

Measuring Up:
Accessibility and Inclusion at the City of Vancouver

December, 2008

DRAFT

~ Acknowledgements ~

The City of Vancouver would like to acknowledge and express our appreciation to all those who took part in the Measuring Up process, for their thoughtful insight, integrity, willingness to provide their time and expertise, and for their commitment to their community.

Many thanks to all of you who participated in assisting the City of Vancouver to take the next steps towards our shared goal: a great City of communities, which embraces the inclusion of all its members in all its aspects, in the hope that one day, the word “disability” will become a part of history.

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~ Glossary ~

Access

Permission, liberty, or ability to enter, approach, or pass to and from a place or to approach or communicate with a person or thing; Freedom or ability to obtain or make use of something

Accessibility

Physical access, sensory access to buildings, services and information, via built design, speaking browsers, sign language animations, Braille, signage, wayfinding, etc.

Aging

The aging process is not itself a disability, but is characterized by the accumulation of progressive multiple minor impairments predominantly related to sight, hearing, dexterity, mobility, and cognition. In combination, these can lead to high levels of disability.

Aging In Place

Aging in place refers to continuing to live where one is living or has lived, and using technology/products, services and conveniences to allow or enable one to not have to move as circumstances change due to age.

Assistance Dog

Assistance Dogs provide specific services to their handlers and greatly enhance freedom and independence. There are three types of assistance dogs: Guide Dogs guide individuals who are blind or visually impaired. Hearing Dogs alert individuals who are deaf or hard of hearing to specific sounds. Service Dogs work for individuals with disabilities other than those who are deaf/hard of hearing, or blind/visually impaired. They are trained to perform a wide variety of tasks which may include: retrieving, bracing, pulling a wheelchair, attending to a person with Autism, alerting to medical crises, etc.

Assistive device

A device that assists users in accomplishing day-to-day functions. For example, assistive listening devices include compensatory equipment used by people who are hard-of-hearing to augment sound in a room, such as inductive loop, FM and infrared systems.

Barrier(s)

Any law, system, building, attitude, program or policy that prevents a person's full participation in the community.

Barrier-free design

Original focus of disability campaigners and architects was on barrier-free access to buildings and public environments - curb cuts, textured paving, ramped entry, wider doorways, corridors and accessible toilets. Barrier free design has tended to focus on wheelchair access.

Cognitive/Language Impairments

Cognitive impairments are varied, but may be categorized as memory, perception, problem-solving, and conceptualizing disabilities. Language impairments can cause difficulty in comprehension and/or expression of written and/or spoken language.

Design for All

European term that promotes inclusion, equality, and socially sustainable development. Supports access to environment, usability of products and access to services. Focus on user involvement.

Design for disability

Design for disability, mainly focused on aids and adaptations. Related to the medical model of disability (and aging), the underlying intent is essentially prosthetic, originating in rehabilitation of war veterans.

Developmental Disability

Conditions that arise during the developmental period (birth to age 18). Includes epilepsy, autism, cerebral palsy, etc.

Disability

The World Health Organization “WHO” definition has shifted from locating limitation/impairment within the person, and locating the limitation/impairment in the environment:

- Disability is: “the unsuccessful interaction between a person and an unsupportive environment.” Environment includes: physical, social financial and political elements.

Discrimination

Discrimination is differential treatment or practice, either intentional or otherwise, that can occur through action, policy, procedure or practice.

Handicap

An obsolete term, often considered to be an alternative to the term “disability,” that may imply a helplessness that is not suggested by the more forthright term “disability.” Some stigma may attach to the word handicapped because of its origin in the phrase “cap in hand,” actually derived from a game of chance but sometimes mistakenly believed to involve the image of a beggar.

Hearing disability

Ranges from hard-of-hearing to complete deafness. Can arise from congenital conditions, disease, or deterioration caused by aging or accident.

