

Measuring Up Fund FINAL REPORT

Section One - General

1. Community Name: Abbotsford

2. Primary contact information:

Name:	Annette Borrows	Organization:	Focus Disability Network
Title:	Job Focus Coordinator	Email:	annette.borrows@southfraser.com
Phone:	604-864-5770 ext. 310	Fax:	
Address:	100-32383 South Fraser Way, Abbotsford, BC	Postal Code:	V2T 1W7

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)

In October 2006, the Abbotsford Social Development Advisory Committee (ASDAC) made a motion to City Council recommending that Abbotsford become a pilot project for the Legacies Now Measuring Up initiative. City Council endorsed the motion on December 4, 2006. The Measuring Up Working Group - with a focus on accessibility and inclusion - was established by ASDAC in February 2007.

The Measuring Up Working Group includes more than 20 key stakeholders, including the Fraser Valley Child Development Centre, Focus Disability Network, Abbotsford Community Services, and many other service providers and individuals committed to improving accessibility and inclusion in Abbotsford (Appendix 1 and 2). Abbotsford’s businesses were invited to take the 10 By 10 Challenge to make Abbotsford an accessible and inclusive community (Appendix 3).

In May 2006, the Measuring Up Working Group hosted a community forum in May 2006 to identify priorities. Smaller subcommittees formed to address the following priorities (Appendix 4):

- Children’s Accessibility and Inclusion in Recreation (I Can Play 2) (Appendix 5 and 6)
- Transportation and Physical Infrastructure (Out and About)
- Collaboration and partnerships with Abbotsford businesses (Work Works-Access Abbotsford and 10 By 10 Challenge) (Appendix 7)

In June 2007, the City signed up for the 10 By 10 Challenge. To date, more than 133 people have participated (Appendix 8 and 9).

In the Fall of 2007, the Measuring Up Working Group used the Measuring Up grant to hire researchers to explore our three priority areas in detail. The final report will be printed in June 2008 and available on our website www.accessabbotsford.ca. Findings from this report will be shared at a community forum on July 16, 2008. This group will also help to determine how the Measuring Up Working Group should address the recommendations included in the final report (Appendix 10 and 11).



Over the past year, the Measuring Up Working Group has expanded its focus to include additional projects. Funding was received from the Union of British Columbia Municipalities (UBCM) to conduct a study on mobility scooters in the Fraser Valley (Appendix 12). The City also received funding from the UBCM to initiate the Abbotsford Seniors Transportation Initiative (ASTI). This pilot project includes: Bus Buddies, Adopt-A-Stop, Model Bus Stops, and Medical Transportation (Appendix 13). Additional funding from the UBCM will allow the City to host dialogues with seniors groups about forming Neighbourhood Associations throughout the City.

The Measuring Up Working Group has been pleased to share some of its successes with other communities. We have presented at the Ministers' Council on Employment for Persons with Disabilities (April 2008, Appendix 14), Abbotsford Spirit of BC Conference (April 2008), the Conference Board of Canada (May 2008), and the Ministry of Health Active Aging Symposium (June 2008, Appendix 15). The Measuring Up Working Group was also nominated at the 2008 Fraser Valley Cultural Diversity Awards (Appendix 16).

4. Attach a list of the members of your Measuring Up Committee.
Appendix 2

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? 7

Did any of the people hired have a disability?

Yes No

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

Yes No

6. Attach copies of any media coverage related to your initiative.
Appendix 17

Section Two - Financial Information

Please provide final budget information for your initiative in the format below:

Expenditures	AMOUNT	IN-KIND RESOURCES		MEASURING UP FUND
		Amount	Source	Amount
Meeting Space		\$2500	Community Futures	
Meeting Space Admin support		\$2000	Fraser Valley Child Development Centre	
Meeting Space		\$750	City of Abbotsford	
Photocopying/Admin		\$500	City of Abbotsford	
Staff Support (Social Planning and Engineering)		\$12,000	City of Abbotsford	
Marketing/Media		\$500	City of Abbotsford	
Volunteers (\$10 x 10 x 4 hrs x 10 months)		\$4,000	All organizations	
Admin/Project Manager		\$2,250	Abbotsford Spirit of BC	
Project Manager				\$5,200
Researchers				\$7,800
Final Report				\$8,500
Office Expenses				\$1,800
Follow-up Public Forum				\$1,700
Totals:		\$24,500		\$25,000

Section Three - Measuring Up Guide

- 1) Attach a summary of any comments, thoughts, or suggestions you have for changes to the Measuring Up Guide. Please be specific. (1-page maximum)

We found the Measuring Up Guide to be very non-prescriptive. This was in some ways beneficial and in other ways left us grappling for more support.

The guide provided a brief overview on areas in the community that we could look at for accessibility and inclusion topic areas and yet left the possibility for measurement and change up to the community and the specifics of the needs. At the beginning of our journey it would have been helpful to have 'real life' examples but perhaps that now can be added to the Guide, as examples will be provided from work done.

I hope that communities dug deeper into the actual 'measurement' needs of accessibility and inclusion than the report laid out and didn't shy away from being very specific when an action called for it. (example; addressing even one cross walk that needed changes).

It would have been very beneficial to us to have had a Measuring Up training session with input from communities and the Province on the possibilities and intention of this project. Ideas around strategic partnerships that should be strengthened and developed right from the start in order to sustain success and on-going improvements is an important factor that was never clearly stated in the Guide.

We perhaps could have started a ‘cohort’ or blog on what works and who we can call on for support and ideas from the other communities that have signed up. Having said that I have always felt that the Provincial team working on this project has been available to us at all times and have attempted to provide whatever support they could and that is greatly appreciated.

2) Did you develop additional tools to supplement your use of the Measuring Up Guide?

Yes (please complete this section)

No (please skip to Section Four)

Attach copies of these tools along with comments about why and how these tools were developed. (1-page maximum)

The following are the tools used and they are included in the final research report:

- ‘DRAFT QUESTIONNAIRE TO IDENTIFY BUSINESSES THAT GO ABOVE AND BEYOND: Access Abbotsford’
- ‘Accessibility Assessment Tool’
- “‘I CAN PLAY 2” Measuring Up - Accessibility and Inclusion Survey Children’s Recreation Resource Guide (Ages 0-18yrs)’ - one survey for service providers and one for parents.

Section Four - Other Information

Attach any other information, stories or comments you would like to include that reflect on your initiative.

See attached Appendices



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): Christine Wiebe

Signature: Christine Wiebe

Abbotsford Spirit of BC
 Position: President
 Date: June 13, 2008

Mail completed AND signed Final Reports to:

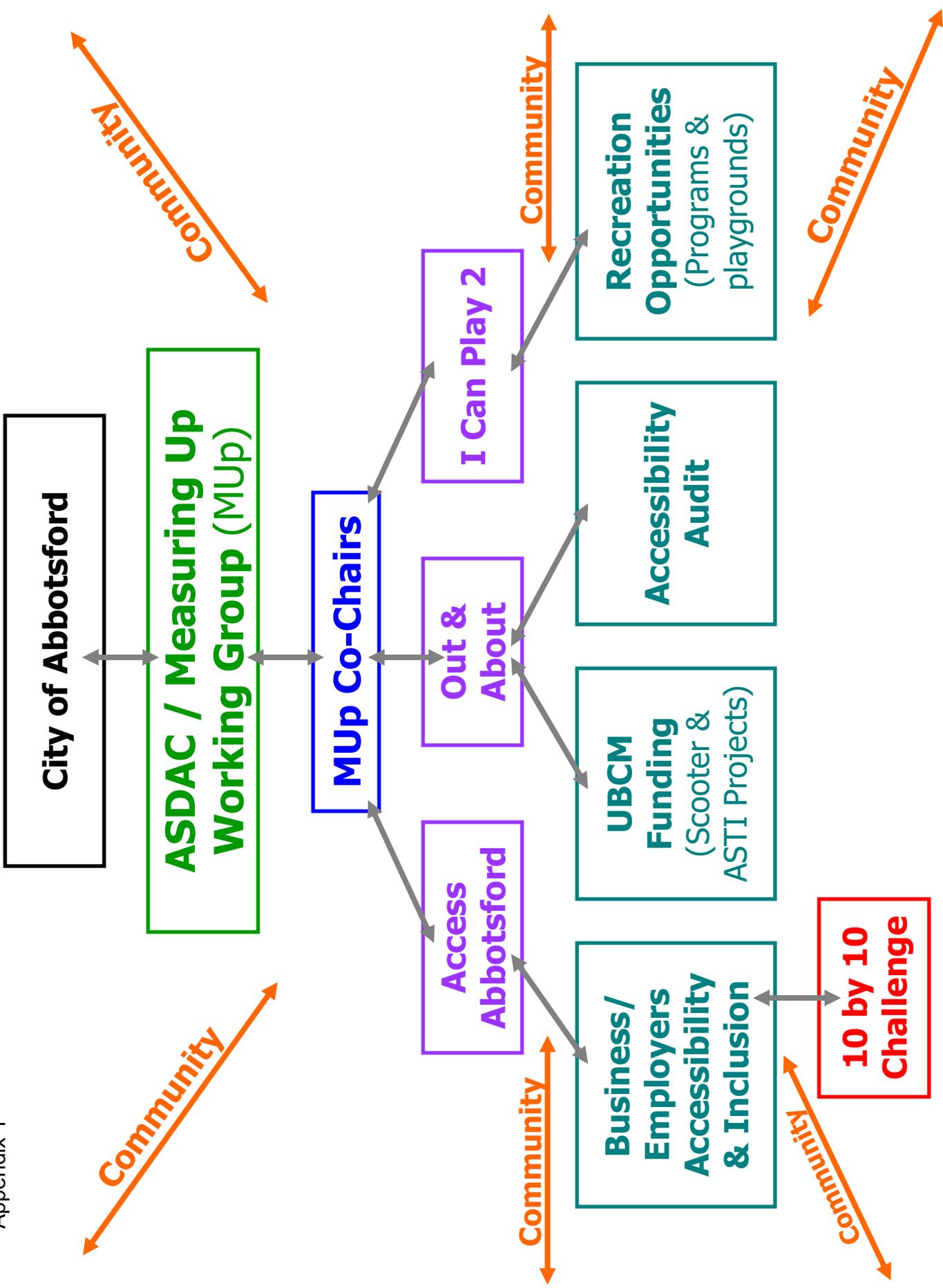
Measuring Up Fund
 2010 Legacies Now
 400 - 1095 West Pender
 Vancouver, British Columbia V6E 2M6
 Phone: 778-327-5123

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.

Abbotsford Measuring Up Fund Final Report Section Four – Other Information

Attachments Table of Contents

- Appendix 1 Measuring Up Organizational Chart
- Appendix 2 Measuring Up Working Group Members
- Appendix 3 10 by 10 Challenge letter to businesses from City of Abbotsford Mayor
- Appendix 4 Measuring Up Sub-Committees
- Appendix 5 'I CAN PLAY 2! Recreation for Everyone' Guide
- Appendix 6 Recreation Coordinator Job Description
- Appendix 7 Work Works-Access Abbotsford Business Committee
- Appendix 8 10 by 10 Challenge brochure
- Appendix 9 10 by 10 Challenge graph
- Appendix 10 Measuring Up Research Report Executive Summary
- Appendix 11 Measuring Up Research Recommendations
- Appendix 12 Mobility Scooter Research Project
- Appendix 13 Abbotsford Seniors' Transportation Initiative brochure
- Appendix 14 'Abbotsford's 10 by 10 Challenge' presentation to the Minister's Council on Employment for Persons with Disabilities February 25, 2008
- Appendix 15 'Initiatives to Support an Age-Friendly Abbotsford' presentation at the Active Aging Symposium June 6, 2008
- Appendix 16 March 7, 2008 Fraser Valley Cultural Diversity Awards Nomination
- Appendix 17
 - 'How does the city measure up?' news release May 18, 2007
 - 'Social Issues on the Radar of New Advisory Committee' news release May 9, 2007
 - 'Enabling Employment' news release August 2007
 - 'Projects will make city more accessible for all' news release September 21, 2007
 - 'Abbotsford Rises to the 10 by 10 Challenge' news release February 18, 2008
 - 'Disabilities, yes. Bad workers, no.' news release March 2008
 - 'Scooter friendly city is the goal' news release May 15, 2008



Appendix 2

Measuring Up Working Group Members

Name	Organization	E-mail	Phone	Sign-In
Annette Borrows (co-chair)	Focus Disability Network	annette.borrows@southfraser.com	604-864-5770 ext. 310	
Nicole Misura (co-chair)	Fraser Valley Child Development Centre	nmisura@fvcdc.org	604-852-2686 ext. 274	
Monique Babich	Fraser Valley Brain Injury Association	M_sello@hotmail.com		
Carol Paetkau	Fraser Valley Brain Injury Association	info@fvbia.org	604-557-1913	
Lucie Honey-Ray	ASDAC	honeyray@shaw.ca	604-852-4774	
Christina Ragneborg	Abbotsford Community Services	senior@paralynx.com	604-870-3763	
Bruce Koop	CLBC	bKoop@gov.bc.ca	604-870-5993	
Sar Robson	Seniors Healthy Aging Resource Environment Society	shares@shawcable.ca	604-854-1733	
Margaret Hardy	Focus Disability Network	margaret@demalservices.ca	604-826-9821	
Sue Jarvis	Abbotsford Community Services	epic@paralynx.com	604-859-7681 ext. 284	
Margaret Turner	City of Abbotsford – Community Safety	mturner@abbotsford.ca	604-864-5611 or 604-615-7907 cell	
Jodi Newnham	City of Abbotsford – Social Planning	jnewnham@abbotsford.ca	604-851-4192	
Mark Taylor	City of Abbotsford – Parks, Recreation & Culture	mtaylor@abbotsford.ca	604-864-5566	
Hilary Russell	Fraser Valley Regional Library	hilary.russell@fvrl.bc.ca	604-859-7814	
Meredith Wilson	BC Paraplegic Association	mwilson@bcpara.org	604-326-1257	
Phil Crosby-Jones	Spirit of BC	philcj@telus.net	604-862-9170	
Pieter Steyn	UCFV – Centre for Education and Research on Aging	Pieter.Steyn@ucfv.ca	604-792-0025 ext. 2463	

Name	Organization	E-mail	Phone	Sign-In
Jean Potvin	BC Paraplegic Association	jpotvin@bcpara.org	604-557-6569	
Christine Wiebe	Abbotsford Spirit of BC	w8c5@telus.net	604-309-1180	
Mike Koehler	Community Resident	mkkoebler@shaw.ca	604-557-1155	
Lorissa Bartholomew	VOICE Employment Services	lorissa@mccos.com	604-850-6608 ext. 3341	
Tammie Langston	Fraser Valley Brain Injury Association	langstont3@shaw.ca	604-897-1563	
Jerry Gosling	Agrifair/MSA Museum	rebdee@shaw.ca	604-864-2916	
Amy Rossa	City of Abbotsford – Social Planning	arossa@abbotsford.ca	604-557-1466	
Wisdom Chan	City of Abbotsford – Engineering	wchan@abbotsford.ca	604-864-5514	
Andrea Senft	Abbotsford Early Childhood Committee / School District No. 34 / Vibrant Abbotsford	childrenfirst@shaw.ca	604-864-5437	
Debbie Magson	Abbotsford Community Foundation	debbie-acf@shawbiz.ca	604-850-3755	
Barb Friesen	Community Resident	bfriesen@shaw.ca	604854-6659	
Yolanda Schella	Community Resident	yotel@shaw.ca	604-864-8068	
Flo Reimer	Community Resident	floreimer@shaw.ca	604-755-4493	
Denise Quinell	Abbotsford Early Childhood Committee	earlyyears3@uwfv.bc.ca	604-852-1236	
Diane Urquhart	Measuring Up – Researcher	dluguhart@shaw.ca	604-824-2155	
Liisa Cormode	Measuring Up – Researcher	lcormode@telus.net	604-850-3406	
Kathy Doerksen	Abbotsford Community Services	kdoerksen@paralvnx.com	604-859-7681	
Jill Smith	Abbotsford Community Services	starclub@telus.net	604-859-2919	



City of
Abbotsford
Mayor
George F. Ferguson

Councillors
Bruce Beck
Christine Caldwell
Simon Gibson
Moe Gill

Councillors
Lynne Harris
Dave Loewen
Patricia Ross
John Smith

February 5, 2008
File: 0410-01

Dear Abbotsford Businesses:

Re: 10 by 10 Challenge

Are you looking to hire staff or contractors? Would you like information about resources that can help your business find the right candidate for your needs?

