

Measuring Up Project 2008 Final Report

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2010 Legacies Now
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Introduction

This project was intended to assist Kamloops in determining how we can make our community more accessible and inclusive for people with disabilities. Kamloops Measuring Up is based on the BC Provincial Measuring Up guidelines with some adaptations to meet the diverse needs of Kamloops.

The two primary goals for this project were to identify our priorities for improving the inclusion and accessibility for the people with disabilities who live in Kamloops and to establish our next steps towards creating a more inclusive and accessible community.

This report outlines how we established our priorities and what steps we would like to take towards creating a more inclusive and accessible community for all people.

Start-up

Committees

A steering committee and four resource groups were established many months prior to the start-up of this project and were operating without Measuring Up funding. This project officially started 2008 February 1 with the completion date of 2008 July 31.

Kamloops Measuring Up has five main committees, which include:

1. The Measuring Up Steering Committee consisting of up to 15 members made up of the following:
 - One liaison from the Mayor's Advisory Committee for Persons with Disabilities;
 - One provincial government staff designate;
 - One federal government staff designate;
 - One staff representative;
 - One elected official from the City of Kamloops;
 - Six representatives of service providers;
 - Three interested citizens to represent youth, elders, and Aboriginal people; and
 - One representative from the Kamloops Chamber of Commerce;
2. The Access to Information Resource Group;
3. The Support Services Resource Group;
4. The Economic Participation Resource Group; and
5. The Community Contribution Resource Group.

Community Partners

Our community partners served on the steering committees and are members in our Measuring Up network and/or resource groups. We are fortunate to have support from so many diverse groups from community members, community organizations, the provincial and federal governments, and the City of Kamloops.

Please see Appendix 1: Community Partners

2010 Legacy Funding

Kamloops Measuring Up applied for and received \$25,000.00 from the 2010 Legacies Fund and used 80 per cent of this funding to contract a "Project Coordinator" for six months from 2008 February 1 to 2008 July 31.

The contractor reported directly to Nicole Doucet, Measuring Up Chairperson and Parks and Recreation Activities Coordinator. The Project Coordinator was contracted to provide the following:

- Develop and implement a work plan to achieve the goals of the Measuring Up Dialogue;
- Support and assist resource groups, action teams, and the Measuring Up Steering Committee in carrying out their duties;
- Produce the preliminary report to the Measuring Up Steering Committee to identify top four priorities;
- Produce the final report to the City of Kamloops, Measuring Up Steering Committee, funders, and the community; and
- Research potential funding sources for action items identified as priorities in the final report.

Please see Appendix 2: Full Job Description for Measuring Up Project Coordinator

Orientation

There was an information sharing and orientation phase between the Project Coordinator, the Resource Committees, and the Measuring Up Steering Committee.

Agreements

The following agreements were established early into the project.

1. Inclusion and Accessibility

To demonstrate inclusion and accessibility throughout the life of this project by providing ample access and opportunities for local people with disabilities to be included and involved with all aspects of the project.

2. Questionnaire/Report Card

There was a decision to collaborate with community people with disabilities to produce a new questionnaire to be completed by people with disabilities. This document became known as the "Report Card".

3. Community Forum

It was decided to hold a community forum to give people with disabilities a venue to express their thoughts, feelings, and opinions about the needs and issues related to inclusion and accessibility. This process included ongoing input and consultation with the Resource Committees and the Measuring Up Steering Committee.

It was decided to use the feedback and information gathered from the forum and committees to determine priorities for improving the access and inclusion for people with disabilities.

4. Establishing Next Steps

There was a decision to establish the next steps in accordance with the needs identified by people with disabilities.

5. Working Definitions

Kamloops Measuring Up will operate using the following definitions:

Definition of Kamloops Measuring Up:

- Kamloops Measuring Up believes that communities work best when everyone has the opportunity to participate.
- We want to work towards removing barriers and obstacles that make it difficult or impossible for people with disabilities to have full access to our community.
- We want people with disabilities to feel welcome and included in this community.
- We believe that people with disabilities need to be included in dialogue, assessment, and planning relating to improving the inclusion and accessibility of persons with disabilities living in this community.

Definition of "Disability"

A disability refers to challenges and limitations related to hearing, seeing, speaking, moving around, learning, or coping. Disabilities can be visible or invisible, short-term or long-term.

Definition of "Accessible Community"

An accessible community is free of barriers and open to all.

Definition of "Inclusive Community"

An inclusive community encourages and takes action to make sure that everyone has a choice to participate.

Definition of "Measuring Up Dialogue"

A Measuring Up Dialogue is both formal and informal discussions and consultations with local people with disabilities.

Project Development

Report Card

1. A questionnaire was developed in consultation with the Measuring Up Steering Committee and the resource groups. This process included feedback on the content, process, rating system, and readability.

2. The questionnaire became known as the "Report Card" and was designed as a tool to use at our Measuring Up Community Forum. The Report Card was made accessible on the Measuring Up website, at the Measuring Up Forum, and at the offices of some of the local community service providers, and if some people needed, telephone assistance was offered to help with navigating the Report Card.

The questionnaire topics were based on the categories outlined in the Measuring Up Handbook with some changes made to accommodate plain language.

Please see Appendix 3: Report Card

Measuring Up Forum

Planning the Forum

After consulting with all committees separately, a strategic planning meeting brought all five committees together to make final decisions and plans for the community forum.

1. Purpose of Community Forum

The purpose of the Measuring Up Community Forum was to provide a safe and productive environment for people with disabilities to discuss how Kamloops "Measures Up" in terms of accessibility and inclusion.

2. Forum Venue

The choice of venue eventually came down to an affordable facility that offered in-house audio/visual and technical services and a venue that had the space to accommodate a potentially large number of participants. Most venues now outsource their audio/visual and technical services, which meant an additional expense.

3. Venue Date and Time

The event was held on Sunday, 2008 June 1, from 1:00 - 4:00 pm, which coincided with Disability Week. The date and time of the forum was discussed at length with all committees, and the dates and times were decided mostly on the availability of supplementary public transit schedules. Sunday was the only time that handyDART could provide the additional transportation to accommodate the number of participants that we anticipated. This meant holding the event on a Sunday, which was not ideal for parents and other people who like to spend Sunday with their families.

Advertising

This event was advertised in the following ways:

- Radio;
- Daily and weekly newspapers and other smaller publications;
- Distributed through email networks by the Measuring Up Steering Committee and the Resource Committees;
- Measuring Up website; and
- Posters displayed in organizations and doctors' offices on bulletin boards. The priority for the poster was plain language for easy readability.

Please see Appendix 4: Event Poster

Forum Format

All forum activities occurred within one very large room. The survey was portioned into four separate chunks and these chunks were separated into four stations.

Each station had a facilitator to explain the Report Card questions and to encourage discussion. Each facilitator had a recorder to record discussion comments on flip chart paper.

Participants rotated clockwise to each station until they had completed all four stations, which meant they had addressed all 19 survey pages.

Forum Supports

- The Project Coordinator served as moderator for the event.
- Facilitators were provided with facilitator packages prior to the event that included suggested guidelines to maintain consistency throughout the four stations.
- Volunteers were available to assist participants one on one as required.
- An on-site sign language interpreter was available.
- A separate quiet room was offered for those who required a quieter atmosphere or more personal assistance.
- Volunteer "floaters" greeted people at the transit exchange and at the forum venue, managed the coffee and refreshment stations, managed the snack table, and were available to assist anyone at any time.
- Measuring Up Steering Committee members and Resource Committee members were on site to answer questions regarding Measuring Up and the event process.
- Three speakers spoke intermittently to share information and personal stories.
- Door prize tickets were presented to each participant for each survey page completed. The door prize tickets were drawn at the end of the event for approximately 20 door prizes. This was an incentive as well as a thank you for the participants' hard work and contribution to this process.
- Access to large print and having all information in plain language were priorities throughout the forum.

Profile of Participants

Report Card Respondents

There were 51 Report Cards completed and handed in. Unfortunately, some people left the forum with their Report Cards and we were unable to get them back.

Please see Appendix 5: Profile of Report Card Respondents

Measuring Up Steering Committee

The Measuring Up Steering Committee is integrated with both disabled and non-disabled members.

Project Coordinator

The Project Coordinator is a person with a disability.

Resource Groups

The Resource Groups are made up primarily of people with disabilities with some community service providers.

Community Partners

The community partners are made up of people with and without disabilities.

Strategic Planning Meeting Participants (Forum)

Members from all five committees were invited to this meeting and most people who attended this meeting self-identified as having a disability.

Strategic Planning Session Participants (Basic Human Needs)

All committees were invited to participate, including new people who had expressed interest in Measuring Up at the forum. This meeting was to establish priorities for the basic human needs that would impact the priorities and next steps.

Selecting the Priorities

The first step was to take the ratings from the Report Cards and average the ratings to determine which priorities ranked the highest in each category. The higher the number, the greater the challenges in terms of access and inclusion. These 19 priorities were discussed with the Measuring Up Steering Committee, Resource Committee members, and the community partners.

The 19 priorities chosen are as follows:

1. Personal Supports

More information and access to funding for technical and mechanical supports.

2. Physical Accessibility

To improve some of the sidewalks and pedestrian areas so that they can be safer and more comfortable for use by people with disabilities.

3. Transportation

To see improvement in issues with public transit including schedules, service delivery, and safety.

4. Safety

To move about the community more safely and free of hazards.

5. Emergency Preparedness

To have more knowledge and information about planning for emergencies and disasters and to discuss these plans with friends, family, and other household members.