Hidden disabilities

Though not exclusive, this list can include impairment related to: vision, hearing, touch, dexterity, mental health, and other medical conditions (i.e. epilepsy, diabetes, sickle cell condition, chronic fatigue syndrome or ME, cystic fibrosis, cancer, HIV and AIDS, and heart, liver or kidney problems).

Impairment

Any disturbance or interference with the normal structure and functioning of the body, including mental function. This may or may not be a disability, for example high blood pressure is an impairment but not a disability. Health conditions, aging, and traumatic events can all result in impaired capability. Whether this gives rise to disability is determined by social and environmental factors, and the design of environments, products, systems and services.

Inclusive Design

Approach by designers and industry to ensure that products and services address the needs of the widest possible consumer base, regardless of age or ability. Emphasis is placed on working with 'critical users' to stretch design briefs.

Intellectual Disability

Increasingly being used as a synonym for people with significantly below-average cognitive ability.

Medical model

The medical model of disability and aging implies that people are disabled as a consequence of their own condition, and seeks to either remedy the impairment through medication, rehabilitation and surgery, or through adaptive aids and equipment.

Mobility disability

Congenital, disease or injury related conditions that result in impaired motion or mobility.

Modular design

Designs which, by virtue of interchangeable units or add-on elements, can be configured to meet a wide range of requirements, particularly with regard to the user interface, thus extending the range of users served by a single design or product.

Social inclusion

A Europe-wide political objective, aimed at combating social discrimination, marginalization and conflict due to age, disability, poverty or ethnicity.

Social model

The social model contrasts, and has superseded, the medical model. It sees people as disabled or enabled by the social context in which they function. It proposes that changes in the social context or environment can remove or alleviate disability.

Trans-generational design

Concept developed by Professor James Pirkel and colleagues at the University of Syracuse, USA. It proposes that designs should work for people of all ages. It replaces the Universal Design emphasis on disability with a market-led approach.

Universal Access

Access for all to 'information and communications technology' (ICT). Also used in assistive technology to refer to specialist interfaces and control devices to make ICT products accessible to people with high levels of impairment.

Universal Design

Term originating in the USA and based upon seven principles set out by Architect and Designer Ron Mace, who used a wheelchair. Universal Design ("UD") extends the concepts of Barrier-Free Design and Universal Access to include access to products and services. UD is an approach to creating environments and products that are usable by all people to the greatest extent possible (including children, adults and seniors, with or without disabilities). Universal design is not a synonym for accessibility.

Universal Design designs places, things, information, communication and policy to be usable by the widest range of people in the widest range of situations without special or separate design. Most simply, Universal Design is human-centered design of everything with everyone in mind. The principles of Universal Design are:

- 1: *Principle One: Equitable Use:* The design is useful and marketable to people with diverse abilities.
- 2: *Principle Two: Flexibility in Use:* The design accommodates a wide range of individual preferences and abilities.
- 3: *Principle Three: simple and intuitive:* Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
- 4: *Principle Four: Perceptible Information:* The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
- 5: *Principle Five: Tolerance for Error:* The design minimizes hazards and the adverse consequences of accidental or unintended actions.
- 6: *Principle Six: Low Physical Effort:* The design can be used efficiently and comfortably and with a minimum of fatigue.
- 7: *Principle Seven: Size and Space for Approach and Use:* Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

Wayfinding

The perceptual, cognitive, and decision-making processes necessary for a person to orient themselves and find their way.