Abbotsford has many well-educated and capable residents with disabilities that are looking for employment. The enclosed brochure on the **10 by 10 Challenge** provides information on local resources that can help your business connect with job-seekers and contractors. An employer handbook on recruiting and retaining people with disabilities is available on-line at www.workablesolutionsbc.ca.

Abbotsford agreed to participate in the **10 by 10 Challenge**. This provincial initiative aims to increase the employment of people with disabilities by 10% by 2010. Abbotsford was one of the first communities in the Province to agree to accept the Challenge. Our goal is for 283 people with disabilities to be hired by 2010. Since the Challenge began in Abbotsford in October 2007, 47 people with disabilities were hired by local businesses and organizations. We have made progress, but more is needed to work toward the full inclusion of people with disabilities in our community.

Abbotsford received funding from the Provincial Government's **Measuring Up** initiative to measure how accessible and inclusive our community is for people with disabilities. One project is exploring ways to recognize businesses that go above and beyond in hiring people with disabilities, and in being physically accessible. A Measuring Up team representative may visit your business to invite you to take part in a survey; and provide information on how you can increase your business by improving accessibility and providing an inclusive work environment. A community forum to present the results of the current phase of the Measuring Up project will be held in May 2008 - details will be announced in the local papers.

I invite you to step up to the **10 by 10 Challenge** and join with other local businesses in making Abbotsford an accessible and inclusive community. To find out how you can be part of the solution and meet your needs for skilled and talented employees, contact Annette Borrows, Co-chair of the Measuring Up Working Group at Annette.borrows@southfraser.com or (604) 864-5770, local 310.

Sincerely,

A handwritten signature in dark ink, appearing to read "George F. Ferguson".

George F. Ferguson
Mayor

Appendix 4

“I Can Play 2” Sub-Committee

Recreation opportunities and physical activity are essential to a child’s mental and social development as well as health and wellness. Children with disabilities are often faced with many barriers that hinder their access and involvement in local community recreation programs.

Measuring Up Children’s Recreation:

In November 2007, the Measuring Up Committee took on the task of evaluating the current recreation programs being offered for children with disabilities by both the public and private sectors. The “I Can Play 2” research project examined:

- those recreation programs currently being offered in Abbotsford for children with disabilities between the ages of 0-18 years;
- what parents, caregivers and children with disabilities would like to see offered in their community;
- other municipalities with a similar population size as Abbotsford and the types of recreation programs they offer.
- Opportunities for community stakeholders to collaborate when providing recreation opportunities.

The vision of the research project was to provide outcomes and recommendations for future recreation programming that provide barrier free opportunities for children with disabilities. Outcomes from the research included:

- Desire for increase in recreation programs such as:
 - Swimming (water therapy); After School Drop In Programs/Clubs; Martial Arts
- Challenges for participation included:
 - Support system, Funding, Communication of programs, Specialized equipment
- Increased support for existing programs providing programs

The current successes of the “I Can Play 2” committee have included:

- A 1 page summary “I Can Play 2! Recreation for Everyone”, listing recreation programs and organizations that support inclusion and accessibility in the 2008 Summer Parks Recreation and Culture Guide.
- Commitment from the Abbotsford School District to upgrade their playgrounds accessibility by replacing its surfaces to wood chips.
- Partnering with Abbotsford Parks Recreation and Culture to provide consultation and support in their planning and development of a playground for 0-6 year olds (funding opportunity through Rick Hansen Let’s Play)

- Development of the 'Recreation Coordinator for Children with Disabilities' job description with consultation from community professionals.

Looking to the future, the "I Can Play 2" sub committee is committed to making the following recommendations a priority:

- Advocate for the position of "Recreation Coordinator for Children with Disabilities" with the City of Abbotsford;
- Nurture and foster partnerships between the S.T.A.R Club and Abbotsford Parks and Recreation to deliver mid week recreation activities in the areas of swimming (water therapy), drop-in gym and marital arts.
- Support of community recreation providers who provide accessible and inclusive programs to ensure their sustainability in Abbotsford.
- Education and Sensitivity Training for Recreation Organizations, in particular Abbotsford Parks and Recreation Department.

To see the full report from the Measuring Up Research Project please download from home page or contact Nicole Misura, Co-Chair Measuring Up for more information.

Out and About Sub-Committee

In November 2007, the Measuring Up Committee identified the need to evaluate the accessibility of the infrastructure for people with disabilities using the streets of Abbotsford. In response to this need, the Transportation Working Group started the 'Out and About' research project. The vision of this project was:

1. To develop a tool to assist in the evaluation of the physical accessibility of the pedestrian infrastructure for people with visual impairments, users of wheeled devices, and all other pedestrians;
2. To increase stakeholder awareness by presenting information on standards developed by groups representing people with disabilities and best practices from other communities; and
3. To provide recommendations on how to effectively assess the pedestrian routes in the City of Abbotsford based on accessibility.

The goals of the project were to develop the tool, pilot it on a specific pedestrian route, and develop recommendations on the process for using the tool on other routes in Abbotsford.

A literature review was conducted and stakeholders were consulted as part of the research. Guidelines and the assessment tool were developed based on the findings from the research. The main topic areas for the tool include:

1. Curb cuts
2. Crosswalks
3. Crosswalk Signals
4. Islands

5. Sidewalks
6. Benches
7. Obstructions and maintenance of sidewalks
8. Slopes
9. Signage

The Transportation Working Group selected a circular pedestrian route which started at George Ferguson Way and Gladwin, went south on Gladwin to Bevan (via Peardonville and Emerson); east on Bevan to Ware Street; north on Ware to George Ferguson way and finally west back to Gladwin. The route was divided into three sections and each section was assessed on separate occasions with a different group of people, each including at least one person with a disability. During the walk-about other pedestrians with disabilities were interviewed on the route when the opportunities arose.

The tool was successful in identifying required improvements under each of the topic headings. All involved agreed that the involving a person with disabilities in the assessment process was mandatory. Without their input, one must rely on guidelines and principles without a clear understanding from the user's perspective.

The project concluded with a list of recommendations aimed at improving the accessibility of the pedestrian routes in Abbotsford. Included in these was a recommendation to develop a plan of action to improve and upgrade sidewalks; that Abbotsford use the accessibility tool as a part of the both future development and upgrading processes in the Engineering and Development Services Departments; and that the City consults with an organization that represents people with disabilities to assist with reviewing accessibility prior to starting projects that include pedestrian infrastructure. In addition the recommendations included a list of immediate improvements that were considered short term and low cost including trimming of hedges and painting faded lines.

Business Sub-Committee

The Work Works sub committee undertook a project to champion employment inclusion in the Abbotsford business environment. Research identified the key contributing factors for workplace inclusion and a rating tool was developed to measure the accessibility and inclusivity of businesses. Future plans include surveying and awarding appropriate public recognition to those businesses that meet or go above and beyond this criterion. This is truly a triple-bottom line concept that promotes the economic and social benefits of Accessible Abbotsford.

I CAN PLAY 2! Recreation for Everyone

Everyone loves to play, regardless of ability. The following community organizations are committed to removing barriers for people with disabilities so that everyone can access recreational programs. Please contact the individual organization for more specific program information.

Abbotsford Parks, Recreation & Culture Programs

Offer integrated programs. All children with disabilities are welcome. An adapted sledge is available at ARC & MRC. Call 604-859-3134

B.C. Paraplegic Association - Abbotsford

Offer programs for people in a wheelchair. Call 604-859-9512

B.C. Special Olympics

Offer programs for people with cognitive disabilities which include: floor hockey, swimming, track & field, basketball, bowling, rhythmic gymnastics, curling, softball & soccer. Ages 7 years and up. Volunteers welcome! Call Ray at 604-582-8700

Creative Edge School of Art

Offer integrated programs. Children with disabilities are welcome. Call 604-855-3343

Central Valley Academy of Music

Offer integrated programs. Children with disabilities are welcome. Call 604-852-3242

Dance in Motion

Offer integrated programs. Children with disabilities are welcome. Call 604-852-8780

Dynamic Dance

Offer integrated programs. Children with disabilities are welcome. Call 604-859-3312

Dynamos Valley Stars Cheerleading

Offer special needs program for cheer dance and tumbling. Ages 5 years and up.

Call Judy at 604-556-3374



Spirit of BC

Fraser Valley Brain Injury Association

Offer recreation programs for brain injury survivors to connect to recreational opportunities in the community. One-on-one volunteer support is also available. For more details call 604-557-1913, or toll-free 1-866-557-1913, or visit www.fvbria.org

Galaxy Bowling Club

Offers adapted ramps and the facility is wheelchair accessible. No specific programs offered. Drop in welcome. Ages 3 and up. Call 604-853-1366

Kids In Action

Provide one-on-one volunteers, to give children ages 2-18 with cognitive and physical challenges, the opportunity to participate in organized recreation and leisure activities. Also offer a specialized equipment loans cupboard. Call 604-852-2686

Little Steps School of Dance

Offer a specific class for children with disabilities. Call 604-855-7861

S.T.A.R. Club Special Training and Recreation Club

Abbotsford Community Services
Junior Club ages 6-12. Teen Club ages 13-19.
Call 604-859-2919

Twisters Gymnastics Club

Children with disabilities are welcome!
Must provide your own aid. Call 604-850-8500

Zajac Ranch for Children

Summer camp programs for children with disabilities of all ages. For more information call 604-462-8305 or visit www.zajacranch.com

If you would like more information about the City of Abbotsford's efforts to address accessibility and inclusion, please contact:

Nicole Misura, Co-chair of the Measuring Up Working Group, at 604-852-2686, ext. 274.

CITY OF ABBOTSFORD

CLASS SPECIFICATIONS

CLASS TITLE: Recreation Coordinator

DATE: April 2008

1. NATURE AND SCOPE OF WORK

This is recreational program coordination work responsible for the planning, development, implementation and administration of programs and services for people with disabilities. Under general direction, an employee of this class is responsible for researching, designing, implementing, coordinating, administering, and evaluating programs and services for citizens with special needs in the community. The incumbent is also responsible for advocating on behalf of users with special needs within the Parks, Recreation & Culture department.

The work involves supervising program staff; establishing and maintaining liaison with a variety of internal and external contacts, promoting and publicizing interest and participation in program activities, and developing and monitoring program budgets.

The incumbent exercises considerable initiative and independence of judgment and action within the limits of established policies, procedures and guidelines. Unusual problems and policy matters are referred to the manager who reviews work performance in terms of effectiveness and quality of programs provided.

2. ILLUSTRATIVE EXAMPLES OF WORK

Provides leadership, vision and direction for recreational programmers to implement programs and services for people with disabilities and to encourage and promote inclusiveness.

Identifies and assesses the recreational program needs and interests for people with disabilities. Researches trends to determine required changes to programs, activities, events and services.

Plans, develops, schedules, implements and administers a variety of comprehensive community recreation programs; evaluates program results and recommends changes; makes recommendations for the discontinuation of programs.

Hires and trains part-time program and instructional staff; plans, assigns, supervises and evaluates the work of same and recruits and trains volunteers.

Assists in organizing and facilitating staff and volunteer awareness training in the areas of disability, inclusion, integration and safety for people with disabilities.

2. **ILLUSTRATIVE EXAMPLES OF WORK CONT.**

Develops, solicits and awards contracts for service, monitors the performance of contractors for conformance to contract specifications, and in consultation with the Area Recreation Manager terminates contracts as required.

Provides for the safety of staff and public by adhering to approved policies and procedures and ensuring compliance of staff and public to same.

Requisitions supplies, materials, and equipment and arranges space for approved programs within spending limit authority; prepares operating schedules and coordinates facility usage with the Area Manager.

Promotes interest and participation in program activities; oversees the preparation and distribution of promotional material; *may address various groups regarding program offerings.*

Develops and coordinates a volunteer / leisure body program to support recreation participation by people with disabilities.

Develops and monitors a budget for the sound operation of assigned program area(s) and is responsible for the achievement of said budget.

Participates with other staff members in planning, organizing and coordinating community-wide special events.

Establishes and maintains effective working relationships with advocate agencies, School District #34, health care agencies, local recreation groups, community associations, contractors, and other special interest groups pertaining to people with disabilities.

Prepares and maintains a variety of records, activity reports and requisitions using computerized and manual systems; maintains equipment inventories, and assists in overseeing the collection of and accounting for fees and membership dues.

May occasionally be required to cover programs and act as a temporary replacement for other members of the team.

Participates in planning sessions as required.

Performs related work as required.



4. REQUIRED KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of the principles, practices and objectives of developing and administering recreation programs for people with disabilities.

4. REQUIRED KNOWLEDGES, ABILITIES AND SKILLS CONT.

Considerable knowledge of and experience implementing research techniques used to assess the recreation needs and interests of a target group.

Considerable knowledge of program requirements, standards, and delivery techniques in the area of assignment.

Sound knowledge of teaching methods and group leadership techniques related to the work.

Considerable knowledge of community resources for people with disabilities such as government agencies, private corporations and institutions, non-profit organizations and other groups and committees.

Working knowledge of policies, by-law and regulations governing the operation of large public facilities and the policies and procedures of the Parks and Recreation Department.