6. Education
To have access to individualized education plans that take into consideration the needs of people with disabilities.
7. Signs
To make street signs and other signage easier to read.
8. Plain Language
Access to assistance and support in understanding and filling out forms and documents.
9. Communication
To have information offered regularly
10. Understanding Disabilities
To educate the community about people with disabilities so that community members, employers, and service providers have a more accurate understanding of people with disabilities.
11. Employment
To have a greater knowledge of the current job market.
12. Skill Development
To be aware/notified of availability of skills training and individual planning related to relevant skill development that addresses the diverse needs of people with disabilities.
13. Self-employment
To have more knowledge on how to access capital, mentorship, and technology sharing related to being self-employed.
14. Housing Choice
To have more information on how to find safe, affordable, and accessible housing that meets the diverse needs of people with disabilities.
15. Products and Services
More knowledge, information, and access to a wide range of local products and services related to the needs of people with disabilities.
16. Social
To have more access, inclusion, and involvement in political, ethnic, cultural, and/or religious organizations in my community.

17. Arts and Culture

To have more access, inclusion, and participation in cultural and artistic activities, including having access to the resources/aids/assistive technologies I need for these activities.

18. Recreation and Sports

To have more access, inclusion, and participation in sports and recreation activities as both athletes and spectators.

19. Environment

More access, inclusion, and opportunities to participate in local environmental initiatives.

Please see Appendix 6: Report Card Results and Averages

Selecting the Basic Human Needs

It is important to determine the human needs that come into play when choosing priorities, as these needs have a direct impact on participation in any community.

We held a Measuring Up Strategic Planning Meeting with people with disabilities to determine the basic human needs that help people thrive in communities. This was determined by brainstorming and coming to a consensus about what basic human needs the participants saw as being the most important to consider when selecting our four Measuring Up priorities.

The participants saw the following as being the most essential human needs for thriving in a community:

- Good health;
- Safe, adequate, and accessible shelter;
- Safe and accessible community; connection to community;
- Freedom of choice and independence;
- Empowerment and right to own decisions;
- Feeling and being valued;
- Fun and enjoyment;
- Safety and security; and
- Relationships with family, friends, and community members.

Selecting our Priorities

We had a focus group of six people with disabilities to work on a matrix. This matrix had the 19 priorities along the top and the basic human needs down the side. It was the job of the focus group to discuss and give a value to each square.

This process took three full days to discuss and arrive at a consensus for what value would be placed in each square. The ratings were from one to five and were determined by how much impact each priority had on each need. The more positive impact, the higher the rating.

This process determined the top four Measuring Up priorities and the top four basic human needs to consider during this process.

Please see Appendix 7: Matrix

Overview of the Four Priorities

The following are samples of comments selected as the most common topics that came up regularly in the Report Card and are the topics that tended to generate the most conversation during the dialogues. A complete list of the comments can be found in Appendix 8: Four Priorities

Priority #1

Public Transit issues such as schedules, service delivery, and safety.

Category: Transportation

Sample comments:

- Wheelchair accessible taxicabs will not run at night and handyDART does not run at night.
- No public transit on holidays and only limited access on the weekends.
- City buses only run until 10:00 p.m.
- I wish handyDART would extend its hours so I don't have to be home at 5:00 p.m.
- handyDART schedule does not work. (e.g. one and one half hours to get to in-town destinations).
- Buses too full to pick up scooter or wheelchair users.
- Sidewalk is not clear of snow so bus cannot drop the lift down.
- Buses not always reliable/running behind time.
- Drivers do not want to lower the ramp.
- handyDART's attitude "You're not suitable for our service" rather than "How can our service adapt to meet your needs".
- If one can use the public transportation (bus) in some locations and at certain times of the day, use of handyDART is denied for those unsafe locations and in the evening.
- Taxi Saver coupons are only available if one uses the handyDART. Other use is cost-prohibitive.
- Bus drivers need to take ownership of responsibility, enforce their authority. They are more than a driver. I think they should go through a sensitivity course.
- If you live in a facility, you are not allowed to book handyDART. Nurses have to fax a request and sometimes they don't do it because they are too busy.
- No taxi service at night.
- We need equality in having a night social life (public transit schedules).
- Transportation is not available on the reserve.
- No 24-hour transportation.
- Buses on Sunday start at 10:30 or 11:00 a.m. and are only on the hour. Buses from downtown only run till 4:30 p.m. and if you miss it, you're hooped.
- I cannot go to work because of the service on Sundays and on Stats. I wouldn't mind working on Stats because I get double pay on a stat. I miss all the activities on the stats because not everyone drives. Some of us don't have the support to go.
- I have to use regular bus transit because I cannot afford handy transit, and I have a little girl for which I require a child safety seat to ride handyDART, which I would then have to take out and carry around with me wherever I go, which I cannot do because of my disability.
- handyDART is not suited to parents with disability.
- Bus drivers give preference to women with strollers over people with disabilities.
- Taxicabs - unsafe, unavailable (not enough).
- There are areas on the North Shore that are difficult or nearly impossible to access from a wheelchair.

- The bus drivers "take off" so quickly and do not need to come to such sudden stops. I have noticed that some elderly and some people with disabilities have fallen or stumbled as a result of the bus jerking when it starts and jerking when it stops. I think the drivers need to wait until everyone is seated. Some drivers are good at paying attention to those who are not as "steady".
- Sometimes it's hard to ask family and friends for a ride.
- The Lansdowne Exchange is sloped so that when you use the ramp to get off a bus it is too steep.
- Can't bring more than one bag of groceries on handyDART.
- Only have one wheelchair accessible taxi.
- More flexibility/patience towards people with disabilities (e.g. call centres, bus drivers).
- handyDART won't come until street is cleared of snow.
- handyDART comes too early - an hour before my appointment, picks me up at weird times.
- Bus drivers will not pick up or drop off people in wheelchairs where there are no sidewalks.
- Downtown bus exchange needs effective on-site security and emergency phone - failure to enforce rules - needs washroom facilities.
- Bus exchange needs cell phone access and better snow cleaning as well as courtesy signs.
- We need equality in having a night social life.
- Bus stops at 10:00. No taxi with a chair lift and no handyDART.
- Public transportation: you have to walk so far to get it that it's not user friendly.
- Transportation is not available on the reserve.
- Buses only run one way at night.
- Buses need to run more often to go to the movie theatre.
- Employment: Buses only run one way at night. Employment: No bus service on Sundays - what if you have to work weekends.
- Social: I need support in getting to the meetings or groups - transportation.
- Culture: Evening involvement is an issue because of transportation.
- Positive: handyDART is good at bringing people to big events if they know in advance.
- Culture: Accessibility, time of day, transportation can all be issues.
- Culture: Reduced public transit service on Sundays.
- Culture: Affordability of transportation.
- Recreation: Longer bus hours. Buses only run so late - not late enough for movies, Structure of handyDART services not great.
- Recreation and Culture: Cabs okay but not always available.
- Recreation: Users must be very early for handyDART services or they leave. Schedule is based on their needs. Needs to be driven by required needs of users.
- Recreation: handyDART is not generally available for recreational use.
- handyDART overbooks its service.
- Bigger print schedule available for bus system.
- Culture and Recreation: Location - Sagebrush and reserve not available by bus.

Priority #2

The community having a more accurate understanding of people with disabilities
Category: Understanding Disabilities

Sample comments:

- Rarely satisfied about public understanding - less visible disabilities are difficult to understand - sometimes people have preconceived notions about disabilities.
- The media glorifies too much.
- Some very negative media - commentators in the newspaper calling all "one legged freaks".
- Media rarely or never focus on abilities.
- The City needs to consult the people that the changes are for before making changes.
- Individual needs - don't assume.
- Strong bias about hiring people with disabilities - people seem to be afraid.
- People who have someone in the family with disabilities - they might understand.
- Structural obstacles to inclusion - might not be support - have to convince people that you can participate.
- Stigma for people with mental health issues.
- Abilities are underestimated.
- Tend to segregate and group people with disabilities together.
- Media doesn't do a good job of addressing hidden disabilities - focus is too much on good news stories.
- Governments do not care about people with disabilities.
- Not being respected the way I am treated because of my disability.
- My body might not work but my brain works fine. More awareness needed.
- Stop making heroes out of everyday people who happen to have a disability. I would like to see people with disabilities be recognized for other things other than our challenges.
- Individual needs - don't assume.

Priority #3

More knowledge, information, and access to local products and services.
Category: Products and Services

Sample comments:

- Glass on sidewalks.
- Hospital access is dangerous for wheelchairs.
- Product availability can be a problem.
- Display of product in store is important - this must be consistent to be effective.
- Employee assistance is important - service.
- Relationship with staff and store is important.
- Safeway food delivery program - Thursdays, is great.
- Coopers has a food program.
- We don't always know what stores offer services.
- How can we better inform the community.
- Directory - this exists but not in one place.
- Does the store have product knowledge/is there enough demand?
- Aisle accessibility sometimes a problem - holiday season, etc. Products piled in aisles.
- Not enough Braille - shelves and products.
- Stuff in stores are too high sometimes.

- Home cleaning services not available.
- Affordability of home care.
- Info about services - no go-to place (a website?).
- City of Kamloops and United Way page: some don't know about them - need to be updated/merged - website? No Internet place.
- Braille phone number in blue pages.
- My work is 8:30 - 4:30 and so are most services.
- Resources/one-stop shop.
- We need access to website where you can find out about the services available within the community for people with disabilities.
- We need more than one place where you can go where you can access this info. Kamloops needs to promote more on radio and TV about these services.
- Placement, consistency, where they are.
- If there is an employee available.
- Used to expand services that are now only open to services but could meet the needs of people with disabilities as well.
- Is there support available? Where do I go?.
- In reference to access to services, not everything I need exists.
- I need to go to Kelowna to get a proper magnifying glass. This requires an appointment with the Low Vision Clinic and a waiting list. My other technical aids are out of town or out of province, even out of country.

Priority #4

Information offered regularly.

Category: Communication.