SOURCES:

Housing Ministry, Government of British Columbia; Canada
(<http://www.housing.gov.bc.ca/housing/access/bibliography>)

Center for Universal Design, North Carolina State University; USA
(<http://design.ncsu.edu/cud>)

European Design for All e-Accessibility Network (EDeAN)
(<http://www.edean.org>)

Design Council; UK
(<http://www.designcouncil.org.uk>)

Canadian Human Rights Act; CA
(<http://www.chrc-ccdp.ca/discrimination>)

Institute for Human Centered Design (Adaptive Environments); USA
(<http://www.adaptiveenvironments.org>)

Merriam-Webster's Online Dictionary
(<http://www.merriam-webster.com/dictionary>)

Ontarians with Disabilities Act (ODA); CA
(<http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario>)

Statistics Canada; CA
(<http://www.statcan.ca/english/freepub/89-577-XIE>)

American Disability Act (ADA) - Compliance Manual Section 902, Definition of the Term "Disability", Addendum; USA
(<http://www.eeoc.gov/policy/docs/902cm.html>)

U.S. Department of Transportation
(<http://www.fhwa.dot.gov/environment/sidewalks/appb.htm>)

Age-In-Place
(<http://www.age-in-place.com/aginginplace.html>)

~ Executive Summary ~

The City of Vancouver has been closely involved with the Measuring Up initiative virtually from the beginning – Councillors, Senior Management and staff members have all at a number of points been involved in promoting and supporting Measuring Up, and will continue to encourage other communities to take the Measuring Up challenge.

In implementing Measuring Up at the City, the process focused on a rigorous assessment of the work being done and the services provided to the community, in every City Department. The process involved first a cataloguing of the work, and then the adaptation of the Measuring Up guide, which was customized to fit the work being done in each City Department. Subsequently, the Measuring Up Consultant – who has previously served as the Chair of the Advisory Committee to Council on Disability Issues – along with a Staff member, conducted self-assessment interviews with City staff members identified by the Senior Management Team, from each Department. An invitation was then extended to community members to also participate in an assessment of the City’s work, using the same Guide and process. The invitation was extended to community members of the current Advisory Committee on Access and Inclusion, the previous Advisory Committee on Disability Issues, and beyond. The community members who participated in Measuring Up interviews have historically demonstrated a consistently high degree of leadership, civic/community joint ventures, commitment to community involvement, high quality advocacy skills, and ability to provide feedback in an equitable and thoughtful manner. Interviews with both City staff and community members allowed for a frank and open discussion, and a comprehensive and detailed review and assessment of the accessibility and inclusiveness of the City’s work.

While the Measuring Up Guide focuses on a series of ratings related to “Dialogue” and “Action,” the richest results from the Measuring Up process were, in interviews with both staff and community members, the stories, descriptions and anecdotes about both challenges and successes. Findings fell into two broad categories: findings having implications that impact the organization as a whole, and more specific findings in each Departmental area. Findings impacting the organization as a whole tended to focus on the need for consistency, communication, and consultation, while findings for each Department were many and varied. Interviewees frequently provided very concrete and creative suggestions for “next steps” in both categories, such that both short term and long term planning – and continuous quality improvement – can occur.

Due to space considerations, this Report cannot articulate the many informative, thoughtful and creative stories that emerged during interviews. It essentially provides an overview of the process used, and both the organization-wide, and Departmental findings, in a summary format. It is hoped that this report will, however, convey the inspiration, enthusiasm, and energy that was generated during the Measuring Up process, and facilitate carrying that energy and enthusiasm forward to further action.

~ Procedures, Principles and People ~

Measuring Up at the City of Vancouver

The City of Vancouver has a lengthy history of involvement with the Measuring Up initiative, dating essentially from its inception. From the earliest stages of the initiative's development, City of Vancouver Councillors, Mayors, Senior Management, and staff have worked with numerous others to create and implement Measuring Up. The initiative began with comprehensive consultation with communities across B.C., a process which culminated in the articulation of the four Measuring Up categories of community involvement. Measuring Up was housed with the Vancouver Foundation during the period when the Guide was under development. Successive City of Vancouver Councils have considered the Measuring Up initiative on a number of occasions, notably in June of 2006, when Council passed a resolution endorsing Measuring Up as a resource for all communities in B.C. (see Appendix A). The City will continue to champion Measuring Up, and wherever possible will continue to encourage all communities to take the Measuring Up challenge and strive towards improving accessibility and inclusion for the whole community.