Demonstrated ability to plan, develop, schedule, coordinate, implement and evaluate recreational programs, services and events which meet the needs and interests of the community served.

Demonstrated ability to prepare budgets, monitor expenditures and conduct programs within budget allocations.

Demonstrated ability to hire and train staff and volunteers; demonstrate leadership and plan, assign, supervise, check, and evaluate the work of same.

Demonstrated ability to establish and maintain effective working relationships with a variety of external and internal contacts and to promote public interest and participation in programs.

Demonstrated ability to deal tactfully and speak effectively with the public; demonstrating leadership and diplomacy.

Excellent verbal and written communication skills, including the ability to prepare a variety of reports and correspondence, and make presentations.

Self-motivated with the ability to make good decisions regarding priorities in a fast paced, deadline-orientated work environment.



Demonstrated ability to take initiative, exercise judgement and work independently.

Ability to work with groups to provide leadership and support their development.

Experience contributing to long range planning and community development.

Considerable experience operating a computer and a variety of office equipment and software, including CLASS.

3. REQUIRED QUALIFICATIONS, TRAINING AND EXPERIENCE

University Degree in Rereation or related discipline with a minimum of five years experience working with people with disabilities or an equivalent combination of education and experience.

5. REQUIRED LICENSES, CERTIFICATES AND REGISTRATIONS

Valid Class IV Driver's Licence for the Province of British Columbia.

Current Level 1 Occupational First Aid

Current CPR C

Appendix 7

Work Works-Access Abbotsford Business Committee

In October of 2007 the Work Works sub committee undertook a project to champion employment inclusion in the Abbotsford business environment. Within this project we also liaison with the 10by10 Committee in order to work in conjunction with the job developers that were promoting employment for people with disabilities.

Together with the hired researcher for this project goals were:

- to create publicity material to raise awareness of the 10 by 10 Challenge
- To identify current award schemes and systems of recognition for business that go above and beyond
- to identify rating system to evaluate physical accessibility of businesses and to develop a program to recognize businesses that go “above and beyond”.
- To develop a tool to measure the accessibility and inclusivity of businesses

Using information gathered from other sources and experiences such as Powell River, Whistler, Victoria, and especially Accessible Tourism we were able to create a template for recognition of businesses. Once we had a start on the idea we gathered together a variety of employers, business owners and the Chamber of Commerce and Downtown Business Representatives to provide feedback. This process proved to be instrumental in seeing the reality of our project.

Following that meeting we reworked the project and developed criteria that was a better representation of inclusive and accessible business practices. The four categories are:

1. Physical accessibility
2. Hiring of people with disabilities
3. provisions of goods or services that benefit people with disabilities, including home delivery and contributions to non-profit agencies to empower people with disabilities
4. Training provided to staff about disability issues

Current status:

- 10by10 challenge continues to gain momentum and exposure (133 PWD hired at the end of May 2008)
- Website launch will have a category for employers to be recognized and highlighted
- See the need to hire people with disability to be “ambassadors” of the recognition system and serve the community to find employers that are going above and beyond and to be a support to the businesses that would like to achieve that status.
- To continue to liaise and have a strategic partnership with City Hall on the issues of building permits for business that aspire to become more physically accessible, as an employer to join the 10by10 challenge, to help implement and carry out signage for accessibility etc.

"When I found myself in need for a bookkeeper, I contacted Reliable Outsourcing and received a very fine contractor whom I was able to engage quickly. She has been invaluable in helping expand my business, and increase my sales."

Jason LaRonde, Pacifica Nurseries Inc.

The 10 by 10 Challenge is a simple one, increase employment for persons with disabilities in British Columbia by 10% by the year 2010.

Why? Because many employers in our province are in desperate need of more staff and 44% of people with disabilities in BC, despite their comparable skills, education, and superior work performance are unemployed. This is an untapped labour pool that can help your business grow and prosper!

Here is a pool of hundreds of thousands - 34,000 with college diplomas, 30,000 with trade certificates, and 28,000 with university degrees - well educated, skilled, and experienced people for you to choose from.

RESOURCES

VOICE EMPLOYMENT

Placement specialist for people with mental health issues.
604.850.6608

NEIL SQUIRE SOCIETY

Placement specialist for people with mobility issues.
604.864.5770 ext 310

EPIC

Placement specialist for people with developmental disabilities.
604.859.7681 ext 283 or 284

TRIANGLE

Offers career counselling and personal development to individuals experiencing barriers to finding and keeping employment.
604.859.0033

TRIUMPH

Placement specialist for people with physical, and/or mental disabilities
778.836.0564

CARE

An employment resource centre available for adults that are unemployed, including those with barriers to employment.
604.755.3388 ext 28

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**THE
10 by 10
CHALLENGE**

“British Columbians with disabilities have virtually the same educational achievements, and 90% meet or exceed the job performance of those without disabilities.”

THE
10/10
CHALLENGE

10 Great Reasons to Challenge Your Attitudes and Hiring Practices

- 1 There is a talent pool of up to 300,000 educated and skilled individuals with experience in a variety of industries looking for work right now in BC. Do you really care that they are designated “disabled” if they are quite able to do exactly what you need them to do?
- 2 Labels are for file folders! We all have characteristics that legitimately make us more or less suited to a particular job. You need people. Here is a pool of hundreds of thousands - 34,000 with college diplomas, 30,000 with trade certificates, and 28,000 with university degrees - well educated, skilled, and experienced people for you to choose from.
- 3 British Columbians with disabilities have virtually the same educational achievements, and 90% meet or exceed the job performance of those without disabilities.

“There are many agencies in Abbotsford that offer resources to help you recruit, hire, and retain employees with disabilities.”

THE
10/10
CHALLENGE

They are wonderful! Working with People with Disabilities shows the commitment of Home Depot to help improve our community by helping people help themselves.”

Roger Maniscalco, Store Manager, Abbotsford Home Depot

“Not all disabilities are physical or obvious to others. In fact, 70% of disabilities are “invisible.”

- 7 Depression is not contagious! There are a number of successful therapies for depression so someone who has been treated may in fact be a much happier employee than someone who hasn't.
- 8 Schizophrenia is a brain disorder and has nothing to do with having a “split personality.” There are millions of people in North America with schizophrenia. With medication, many are employed, productive citizens.
- 9 If you're a reptile breeder, you probably don't want to hire someone with an untreated snake phobia but otherwise, why not? Anxiety disorders are the most prevalent form of mental health issue, affecting 10% of the population. Illnesses range from specific phobias to more generalized symptoms and can be effectively treated.
- 10 There are many agencies in Abbotsford that offer resources to help you recruit, hire, and retain employees with disabilities. Listed on the back of this brochure are the phone numbers of agencies who can provide education and support to you and your team to open your mind and open the door to a world of new opportunities!

THE
10/10
CHALLENGE





The 10 by 10 Challenge is simple, increase employment for persons with disabilities in BC by 10% by 2010.

Why? Many employers in our province are in desperate need of more staff. And 44% of people with disabilities in BC, despite their comparable skills, education, and superior work performance are unemployed. This is an untapped labour pool that can help your business prosper!



R E S O U R C E S

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FRASER VALLEY WAGE

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SERVICES INC.

604.504.5515

YOUTH EMPLOYMENT

RESOURCE CENTRE

An employment resource centre for youth ages 15-30.
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II. Executive Summary

The City of Abbotsford adopted the advertising slogan ‘Abbotsford, where we live, work, play and care’ during the last Official Community Plan review and update. National research indicates that up to 16% of British Columbians self-reported a disability in the 2006 Persons with Activity Limitations Survey (PALS). As we discovered, for those people in our community living with a disability, Abbotsford is not necessarily a place where they can live, work, and play. For example, in the research section entitled Access Abbotsford, we learned that a building can meet code but not be fully accessible for those that live the experience.

The Abbotsford Measuring Up Working Group began meeting in February 2007 after the City endorsed the 10 by 10 Challenge in December 2006. The dedicated and passionate key stakeholders that formed this Working Group immediately went to work in their efforts to increase the employment of people with disabilities in Abbotsford. By April 30th of this year, 114 people with disabilities had been hired representing 40.3% of their target of 283 by January 1, 2010. This amazing success meant Abbotsford was leading the province in the 10 by 10 Challenge and resulted in the group making a number of important presentations to provincial tables: the Minister’s Council on Employment for Persons with Disabilities (Feb.2008), the Spirit of BC Provincial Summit 2008 and the Conference Board of Canada (May 2008). The Measuring Up initiative was also nominated for two Cultural Diversity Awards. During this same time period, the group also secured a 2010 Legacies Now grant for research, completed public forums to gain insight into the priorities for people with disabilities in our city, and completed the research which resulted in this report publication.

The report begins with a short Introduction providing the history of Abbotsford’s Measuring Up Initiative. The Working Groups overall vision is to make Abbotsford a community that is known for its ability to make active participation a reality for all of its residents and visitors. Following the Introduction is the Background section which sets the context for the research offering a statistical overview of the community with the addition of data on persons with disabilities. This is followed by a brief introduction of the three research sections. The three research topics were determined priorities by the participants at the community forums. In the Appendices at the end of

the report you will find a glossary of terms frequently used in the report as well as references for each of the reports sections.

Access Abbotsford, the collaboration and partnerships with Abbotsford businesses project, developed a tool to measure the accessibility and inclusivity of businesses, non-profit organizations, educational and governmental employers. The project further created a rating system to evaluate the physical accessibility of businesses and developed a program to recognize businesses that go above and beyond. The measurement tool and promotional program are located at the end of their research sections. The research recommendations are many but most focus on continuing to assist and inspire businesses and other employers to become more accessible and inclusive through physical infrastructure and hiring practices.

Out and About, the transportation and physical infrastructure research project, chose a test area in the City, and developed a check-list measurement tool to evaluate physical accessibility for people with a variety of disabilities. City engineers were engaged in this process which resulted in a commitment to strive to incorporate the accessible measurement tool in the Transportation Master Plan. This research offers many recommendations including mostly related to physical infrastructure in the city including such items as the repainting of intersection lines, cutting back overgrown hedges, moving benches off walkways and additional curb cuts. It is as a result of this research section that we learned that a building can meet code and still not be fully accessible for those that live the experience.

I Can Play 2, the children's accessibility and inclusion in recreation research project, collected data to demonstrate what recreational opportunities were being offered for children with disabilities in Abbotsford. The project, completed through surveys and interviews, included both private and public organizations, parents, caregivers, and children with disabilities. Their major recommendation is for the city to hire a children's recreation coordinator for kids with disabilities; a job description is included at the end of their section. They also strongly recommend the city continue to develop and enhance relationships with community groups that provide recreation services for children with disabilities.

When combined, the recommendations from all three research topics form a seven page document making identifying priorities for action and next steps a daunting task. The Measuring Up Working Group has begun to review the recommendations through the lens of identifying other city and community committees which might be already doing the work. Once this first step is complete, the group will prioritize and create a strategic plan of action which will then be taken to the community in a second public forum to be held in July 2008. The results of this research have also positioned the group to apply for Stage 3 funding with the 2010 Legacies Now initiative. Stage 3 funding is designed to provide dollars for communities to act on their research recommendations.

Appendix 11

Measure Up Research Recommendations

Access Abbotsford

Recommendations

10 By 10 Challenge

- It is recommended that a “Measuring Up” website for the City of Abbotsford be created and include resources for employers, and employment resources for job seekers with disabilities. The website could include:
 - Information about the mandate and focus of agencies that connect with job seekers with disabilities and employers seeking new employees or contractors
 - Information about job developers, **including the type of clients they serve**, sectoral and other expertise, and their contact information. It would also be helpful to include the job developers' photographs if they consent.
 - A link to the WorkAble Solutions website and **other employer resources**
 - Testimonials from employers about the **benefits of hiring people with disabilities**
 - **a list of employment-related services and programs available for people with disabilities**, along with their mandate, eligibility requirements and contact information
 - **information about forthcoming events**
 - **information on the number of people hired under the 10 By 10 Challenge**
 - a list of disability related organizations that serve Abbotsford.
- It is recommended that the Access Abbotsford subcommittee undertake a communications initiative in the local media to highlight the success stories of businesses and employers that have hired people with disabilities.
- It is recommended that the Abbotsford Chamber of Commerce be approached to link its website to Measuring Up.
- As Abbotsford is a particularly culturally diverse community, it is recommended that an informal dialogue be established with ethnic-based businesses groupings to ensure they are aware of the 10 By 10 Challenge and employer resources for hiring people with disabilities.
- It is recommended that the City of Abbotsford consider waiving its building permit fee for organizations applying for permission to make disability-related modifications to their premises.
- It is recommended that information about federal tax provisions for businesses that make disability-related modifications to their premises be made available through the City of Abbotsford's Planning and Building Department office, the main city website, the Chamber of Commerce's website, and Measuring Up.

Recognition System for Employers That Go Above and Beyond

- It is recommended that multiple ambassadors be hired for a total of 60 hours a week to serve as champions for the recognition system to ensure continued momentum. Champions or ambassadors would report to the Access and Inclusion Working

Group and their job description would include the following tasks, which are vital for the success of the recognition system:

- **measurements of premises that request consideration for recognition as going above and beyond in accessibility**
- **servicing as mystery shoppers to verify premises' accessibility, and continued compliance with a previously-assessed rating**
- **assessment of whether a business goes above and beyond**
- **providing support for communications and local media initiatives, including preparing media releases on businesses and employers that go above and beyond, finding quotes for the media, arranging for the update of the 10 By 10 Challenge graph to be posted in Abbotsford City Hall, and maintaining updates of the Measuring Up website**
- **attending the monthly meetings of job developers to liaise with them concerning employers that should be approached about potential recognition**
- **coordinate a working group that would publicize the recognition system to groups representing persons with disabilities, and receive their input on businesses and employers that should be contacted about the recognition system**
- **be available for diversity training for employers and community groups**
- It is recommended that the Access Abbotsford subcommittee invite a representative from the Chamber of Commerce and Tourism Abbotsford to ensure effective business and employer input at every stage. This will enhance the program's viability and impact in the medium to long run.
- It is recommended that the Access Abbotsford subcommittee liaise with the Accessible Tourism Initiative, including the design of symbols to identify businesses that are partly or fully accessible, as some businesses in Abbotsford will be assessed through that initiative shortly and information about their accessibility will be shown on the business windows.
- As part of the implementation stage, it is recommended that the Measuring Up initiative of the Access and Inclusion Working Group approach the City of Abbotsford about promoting the recognition system through:
 - information sheets and a promotional sign at the Permits and Licenses desk at City Hall which serves the public
 - an information sheet be sent out with the business license renewal forms mailed each year to all businesses which have a license
 - a link or information connected to the on-line business license renewal

Increasing Community Awareness

- It is recommended that the Access Abbotsford subcommittee apply for funding to create an online directory on the Measuring Up website of local businesses and other organizations that provide services and goods for people with disabilities (including modifications of products or special orders). The directory will significantly enhance quality of life and inclusion for people with disabilities in Abbotsford, in

surrounding communities, and for those who visit Abbotsford. The importance of such a directory was stressed by Ms. Miki Boleen, a representative of the Post-Polio Society.