Sample comments:

- JAWS program? - computer.
- City webpage with disability page on parking etc. - events.
- Menus - non-reflective surface.
- One-stop info centre.
- Access to resources.
- CFJC - closed captioning.
- Assistance is not usually available.
- People lack the skills in relaying information.
- Are these people educated? Trouble speaking. Trouble communicating.
- Insufficient time to cover many issues.
- Where I work, I do not have Braille at all, even though I am not totally blind.
- Make sure everything is in plain language.
- JAWS program: ask Todd.
- Personal computer.
- My employment counsellor is excellent at keeping me informed.
- Good compared globally.
- Universal signage.
- Universal signs for washrooms in our community, bus, restaurants, menus - non-reflective.
- Signs need to be bigger in size and easier to read.
- Often use more signs by sidewalks.
- Need signage for access and evacuation - emergency.
- Blind -.

- Larger street signs and clearer addresses would be helpful and I would be more independent.
- Bus schedule and telephone book - larger and simpler.
- Large print.
- Government documents are hard to deal with.
- Non-reflective is better.
- Training for staff on how to write in plain language.
- Anxiety makes things harder.
- Need assistance with signs.
- Large print, various formats, computer and technical directions, so difficult. All government and tax forms!
- Staff needs to be trained in plain language.
- On important documents, wording is confusing.
- Forms have ridiculously small print. More forms available electronically in Word, please.
- Government forms, documents, and funding contracts often use legal and technical language, which is wasteful and difficult and needs to be put into plain language.
- Large print and more electronic documents.
- There seems to be no real system for blind people to get community information and this is very isolating.

Identifying Human Needs

The following four human needs were selected by the matrix process as being the top four most important human needs for people to consider during this Measuring Up planning process.

1. Sense of belonging, acceptance, and value.
2. Safe and accessible community - connection to community.
3. Empowerment and right to own decisions.
4. Relationships.

Please see Appendix 8: Four Priorities (Complete List of Comments)

Next Steps

Step 1: Debriefing and Celebration Event

Invite all Measuring Up committees and other interested parties to a three-hour event.

- Introductions.
- Update and review of Measuring Up project.
- Discussion and comments on all four priorities.
- Plan for reorganizing Resource Committees.
- Share a meal and celebrate everyone's hard work and progress.

Step 2: Restructure Resource Groups to Reflect the New Priorities

The existing resource groups are:

- Access to information.
- Community contribution.
- Economic participation.
- Support services.

The new committees could be as follows:

- **Public Transit**

This committee could focus on public transit issues related to scheduling, service delivery, and safety.
- **Understanding Disabilities**

This committee could focus on the community having an accurate understanding of people with disabilities.
- **Products and Services Committee**

This committee could focus on promoting knowledge, information, and access to local products and services.
- **Communication Committee**

This committee could focus on the information flow, making sure that information is being distributed regularly and in appropriate formats, including plain language.

The Measuring Up Steering Committee needs to discuss the roles and responsibilities that these new committees will have. These committees would be greatly enhanced by working collaboratively with a full-time coordinator.

Step 3: Creating a new Measuring Up Position

- Create a new full-time position called "Inclusion and Accessibility Coordinator" with the City of Kamloops to follow up on the four priorities identified through this project. These priorities are:
 1. Public transit issues such as schedules, service delivery, and safety.
 2. The community having a more accurate understanding of people with disabilities.
 3. More knowledge, information, and access to local products and services.
 4. Information offered regularly.

Please see Appendix 9: Overview of Proposed Inclusion and Accessibility Coordinator Position

- Identify the appropriate department within the City of Kamloops from which this position would best operate.
- Pursue funding for this position.

Please refer to the "Funding for New Position" section for funding ideas and contacts.

Step 4: Annual Review

Plan an event at the end of the year for all of the committees to come together to review progress, give feedback and suggestions, and set new goals for the committees.

Funding for New Position

Please contact the following people for ideas regarding funding for an "Inclusion and Accessibility Coordinator":

Todd Harding
Program Officer
Service Canada
Southern Interior Service Area
317 Seymour Street
Kamloops BC V2C 2E8
Ph: 250-372-2515, ext. 229
Fax: 250-372-0761
Toll Free: 1-888-347-5525
Email: todd.harding@servicecanada.gc.ca

Targeted Wage Subsidy

"Under this program, money is paid by a disability employment network provider to subsidize wages for people with disabilities entering work".

www.centrelink.gov.au/internet/internet.nsf/services/wage_subsidy.htm

This is an Australian link - our Targeted Wage Subsidy program is for eligible individuals, with or without disabilities, who are having difficulty entering the labour force. Please see www.servicecanada.gc.ca/en/sc/skills/targetedwagesubsidies.shtml for more information.

Angie Allard (Projects and Grant Money)
Social Policy Consultant
Community Services, Service Canada BC/Alberta/Territories Region
Ph: 604-988-1880, local 3244
Fax: 604-666-9943
Email: angie.allard@servicecanada.gc.ca

Enabling Access Fund

The Enabling Accessibility Fund (EAF) supports community-based projects across Canada. It provides funding for projects that improve accessibility and enable Canadians, regardless of physical ability, to participate in and contribute to their communities and the economy. The EAF is open to non-governmental organizations and public sector organizations such as small municipalities, small private-sector organizations, territorial governments, and Aboriginal governments and organizations. All projects must be accessible to the public. There are two types of funding:

1. Small Projects Enabling Accessibility - provides grants up to \$50,000 for projects to renovate buildings, modify vehicles, and/or make information and communication more accessible.
2. Major Projects Enabling Accessibility - eligible activities will include construction of a new participatory abilities centre or the expansion of an existing facility to create a participatory abilities centre within Canada. The amount of funding may be between \$1 million and \$15 million.

A Participatory Abilities Centre is a centre that assists people with varying abilities by emphasizing a holistic approach to individuals with a focus on the social and labour market integration needs of people. In general, the objective of participation-based centres is to enrich the quality of life of people with varying degrees of abilities. It helps them develop the skills required to achieve their goals as well as the knowledge, confidence, and opportunity to lead healthy, active lifestyles in their communities. These centres encourage the pursuit of knowledge and mind-body health. They also offer services and programs ranging from fitness instruction to educational activities to art therapy (definition taken from Application Guidelines). More information can be found at http://www.hrsdc.gc.ca/en/disability_issues/eaf/call2008/index.shtml.

Residential Rehabilitation Assistance Program for People with Disabilities

http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_003.cfm

Social Development Partnership Program (no current Call for Proposals, requires national projects)

http://www.hrsdc.gc.ca/en/community_partnerships/sdpp/call/disability_component/page00.shtml

National Opportunities Fund (requires national projects)

http://www.hrsdc.gc.ca/en/disability_issues/funding_programs/opportunities_fund/national_projects.shtml

Disability Supports Employment Fund (Vancouver Fdn/BC Government)

<http://www.vancouverfoundation.bc.ca/grants/documents/DisabilitySupportsforEmployment.pdf>

Linda Friesen
MLA Executive Assistant to Claude Richmond
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Linda Friesen said she would discuss with Claude Richmond as to whether or not he has any ideas or information he can provide for obtaining funding.

Rebekah Mahaffey
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Toll Free: 1-866-427-2010
http://www.2010legaciesnow.com/measuring_up

Rebekah has been a good contact throughout this project. Please stay in contact with her with regard to funding initiatives.

How does Kamloops Measure Up?

As the Project Coordinator and as a person with a disability, I found this project to be very useful and encouraging. The City of Kamloops provided great support to this process and was very helpful. This project is one of many initiatives that the City of Kamloops has undertaken in its efforts to improve accessibility and inclusions for people with disabilities.

Please see Appendix 10: News Release for additional information regarding some of these initiatives.

Kamloops was one of the first communities to apply for Measuring Up funding and has excellent resource people sitting on all of the committees.

The Measuring Up Steering Committee is well prepared to move this process further. In terms of "measuring up", the City of Kamloops has more than demonstrated a commitment to people with disabilities.

The people with disabilities who live in Kamloops have demonstrated that they do have a voice; that they do have definite ideas regarding positive changes; that they are willing to give of their time and effort; that they do want to participate; and that they are ready, willing, and able to work together for a more inclusive and accessible community.

As we go forward with our new priorities, we hope that we will have the support we need to do the work that still needs doing.

Thank you to all of the people with disabilities who participated in Measuring Up and we look forward to working together.

Appendices 10 and 11 are not cited in the report.

Appendices

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Appendix 1: List of Community Partners

Community Partnership Organizations

| | |
|--|--|
| Aboriginal Employment Service | Ministry Employment and Income |
| ASK Wellness Centre | Assistance - Community and Contracted Services |
| BC Paraplegic Association | Ministry of Employment and Income |
| BC Schizophrenia Society | Assistance, Disability Consultant - EPPD |
| Burden Rehabilitation Services | Ministry of Employment and Income |
| Canadian Hard of Hearing Association - Kamloops | Assistance |
| Canadian Mental Health - Kamloops | Ministry of Employment and Income |
| Central Interior Partners in Aboriginal Human Resource Development | Assistance, Interior Region |
| City of Kamloops | MS Society of Canada - Kamloops and Area Chapter |
| Claude Richmond, Kamloops MLA | North Shore Business Improvement Association |
| CNIB | Nurse |
| Community Futures Development Corporation | People in Motion |
| Community Futures - SDEB program | Poverty Law Advocate |
| Community Living BC | Elizabeth Fry |
| Diversity Kamloops | School District #73 - Henry Grube Centre |
| Elizabeth Fry Society | Service Canada |
| FOCUS Volunteer Kamloops | Smart Options Inc. |
| Healthy Working Solutions | Southill - Interior Health |
| HRDC - Income Security Programs, Outreach CPP | The Rehab Group |
| Interior Health - Forensic | THEO BC |
| Interior Health - Neuro-Rehab Program | Thompson Residential Community Inc. |
| Interior Métis Child and Family Services | TRU - Disability Services Department |
| Job Wave | TRU - Employment Skills Training Program |
| John Howard Society | Wage Subsidy Centre - Kamloops |
| Kamloops Brain Injury Association | Immigrant Services |
| Kamloops Society for Community Living | Western Institute for the Deaf and Hard of Hearing - Kelowna |
| Kamloops Society for Community Living - Community Living Centre | White Buffalo Aboriginal Health Society and Resource Centre |
| Kamloops Works Search Centre | Work Able Solutions |
| LifeWorks - The Rehab Group | WRECKERS/PIM Volunteer |

Appendix 2: Job Description of Measuring Up Project Coordinator

Measuring Up Project Coordinator

Position Summary

Under the direction of the Measuring Up Steering Committee, the Measuring Up Project Coordinator functions as the primary liaison, coordinator, and project manager for specific organizational initiatives.

