

# Measuring Up: Inclusive Municipal Self-Assessment Guidelines



## .... How does your municipality Measure Up?

Assessing and improving how inclusive your municipality is for persons with disabilities in its policies, programs, human resources practices, planning, communications and evaluation procedures is an important part of the Measuring Up process. This means understanding how persons with a wide range of disabilities are affected by the way your municipality conducts daily operations.

Becoming an inclusive municipality is an ongoing process that can't be completed quickly. Nor is there a state of perfection that should be reached. Rather, an inclusive and welcoming municipality is one that is committed over time to improving access and inclusion for all its citizens.

The inclusive municipal self-assessment guidelines were developed to help municipalities to assess how inclusive they are for persons with disabilities. These guidelines will help you to recognize and celebrate what is done well and to identify what needs improvement. You may need to adapt or expand the following guidelines to fit the needs of your community.

### Using the Tool:

- 1) Choose one or two members of your Measuring Up committee to coordinate use of the tool. Decide as a committee on a deadline for completion.
- 2) Consider hiring a consultant, or allocating staff time, to complete the assessment outlined in these guidelines. Depending on the level of detail you wish to gather, the assessment can be an in-depth and time-consuming process, but one that is well worth it.
- 3) Compile and review results of the assessment.
- 4) For questions that you answered 'yes', think about ways you can celebrate and recognize the inclusive practices already in place. Advertise these successes within the community and spread the good news.

You may also want to submit a best practice story or example to 2010 Legacies Now's Measuring Up team at [measuringup@2010LegaciesNow.com](mailto:measuringup@2010LegaciesNow.com).

- 5) For questions that you have answered 'in progress', discuss as a committee how you can reach this goal including, if necessary, the identification of action steps, assignment of staff or volunteers, a timeline, resources needed and an evaluation plan.
- 6) For questions that you have answered 'no', work as a committee to:
  - a. Review any available, related information in order to better understand the reasons for the existing practice(s);
  - b. Research other alternatives by talking to neighbouring municipalities and consulting disability organizations in your community;
  - c. Identify target strategies to increase inclusion;
  - d. Develop action plans to address these target strategies, including the identification of action steps, assignment of staff or volunteers, timeline, resources needed and an evaluation plan; and
  - e. Contact 2010 Legacies Now's Measuring Up team for additional support, information and assistance.

It may be difficult to work on all of your implementation plans at once. With your committee, pick the ones that are the most important to your community and act on these items first. You can then incorporate any other target strategies into future municipal plans.

These guidelines were developed based on:

Mobility International USA  
Checklist for Inclusion, 2005.

Ontario Healthy Communities Coalition  
Inclusive Community Organizations: A Took Kit, 2004.

**Inclusive Municipal Self-Assessment Guidelines:**

Administration and Governance	Yes	In Progress	No
<b>Vision: The municipality’s commitment to inclusion for persons with disabilities is incorporated into all guidelines, decision-making processes and administrative practices.</b>			
Has your municipality officially committed (by passing a motion) to being an inclusive organization?			
Are principles of inclusion contained in your municipality’s vision and mission statements?			
Does your municipality have an accessibility and inclusion advisory committee?			
Are principles of inclusion, and action items to support these principles, included in your municipality’s Official Community Plan?			
Has your municipality developed a strategic plan to improve inclusion within the municipality?			
Are appropriate resources (e.g. staffing, time, financial, etc.) allocated to the development and maintenance of practices and procedures that promote inclusion?			

Communications	Yes	In Progress	No
<b>Vision: The municipality's commitment to inclusion for persons with disabilities is incorporated into all municipal materials and communications.</b>			
Does your municipality provide materials and communications in alternative formats (e.g. Braille, large print, plain language, etc.)?			
Does your municipality use appropriate language and images to portray persons with disabilities in all of its materials and communications following federal standards?  Human Resources and Social Development Canada A Way with Words and Images, 2006.			
Is your municipality's website accessible using Web Accessibility Initiative (W3C) compliance?			

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Human Resources	Yes	In Progress	No
<b>Vision: The municipality's commitment to inclusion for persons with disabilities is incorporated into all human resources practices.</b>			
Has your municipality assessed its existing human resources practices to discover if they contain any barriers to inclusion in the recruitment, hiring, promotion and retention of persons with disabilities?			
Does your municipality have an action plan to implement the results of its assessment of human resources practices?			
Does your municipality provide inclusive accommodations for staff members to support their work (e.g. TTY, assistive computer software, etc.)?			
Are principles of inclusion included in your municipality's job design and work arrangements (e.g. flexible and/or part-time)?			
Does your municipality provide inclusive accommodations (e.g. sign language interpreters, subtitled videos, etc.) for staff training opportunities?			
Does your municipality provide disability-sensitivity and awareness training opportunities for staff?			
Does your municipality provide training information and other internal documents in a variety of formats (e.g. Braille, large-print, audio etc.)?			
Does your municipality have an inclusive emergency evacuation plan?			
Are there opportunities for inclusive volunteering within your municipality?			
Are appropriate resources (e.g. staffing, time, financial etc.) allocated to the development and maintenance of human resources practices that promote inclusion?			

Policies	Yes	In Progress	No
<b>Vision: The municipality's commitment to inclusion for persons with disabilities is incorporated into all municipal policies.</b>			
Has your municipality assessed its existing policies to determine if they contain any barriers to inclusion?			
Does your municipality have an action plan to implement the results from its assessment of policies?			
Are principles of inclusion incorporated into the development process of new policies?			
Do persons with disabilities have opportunities to participate in municipal policy development?			
Are appropriate resources (e.g. staffing, time, financial, etc.) allocated to the development and maintenance of policies that promote inclusion?			

Planning	Yes	In Progress	No
<b>Vision: The municipality's commitment to inclusion for persons with disabilities is incorporated into all municipal planning procedures.</b>			
Has your municipality assessed its existing planning procedures to discover if they contain any barriers to inclusion?			
Does your municipality have an action plan to implement the results of its assessment of planning procedures?			
Are principles of inclusion incorporated into the development process of new planning procedures?			
Do persons with disabilities have opportunities to participate in municipal planning procedures?			
Are appropriate resources (e.g. staffing, time, financial, etc.) allocated to the development and maintenance of planning procedures that promote inclusion?			
Are new development applications considered for accessibility before approval, referencing existing building and design standards such as:  Access Guide Canada B.C. Building Access Handbook Canadian Standards, Accessible Design for the Built Environment.			

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Programs	Yes	In Progress	No
<b>Vision: The municipality's commitment to inclusion for persons with disabilities is incorporated into all municipal programs.</b>			
Has your municipality assessed its existing programs to discover if they contain any barriers to inclusion?			
Does your municipality have an action plan to implement the results of the program assessment?			
Are principles of inclusion incorporated into the development of new programs?			
Do persons with disabilities have opportunities to participate in municipal program development?			
Are appropriate resources (e.g. staffing, time, financial, etc.) allocated to the development and maintenance of programs that promote inclusion?			

Evaluation Procedures	Yes	In Progress	No
<b>Vision: The municipality's commitment to inclusion for persons with disabilities is incorporated into all municipal evaluation procedures.</b>			
Does your municipality have evaluation procedures in place to monitor the inclusiveness of its ongoing operations including policies, planning and programs?			
Do persons with disabilities have opportunities to participate in municipal evaluation procedures?			
Are principles of inclusion incorporated into the development process of new evaluation procedures?			
Are appropriate resources (e.g. staffing, time, financial, etc.) allocated to the development and maintenance of evaluation procedures that promote inclusion?			