- It is recommended that the Access Abbotsford subcommittee undertake a communications initiative in the local media to highlight local businesses that provide services and goods that would be of interest to people with disabilities.

Inspiring Businesses and Employers to Be More Accessible and Inclusive

- It is recommended that the Access Abbotsford subcommittee provide online information on the Measuring Up website to businesses and employers on how they can increase the accessibility of their premises.
- It is recommended that businesses that are partially or fully accessible for people with mobility, hearing or visual impairments be encouraged to provide information about accessibility in their advertising in local media and telephone directories and to add the Access Abbotsford symbol to their listing in local media and telephone directories.
- It is recommended that publishers of local telephone directories be encouraged to include information about accessibility and symbols to indicate accessible businesses
- It is recommended that public awareness of businesses that are partly or fully accessible, be increased through a special symbol beside their online listing on the Chamber of Commerce website containing all businesses in Abbotsford with a business license, and on the Tourism Abbotsford website.
- It is recommended that the Abbotsford Business Excellence Awards by the Chamber of Commerce and the Abbotsford News include a category for accessibility and inclusion.

Out and About

The overall recommendation to the City is to take a close look at what current condition the sidewalks and intersections are presently in and make a commitment to establish a long term plan to improve the streets by moving in a direction to incorporate the accessibility assessment tool developed by this study. Use the tool to provide awareness and assist in ensuring that accessibility issues are considered at the planning stages. The City of Abbotsford needs to take the time to consult with people with disabilities when planning street designs and repairs. If it is looked at through the eyes of a person with a disability it will ensure that the streets and sidewalks will be barrier free for everyone. Taking the time to put into place good practices around creating accessible streets and sidewalks will prove to be a great investment in the further of the community.

The following recommendation suggests actions and steps that will assist in creating accessible streets for pedestrians:

- To incorporate the accessible measuring tool into the City of Abbotsford Transportation Master Plan.
- The City of Abbotsford to develop a comprehensive plan of action to improve and upgrade the sidewalks and intersections in the identified area along South Fraser Way and around the Mill Lake area.
- It would be very beneficial to all future development and planning of the City of Abbotsford that accessibility assessments become an automatic part of the process both in the Engineering and in Development Services.
- Recommendation to have the Engineering and Development Services department review all current processes being used to evaluate the city and ensure accessibility is being considered when repairs and new subdivisions are being built.
- Recommend consulting with an organization like the British Columbia Paraplegic Association or BC Blind Sports to assist with reviewing accessibility issues prior to performing any repairs or development of new streets and sidewalks.
- These are a few of the items which require immediate action:
 - a. Painting new white lines at all insertions in these areas.
 - b. Paint yellow lines on the curb cuts at all major intersections.
 - c. Making sure the lines are painted directly across the intersection and between the curb cuts.
 - d. Cut back the over grown hedges and trees along this route.
 - e. Move benches back off the walk ways.
 - f. Add additional curb cuts at all major intersections that have been identified in Appendix B.
 - g. Sweep the sidewalks each season to make sure they are clear of debris.
 - h. Adding audio cross walk signals at all major intersections.
 - i. Repair all the islands along South Fraser Way between Gladwin and Ware Street. Most important ones are at Gladwin, Bourquin Crescent and Ware Street.
 - j. Post a phone number and website for pedestrians to report areas that needed repairs.
 - k. Make sure all push buttons have a contrasting color.
 - l. Fix potholes and uneven surfaces along the sidewalks.
 - m. Put up a fence at the corner of Ware Street and South Fraser Way.
 - n. Put up a fence along South Fraser Way, just before Bourquin Crescent. See Appendix B (figure #27)

Intersections create the largest challenge for all people with disabilities. The curbs in the sidewalk seem to be the most common factor in making the route non accessible. One common problem at a number of the intersection is that the curb cuts are not positioned in the direct path of travel. The curb cuts are often not smooth; have grates right in the middle of the cut. The white lines at the curb are often hard to see due to fading or non-existing. The lines are not lined up and the curb cuts are outside the lines.

All curb cuts need to be evaluated and repaired. Sidewalks are rough and need to be re-surfaced. White lines need to be repainted, bushes cut back, sidewalk cleaned.

Crossing times are often inadequate to all pedestrians to cross in a safe amount of time.

Audio Signals: should be considered at high crossing demand areas or areas where those with visual impaired have identified as difficult areas to cross.

(*Experience shows that audio signals encourage safer crossing behaviour among children as well.)

Curb Cuts are often not located at the corners of the intersections.

White Lines: are often faded and hard to see or no lines at all. Often where found to be in the centre of the curb cut, or to the right or left of the curb cuts

Lines outlining the cross walk area are often not located directly across from corner to corner. This can case pedestrians with unsafe conditions to cross and not allow for easy flow from one side to the other.

Tactile are raised or a depressed surface treatment that allows people with visual impairment to determine a surface change. Signs can have raised letter or images, if Braille is not feasible to allow the sign to be read by a person with a visual impaired or blind person.

Turning Corners are areas where pedestrians can be easily injured. Painting a wide yellow circle in would assistance in preventing pedestrians being injured. As well this would alert the drivers that this is a busy pedestrian intersection and to take caution in proceeding around the corner.

Push buttons should be free of obstacles and mounted in the centre- line high of .8m. They should be contrasting colour. There should be tactile direction arrows provided. The button should be within a few steps of the curb allowing pedestrians who are blind to push the button and return to the curb to orientate them ready for crossing.

Addressing any of the above issues will be a positive step in making the streets and sidewalks accessible for all and showing the community we are committed to moving in a direction to make our streets barrier free for people to get "Out and About" in the community.

I Can Play 2

1. City of Abbotsford to hire two staff person within the Parks and Recreation Department to oversee the development of recreation programs and services specifically for with disabilities in the community.
2. To develop partnerships with community groups, churches and schools to provide additional programs and services for children with disabilities.
3. City of Abbotsford to partner with the S.T.A.R. club to increase their services by adding a Monday – Friday after school social club for children and youth with disabilities. Currently they have a well equipped space that is not being used Monday-Friday. They have two vans, staff and volunteers.
4. Parks & Recreation department look at providing facility space for weekly classes and recreation activities for children with disabilities
5. Build relationships with other municipalities that are modeling programs and services for children with disabilities. (ie: Kelowna, Surrey, Burnaby, Richmond) Attached are samples of programs being offered in other municipalities as well as sample of a job description form the District of Delta. **Appendix E & Appendix F**
6. Develop a training and awareness program for staff and volunteers on working with children with disabilities.
7. Parks & Recreation Programmers to attend workshops and seminars on recreation programming for children with disabilities.
8. Work with other volunteer providers in the community to develop a city wide volunteer service- who could be trained to work directly with the delivery of recreation programs for children with disabilities. Work with the high school and leadership students to recruit volunteers to assist with recreation programs for children with disabilities.
9. Develop an awareness and marketing campaign on programs being offered for people with disabilities. Ideas would include:
 - a. Continued promotional and awareness of programs for children in the Recreation Leisure Guide
 - b. Stories in local paper- a weekly or monthly column featuring recreation programs for children with disabilities.
 - c. Stories and ads on the local radio station and TV
 - d. City wide campaign- including posters, bill boards on recreation accessibility.
 - e. Advertise programs for children with disabilities through the school district & libraries
 - f. Information displays at schools, festivals, sports days, community days about programs for children with disabilities.

- g. Develop a mailing list or email list of parents and children with disabilities who would like to be notified about upcoming programs and services being offered for children with disabilities.
 - h. Newsletter articles for community organizations that offer services for people with disabilities to advertise in their individual newsletters.
 - i. One stop shop -Web site information for people with disabilities housed on the City of Abbotsford. To add links under the community links be divided into specific sections
 - i. Disability Services
 - 1. Health Care Services,
 - 2. Transportation Services
 - 3. Recreation services
 - 4. Accessible business
 - 5. Housing
 - 6. Financially assistance
 - 7. Support Groups
 - 8. Employment opportunities
 - 9. Accessible transportation route
 - j. Demonstration days to show case specific disabled sport groups such as; wheel chair basket ball, bocci, power soccer, sledge hockey, bowling, swimming, diving, swing dancing, weight lifting, showdown table tennis (blind sports?)
 - k. Host tournaments specific to those children with disabilities
 - l. Host the BC Disability Games
 - m. Offer after school recreation programs for children with disabilities partnering with Parks and Recreation, Churches and Community Services.
 - n. Offer summer day camps specific for children with disabilities.
10. Opportunity to partner with community neighbor groups to develop- community based programs in each neighbor- churches and temples might be a good resource.
11. Look for local companies to fund programs with the Parks & Recreation for children with disabilities like what Tim Horton's does with the tidbit hockey teams.
12. Host forums to hear the challenges the parents have to face. What do they want, will they sign up their children...etc.
13. Work with local business for sponsorship to purchase specialized equipment. Research foundations, grants and other services that would fund specialized sport and recreation equipment.
14. To develop an advisory board who assist and provide suggestion on recreation programming, services, accessibility and inclusion for children with disabilities.

Appendix 12



Centre for Education and Research on Aging (CERA)

Final Report

Mobility Scooter Research Project

Pieter V. Steyn, DPhil, RSW and
Adrienne S. Chan, PhD, RSW

March 2008

Mobility Scooter Research Project Final Report

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Appendix

NOTE:

The views expressed in this report are those of the authors and not necessarily those of the University of the Fraser Valley, the City of Abbotsford or the Scooter Working Group of the City of Abbotsford.

Executive Summary

In common with many other countries, evidence suggests that the number of powered wheelchairs and scooters has increased in recent years in the eastern Fraser Valley region (i.e. Abbotsford, Chilliwack, Hope, District of Kent [Agassiz], Harrison Hot Springs and Mission). Clearly, this is of great benefit for the mobility of seniors and people with disabilities, but there are a number of concerns. Anecdotal evidence suggests that the number of accidents involving these vehicles is increasing. This raises questions regarding whether there should be regulations for scooters. When the term “scooter” is used in this report, it refers to both a mobility scooter and powered (electric) wheelchair.

The UFV Centre for Education and Research on Aging (CERA), in collaboration with the Scooter Working Group of the City of Abbotsford, conducted a research project regarding the use of mobility scooters in the region. The overall purpose of the research project is to develop a set of recommendations and draft guidelines that will provide the basis for establishing an appropriate policy framework and educational programs in the area of mobility scooter use. The research project aims were to provide a description and analysis of the different aspects of scooter use in terms of user patterns and issues, including regulatory issues, with scooter use from the perspective of scooter users and stakeholders.

Methodological triangulation was employed by using multiple data collections methods including document analysis, in-depth-interviews, focus groups, observations of scooter routes, pilot education programs (qualitative methods), and a community survey of scooter users (quantitative method). The findings of this study should not be generalized beyond the eastern Fraser Valley region, although the findings may resonate with other communities.

The most consistent finding in this study was the view of the importance of mobility scooters in maintaining and enhancing users’ quality of life. This finding had a high level of consensus among the participants in the research, including stakeholders and scooter users. The general sentiment is that mobility scooter use “*must be protected*”. However, any changes in legislation and/or regulation should be considered very carefully in terms of the impact these changes may have on user patterns and their quality of life. An estimate of the number of scooter users in the region was made on the basis of the total population of a specific age group and the percentage of individuals in the age group with mobility related disabilities. It is acknowledged, however, that the estimate of approximately 250 to 300 scooter users in the region might err on the side of being conservative.

In this exploratory research study, attempts were made to collect data on scooter users in the region and to begin to describe who the scooter users are, where they drive their scooters, what activities they engage in, and what difficulties they experience when using their scooters. In summary, the groups of scooter users surveyed tended to be in their mid seventies (middle-old category), single, live alone, and most reside in assisted living facilities. Most of the scooter users rate their own health as fair/poor. This rating appears

to be congruent with the nature and number of chronic health problems experienced by scooter users. The prevalence of chronic diseases appeared to be higher in scooter users. Findings indicate that most scooter users in the region use their scooters on a regular (daily/weekly) basis on sidewalks, on the road when crossing the road, and in shops/stores. The most popular winter and summer activities for users are taking a ride, doing their shopping and going to the corner store or coffee shop.

The majority of stakeholders and scooter users would like to maintain, in principle, the current status of a mobility scooter as a pedestrian. However, the fact that scooters have become increasingly capable of operating at higher speeds (up to 20kph), was identified as a major concern and a speed limit on sidewalks was suggested. No conclusive evidence could be found on scooter use of bicycle lanes or whether scooters should drive with, or against, the flow of traffic. These issues will require further investigation.

Findings suggest that the assessment of scooter users have two distinct purposes namely assessment of the need to use a scooter and an assessment of fitness as users to operate a scooter. It was concluded that even though the issues around “scooter driver fitness” are of vital importance, only the assessment of need to have a scooter should be regulated at this point in time. There was a high level of agreement amongst stakeholders and scooter users that scooter driver training is essential for scooter users. Based on the findings, a scooter education/training structure or model, named “*Scooter Smart*” was developed and implemented in a scooter education pilot project in two communities in the region. A scooter users guide was developed to accompany the scooter education model.

Findings confirm the importance of the environmental context in which scooters operate. Users operate their scooters on sidewalks, on the roads (when there are no sidewalks or cross the road), on bicycle lanes, and in pedestrian environments such as parks, trails, and shopping areas. It is the responsibility of the entire community, including local, provincial and federal government to develop and maintain a context and an awareness for scooter drivers so that they can operate in a safe and comfortable way.

The overarching recommendation is that the communities of the eastern Fraser Valley need to implement strategies to ensure the accommodation of an increase in scooter use in the communities. The following recommendations suggest action that will assist in creating scooter friendly communities:

- (1) Maintain the current status of scooters as “pedestrians”;
- (2) Set a speed limit on sidewalks of 8kph;
- (3) Undertake a pilot project in the region on assessment of need and the registration of scooter users;
- (4) Implement and further research the “*Scooter Smart*” scooter education program;
- (5) Develop scooter friendly cities in the eastern Fraser Valley;
- (6) Conduct further research on multi-use of bicycle lanes;
- (7) Develop and maintain a data collection strategy on mobility scooters; and
- (8) Conduct further research on scooter use.

(Pages 101 – 111 of the Report)

4. Discussion and Conclusions

Two main factors prompted the need to conduct this research on mobility scooters. Firstly, the perception of an anticipated dramatic increase of scooter users due to the predicted aging of the “baby boomers” resulting in an increase in the senior (age 65 plus) population. Secondly, there was a desire expressed among stakeholders in local government, and the health and social service sectors, to enhance the understanding of scooter user patterns, and issues around safe scooter use and the fitness of scooter users. It is anticipated by stakeholders that this enhanced understanding of the “*mobility scooter phenomenon*” would result in timely and appropriate planning on local, provincial, and national levels.