In this capacity, the incumbent is responsible for the coordination, administrative, and project management of projects/services emanating from the Measuring Up Steering Committee. The incumbent liaises and coordinates activities with the Measuring Up Steering Committee, Resource Groups, Action Groups, and/or including government officials.

Please Note: This is a six-month contract term position. Terms to be negotiated.

Major Responsibilities/Accountabilities

General Project Management:

- Provides coordination, supervision, and completion of special projects.
- Remains current on political and government issues affecting people with disabilities and other marginal populations regarding inclusion.
- Track results and provides ongoing reports from Resource/Action Groups.
- Coordinates and provides direction for Action Groups.
- Acts as a liaison and conduit for Measuring Up Steering Committee and Resource/Action Groups.
- Performs research and analysis on specific issues and prepares briefing notes. Makes recommendations on issues, as appropriate.
- Performs research for funding proposals.

Executive Assistant Responsibilities:

- Oversees and administers the day-to-day activities of the Measuring Up Steering Committee; develops systems to ensure productive and efficient project operation.
- Schedule committee/group meetings, as required.
- Serves as primary contact and liaison with committees/group, subcontractors, and external funders and agencies on a range of specific issues; organizes and facilitates meetings, conferences, and other special events, as required.
- Independently prepares non-routine letters and/or reports that may be highly sensitive and confidential in nature.
- Assists in the development, preparation, and delivery of reports, presentations, minutes, and correspondence, including, but not limited to, Measuring Up Steering Committee and Resource/Action Group notes/minutes, project reports, and committee newsletters

Measuring Up Steering Committee and Support:

- Acts as primary contact person for Measuring Up Steering Committee.
- Schedules monthly committee meetings and ensures project and group reports are distributed to committee members in a timely manner.
- Prepares meeting room and acts as minute taker for monthly Measuring Up Steering Committee meetings.
- Performs research and analysis on specific issues and prepares briefing notes, including research on issues relating to Board policies/by-laws and strategic planning.

Communication:

- Continuously improves efforts to promote Measuring Up inclusion project public image and belief that everyone is a potential stakeholder toward inclusion.
- Establishes an atmosphere conducive for open communication with and among the Measuring Up Steering Committee, Resource Groups, Action Groups, government officials, community members, and stakeholders.

Qualifications and Experience

- Experience working as a project coordinator.
- Shares the vision of inclusion - "Nothing About Us Without Us" - citizens with disabilities will be an active part of the project.
- Demonstrated skills and experience in working with Microsoft Office applications, including, but not limited to, Outlook/Exchange, Word, Excel, PowerPoint, and Publisher.
- Proposal writing for funding.
- Marketing, organizational skills, and communication.
- Diversity sensitivity.

Provisos

- Must have strong attention to detail and accuracy, be able to multi-task and meet tight deadlines, show tremendous initiative, and have strong written and verbal communication skills.
- Must be able to work flexible hours, including evenings and weekends.
- Criminal Records Check.

*Measuring Up Committee is committed to the principle of employment equity and encourages applications from qualified candidates from specific designated groups of women, aboriginal people, members of visible minorities, and persons with disabilities to apply.

Appendix 3: Report Card

Measuring Up "Report Card"

Thank you for taking the time to fill out our report card. This report card will be used as a tool to establish priorities for people with disabilities who live in Kamloops.

Please start the report card by answering the following:

Age: _____

Gender: Male Female

Do you identify yourself as a person with a disability? Yes No

How would you describe your disability?

Are you interested in being on our mailing list? Yes No

If yes, name: _____

Email: _____

Mailing Address if you do not have email: _____

**Measuring Up Survey
Rating System**

Please use the following rating system that best describes your personal circumstances/views as a person with a disability in this community.

1 Always

I am always able to fully participate, be included, and access this as much as I have wanted to.

2 Often

I am often able to participate, be included, and have access to this area.

3 Sometimes

I sometimes get to participate, be included, and/or have access.

4 Rarely

I rarely am able to participate, be included and/or have access.

5 Never

I never get to participate, be included, and/or have access.

Short Version on bottom of each survey page

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

1. Personal Supports

Most community members require support from friends, family, and community. Some people with disabilities require different kinds of personal support in order to have the same access to the community as most other people.

- ___ I have friends and family in my home or community that support me.
- ___ I can access the support I need locally.
- ___ I have community support services who support me if I need it.
- ___ I have the technical and mechanical supports that I need.
- ___ I know about the technical and mechanical supports that are available to me.
- ___ I know how to access technical and mechanical supports if I need to.
- ___ The technical and mechanical supports I need are available locally.
- ___ My technical and mechanical supports can be maintained and repaired locally.
- ___ I have access to the funding required to purchase the technical and mechanical supports that I require.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

2. Fully Accessible and Inclusive Built Environments

Being able to access your community's physical environment is important for community members to fully participate in their community.

- I am able to do my shopping where I choose to shop.
- I am able to access public buildings, as I need to.
- I am able to access schools and learning institutions, as I need to.
- The sidewalks and other pedestrian areas are safe and comfortable for me to use.
- I have access to all of the human-made structures that are available in our community.
- I have access to public washrooms.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

3. Transportation

Accessibility and inclusion involves community members being able to get where they need to go: jobs, education, recreation, appointments, or support systems.

- I have my own transportation.
- I have access to other personal transportation (family or friends).
- I have access to public transportation.
- I use public transportation.
- I use taxicabs when I need to.
- I have adaptive equipment on my own means of transportation.
- I have access to parking.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

4. Safety

People with disabilities need to experience the same degree of safety within the community and within their own homes as everyone else.

- ___ I feel safe where I live.
- ___ My home is free of safety hazards.
- ___ I feel safe to move about my neighbourhood without worrying about my personal safety.
- ___ I am able to move about my community free of hazards.
- ___ I know about safety procedures inside and outside of my home.
- ___ I know who to call to discuss safety hazards, safety practices, and safety procedures.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

5. Emergency Preparedness

Disaster planning and emergency procedures should take into account the special needs of people with disabilities by including them in all stages of the planning.

- ___ I feel confident that my special needs are considered by my community in the event of an emergency (fire, accident, etc.).
- ___ I feel comfortable with the plans that are in place for me in the case of an emergency.
- ___ I have discussed emergency plans with my friends, family, and/or other household members.
- ___ I know where to learn more about planning for emergencies and disasters for persons with disabilities.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

6. Education

Access to education involves having access to an inclusive environment, individualized planning, and adequate resources.

- I attend school.
- I would like to get more education.
- I am aware of the education and training choices that are available to me.
- I feel welcome and comfortable in a learning environment.
- I have the same ability as other people to attend school and advance my education.
- I have an education plan that will work for me.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

7. Universal Signage and Way-finding

Our communities function best when everyone can safely find their way around community buildings, streets, neighbourhoods, shopping centres, education centres, and other public places.

- I find my way safely around the buildings in my community.
- I find my way safely on the streets in my community.
- I find the signs in my community user-friendly.
- I know how to get around in my community.
- The street signs are easy to read.
- I can find my own way around my community without asking for assistance.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

8. Plain Language

Using plain language makes information easy to understand.

- I understand brochures and written material given to me.
- I have no problems understanding forms and documents.
- I understand the community information that I need or want to understand.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

9. Multiple Formats

Offering information in a variety of formats such as large print, Braille or Universal Sign Language makes information accessible to a wider range of people.

- I enjoy comfortable access to most information formats.
- Information is widely available to me.
- I have access to the resources I need to make information easier for me to use.
- Information is offered to me regularly.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

10. Accurate Portrayals

Much of what people believe they know about disabilities is influenced by the portrayal of people with disabilities in the media. Avoiding stereotypes and making sure information is accurate contributes to an inclusive environment for people with disabilities.

- ___ I am satisfied with what the public understands about my disability.
- ___ I think that people in my community have an accurate understanding of people with disabilities.
- ___ I feel comfortable and included in my community.
- ___ I notice that the media has provided accurate portrayals of people with disabilities.
- ___ I think that the media has done a good job at focusing on the abilities of people with disabilities.
- ___ I am aware of what is portrayed about people with disabilities on the news, in the newspaper, on the radio, etc.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

11. Employment

Working and volunteering in our community provides opportunities to contribute to the community and to our own personal growth and well-being.

- ___ I can work.
- ___ I have a job.
- ___ I am looking for work.
- ___ I do volunteer work in my community.
- ___ I am looking for volunteer work in my community.
- ___ I know how to look for work.
- ___ I have work experience.
- ___ I can compete for jobs with the mainstream population.

- I feel confident that I can maintain a job or do volunteer work.
- I know the current job market.
- I am aware of the resources in my community that will assist me with finding work or volunteer placements.
- I am financially independent.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

12. Skills Development

Inclusive skills training is training that is available to everyone and teaches skills that are in demand in the marketplace.

- I have taken skills training.
- I am taking skills training now.
- I have access to skills training.
- I am aware of the skills training that is available to me.
- I am aware of the skills training that I need and want.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

13. Self-employment

More and more people are choosing self-employment and small business development.

- I am self-employed.
- I am aware of small business development options.
- I am aware of the community resources that assist with small business advice and information.

I have experience in running my own business.

I know how to access capital, mentorship, and technology sharing.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

14. Housing Choice

Housing choice means that people with disabilities have access to independent living and access to the level of support they need within their home.

