%)

There is a website for the business 23 BUSINESSES OUT OF 31 SURVEYED HAD WEBSITES

The website contains information on how this business can accommodate people with disabilities 5/23 (22%)

** Again, primarily BANKS that have this info on their websites

The business adheres to BC Fire Codes to ensure people with disabilities can get out of the building safely in the event of an emergency 29/31 (94%)

Staff are trained in these procedures 26/30 (87%)

There are flashing alarms installed to alert people with hearing impairments in the event of an emergency 8/31 (26%)

PART C

Equipment

Adapted equipment is available for sale ONE BUSINESS has adaptable bikes for sale and makes them adaptable

Retail 6 BUSINESSES WERE SURVEYED REGARDING RETAIL SPACE

Aisles are a MINIMUM of 1100 mm (3 ft 7 in) wide 2/5 (40%)

Benches are provided for patrons to sit on as needed 3/6 (50%)

Lighting is adequate 6/6 (100%)

Products on display are at an appropriate height for those in wheelchairs or utilizing scooters 3/4 (75%)

Products on display do not impede the passage of wheelchairs and/or scooters 1/4 (25%)

Fitting Rooms 3 BUSINESSES WERE SURVEYED THAT HAD FITTING ROOMS

Fitting rooms have at least a 1.5 m x 1.5 m (5 ft x 5 ft) space 1/3 (33%)

Grab bars are provided 0/3 (0%)

Door width is a MINIMUM of 920 mm (3 ft) i.e. wide enough for a wheelchair/scooter to enter 1/3 (33%)