One of the central questions in this research study on mobility scooters focused on the nature of a regulatory system for scooters, and the profile and user patterns of scooter users. The findings are based on a review of international regulatory systems, and an analysis of local stakeholder perceptions, scooter users and user patterns, which suggest that the “*scooter phenomenon*” is multi-dimensional. The debate on “*where and how fast scooters should operate, and scooter driver fitness*” has just started, and will continue and intensify over time as the numbers of scooter users increase. Findings in this study suggest that the scooter debate is dynamic and represents diverse and sometimes strong opposing arguments from stakeholders and scooter users alike. It was not uncommon to see participants in this study change their perceptions on issues during the course of the project. This is not a sign of indecisiveness, but rather reflects the complexity of the issues, the influence of new information, and the strong desire to find solutions that will fit the diverse needs of mobility scooter users.

The importance of scooters

The most consistent finding in this study was a high level of consensus among researchers, stakeholders and scooter users is their position on the importance of mobility scooters in maintaining and enhancing the quality of life of users. Scooters are viewed as useful assistive devices for people (of any age) with mobility problems. The findings suggest that scooters provide an important option for persons with mobility related problems. Scooters enhance the ability of users to conduct their activities of daily living and meet their social needs. Mobility scooters ultimately contribute to maintaining independence, participation in society, and quality of life.

The general sentiment from stakeholders and users is that mobility scooter use must be protected. Any changes in legislation and/or regulation should be considered very carefully with regard to the impact these changes may have on user patterns and the quality of life of users. The underlying principles that were echoed in this study were that any suggested changes to regulations and scooter use needs to focus on enhancing scooter safety. Scooter users experience multiple difficulties in their lives and it would not be acceptable to impose any changes on scooter users that would unnecessarily complicate their functioning further. The ideal would be to devise a system that would balance the needs and wants of scooter users, with personal and community safety.

In order to develop a sufficient understanding of the “scooter phenomenon”, basic data had to be collected on a number of aspects related to scooter users themselves, including their numbers in the community and how the aspects of scooter usage are perceived by non-users. At the onset of this study in the eastern Fraser Valley, very little information existed regarding powered wheelchairs and scooters, particularly in terms of the number that are in used in the region, which type are used, the environments in which they are most commonly used, the activities they are used for, and the incidents that occur involving scooters. The findings of this study should not be generalized beyond the eastern Fraser Valley region.

The first challenge was to develop an idea of what the magnitude of the “scooter phenomenon” is in the region. It was expected that it might not be easy to estimate the total number of powered wheelchairs and scooters in the eastern Fraser Valley. An estimate of the number of scooter users in the region was made on the basis of the total population of a specific age group (2006 Census data) and the percentage of individuals in the age group with mobility related disabilities. This “formula” is offered as an option to estimate the numbers of scooter users in a community. It is acknowledged, however, that the estimate of approximately 250 to 300 scooter users in the region might err on the side of being conservative. The “baby boomer” group is now between 45 and 63 years old and the oldest of this group will turn 65 in the 2010. It is anticipated that the aging of the baby boomers will result in an increase in scooter use in the region.

In this exploratory research study, the objectives were to collect data on scooter users in the region and begin to describe who the scooter users are, where they drive their scooters, and what activities they engage in. In this context, it was important to understand what difficulties users experience when using their scooters. In summary, the groups of scooter users surveyed tended to be in their mid seventies (i.e. the middle-to-old category), single, living alone, and most were residing in assisted living facilities. More than half of the users have post-secondary education, were in the middle-income categories and described their previous work experience as professional or clerical. There were also scooter users (one in four) who had income levels that were low and have little disposable income. One in five of the respondents refused to answer the question about their income.

Health

Scooter users provided useful information about their health status and how they perceived their own health. Three in four (75%) of scooter users rated their own health as fair/poor. This rating appears to be congruent with the nature and number of chronic health problems experienced by scooter users. The prevalence of chronic diseases appears to be higher in scooter users. A high percentage (almost 90%) of users suffer from arthritis and chronic pain that is not related to arthritis. Heart, lung, hearing problems and diabetes in scooter users appears to be double what it is in the national population. Stroke and memory related problems appear to be four times as high in the group of scooter users. About one in ten of the users indicated that they experience impaired visual functioning. Most users that gave up their motor vehicle driver's licenses because of health reasons and most (90%) users indicated that the main reason for their decision to acquire a scooter, was the onset of medical problems that impacted their ability to walk.

The findings confirm that most scooter users are aware of the fact that they experience multiple chronic health conditions and that their health status can be described as poor. This finding is congruent with the findings that the scooter users access more medications and use more healthcare services than non-users in the same age group. Scooter users (83%) experience problems with walking and need some form of human and/or mechanical assistance. About one in five users are able to walk short distances. This group also appears to be healthier, independent when compared with the group that needs assistance to walk even short distances. It was somewhat surprising to find that, in light of the poor health status of scooter users, and in spite of the fact that a number of them live in assisted living facilities, not many of them utilize support services in the community. This might be explained by the possibility that their scooters provide them with opportunities to be more self-reliant and independent to address their needs.

Scooter types and activities

Most of the scooter users (9 out of 10) in the study use a "scooter-type" assistive device. About 10% use power wheelchairs controlled by a joystick. Scooter users reported using a variety of makes and models of scooters. Most of the scooters have four wheels, have the capability of a top speed of more than 7kph and the users perceived the speed capabilities of their scooters to be "*just about right*". Most users bought their current scooters more than a year ago from local scooter vendors while 10 users acquired their scooters privately or from a "non-scooter second-hand" store. One third of the users (a number that is much higher than the numbers in the UK) acquired used, second-hand scooters. About half (54% or 28) of the users received financial assistance to acquire their scooters and paid for it with financial assistance from government agencies (e.g. Veterans Affairs or other government ministries) or extended health plans. One in five users modified their scooters with the goal to make it more comfortable by adding canopies, windshields and cane holders.

A major focus of this study was to initiate an exploration of where, and for what reasons (e.g. goals and activities) scooter users use their scooters. Findings were compared and contrasted with findings of similar studies in the UK and Denmark. In the eastern Fraser Valley, most scooter users used their scooters on a regular (daily/weekly) basis on sidewalks, on the road when crossing the road, and in shops. A third used their scooters to drive on the road on a regular basis, and one in four users use their scooter on a regular basis on bicycle paths. Most users never drove their scooters inside their homes and this finding confirms that scooters were mostly used outdoors and outside the users' residences.

Findings on goals, activities and seasonal (winter/summer) patterns of scooter users reveal that the most popular winter and summer activities for users are to go for a ride, to do their shopping and to go to the corner store or coffee shop. These activities can be considered as some of the users favourite destinations and these outings address the fulfillment of basic needs and need for social interaction. About a third of the users use their scooters to visit friends and family year round, to go to seniors' centers and clubs, to go to places of entertainment and education such as libraries and cinemas, and healthcare services (e.g. doctor's visits, clinic, or hospital). Overall, users use their scooters more in summer than in winter. When compared with seasonal user patterns in Denmark, scooter users in the eastern Fraser Valley appeared to use their scooters more to go to the corner store/coffee shops, and to go seniors' day centres, clubs, visit the library and go to the cinema. It appears that the Fraser Valley users use their scooters more for recreational, educational, and social activities.

Findings on maintenance, storage and travel patterns of scooter users indicate that most scooter users maintain their scooter by using the services of local scooter shops (vendors) and mainly when "*something is wrong*" with the scooter. Most of the scooter users stored their scooters in designated areas of their primary residences like the garage or basement of their homes or apartments, or in a "scooter room" that is often in the basement/garage of an independent living or assisted living facility. Forty percent of the users take their scooters with when traveling longer distances and transport them by private car, special transportation (e.g. "handyDART" service or "wheelchair taxis"), transit buses and sky train. All the users who travelled longer distances indicated that they need a place to recharge their scooter's batteries.

Regulation

Perceptions of stakeholders and scooter users in the eastern Fraser Valley indicate that there is, at this point in time, little support and little appetite to embark on a dramatic change of the existing regulatory system for mobility scooters. Findings suggest that the majority of stakeholders and users would like to maintain, in principle, the current status of a mobility scooter as a "pedestrian". However, the fact that scooters have become increasingly capable of operating at higher speeds (up to 20kph), was identified as a major concern. Operating at higher speeds that exceeds that of normal walking speed (2-4kph), was perceived to be incongruent with the intended use of a mobility scooter (i.e. to

assist with an individual's ability to walk). A high level of agreement was found on the need to make a distinction between the "faster and slower scooters".

There was consensus that speed should be the deciding factor and that scooters, to maintain their status as pedestrians, should operate at a lower speed (at a top speed of between 6-8kph). That means that slower scooters must abide by the rules of the road for pedestrians, which is: to only operate on the sidewalk, and only to be on the road when there is no sidewalk or when the scooter driver crosses the road from sidewalk to sidewalk. The pedestrian status also does not require registration and licensing of a scooter as a vehicle, nor is insurance or a driver's license required to operate a scooter. Scooter users who want to operate at faster speeds (e.g. 10kph or higher) should be classified as operating a motor vehicle (i.e. registered and insured), only drive on the road (not the sidewalk at a high speed) and should have a valid motor vehicle driver's license. This perception is in principle, congruent with the regulatory changes that have been made in the UK and European countries.

The scooter user survey in the region indicated that more than half (60%) of the scooter users do not have insurance of any kind to cover their scooters, however the majority of users support the idea of having insurance for their scooters. The majority (85%) of scooter users are not in agreement with any regulation for slow scooters (top speed of less than 7kph) and the regulation of the operator of a slow scooter and about half of users oppose the regulation of faster scooter (top speed more than 7kph).

The issues around a speed limit for mobility scooters on sidewalks were fiercely debated -- especially by the stakeholders in this study. There was agreement around the principle of setting a speed limit on sidewalks and recommended speed limits for other pedestrian areas like footpaths, trails and commercial environments. It was much more complicated to discern what an appropriate speed limit should be. The proponents of a speed limit suggested speed limits between normal walking speed (2-4kph) and 10kph (which is the Queensland, Australia speed limit). Setting a speed limit on sidewalks is further complicated by arguments about the difficulties of enforcement of any regulation that would set speed limits. Counter arguments include the technical information that a scooter has a dial or switch (i.e. speed governor) that can be set to a specific speed that can be inspected by, for example, a bylaw enforcement officer. Suggestions were made to develop a speed regulation and enforcement system for scooters. This implies the necessity for and development of bylaws at municipal level. It was also argued that in practice, bylaws are often only enforced when a complaint is received. Bylaws also serve the purpose of raising awareness and draw attention to the importance of following certain regulations.

Scooter users (as pedestrians) often have to travel on the road because of the lack of sidewalks. This usage raises the question of direction of travel when on the road. The rule of the road for pedestrians clearly states that scooters (as pedestrians) need to travel against traffic (facing traffic). There was no clear research finding on this issue; thus no conclusions could be drawn. No conclusive evidence could be found that suggested it is safer for scooters to drive in the same direction as traffic.

The use of bicycle lanes by scooter users sparked a debate amongst stakeholders with opposing viewpoints. It was assumed that scooters (as pedestrians) would not use bicycle lanes if a sidewalk is available. Usually sidewalks are available along bicycle lanes (with the exception on lanes in rural/farming areas). Findings indicate that in the UK 69% of scooter users drive regularly on bicycle lanes. One in four scooter users (27%) in the eastern Fraser Valley region used bicycle lanes on a regular basis and drove in the direction indicated on the lane. The main reason for this was that users perceived bicycle lanes to be more appropriate for scooter driving. Users claimed that bicycle lanes have smooth surfaces without obstacles like poles and curb cuts. Scooter users suggested that cyclists underutilize bicycles lanes in the region. Concerns raised about scooters using bicycle lanes include arguments about safety and potential congestion of bicycles lanes.

The lack of conclusive evidence on multi-use of bicycle lanes warranted a caution about the use of bicycle lanes by scooters. However, the dilemma remains whereby scooter users use the lanes and increased usage is anticipated. The difficulties encountered by scooter users on sidewalks will continue to reinforce perceptions that bicycle lanes are more suitable and would encourage users to use bicycles lanes instead of adjacent sidewalks.

Visibility of the scooter and scooter operator was strongly emphasized throughout this study. The different requirements to increase visibility include lights, directional indicators, a horn, rear-view mirror, rear reflectors, and pole with a flag. It was suggested that scooter users must be encouraged through scooter education and awareness programs to voluntarily use the safety features.

There was agreement that scooter users could operate their scooter in ways that may endanger others, and might be impaired by alcohol and medications at times. Scooter drivers should continue to be exempted from road traffic legislation such as dangerous driving and driving under the influence of drugs or alcohol. It was concluded that these issues are serious and should be brought to the attention of scooter users and be a focus of scooter driver education.

It was not possible in this study to estimate the number of scooter incidents involving injury and/or damage to property. Two fatalities have occurred in the region; however there is no data available about other serious accidents. The main reasons for this were that police and insurance agencies keep no specific statistics on scooter incidents. Further, it appears that the majority of incidents involve minor bumps, bruises, and near misses, which, are never reported or recorded. Research findings on scooter users in the region indicate that 16 (30%) of the scooter users were involved in at least one incident. Scooter users were hit by cars and sustained injuries (one user sustained serious injuries), or fell off their scooters. It appears that most of these incidents could have resulted in fall and fractures for the scooter users involved. It should be noted that most scooter users in the survey indicated that they perceive themselves to be safe when operating their scooters.

Assessment

Findings suggest that the assessment of scooter users have two distinct, but inter-related purposes. Firstly, users are assessed as to whether they need a scooter. Secondly, they are assessed in order to determine if they are capable or fit to operate a scooter. The current practice for assessment is that scooter providers/ vendors (who recognized that they are not trained to assess scooter user fitness) will engage in an initial immediate evaluation of how a prospective scooter purchaser, presents her/himself. If a prospective buyer's fitness is questioned on this first evaluation, the provider will encourage the person to consult with her/his physician and/or other healthcare providers (e.g. occupational therapist or physiotherapist) prior to the final purchase. Scooter users who receive financial assistance to purchase their scooters are usually required by the funding agency to undergo an assessment. These assessments are usually undertaken by physicians, occupational therapists, physiotherapists or rehabilitation specialists.

In terms of a needs assessment, most stakeholders argued in favour of a system where scooter users need to provide some form of documentation that they are in need of a mobility scooter. The intention of such a system is not to determine the scooter users "*fitness to drive*", but rather initiate a consultation with a healthcare provider (e.g. family physician, occupational therapist). What might transpire in such consultations, is a discussion of whether a scooter is the most appropriate assistive device for the scooter user, or if there should be no scooter use. This assessment may also provide an opportunity for the healthcare provider to discuss with the users additional measures to maintain and enhance mobility and to make referrals to other applicable professionals and services and scooter education.