I chose where I am currently living.

My living situation suits my needs.

I live independently.

I live in supportive housing.

I choose who I live with.

If I wanted to move, I could.

I know how to find affordable housing that meets my needs.

I have the support I need within my home to live independently.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

15. Marketing Products and Services

People with disabilities often have to shop in specialized outlets outside their community to find the products and services they need.

I am able to find the products I need in regular stores.

I have access to the services I need in my community.

___ I am aware of the products and services that I can access locally.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

| |
|--------------------------------|
| 16. Social Contribution |
|--------------------------------|

People with disabilities contribute to their communities through their involvement in community groups.

___ I am actively involved in at least one community service group.

___ I am actively involved in an advocacy group.

___ I am actively involved in a religious organization.

___ I am actively involved in an ethnic or cultural group.

___ I am actively involved in a political group.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

| |
|----------------------------------|
| 17. Cultural Contribution |
|----------------------------------|

The cultural life of communities benefits when people with disabilities have opportunities to both contribute and appreciate the cultural aspects of their community.

___ I am able to go to plays and concerts.

___ I am able to go to museums and libraries.

___ I am a participant in artistic activities and I have access to the resources I need.

___ I am a participant in cultural activities and I have access to the resources I need.

___ I am aware of the cultural activities that are available locally.

- I can easily access the cultural activities that are available locally.
- I am able to connect with others who have the same interests in cultural activities as I do.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

18. Recreation/Sport Contribution

People with disabilities enjoy participating in recreation and sports both as players/athletes and as spectators.

- I attend sports activities.
- I am an athlete and I am involved in sports activities.
- I am interested in being more involved in sports.
- I enjoy local recreational activities.
- I feel welcome to participate in local sports and recreation.
- I can access sports and recreational activities.
- I am aware of the sports and recreation activities that are happening locally.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

19. Environmental Contribution

The opportunities for experiencing the natural environment need to be inclusive of people with disabilities.

- I have access to nature and outdoor activities.
- I have access to recycling and other environmental programs.

- ___ I can safely access nature and the outdoors in and around my community.
- ___ I feel included in local outdoor and nature activities.
- ___ I have access to information about local outdoor and nature activities.
- ___ I have the resources I require to participate in nature and in outdoor activities.
- ___ I have a lower emission vehicle.
- ___ I am able to participate in local environmental initiatives.

Comments: _____

| | | | | |
|--------|-------|-----------|--------|-------|
| 1 | 2 | 3 | 4 | 5 |
| Always | Often | Sometimes | Rarely | Never |

Appendix 4: Copy of Forum Poster



Report Card: Accessibility for People With Disabilities



Does Kamloops 'Measure Up'?

Come and tell it like it is!

How accessible and inclusive is Kamloops for people with disabilities of all ages?

Measuring Up Community Forum

Sunday, June 1, 2008

Henry Grube Centre

12:00 noon - 4:00 pm

FREE

Register for the Community Forum

by calling 828-3500

- Give us your feedback in a quiet space one on one or in a group setting
- Speakers
- **Prizes and Refreshments**
- Shuttle service from Lansdowne Transit Exchange to the Henry Grube Centre (regular bus fare or use your bus pass).
- handyDART Service - call 376-7525 to reserve your spot. For this event only, you do not need to be a registered handyDART user.

Bus Schedule

Leave Landowne Village Transit Exchange

11:30 a.m. and 1:00 p.m.

Leave Henry Grube Centre

1:30 p.m., 3:30 p.m., and 4:30 p.m.

Come and be heard!



Appendix 5: Profile of Report Card Respondents

(Not everyone responded to this)

| Age | Gender | PWD | Disability Description |
|---|--------|-----|---|
| | | | |
| | Male | No | |
| | Male | Yes | Communication, mobility issues |
| | Female | Yes | |
| 61 | Male | No | MS - Not complete call Val Leblanc 372-7219 |
| | Female | Yes | I have trouble doing what I want sometimes |
| | Male | Yes | Learning Disabilities, a headen disabilities |
| 65 | Female | Yes | Trouble Walking |
| 35 | Female | Yes | Paraplegic with limited hand/wrist function |
| 49 | Female | Yes | Arthritis, Diabetic |
| | Female | Yes | Multiple Barriers |
| | Female | Yes | |
| 38 | Male | Yes | Blind |
| | Female | Yes | Voice Less (Chronic Laryngitis) Degeneration Disc Disease (Chronic Back Pain) |
| | Female | Yes | Learning Disability |
| | Female | Yes | Cerebral Palsy-brain disorder |
| | Female | No | Parent of 19 yr old with Down Syndrome Delay in cognitive ability |
| 20 | Female | Yes | I have CP which affects my motor skills. I have various limitations because of my disability. |
| 49 | Male | Yes | Physical (severe) |
| | Male | Yes | Blind |
| | Female | Yes | Quadriplegic |
| | Male | Yes | Legally Blind (Vision Loss) |
| 42 | Female | Yes | I am visually impaired in my left eye. Also learning disabilities. A headen disabilities like reading, riding |
| | Female | No | |
| 38 | Male | Yes | Cerebral Palsy |
| One participant did not fill out any info on first page | | | |
| 43 | | Yes | |

| Age | Gender | PWD | Disability Description |
|-----|--------|-----|--|
| 64 | Female | Yes | My eyesight disables me from certain things in life. Lack of social activities and participation opportunities. |
| 43 | | Yes | |
| 31 | Female | Yes | Cerebral Palsy - I walk with forearm crutches |
| | Female | Yes | Poorly in wheelchair |
| 86 | Female | Yes | Age related osteo-arthritis etc. |
| 77 | Male | Yes | Paralyzed, spinal cord injury, wheelchair bound |
| 84 | Male | Yes | Physical, Unable to work, lots of knowledge, advocate for PWD |
| 47 | Female | Yes | I identify myself as someone with an emotional problem which is a handicap in real life, especially the workplace. If stubbornness is a disability I have it in spades. Doctors said I have schizophrenia, erotomania, dysthymia, bell's palsy, and no psychosis or character. Hearing voices does not appear to impede my ability physically, so I can work. |
| 46 | Male | Yes | Mental illness, depression, and anxiety. |
| 50 | Female | Yes | Migraine headaches, chronic pain, makes it difficult to focus on high pain level days. Taking medication for pain relief, which can leave me tired. |
| 45 | Male | Yes | I get anxious at times and get mood swings |
| 53 | Male | Yes | |
| 40 | Male | Yes | Epilepsy and physical and mental challenges that it presents |
| 51 | Female | Yes | 1) Bone abnormality in foot mostly - certain jobs I can't do. 2) Professional burnout - so can't "keep up" with frenetic pace and performance standards in our job market - slower in mental capacity and task completion. 3) Age isn't a disability - but it plays a role in my self-perception in relation to going to school and job-hunting. 4) Broke my arm - temporary disability - not yet fully operational |
| 34 | Female | Yes | Partially paralyzed left hand/arm, attention deficit disorder, post traumatic stress disorder |
| 52 | Female | Yes | Breast Cancer. Just finishing chemo and about to start radiation. I have been unable to participate in normal activities, including not being able to work, for several months, and I anticipate needing community support for several more months. |
| 59 | Female | Yes | Diabetes, arthritis, bursitis, fused hip, feet problems |
| 47 | Male | Yes | |

Appendix 6: Report Card Results and Averages

MEASURING UP SURVEY AVERAGES

| | 1 | 2 | 3 | 4 | 5 |
|---|--------|-------|-----------|--------|------------|
| | Always | Often | Sometimes | Rarely | Never |
| Topic 1: Personal Support | | | | | |
| Friends and family support | | | | | 2.0 |
| Access to local support | | | | | 2.4 |
| Community support services, if needed | | | | | 2.6 |
| Have technical and mechanical supports needed | | | | | 2.8 |
| Knowledge of technical and mechanical supports, if needed | | | | | 3.0 |
| Able to access technical and mechanical support, if needed | | | | | 2.9 |
| Local availability of technical and mechanical supports | | | | | 3.0 |
| Local maintenance and repair of technical and mechanical supports | | | | | 2.6 |
| Access to funding for technical and mechanical supports required | | | | | 3.0 |
| Total Average of Topic 1: Personal Supports | | | | | 2.7 |
| Topic 2: Physical accessibility | | | | | |
| Choice of shopping areas | | | | | 1.8 |
| Accessibility of public buildings | | | | | 2.0 |
| Accessibility of schools and learning institutes | | | | | 2.2 |
| Sidewalks and pedestrian areas safe and comfortable | | | | | 2.7 |
| Access to all available human-made structures | | | | | 2.2 |
| Access to public washrooms | | | | | 2.1 |
| Total Average of Topic 2: Physical Accessibility | | | | | 2.1 |
| Topic 3: Transportation | | | | | |
| Own transportation | | | | | |
| Other personal transport (family or friends) | | | | | 2.8 |
| Access to public transport | | | | | 2.2 |
| Use public transportation | | | | | 2.6 |
| Use taxicabs when needed | | | | | 3.2 |
| Adaptive equipment on own means of transport | | | | | 3.6 |
| Access to parking | | | | | 3.2 |
| Total Average of Topic 3: Transportation | | | | | 3.0 |

Topic 4: Safety

| | |
|--|------------|
| Feel safe at home | 1.6 |
| Home free of safety hazards | 1.8 |
| Feel safe in my neighbourhood - no worry about personal safety | 2.3 |
| Move about in community hazardous safe | 2.5 |
| Know about safety procedures in and out of home | 2.1 |
| Know who to call regarding safety hazards, practices, and procedures | 2.5 |
| Total Average of Topic 4: Safety | 2.1 |

Topic 5: Emergency Preparedness

| | |
|---|------------|
| Confident that my special needs are considered in event of fire, accident, etc. | 2.8 |
| Comfortable with plans for me in case of emergency | 2.6 |
| Discussed emergency plans with friends, family, or others in household | 3.0 |
| Knowledge of where to learn more about planning for emergency and disaster | 3.5 |
| Total Average of Topic 5: Emergency Preparedness | 3.0 |