The outcome of such a consultation would be a document (i.e. a completed form) that indicates that the scooter user/potential user has a medical and or other condition(s) that negatively impacts her/his mobility. The scooter user would then present this medical certificate to a local registration office to obtain a scooter permit that would be valid for a certain time period (e.g. two years). The registration component refers to the scooter user rather than to the scooter itself. This proposed system could be compared to the already existing system to obtain a handicap parking permit in British Columbia that follows similar principles and procedures. The intention would be for only scooter permit holders would be permitted to use their scooter on sidewalks without proof of a vehicle driver's license.

The suggested system of "*proof of need*" assessment is a form of regulation and should be measured against an earlier stated caution against over-regulation or regulations that pose a hardship on scooter users. It should be balanced against the potential benefits for the scooter user. Benefits may include an increased ability of the scooter users to make informed decisions about scooter use, and an opportunity for healthcare providers to appropriately advise scooter users when a scooter may not be the most appropriate choice for her/his mobility needs. It might also provide an opportunity for healthcare providers and the administrators of the registration system to encourage scooter users to utilize

scooter education opportunities in the community. The registration system will make it possible to monitor the number of scooter users in a community and make it possible to identify scooter users in case of an emergency or theft of the scooter.

Assessment: Fitness for use

Related to the assessment of need, is the issue of assessing the fitness of scooter users to operate a scooter appropriately. This is sometimes referred to as a drivers' license for a scooter user. The subject of assessment of scooter users and their fitness to operate a mobility scooter was debated by stakeholders. Strong support was expressed, especially from stakeholders in the healthcare field, for a mandatory or voluntary assessment system for scooter users. Stakeholders debated various aspects of such an assessment system including the type of indicators which indicate fitness to operate a scooter, and the need for different criteria for slower and faster scooters. It was suggested that a scooter users fitness assessment should include an assessment of vision, hearing, reflexes and reaction time, judgment and cognition, medications taken, ability to maneuver the scooter, and previous motor vehicle driving experience.

Some stakeholders offered arguments against the assessment of fitness of scooter users and suggested that assessment might be considered discriminatory and an imposition for fitness-to-drive criteria to be placed on scooter users while pedestrians and cyclists are exempted. It was also argued that a driver's test for scooter users, might deter current and potential scooter users to use their scooters. Scooter users might attempt to avoid the testing procedure, and the stigma of failing the test, by not using their scooters. This avoidance might lead to further reduction of mobility levels of people with disabilities (of all ages) and to further isolation. No mandatory assessment of driver fitness has been implemented in the UK, Queensland, Australia, or any other jurisdiction. Most scooter users (60%) in the regional survey were opposed to mandatory assessment, testing, and a driver's license for scooter users.

Training

There was a high level of agreement amongst stakeholders and scooter users that scooter driver training is essential for scooter users. However, stakeholders were divided as to whether training should be mandatory or voluntary. Findings suggest that scooter training should not only focus on current scooter users, but also include potential scooter users. The ideal is for potential scooter users to take some form of initial training before they make the decision to acquire a scooter. It was found in this study that scooter vendors in the region provided valuable initial training for scooter users at the point of sale. It should be noted that not all users acquire their scooters from scooter shops (vendors) and may not receive any instruction at the point of sale.

Scooter training should include knowledge and skills on safe operation of the scooter, regulations and rules of the road for scooters, insurance, operation in different pedestrian

environments, scooter maintenance and storage, medication use and the safe operation of a scooter. Training should also include a “*Code of Courtesy*” that will capture the nature of “*good scooter driving behavior and scooter driving etiquette*”, and a practical component that would include basic safe maneuvering of a scooter.

Based on the findings, a scooter education/training structure or model, named “*Scooter Smart*” was developed by the UCFV Centre for Education and Research on Aging (CERA) and implemented a scooter education pilot project in two communities in the region. Preliminary findings suggested that the proposed model for scooter education could be used to guide learning activities for scooter users. In order to refine the model and evaluate effectiveness, the model would be subjected to more research. A scooter users guide was developed to accompany the scooter education model. The user guide would be further refined and research would be conducted to determine its effectiveness.

Context

Scooter use does not occur in a vacuum, but in an environmental context. Most scooter users used their scooters outside their residences, for a variety of activities. Users operated their scooters on sidewalks, on the roads when there are no sidewalks or cross the road, on bicycle lanes, and in pedestrian environments like parks, trails, and shopping areas. Stakeholders and scooter users commented extensively on the “scooter context” and identified several contextual factors that could be beneficial and detrimental to scooter use.

One of the issues that received significant comments was the concern with the sidewalks in communities in the region. Most (83%) scooter users indicated that they are forced to drive on the road because there are no sidewalks available and/or insufficient curb cuts. Most scooter users and stakeholders (i.e. representing all the communities involved in the study) raised concerns about the state of the sidewalks in all the communities surveyed. Concerns include steep curb cuts, uneven surfaces, utility poles on sidewalks, construction on sidewalks, placement of the buttons to activate the pedestrian crossing lights, difficulty to maneuver scooters at crosswalks on raised traffic islands or “pork chops”, and insufficient time to safely cross at a controlled crossing. Examples of sidewalk concerns are presented in section 3.4 of this report to illustrate some of the challenges experienced by scooter users in navigating sidewalks and roads. This section of the report also provides examples of sidewalks and roads that reflect good planning and creates a context that is conducive to safe scooter use.

The development and maintenance of a context for scooter drivers has become the responsibility of the entire community, including local, provincial and federal government. The majority of stakeholders held this view, and further suggested that the role of government is necessary for the safe and comfortable operation of scooter use.

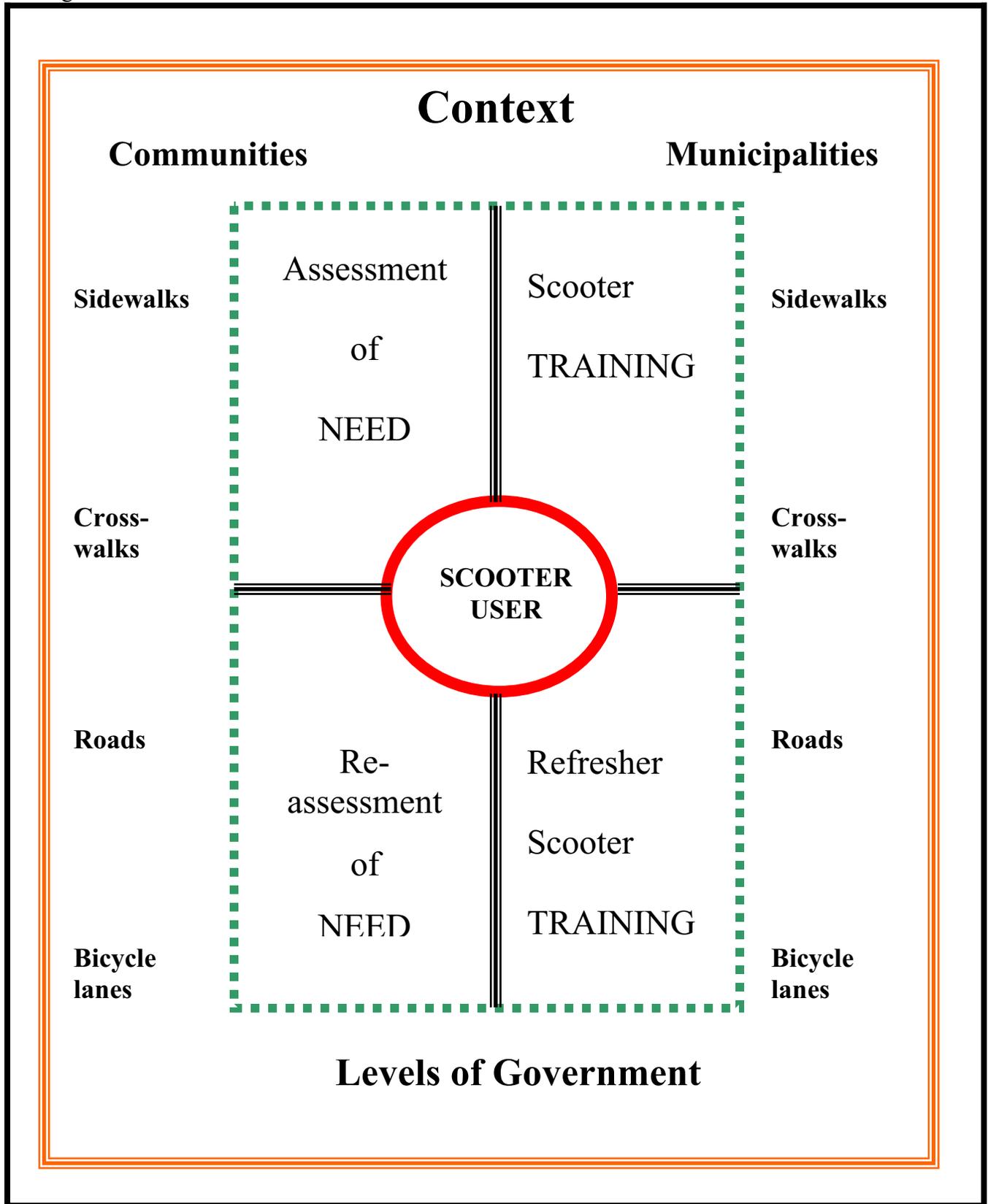
Local government in particular should be required to create and maintain the walkability of communities and to ensure that the community is “scooter friendly.” In the future, city

planners and engineering departments will need to anticipate higher scooter and pedestrian use in certain areas and plan accordingly. Communities will need to have zoning bylaws that will promote appropriate scooter routes in the communities – especially in areas where there are a higher concentration of scooter users (e.g. around retirement communities, seniors centers and health care facilities). Provincial governments need to plan for the increase in scooter traffic and set standards for sidewalk widths and for external storage facilities. It appears important for the provincial government to consider amendments to provincial building codes in order to be more responsive to the needs of scooter users.

Concluding remarks

In conclusion, the findings and discussion point in principle to the need for a “Scooter user-centred model”. The model is premised on the belief in the importance of mobility scooters, and that scooters are fundamental to maintaining and enhancing users’ quality of life. Scooters enhance the ability of users to fulfill the activities of daily living and this includes their social needs. Mobility scooters ultimately contribute to the users’ ability to maintain independence, participation in society and quality of life. The model is graphically represented in Figure 84.

Figure 84: Scooter user-centred model



(pages 112 and 113 of Report)

5. Recommendations

The overarching recommendation for scooter use is that the communities of the eastern Fraser Valley need to implement strategies to ensure the accommodation of an increase in scooter use in the communities. Strategies should ensure the safe and comfortable use of scooters in the communities by scooter users themselves, as well as for unmotorised pedestrians of all ages. The following recommendations suggest actions that will assist in creating scooter friendly communities.

1. Maintain current status as a pedestrian.

It is recommended that a mobility scooter (including a powered wheelchair) maintain the current status as a pedestrian. This means that a scooter, like an unmotorised pedestrian, can only operate on the sidewalk, and only be on the road (or bicycle lane) when there is no sidewalk or when the scooter driver crosses the road from sidewalk to sidewalk.

Congruent with the rules of the road for pedestrians, it is recommended that scooters continue to travel against the flow of traffic (i.e. facing traffic). When using a bicycle lane and when there is no sidewalk, scooters must travel with the flow indicated on the bicycle lane.

2. Speed limit on sidewalks of 8kph

It is recommended that municipalities in the eastern Fraser Valley investigate the possibility of developing a bylaw that will set a speed limit for mobility scooters/powerd wheelchairs on sidewalks at 8kph.

3. Pilot project: Assessment of need and registration of scooter users

It is recommended that one or more of the communities in the eastern Fraser Valley undertake a pilot project for a period of two years to test the efficiency and effectiveness of a scooter user registration system based on the users' need for scooter use. This proposed registration model does not refer to the assessment of scooter user fitness, neither does it refer to the registration of a mobility scooter/powerd wheelchair as a vehicle. The proposed model is a variation of the model used in Queensland, Australia and resembles the BC system of obtaining a disability parking permit. The registration model includes two steps:

Step 1: The main feature of the model is that scooter users need to obtain a certificate from a healthcare professional (physician, occupational therapist, physiotherapist, registered nurse or social worker in a health care setting) that certifies that the scooter user needs a mobility scooter/powerd wheelchair. (Note: This would not be a document that certifies that the scooter user is fit to operate a scooter/powerd wheelchair.)

Step 2: The scooter user presents her/his certificate, at no cost to the scooter user, to the office of a local municipality and receives a scooter permit. A scooter permit will be valid for a period of two years, when it needs to be renewed.

4. Implementation and research of the “Scooter Smart” scooter education program.
It is recommended that the Scooter Smart education program be implemented in the communities in the region. Implementation should be accompanied by further research into the program’s effectiveness.

5. Development of scooter friendly cities in the eastern Fraser Valley
It is recommended that the local governments in the communities request their Transportation Advisory Committees to advise local municipalities on creating walkable and scooter friendly communities with specific attention to the improvement of sidewalks in all communities.

6. Research on multi-use of bicycle lanes.
It is recommended that local governments in the region commission further research on multi-use of bicycle lanes and specifically the operation of mobility scooter/powered wheelchairs on bicycle lanes.

7. Data collection on mobility scooter incidents.
In the absence of a data collection system on accidents and incidents where scooter are involved, a system should be developed by law enforcement agencies and insurance industry to collect and store data on mobility scooter/powered wheelchair incidents.

8. Further research on scooter use
It is recommended that the research on mobility scooters be expanded to include other communities in the province of British Columbia.



People Helping People

Abbotsford Seniors' Transportation Initiative (ASTI)



Abbotsford Seniors' Transportation Initiative (ASTI) is a City of Abbotsford Project



Funded by UBCM Seniors' Housing & Support Initiative—Pilot Project 2008

Volunteer Opportunities.

If anyone is interested in volunteering for the Abbotsford Seniors' Transportation Initiative or if you would like more information please call:

Salma

Abbotsford Community Services

604 870-3772



For More Information on the Abbotsford Seniors' Transportation Initiative (ASTI)

Phone: Salma 604-870-3772

Email: salmakassam@paralynx.com

www.abbotsfordcommunityservices.com

2420 Montrose Avenue, Abbotsford, BC V2S 3S9

Phone: 604.859.7681 Fax: 604.859.6334

www.abbotsfordcommunityservices.com

The Abbotsford Seniors' Transportation Initiative is a City of Abbotsford project. The City of Abbotsford is taking steps in promoting volunteerism and cultivating strategies that will foster transportation issues for seniors and the disabled in our community.

A special thank-you to our volunteers and partners:

- Abbotsford Spirit of B.C.
- Abbotsford Community Services
- City of Abbotsford
- Measuring Up Working Group
- Ministry of Employment and Income Assistance (MEIA)
- Fraser Health Authority
- Community volunteers for participating in this initiative
- Union of British Columbia Municipalities



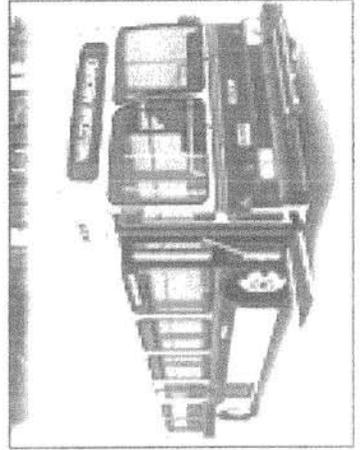
Bus Buddy

Are you interested in familiarizing yourself with our local transit system? If you want to learn how to ride the bus, the Bus Buddy program is for you.

The Abbotsford Seniors' Transportation Initiative has trained volunteers that will :

- Help you learn the bus routes
- Show you how to pay your fare
- Request a bus transfer
- Accompany you on bus trips around town

The Bus Buddy program is a great way to foster friendships while going out and about.



Medical Transportation

The medical transportation program will provide door to door service to assist people to attend out of town medical appointments.

Providing a reliable and safe form of transportation reduces the stress associated with these appointments and ensures clients make it to their appointments on time. This service is available to seniors and people with disabilities for a per kilometer rate to and from the appointment.

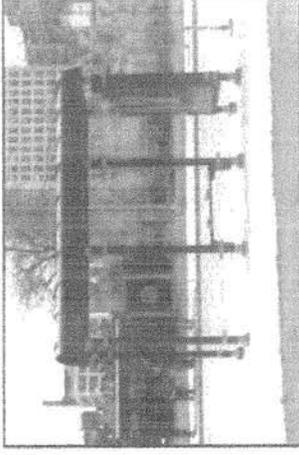


**For More Information on the
Abbotsford Seniors'**

**Transportation Initiative (ASTI)
Phone: Salma 604-870-3772**

**Email: salmakassam@paralynx.com
www.abbotsfordcommunityservices.com**

**Is there a Bus Stop that
you'd like to adopt?**



Adopt-A-Stop

The City of Abbotsford is a great place to live. One of the things that make it great is the people that live here. Adopt-A-Stop is looking for volunteers that are dedicated to keeping Abbotsford Bus Stops clean.

Model Bus Stop

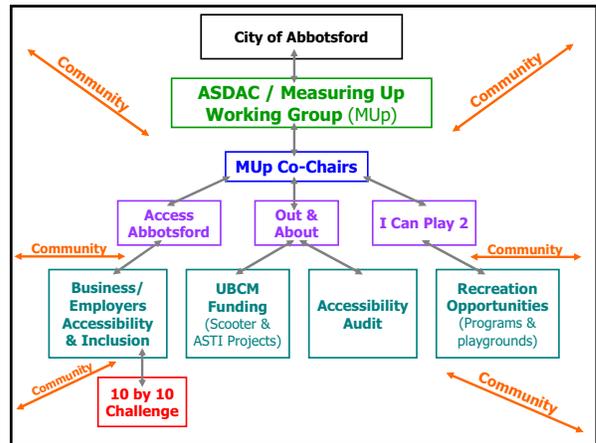
To accommodate people with varying abilities, ASTI will work on developing a model bus stop that is inclusive to all people in our community.

The model bus stop will be a guide for other communities and municipalities to use in the future.

Abbotsford's 10 By 10 Challenge

Annette Borrows, Measuring Up Working Group
Jodi Newnham, Social Planner, City of Abbotsford

Minister's Council on Employment for
Persons with Disabilities February 25, 2008

10 By 10 Challenge

- Receiving employers' requests for staff
 - Abbotsford job developers
- Brochure and letter from Mayor
- Cultural Diversity Awards
- Business Leadership Network



Ensuring Success

- Promotion
 - Press coverage
- Recognition of Businesses
- Staff support
 - Mystery shopper



Thank you!

Annette Borrows
Annette.borrows@southfraser.com
604-864-5770 local 310

Jodi Newnham
jnewnham@abbotsford.ca
604-851-4192



Initiatives to Support an Age-Friendly Abbotsford

Jodi Newnham, Social Planner, City of Abbotsford
Jerry Gosling, Abbotsford Seniors' Transportation Initiative

Active Aging Symposium 2008 June 6, 2008



Overview

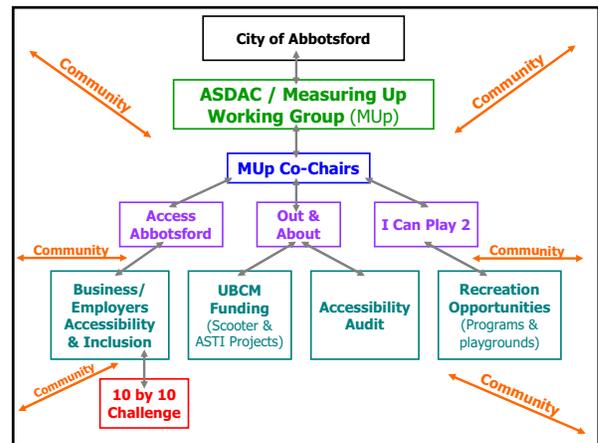
- Social Planning Initiatives
 - Seniors Dialogues
 - Measuring Up Working Group
 - Scooter Project
 - Abbotsford Seniors' Transportation Initiative (ASTI)
 - Neighbourhood Associations and Seniors
- Parks, Recreation & Culture Initiatives
 - Senior Tours
 - Discovery Trail
 - Abbotsford Community Recreation Centre
 - Abbotsford Cultural Centre
 - Entertainment and Sports Centre



Seniors' Dialogues

- March 2006: Elders of Abbotsford: An Exploration of Strengths and Issues
 - Transportation and Housing Issues
- May 2007: Getting Around: Transport and Mobility of Elders in Abbotsford
 - Mobility Issues





Measuring Up Working Group

- Focus on access and inclusion for everyone = an age friendly community
- Highlights:
 - Completed accessibility audit tool
 - Business recognition initiative
 - Report for Council with recommendations (forthcoming)
 - Access Abbotsford Website (forthcoming)



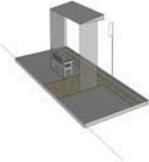
Getting Around the Town (Scooter Project)

- Received funding from UBCM
- Outcome of Seniors' Dialogues
- Recommendations to Council
- Scooter Smart – Mobility Scooter User Guide




Abbotsford Seniors' Transportation Initiative (ASTI)

- Received funding from UBCM
- Partners include Abbotsford Community Services
- Four components:
 - Medical Transport
 - Adopt-A-Stop
 - Bus Buddy
 - Model Bus Stop




city in the country

Seniors and Neighbourhood Associations

- Received funding from UBCM
- Participation and inclusion of the seniors population in Neighbourhood Associations
- Dialogues July-August 2008




city in the country

Parks, Recreation & Culture

Highlights include:

- Senior Tours
 - Fun includes the Capilano Suspension Bridge or Chemainus for a South Pacific Overnighter
- Discovery Trail
 - Once completed, the paved 35.5 km, 3-metre wide all season corridor will connect the east and west end of the community for all ages and abilities





city in the country

Parks, Recreation & Culture

- Abbotsford Community Centre
 - Connected to Abbotsford Recreation Centre
 - Will include designated space for seniors, plus programming throughout the facility
 - Complete October 2008
- Abbotsford Cultural Centre
 - Complete September 2008
- Entertainment and Sports Centre
 - Complete May 2009




city in the country

Thank you!

- **Jodi Newnham**
jnewnham@abbotsford.ca
 604-851-4192
- **Jerry Gosling**
rebdee@shaw.ca





city in the country

Abbotsford Community Services

Presents the



Fraser Valley
Cultural Diversity Awards

2008
Nominee Profile
Dinner & Awards Program

March 7th

at

Ramada Plaza & Conference Centre
36035 North Parallel Rd.
Abbotsford, BC

Abbotsford
**Community
& Services**



Fraser Valley
Regional Library



Chilliwack Community
Services



Mission Community
Services

Award Category: Inclusive Environment

*Nominees embrace diversity and create a welcoming environment for culturally diverse groups.

Abbotsford Pathways ~ Abbotsford

The Pathways program provides planning and support so that people with developmental disabilities can live, work and play as full and contributing members of their communities. Program participants are actively involved in volunteering, education, fitness, recreation and employment. Pathways makes Abbotsford and other communities with the program more inclusive.

Cyrus Centre ~ Abbotsford

Cyrus Centre is a drop-in resource centre for youth where their basic needs can be met. The youth who utilize the services come from all walks of life. Cyrus Centre promotes a welcoming a safe environment for all and Cyrus Centre staff have participated in many multi-cultural and diversity trainings. They also participate in the "Safe Harbour" program.

Eugene Reimer Middle School ~ Abbotsford

Eugene Reimer Middle School offers a welcoming environment thanks to a superb team of Teachers and Support Staff who go above and beyond for students and their families. Eugene Reimer Middle School has led numerous projects and initiatives that recognize and promote the diversity of their students and our community.

Fraser Valley Youth Society ~Fraser Valley

The Fraser Valley Youth Society (a registered charity) is responsible for running a weekly drop-in program for youth that are gay, lesbian, bisexual, trans-generated or questioning their sexual orientation or gender identity. Supportive friends are also welcome to attend. Youth from all ethnicities, socio-economic backgrounds, sexual orientation and religions attend to make new friends that will accept them for who they are.

Measuring Up Project ~ Abbotsford

Measuring Up is a provincial initiative to help communities assess how accessible and inclusive they are for people with disabilities, and for other groups such as stroller

users, seniors, and people with injuries. It also assists communities to become more accessible and inclusive.

Mission Secondary School ~ Mission

The Multicultural Awareness Committee of the Mission Secondary School recognizes and celebrates many spectrums of cultural diversities at their school. This committee, one of the most integral aspects of our school's culture, helps to promote a racism free environment, where cultural diversities are shared, accepted and embraced

Rick Rake ~ Abbotsford

Rick Rake, the editor of Abbotsford News has led a news organization that during his tenure, best exemplifies the values of diversity and inclusion of a diverse city in local news coverage and outreach. The Abbotsford News under the leadership of Editor Mr. Rick Rake shows the readers the depth of diversity throughout the community.

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Vancity congratulates all the nominees

Innovative Initiative Award Sponsor



Congratulations

BC Hydro wishes to congratulate all of the finalists nominated for the 6th Annual Fraser Valley Cultural Diversity Awards.

www.bchydro.com

BC Hydro 
FOR GENERATIONS

2011-0020

Award Category: Innovative Initiative

*Nominees promote diversity in their Communities in a unique way.

C.A.R.E. ~ Abbotsford and Mission
Please see Marketing and Outreach

Centre of Multicultural Ministries ~ Fraser Valley
Please see Marketing and Outreach

Chief Constable's Diversity Advisory Committee ~ Abbotsford

Abbotsford is one of the fastest growing cities in British Columbia. The Abbotsford Police Department recognizes and embraces the diversity that makes up this growing city. The Chief Constable's Diversity Advisory Committee has been established to deal with issues that impact our diverse community. The Abbotsford Police is proud to take the lead with innovative and inclusive policing.

Eugene Reimer Middle School ~ Abbotsford
Please see Inclusive Environment

Fraser Valley Youth Society ~ Abbotsford
Please see Inclusive Environment

Measuring Up Project ~ Abbotsford
Please see Inclusive Environment

Sto:lo Health Day Treatment Program - Chilliwack Community Corrections ~ Chilliwack
With the partnership between Sto:lo Health and Chilliwack Community Corrections, the Day Treatment Program is offered. The goal of the program is to empower First Nations people to learn skills for healthier lifestyles and gain strength and enhance self-worth form their rich cultural heritage and spirituality.

Sto:lo Qwi:qwelstom Justice Program Chilliwack Community Corrections ~ Chilliwack
Qwi:qwelstom is the Halq'emeylem word that best describes "justice". It allows the Sto:lo people to assert their inherent right to be self-determining and therefore their right to experience "justice" according to Sto:lo



Participants at the Measuring Up forum do some brainstorming.

How does city measure up?

Rethink planning procedures to include people with accessibility issues. Create better access to private homes. Get businesses and other public organizations to let people know whether they're accessible. More recreation and job opportunities for people with accessibility issues. Vary the heights of bus and park benches to

accommodate differences in people. Build better ramps at inter-sections so people with mobility issues can get around easier. Salt water instead of chlorine in some public swimming pools.

These are just some of the ideas that were put forward this past Wednesday at Abbotsford's

Continued on page 6

The New!

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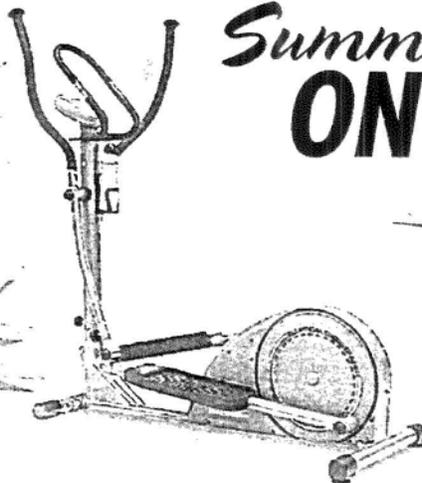
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'Accessibility is a right'

Continued from page 5

first "Measuring Up" forum on community accessibility issues. In all, about 30 people took part in two separate sessions, one in the morning and the other in the afternoon.

The goal, said one of the event's facilitators, Lucy Honey-Ray of the Abbotsford Early Childhood Committee, was to find out from people in the city what kinds of roadblocks there are that prevent them from participating fully in all facets of community life.

The Measuring Up group is a sub-committee of the city's Abbotsford Social Development Advisory Committee, which was mandated last year to come up with a plan to improve the community by focusing on such issues as accessibility and inclusion.

This week's workshop was part of the process, focusing on the stories of people who live with a variety of daily challenges, ranging from mobility issues to not feeling a valued part of the community because of physical or mental limitations.

"We didn't want this to be just another gripe session," said Honey-Ray. "We wanted to provide kudos to the city and others when they've done good, but we also wanted to point out what else can be done."

One of the morning participants — local activist Barb Friesen, who battled hard to get an \$86,000 fully-accessible playground built at Thomas Swift elementary school — received decided approval from participants when she stated "Accessibility is a right."

Jodi Newnham, a social planner with the city's development services department, said the committee will take the information they gathered at Wednesday's meeting and turn it into a report that can then be taken to the city for implementation.

She said the committee will continue to look for ways to engage the community so that more input can be obtained.

"This was not a one-shot deal," she stated.