Topic 6: Education

| | |
|---|------------|
| I attend school | 3.1 |
| I would like more education | 2.4 |
| Knowledge of availability of training and education | 2.6 |
| Welcome and comfortable in learning environment | 2.7 |
| Same ability as others to attend school to advance my education | 2.9 |
| I have an education plan that will work for me | 3.3 |
| Total Average of Topic 6: Education | 2.8 |

Topic 7: Signs

| | |
|---|------------|
| Find way safely around buildings | 2.0 |
| Find way safely on streets | 2.1 |
| Signs are user-friendly | 2.2 |
| Knowledge of getting around community | 1.9 |
| Streets signs easy to read | 2.3 |
| No need for assistance for getting around community | 2.3 |
| Total Average of Topic 7: Signs | 2.1 |

Topic 8: Plain Language

| | |
|---|------------|
| Understand brochures and written material I receive | 2.1 |
| No problem understanding forms and documents | 2.3 |
| Understand community info that I need or want to understand | 2.2 |
| Total Average of Topic 8: Plain Language | 2.2 |

Topic 9: Communication

| | |
|---|------------|
| Enjoyment of comfortable access to info formats | 2.3 |
| Info widely available | 2.4 |
| Access to resources needed to make info easier to use | 2.6 |
| Info offered regularly | 3.0 |
| Total Average of Topic 9: Communication | 2.6 |

Topic 10: Understanding Disabilities

| | |
|--|------------|
| Satisfaction with public knowledge of disability | 3.2 |
| People have accurate understanding of people with disabilities | 3.3 |
| Comfortable and included in community | 2.6 |
| Notice that the media has provided accurate images of people with disabilities | 3.0 |
| Media has done good job focusing on abilities of people with disabilities | 2.8 |
| Awareness of portrayal of disabilities in news media (radio, TV, newspapers, etc.) | 2.6 |
| Total Average of Topic 10: Understanding Disabilities | 2.9 |

Topic 11: Employment

| | |
|---|------------|
| I can work | 2.4 |
| Have job | 3.2 |
| Looking for work | 3.2 |
| Do volunteer work | 2.6 |
| Looking for volunteer work | 2.6 |
| Know how to look for work | 2.2 |
| Have work experience | 1.9 |
| Can compete for jobs with mainstream population | 3.4 |
| Confident of holding job or doing volunteer work | 2.2 |
| Knowledge of current job market | 3.4 |
| Knowledge of resources that will assist in finding work or volunteer placements | 2.5 |
| Financial independence | 3.4 |
| Total Average of Topic 11: Employment | 2.7 |

Topic 12: Skill Development

| | |
|---|------------|
| Taken skills training | 2.9 |
| Taking skills training now | 3.4 |
| Access to skills training | 2.8 |
| Aware of availability of skills training | 3.2 |
| Aware of skills training needed and wanted | 3.0 |
| Total Average of Topic 12: Skill Development | 3.0 |

Topic 13: Self-employment

| | |
|---|------------|
| Self employed | 4.2 |
| Aware of small business development options | 3.8 |
| Aware of resources assistance with small business advice and info | 3.7 |
| Experience in running own business | 3.8 |
| Knowledge to access capital, mentorship, and technology sharing | 4.1 |
| Total Average for Topic 13: Self-employment | 3.9 |

Topic 14: Housing Choice

| | |
|--|------------|
| Choice current residence | 1.9 |
| Suitability of living situation to needs | 2.1 |
| Independent living | 2.4 |
| Supportive housing | 3.7 |
| Choice of who to live with | 1.7 |
| Choice of moving | 2.7 |
| Know how to find affordable housing that meets needs | 3.0 |
| Support in home to live independently | 2.3 |
| Total Average of Topic 14: Housing Choice | 2.5 |

Topic 15: Products and Services

| | |
|---|------------|
| Needed products in regular stores | 2.3 |
| Access to needed services in community | 2.3 |
| Knowledge of local products and services accessibility | 2.5 |
| Total Average of Topic 15: Products and Services | 2.3 |

Topic 16: Social

| | |
|---|------------|
| Actively involved in at least one community service group | 2.5 |
| Actively involved in an advocacy group | 2.7 |
| Actively involved in religious organization | 3.3 |
| Actively involved in ethnic and cultural group | 3.5 |
| Actively involved in political group | 4.2 |
| Total Average of Topic 16: Social | 3.2 |

Topic 17: Culture

| | |
|--|------------|
| Able to attend plays and concerts | 2.6 |
| Able to go to museums and libraries | 2.0 |
| Participate in artistic activities and have access to needed resources | 3.2 |
| Participate in cultural activities and have access to needed resources | 3.6 |
| Aware of available local cultural activities | 2.9 |
| Can easily access local cultural activities | 2.8 |
| Able to connect with others with same cultural activities/interests | 3.0 |
| Total Average of Topic 17: Culture | 2.8 |

Topic 18: Recreation and Sports

| | |
|---|------------|
| Attend sports activities | 3.6 |
| Athlete who's involved in sports activities | 3.9 |
| Interested in being more involved | 3.2 |
| Enjoy local recreational activities | 2.8 |
| Feel welcome to participate in local sports and recreational activities | 3.1 |
| Can access sports and recreational activities | 2.8 |
| Aware of local sports and recreational activities happenings | 2.8 |
| Total Average for Topic 18: Recreation and Sport | 3.2 |

Topic 19: Environment

| | |
|---|------------|
| Access to nature and outdoor activities | 2.4 |
| Access to recycling and other environmental programs | 2.7 |
| Can safely access nature and outdoors in and around community | 2.5 |
| Feel included in local and outdoor nature activities | 3.1 |
| Access to information about local outdoor and nature activities | 2.9 |
| Have needed resources to participate in nature and outdoor activities | 2.9 |
| Have lower emission vehicle | 4.1 |
| Am able to participate in local environmental initiatives | 3.4 |
| Total Average of Topic 19: Environment | 3.0 |

Appendix 7: Matrix (sent as separate attachment)

| Basic Needs | Technical and Mechanical Supports | Sidewalks | Public Transit | Community Safety - fewer hazards | Emergency Preparedness | Education Plans | Signs | Help with Forms and Documents | Accurate Understanding of PWD | Current Job Market | Relevant Skills Training and Awareness of Available Skills Training | Self-employment Education | Housing Choice | Products and Services | Social | Culture | Recreation and Sports | Environmental | Information Offered Regularly | |
|---|-----------------------------------|-----------|----------------|----------------------------------|------------------------|-----------------|-------|-------------------------------|-------------------------------|--------------------|---|---------------------------|----------------|-----------------------|--------|---------|-----------------------|---------------|-------------------------------|-------|
| Good Health | 3.5 | 3.75 | 4.25 | 3.5 | 3.5 | 3.75 | 1.75 | 4 | 3.50 | 3.50 | 3 | 2.50 | 4 | 4 | 3.50 | 3.25 | 4 | 3 | 4.50 | 66.75 |
| Safe, Adequate, and Accessible Shelter | 2.5 | 3 | 4 | 2 | 3.75 | 2.5 | 1 | 3.75 | 4.50 | 2 | 2 | 1.50 | 4.50 | 4 | 2 | 1 | 1 | 2 | 4.50 | 51.50 |
| Safe and Accessible Community-Connection to Community | 3.5 | 4.50 | 4.75 | 3.25 | 3.5 | 3.75 | 2 | 3 | 4.50 | 3.75 | 3.25 | 3.50 | 4 | 4 | 4 | 4 | 4 | 2.25 | 4.50 | 70 |
| Freedom of choice and independence | 4 | 4.50 | 4.75 | 2.5 | 2.5 | 4 | 2.75 | 3.75 | 4.25 | 3 | 4 | 2.50 | 3.50 | 4 | 2.50 | 3.25 | 4 | 1.50 | 4 | 65.25 |
| Empowerment and right to own decisions | 3 | 3.50 | 4.25 | 4 | 2.5 | 4.25 | 3 | 4 | 4.50 | 3 | 4.25 | 3.25 | 4 | 4.50 | 3 | 3 | 2.75 | 3 | 4.50 | 68.25 |
| Sense of belonging, acceptance and Feeling and being valued | 4 | 3 | 3.75 | 4.25 | 3.75 | 4 | 2.50 | 2.50 | 4.50 | 3.25 | 4.25 | 3 | 4 | 4.25 | 5 | 4 | 4.25 | 4 | 4 | 72.25 |
| Fun and Enjoyment | 3.75 | 3.25 | 4 | 3.25 | 1.5 | 4 | 0.75 | 1.50 | 4.50 | 1.75 | 4 | 3 | 2 | 4.25 | 4 | 4.50 | 5 | 3.50 | 3.25 | 61.75 |
| Safety and Security | 2.5 | 4.25 | 4.50 | 4.25 | 4 | 2 | 2 | 3.25 | 3.50 | 2 | 3 | 2.25 | 2.25 | 3 | 3.50 | 3.25 | 2 | 2.50 | 3 | 57 |
| Relationships | 3.75 | 4 | 4.50 | 4.25 | 2.25 | 4 | 1.50 | 3 | 4.75 | 2.50 | 3.75 | 3 | 3 | 4 | 5 | 5 | 4.25 | 3 | 2.50 | 68 |
| | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | |
| | 30.5 | 33.75 | 38.75 | 31.25 | 27.25 | 32.25 | 17.25 | 28.75 | 38.5 | 24.75 | 31.5 | 24.5 | 31.3 | 36 | 32.5 | 31.25 | 31.25 | 24.8 | 34.75 | |

Appendix 8: Four Priorities (Complete List of Comments)

Kamloops Measuring Up Four Priorities Report Card Comments

Goal 1
Category: Transportation
Priority: Public Transit Issues Such as Schedules, Service Delivery, and Safety

Dialogue comments related to public transit:

- Wheelchair accessible taxicabs will not run at night.
- handyDART schedule does not work, e.g. one and one half hours to get to in town destinations.
- No buses on holidays or at night after 10 pm.
- Weather dependant.
- Buses too full to pick up scooters or wheelchair users.
- Sidewalk is not clear of snow so bus cannot drop the lift down.
- Buses not always reliable.
- Buses running behind time.
- Drivers do not want to lower the ramp.
- handyDART's attitude "You're not suitable for our service" rather than "How can our service adapt to meet your needs?"
- Problems with washroom facilities on planes and Greyhound, especially for people in wheelchairs.
- Heated shelters would be nice in winter.
- Public transportation is not available on holidays.
- If one can use the public transportation in some locations and at certain times of the day, use of handyDART is denied for those unsafe locations and in the evening.
- Taxi Saver coupons are only available if one uses the handyDART. Other use is cost-prohibitive.
- I use the regular bus.
- Bus drivers need to take ownership of responsibility, enforce their authority. They are more than a driver. I think they should go through sensitivity course.
- City of Kamloops needs an ombudsman who will represent people with disabilities.
- Bus drivers usually okay but sometimes forget to tell me my stop.
- Whenever I need a wheelchair taxi cab, they are sometimes not available or reliable.
- I wish handyDART would extend their hours so I don't have to be home at 5:00 pm.
- If you live in a facility, you are not allowed to book handyDART. Nurses have to fax a request and sometimes they don't do it because they are too busy.
- Need attendant medical resource as I cannot wait out in the weather.
- No taxi service at night.
- Sometimes bus is full and leaves me behind.
- We need equality in having a night social life.
- Bus stops at 10:00. Not the taxi with a chair lift and no handyDART.
- Public transportation: you have to walk so far to get it that it's not user-friendly.
- Transportation is not available on the reserve.
- No 24-hour transportation.
- Buses on Sunday start at 10:30 or 11:00 and are only on the hour. Buses from downtown only run till 4:30 and if you miss it, you're hooped.

- I cannot go to work because of the service on Sundays and on stats. I wouldn't mind working on stats because I get double pay on a stat. I miss all the activities on the stats because not everyone drives. Some of us don't have the support to go.
- I have to use regular bus transit because I cannot afford handy transit, and I have a little girl for which I require a child safety seat to ride handyDART, which I would then have to take out and carry around with me wherever I go, which I cannot do because of my disability.
- handyDART is not suited to parents with disability.
- Bus drivers do not always stay still at bus stops long enough for people with disabilities and seniors to be seated after we get on due to having to pull away to rush to keep to their schedules making the risk of injury due to falling much greater. I feel I have a high risk of falling when the bus drivers pull away too quickly before I am seated. This applies to other people with disabilities and seniors. I have witnessed several incidents of both groups of people falling but usually without injuries due to the bus drivers pulling away too soon.
- Bus drivers give preference to women with strollers over people with disabilities, in wheelchairs who need to sit in front seats, like myself where I must sit due to my large size, when the strollers are already on the bus. I feel that, since these areas on the bus are intended for people for disabilities, they should ALWAYS have the preference even women in strollers must be asked to leave the bus and catch the next bus to make room for people with disabilities, in wheelchairs and those who must sit in the front.
- Taxicabs - unsafe, unavailable (not enough).
- There are areas on the North Shore that are difficult or nearly impossible to access from a wheelchair.
 - a) On Tranquille - west side of street - Poplar to Mackenzie, very rough with lots of obstructions.
 - b) East exit from McArthur Island - No wheelchair ramp onto Kenora. Both sides of the causeway.
 - c) SE corner of 12th St and Kenora - sign in middle of paved sidewalk, very hard to get around.
- I use handyDART (Very good).
- The bus drivers "take off" so quickly and do not need to come to such sudden stops. I have noticed that some elderly and some people with disabilities have fallen or stumbled as a result of the bus jerking when it starts and jerking when it stops. I think the drivers need to wait until everyone is seated. Some drivers are good at paying attention to those who are not as "steady".
- Sometimes it's hard to ask family and friends for a ride.
- I never use a taxi.
- The Lansdowne Exchange is sloped so that when you use the ramp to get off a bus, it is too steep.
- Can't bring more than one bag of groceries on handyDART.
- Only have one wheelchair accessible taxi.
- Designated pick-up spots for handyDART etc.
- More flexibility/patience towards people with disabilities (call centres, bus drivers, for examples).
- handyDART won't come until street is cleared of snow.
- handyDART comes too early - an hour before my appointment, picks me up at weird times.
- Greyhound bus is very reluctant to put on wheelchair accessible bus.
- Greyhound makes it very difficult for disabled travelers.
- No access to taxis after 4 pm.

- Bus drivers will not pick up or drop off people in wheelchairs where there are no sidewalks.
- Downtown bus exchange needs effective on-site security and emergency phone - failure to enforce rules - needs washroom facilities.
- Taxi cab: designated pick-up.
- Bus exchange needs cell phone access and better snow cleaning as well as courtesy signs.
- Buses only run one way at night.
- Buses need to run more often to go to the movie theatre.
- Employment: Buses only run one way at night. Employment: No bus service on Sundays - what if you have to work weekends?
- Social: I need support in getting to the meetings or groups - transportation.
- Culture: Evening involvement is an issue because of transportation.
- Positive: handyDART is good at bringing people to big events should they know in advance.
- Culture: With radical issues, handyDART is not an issue since it is not direct - it takes a lot of steps.
- Culture: Accessibility, time of day, transportation can all be issues.
- Culture: Reduced public transit service on Sundays.
- Culture: Affordability of transportation.
- Recreation: Longer bus hours. Buses only run so late - not late enough for movies, Structure of handyDART services not great.
- Recreation and Culture: Cabs okay but not always available.
- Recreation: Users must be very early for handyDART services or they leave. Schedule is based on their needs. Needs to be driven by required needs of users.
- Recreation: handyDART is not generally available for recreational use.
- handyDART overbooks its service.
- Bigger print schedule available for bus system.
- Culture and Recreation: Location - Sagebrush and reserve not available by bus.
- Transportation to environment (outdoors) can be a problem.
- There are usually groups of teenagers taking over the bus shelters, swearing, smoking, and ignoring the needs of people who might need the shelter and the benches. I don't really feel safe at the bus loop. I was asked by the bus loop security not to smoke, which is fine, but I noticed that security tends to avoid dealing directly with the groups of teenagers that "own" the bus shelter, smoking and gathering for hours in the shelter.

Goal 2

Category: Understanding Disabilities

Priority: The Community Having a More Accurate Understanding of People with Disabilities

Dialogue comments related to understanding disabilities:

- Rarely satisfied about public understanding - less visible disabilities are difficult to understand - sometimes people have pre-conceived notions about disabilities.
- Sometimes feel comfortable and included in community.
- Sometimes the media does a good job - accuracy - but they don't distinguish between different disabilities.
- The media glorifies too much.
- Media focusing on abilities - getting better - sometimes more now that employment is an issue, but there is a lack of support for individuals and employers.

- Some very negative media - commentators in the newspaper calling all "one legged freaks".
- People are often aware of what is portrayed in media.
- Treat heroes well but don't accept them as human beings with flaws.
- People sometime understand my disability - long way to go.
- People sometimes feel included - need natural supports - don't want to look weird.
- Images in the media are rarely accurate.
- Media rarely or never focus on abilities.
- The City needs to consult the people that the changes are for, before making changes.
- Individual needs - don't assume.
- Strong bias about hiring people with disabilities - people seem to be afraid.
- People who have someone in the family with disabilities - they might understand.
- People in the city should experience what it is like to be a person with a disability.
- Structural obstacles to inclusion - might not be support - have to convince people that you can participate.
- Being visually impaired, or if you have a speech difficulty, people think you have other disabilities (intellectual).
- Extremes are portrayed in the media.
- Some ads are good for challenging myths.
- Abilities are underestimated.
- Stigma for people with mental health issues.
- Understanding is improving.
- Tend to segregate and group people with disabilities together.
- Friendly city - home town feeling.
- Good volunteerism in Kamloops.
- Local newspapers are good sources of information.
- Media doesn't do a good job of addressing hidden disabilities - focus is too much on good news stories.
- Hard to get access to some resources.
- More focus on abilities now than previously.
- Need more awareness of mental health issues for people who are suddenly disabled.
- New issues - understanding around chemicals and scent-free environments is needed.
- Volunteerism fills a need to be needed.
- Governments do not care about people with disabilities.
- Terrible opinion piece in local paper several months ago by Christopher Foulds referring to disabled people as "one-legged freaks".
- The media often paints a bad picture of people with mental disabilities.
- Community needs to learn scent/chemical sensitivity issues.
- It depends on community event or class I am attending re: feeling comfortable and included in my community.
- No one understands non-visible disabilities. The response is "Oh, I have that too."
- Not being respected the way I am treated because of my disability.
- My body might not work but my brain works fine. More awareness needed.
- Don't have TV.
- Mental health stigma: public does not yet understand about my disability.
- Accurate understanding: improving.
- City: friendliest in Canada.
- Community still segregates us: mental and physical.
- Newspapers and TV are supporting mental health.

- One of my disabilities is severe morbid obesity, which aggravates a congenital back problem causing chronic pain, limiting my mobility. There is one socially acceptable prejudice left in our society and that is against obese people, as it is perceived as being entirely self-caused and solved by simply more disciplined eating, whereas the medical evidence indicates that dieting and exercise alone is not sufficient for those with long-term, chronic morbid obesity to lose weight and keep it off. I feel I experience a lot of discrimination both in seeking employment/contract work and in social activities, due to my obesity.
- Little is known about sexual and physical abuse of people with disabilities because of inadequate funding to pay for proper workers but apparently has been improving.
- Many more centuries of enlightenment is needed. I rarely feel accepted.
- "needs more ability; needs more focus".
- Stop making heroes out of everyday people who happen to have a disability. I would like to see people with disabilities be recognized for other things other than our challenges.