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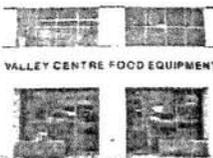
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SUPER PERSON OF THE MONTH - APR. '07

Jean Waddell



Staples Super Person of the month for April 2007 is Jean Waddell. Jean is a team leader of the copy centre's night crew. She's responsible for making the magic happen for Staple's print & copy customers. She's a jack of all departments and people love her for her positive, friendly manner.

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The Neighbourhood Bugel



Participants at the Measuring Up forum do some brainstorming.

May 18, 2007.



NEWS RELEASE

Social Issues on the Radar of New Advisory Committee

Abbotsford, May 9, 2007 – What do Abbotsford residents think about accessibility and inclusion in our City? A public forum on May 16, 2007, aims to assess how Abbotsford measures up on these issues and residents are encouraged to share their thoughts and experiences. This forum is just one of several community engagement initiatives arising from the work of the Abbotsford Social Development Advisory Committee (ASDAC) formed to address social planning in Abbotsford.

The Measuring Up forum will be held at the Clearbrook Library with two sessions scheduled: 9:30am to 11:30 am and 1:00 pm to 3:00 pm. Community residents are encouraged to join the discussion about accessibility and inclusion in Abbotsford. Participants can register with the Abbotsford Parks, Recreation and Culture office at 604-859-3134.

City of Abbotsford Mayor George F. Ferguson is one of three elected committee members of the ASDAC. "Abbotsford is a truly empathetic community and we want to see it stays that way. Our goal with this advisory committee is to ensure social planning initiatives are in line with what is actually needed and we couldn't possibly achieve this without an integrated approach," says Ferguson.

"This committee will make a difference to public policy in Abbotsford. Committee priorities for 2007 include: affordable and accessible housing; seniors issues; accessibility issues; youth issues; children's issues and diversity and multi-cultural issues. The ASDAC meets every second Wednesday at City Hall and meetings are open to the public," says Abbotsford Councillor John Smith and ASDAC chair.

Formed in September 2006, the ASDAC provides advice to City Council on social issues, and helps to guide the City's social planning function thereby enabling the City to uphold Abbotsford's legacy as a community that cares about all community members. The Council-appointed committee represents a range of stakeholders and perspectives with member representatives from community wide groups such as the Abbotsford Community Services and the United Way of the Fraser Valley, "at-large" citizen representatives as well as government agencies such as the Ministry of Children and Family Development, Fraser Health Authority and Ministry of Employment and Income Assistance.

Enabling employment

Abbotsford is challenged to hire more people with disabilities



John Van Putten photo

Nicole Pseifer uses a program that enables her to speak into the computer rather than type. She has spina bifida, and thinks the 10 by 10 Challenge is a good step to breaking misconceptions about employees with disabilities.

Kristine Thiessen
FRIDAY! Magazine

Annette Borrows wants Abbotsford to increase the community's employment of people with disabilities by ten per cent by 2010.

The goal is a provincial government initiative for the entire province, aptly titled the 10 by 10 Challenge, and Borrows hopes we reach that objective.

Borrows is a vocational rehabilitative coordinator who helps residents, many with disabilities, find suitable employment in the community.

She says there are many misconceptions – or “myth-conceptions” – about employees with disabilities.

“People are defined by what is perceived as the weakest denominator, not defined by their strengths and abilities,” she says. “It’s more difficult for people who have visual disabilities, like Down syndrome.”

City council passed a resolution backing the idea of 10 by 10, but has not yet moved beyond the initial support stages.

Borrows wants the city to do more than simply express their support for the challenge; she wants them to commit to 10 by 10 as employers.

Says city social planner Jodi Newnham, “We hope that everyone in Abbotsford will take this on. The whole initiative is about recognizing that people with disabilities have a lot to contribute to our community and are under-utilized.”

In late June, Borrows also presented the challenge to the school board, who could set an important example to the community, she says. “They are the third highest employer in Abbotsford.”

The school board will discuss the challenge when they reconvene after the summer break.

While the city and the school district have not yet undertaken 10 by 10 as employers, many local businesses have tried to make Abbotsford more inclusive before even hearing about the provincial government’s goal.

Borrows helped start the Fraser Valley Business Leadership Network (FVBLN) for “businesses that get it,” she says.

Members of the FVBLN are not mandated to hire people with disabilities, but they consciously make the effort and attempt to make their workplace accessible.

Brent Valder, owner of Mad Butcher, is one such employer. Borrows asked him to join the FVBLN because he already employed a person with a disability through her agency. Now Valder employs two people with disabilities.

“I think the hardest part [for people with disabilities] is probably getting started, getting their foot in the door,” says Valder.

Nicole Pseifer agrees. She has spina bifida and uses a wheelchair, and hopes initiatives like 10 by 10 help break a few misconceptions

“They see people with wheelchairs and they think something must be wrong up in the brain,” says Pseifer, who hopes to find a job as a legal secretary. “I think [the challenge] could go a bit further, but it’s a good start.”

The potential province-wide increase to 145,000 from 132,000 is not a huge jump, considering there are currently 300,000 working-age people with disabilities in B.C., with a 44 per cent employment rate (as stated in a B.C. government press release last year). Between them, they have a myriad of trade certificates, university degrees and college diplomas.

Still, as Pseifer said, the challenge is a start to opening minds to the employment of people with disabilities.

Once opened, employers are usually pleasantly surprised. Says Borrows, “I have employers that call our services and say, ‘Do you have another person like Joe? I need another person exactly like Joe.’”

Hopefully, the city and the school district will take up the 10 by 10 Challenge and ask Borrows for more people like Joe, too.



Annette Borrows hopes Abbotsford will take on the 10 by 10 Challenge. She is a vocational rehabilitative coordinator, helping people with disabilities find suitable jobs in the community.



Brent Valder owns Mad Butcher. He employs two people with disabilities, and is a member of the Fraser Valley Business Leadership Network.

Projects will make city more accessible for all

PAUL FONTAINE
PFontaine@abbotsfordtimes.com

Abbotsford received funding this week as 2010 Legacies Now tries to make the city more accessible for people with disabilities.

The Abbotsford branch of Legacies Now received \$25,000 earlier this week as part of the Measuring Up Accessibility and Inclusion Fund to help improve accessibility for people with disabilities.

Christine Wiebe, chair of 2010 Legacies Now in Abbotsford, said they have been dedicated to getting the funds since they were announced.



WIEBE

"To us it's very important that everyone is included in what is going to happen in our community," Wiebe said.

Annette Borrows, who did most of the petitioning and paperwork for the funds proposal, said the process started in May, when a forum was held so the community could say what they wanted improved.

"I'm sure some communities have just said, 'we're going to go in and make hotels more accessible' ... well that's fine but our community didn't tell us to do that," said Borrows.

What the community said it wanted was to address transportation issues, like seating on buses so they can accommodate people with

walkers, and more sidewalk space to allow for wheelchairs.

2010 Legacies Now has named that aspect of the project, Out and About. The second area of concern was the school district's playgrounds.

"What we're advocating for is that they actually start with making sure the kids can get on the playground," said Borrows.

Part of the I Can Play 2 project includes possibly putting engineered wood fibre in local playgrounds. The wood fibre has more grip for kids with wheelchairs and walkers.

The third area earmarked for improvement deals with Abbotsford businesses. Borrows said they are

looking at implementing a point system for businesses going above and beyond.

The program, called Access Abbotsford, works along with the 10 by 10 initiative, which aims to increase the number of people with disabilities in the workforce by 10 per cent by 2010.

Borrows said they are now looking for three researchers and one coordinator to see what projects they should take on.

She is hoping to have an informational session for interested researchers in October. To find out more, contact Borrows by e-mail at annette.borrows@southfraser.com.

SPECIAL OFFER!
This weekend

Attention Families

Sept 21, 2007

The Abbotsford Times

Appendix 17-5

MEDIA RELEASE

February 18, 2008

For immediate release

Abbotsford Rises To The 10 By 10 Challenge

The 10 By 10 Challenge is a provincial initiative that invites communities, industry sectors, and businesses to increase the employment of people with disabilities by 10% by 2010. The City of Abbotsford has officially accepted this challenge along with 46 other municipalities. Since October, 47 people with disabilities have been hired in Abbotsford. This is 16% of the target of 283 people hired by 2010.

A brochure on the 10 By 10 Challenge that gives contact information for agencies employers can use to find qualified job candidates with a disability has been mailed to every business in Abbotsford. An accompanying letter from Mayor George Ferguson encouraged businesses to take up the 10 By 10 Challenge.

At a time of growing skill shortages, some local businesses have recognized that people with disabilities are a good source of workers. Carol Wagner, HR Director for Golden Valley Foods, reports that "We couldn't have wished for a better group of people than the ones who came to us through a number of the local agencies listed in the 10 by 10 brochure. Thanks to a combination of hard work and complete dedication, this group managed to hand sticker over 500,000 egg cartons for a national egg promotion. We couldn't have done it without them!"

Brent Valder, the owner of The Mad Butcher, has employed two people with disabilities. "I have found the experience to be extremely positive one. People with disabilities just need that initial break to get into the work force, once working they can turn into dedicated and loyal employees. With the government subsidies and incentives to help with training it makes hiring a person with a disability an extremely viable alternative."

The Employment and Community Development Department of the Mennonite Central Committee (MCC) recently hired a person with a visual impairment. "He has been a great addition to our office. Organizations might feel hesitant to hire someone with a disability, but our experience shows that this is often unfounded. The accommodations have made it possible for him to do what is required, his skills and training ensure it gets done right, and his can-do attitude makes him a delight to work with."

Over 300 000 people of working age in BC have a disability – many of whom want to work. Although people with disabilities have a comparable level of education and skills as the BC workforce overall, they face an employment rate of only 44%.

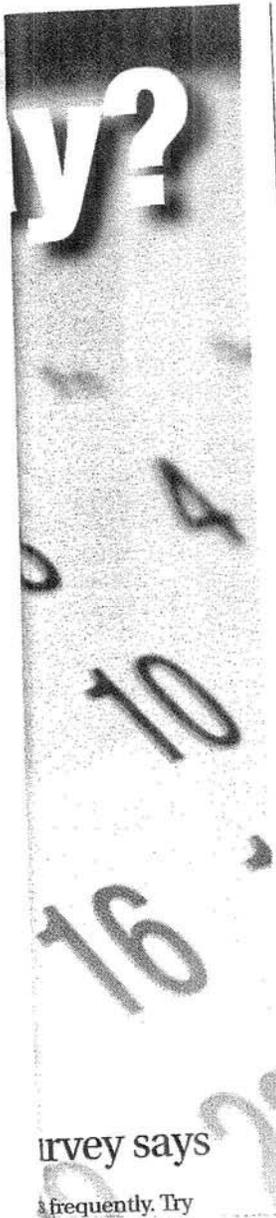
For more information contact:

Annette Borrows

Neil Squire Society

Telephone: (604) 864-5770, local 310

E-mail: Annette.borrows@southfraser.com



Disabilities, yes. Bad workers, no.

City accepts 10 By 10 Challenge

ANNETTE BORROWS
For the Voice

At a time of growing skill shortages, some local businesses are recognizing that people with disabilities are a good source of workers.

The 10 By 10 Challenge is a provincial initiative that invites communities, industry sectors, and businesses to increase the employment of people with disabilities by 10 per cent by 2010.

The City of Abbotsford has officially accepted this challenge. Since October, 47 people with disabilities have been hired. This is 16 per cent of the target of 283 people.

A related project is exploring ways to recognize Abbotsford businesses and other employers that go above and beyond in hiring people with disabilities and in being physically accessible.

This project is funded through Measuring Up, a provincial initiative to assist B.C. communities to assess how accessible and inclusive they are for people with disabilities.

For more information, e-mail Annette.borrows@southfraser.com or call 604-864-5770, local 310.

■ Annette Borrows is job focus co-ordinator for the Neil Squire Society.

NEW MEMBER PROFILE

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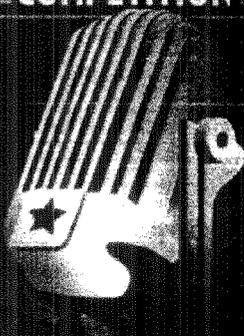
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Scooter friendly city is the goal

by **JOE MILLICAN**
Abbotsford News

The City of Abbotsford is focusing on some of the community's slower vehicles as it bids to put pressure on Victoria to introduce legislation that will make roads and sidewalks more suitable for powered scooters.

The city received a grant to complete the Getting Around Town, The Scooter Project in April 2007.

And while the final version of that document will be published in June, a portion of the report came to council on Monday and identified ways in which communities can be made more "scooter friendly."

Coun. John Smith described the report as "long overdue." Scooter users encounter many obstacles on sidewalks, Smith said, while adding that the issues "need a lot more focus and a lot more attention."

While Coun. Lynne Harris said the growth of scooter users is "inevitable," she stressed that "the education of the public must be first and foremost."

"We need to see courtesy when people are on the roads and sidewalks, and we have to try to promote that," she added.

Coun. Bruce Beck was a member of the committee involved in creating the report. And while he believed

it important to take action, he said it should be done "very cautiously and carefully."

"We as a city need to move cautiously so as not to move ahead of the curve. We should call on senior levels of government to set the playing field level to all communities," he said. "This is an issue that nobody in senior government wants to touch . . . but this needs to be done on a provincial level for all communities."

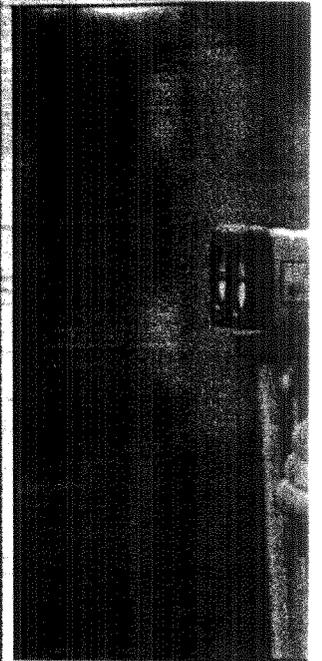
There are an estimated 250 to 350 scooter users in the Fraser Valley region, but city staff believe that Abbotsford's aging population will see that number increase in future years.

Highlights from the report will be presented by researchers Pieter Steyn and Adrienne Chan at the University College of the Fraser Valley's annual aging symposium on May 27.

Some of its key recommendations include:

- Maintaining the status of scooters as "pedestrians."
- Setting a speed limit on sidewalks of 8 km/h.
- Registering scooter users.
- Developing scooter-friendly communities in the eastern Fraser Valley.
- Conducting further research on multi-use bicycle lanes.

TAKING AIM AT S



Abbotsford Police constable of Marshall Road and C motorists know how fast th traffic enforcement over th

30 plot Community garden opens today

by **JOE MILLICAN**
Abbotsford News

Green-thumbed gardeners, who may have been green with envy in wishing they had a larger back yard