Goal 3

Category: Products and Services

Priority: More Knowledge, Information, and Access to Local Products and Services

Dialogue comments related to products and services:

- Outside of the downtown core - beyond 5th, north of Columbia, the curbs are not cut for access to wheelchairs.
- Glass on sidewalks.
- Northhills Mall - fence from construction sticks onto sidewalk; crossing street is bumpy - same at 8th and Fortune.
- Hospital access is dangerous for wheelchairs.
 - Slope.
 - No sidewalk on left.
 - Traffic signs not sufficient.
 - Traffic is a problem.
- CMHA is closed on weekends.
- No buses, taxis, or handyDART services at night.
- Product availability can be a problem.
- Display of product in store is important - this must be consistent to be effective.
- Employee assistance is important - service.
- Relationship with staff and store is important.
- Safeway food delivery program - Thursdays, is great.
- Coopers has a food program.
- We don't always know what stores offer services. Senior Outreach Centre has all this sort of info.
- How can we better inform the community.
 - More advertising.
 - Directory? - this exists but not in one place.
- Does the store have product knowledge/is there enough demand?
- Aisle accessibility sometimes a problem - holiday season etc. Products piled in aisles.
- Not enough Braille - shelves and products.
- Stuff in stores are too high sometimes.
- Home cleaning services not available.
- Affordability of home care.
- Info about services - no go-to place (a website?).

- City of Kamloops and United Way page: some don't know about them - need to be updated/merged - website? No Internet place?
- Braille phone number in blue pages.
- My work is 8:30 - 4:30, and so is most services.
- If I mark rarely or never, it is because I'm in a wheelchair. Some places have stairs.
- Resources/One-stop shop.
- We need access to website where you can find out about the services available within the community for people with disabilities.
- We need more than one place where you can go where you can access this info. Kamloops needs to promote more on radio and TV about these services.
- Placement, consistency, where they are.
- If there is an employee available.
- Used to expand services that are now only open to services but could meet the needs of people with disabilities as well.
- Is there support available? Where do I go?
- In reference to access to services, not everything I need exists.
- I need to go to Kelowna to get a proper magnifying glass. This requires an appointment with the Low Vision Clinic and waiting list. My other technical aids are out of town or out of province, even out of country.

Goal 4

Category: Communication

Priority: Information Offered Regularly

Dialogue comments related to communication:

- JAWS program? - computer.
- City webpage with disability page on parking, etc. - events.
- Menus - non-reflective surface.
- One-stop info centre.
- Access to resources.
- CFJC - closed captioning.
- Assistance is not usually available.
- People lack the skills in relaying information.
- Are these people educated? Trouble speaking? Trouble communicating?
- Insufficient time to cover many issues.
- I need learning disability software for neuro-plascity. The book "The Brain That Organizes Itself".
- Also, there are no funds for fixing or improving LD if you are employed. The trouble is staying employed.
- Where I work, I do not have Braille at all, even though I am not totally blind.
- Scent/Chemical free signs, allergies, and chemical sensitivities.
- Make sure everything is in plain language.
- JAWS program: ask Todd.
- Personal computer.
- It would be great if more restaurants put their menus on line so that it is easier for people to read at their leisure and with their technology. It feels better than having people read the menu to you.
- My employment counsellor is excellent at keeping me informed.
- Good compared globally.
- Universal signage.

- Universal signs for washrooms in our community, bus, restaurants, menus - non-reflective.
- Signs need to be bigger in size and easier to read.
- Often use more signs by sidewalks.
- Use non-reflective materials.
- Depends on the building that I am going to.
- Need supportive assistance.
- Need signage for access and evacuation - emergency.
- Blind.
- I'd be unwilling to be out at night alone in my electric scooter.
- I need to ask for assistance quite often but I find that most people are very good about this. If I didn't ask, I would find myself in trouble, I am sure. Larger street signs and clearer addresses would be helpful and I would be more independent.
- Street signs and addresses need to be larger and easier to find.
- Bus schedule and telephone book - larger and simpler.
- Large print.
- Government documents are hard to deal with.
- Non-reflective is better.
- Training for staff on how to write in plain language.
- Blind.
- Use JAWS to scan and read material.
- Anxiety makes things harder.
- Need assistance with signs.
- Omissions such as addresses (such as those for this very conference) make it difficult to access information.
- Are you wondering why there is a poor turn-out? No signage.
- Large print, various formats, computer and technical directions, so difficult. All government and tax forms!
- Staff needs to be trained in plain language.
- On important documents, wording is confusing.
- There are people who may need the wording easier to read and understand - LARGE print, simpler language, concise.
- Forms have ridiculously small print. Most people are good at helping me fill out forms and sometimes I need to take the forms home to get help from my spouse. It would be good if more forms were available in Word so that I could fill them out on my computer. Too many forms are PDF, most of which my reading program will not read due to security settings on the document. Many PDF cannot be converted to Word. More forms available electronically in Word, please.
- Government forms, documents, and funding contracts often use legal and technical language, which is wasteful and difficult and needs to be put into plain language.
- Large print and more electronic documents.
- There seems to be no real system for blind people to get community information and this is very isolating.

Appendix 9: Overview of Proposed Inclusion and Accessibility Coordinator Position (Draft)

Measuring Up Inclusion and Accessibility Coordinator Position Overview

This position will focus on the four priorities that were established through the Measuring Up Project. These four priorities are:

1. Public transit issues such as schedules, service delivery, and safety.
2. The community having a more accurate understanding of people with disabilities.
3. More knowledge, information, and access to local products and services.
4. Information offered regularly.

This position could include the following duties:

Advocacy

- Accessibility and inclusion issues.
- Referral service.
- Network with community advocates.
- Sit on the City of Kamloops committees, such as transportation, safety, and communication, etc.
- Report regularly on inclusion and accessibility activities, issues, and progress to the Measuring Up Steering Committee, Resource Groups, and to all other appropriate stakeholders.

Education

- Accessible and inclusive communities.
- Education and community awareness for persons with disabilities and their families.
- In-services for staff, funders, service, and support providers.
- Employer education on employees with disabilities, accessibility, and inclusion.
- Peer support and volunteer presenters and educators.
- Community education.
- Media education.
- Promote user-friendly signage.

Access to Information

- Website - Update and maintain resource information on Measuring Up website.
- Asset mapping.
- Email alerts for events and important notices.
- Organize peer support and mentors.
- Promote plain language and various formats.

Appendix 10: News Release

City of Kamloops is Making Steps to Increase Inclusion and Accessibility

Over the last three years, the City has been working with the community, local resource groups, and more recently, with the provincial government to examine how accessible and inclusive our City programs and facilities are for persons with disabilities. Initially, a local grassroots group known as WRECKERS was invited to begin getting first hand information on where the City is doing well and where we can improve in the areas of accessibility and inclusion. As a result, a full review is being conducted by an external agency looking at all of the City-owned public facilities and programs. Recommendations from this review will be made to the City later this summer. The recommendations will benefit not only persons with disabilities, but everyone in the community from our elderly population who use walkers or scooters to young families with strollers. Later this fall, this group will also be providing Train the Trainer education to local persons with disabilities who will in turn be able to provide sensitivity and awareness training to our City staff and later to the community at large. These programs will be initiated this fall.

The "Measuring Up" Committee that has been funded by the provincial 2010 Legacies Now Program is examining the issues facing persons with disabilities out in our community. This project is collecting feedback directly from our Kamloops citizens with disabilities to identify the areas where we need to focus our attention to improve accessibility and inclusion overall in the city. A final report will be prepared for Council at the end of July with recommendations that have come from our public forum and surveys.

As a further example of how the City of Kamloops supports its citizens with disabilities, the City has recently purchased three new fully submersible water wheelchairs for the Canada Games Pool at the Tournament Capital Centre. In addition, when the renovations and upgrades to the Tournament Capital Centre were made, much consideration was given to the accessibility of the facility. An elevator was installed to allow access to the second floor, and the pool's change room facilities have had special hospital grade lifts and change tables installed to allow for easier transfers and dressing. The new Wellness Centre features Techno gym equipment that was chosen in part for its accessibility. Special hand ergo meters were purchased that allow for strength development of the upper body.

The City of Kamloops is committed to creating inclusive environments wherever possible. As new facilities are purchased or renovated, accessibility issues are being made a priority. New elevators will be included in the upgrades to the Old Courthouse and have been installed at the McArthur Island Sport and Events Centre.

Appendix 11: Budget

Measuring Up Committee Budget Report 2008 July 25

| | | |
|---|--------------------|--------------------|
| Income | | |
| 2010 Legacies | <u>\$22,500.00</u> | |
| Total Income | | <u>\$22,500.00</u> |
| Expenses | | |
| Contract Coordinator | \$20,000.00 | |
| Advertising | 480.00 | |
| Materials and Supplies | 488.42 | |
| "Honorariums" (Guest Speakers) | | |
| ASL, Interpreter (Community Forum) | 170.00 | |
| Advertising-Community Forum | 340.20 | |
| Food - Follow up Strategic Planning Session | <u>265.00</u> | |
| Total Expenses | | <u>\$21,743.62</u> |
| Net Income | | \$ 756.38 |

Note: \$4,000 bonus awarded to contractor for project completion as according to contract.

In-kind Donations:

- City of Kamloops Recreation Coordinator as acting Chair of Measuring Up Committee.
- Meeting space.
- Some photocopy and document services provided.

Community Forum In-kind Donations:

- Facility space, draw prizes, volunteers.
- City website survey services used for online "Report Card".

Follow-up Strategic Planning Session:

- Material and supplies donated by City of Kamloops and contractor Chuck Jensen.
- Facility donated by City of Kamloops.

****Please Note:** Remainder of funds to be used towards implementing priorities and recommendations.