In practical terms, the Measuring Up process at the City of Vancouver has consisted of four parts: cataloguing the work being done by City Departments; adaptation of the Guide; implementing the Guide through a series of interviews with City staff and community members, and summarizing/reporting results.

Cataloguing the Work: It was determined early on that the Measuring Up process at the City of Vancouver would focus on the work being performed by each City Department, in serving the community. As a result, the process began with a detailed and painstaking catalogue of the work being done in each Department, through a series of meetings with staff in every area. Seventeen City Departments and projects have had their work catalogued in this fashion.

Adapting the Guide: Once the detailed cataloguing of Departmental work had been completed, the Measuring Up Guide was consulted to determine which of the four areas of community involvement was engaged by the work being done in each Department. Subsequently, a Guide was created for each of the sixteen City Departments, customizing the Measuring Up language to fit each Department.¹ For example, the work done in the primary Engineering Department fell into four areas: Streets, Sidewalks, Parking, and Transportation. The work done in each of these areas was catalogued in detail. It was determined that in all of these areas, the work engaged the Measuring Up category "Support Services" and specifically, "Fully accessible and inclusive built environment." Accordingly, the language from the Measuring Up guide related to "Fully accessible and inclusive built

¹ The Information Technology area in Corporate Services was also catalogued, but as the work almost exclusively concerned internal/technological infrastructure support for City staff, rather than the public, a Guide was not created for this area. The City website and related issues are more appropriately located under "City Clerk's Office" and the new 311 Service is considered under "Access Vancouver."

environment,” was customized to fit each of the Engineering areas of Streets, Sidewalks, Parking and Transportation (see Appendix B).

In addition to adopting and customizing the Measuring Up language, two further ratings were added to each Department’s customized Guide. The first is a rating of the degree of impact the particular work being done has on the ability of individuals with disabilities to participate in community life. The second is a rating of staff awareness of issues related to access and inclusion. Both of these are a rating scale of one to three, to be consistent with the other Measuring Up rating scales. These two ratings have been added to every City Department’s Measuring Up assessment. By adding the “impact” rating, it will be possible to quickly identify and prioritize areas where the work being done by the City receives a weak Measuring Up rating, but has a high impact rating on peoples’ ability to participate in community life. This work may be highlighted and prioritized for attention. By adding the rating relating to staff awareness, it is possible to prioritize areas where staff is most in need of training and/or resources, to improve service related to accessibility and inclusion.

Implementing the Guide: Using the customized Guides created for each of the sixteen City Departments, the Consultant and a staff member conducted a series of interviews with City staff from each Department, identified by the City Management Team. These were staff members who have comprehensive knowledge of their Department’s work, and who could provide an assessment of the accessibility of their work, the impact of the work on community involvement, and their own staff’s awareness levels related to access, inclusion, and Universal Design. Where larger Departments with many areas were involved, typically more than one staff person was interviewed; for smaller Departments, fewer staff members were interviewed.

After meeting with City staff and obtaining self-ratings for each Department, the process turned to the community, to obtain the perspective of knowledgeable individuals from the disability and/or seniors community. The City’s Advisory Committee to Council on Access and Inclusion essentially became the “Measuring Up Committee” for the City. This Committee has been routinely consulted and informed as to the progress of Measuring Up at the City. However, not all members of the Advisory Committee wished to participate to the extent of engaging in Measuring Up interviews, and other individuals from the community with expertise were canvassed and interviewed. Community interviewees have all demonstrated significant experience and expertise regarding access, inclusion and Universal Design. They are individuals who have consistently demonstrated a high degree of leadership, civic/community joint ventures, commitment to community involvement, quality advocacy skills, and ability to provide feedback in a fair, equitable and thoughtful manner. Many of these individuals have been recognized for significant achievements in advocacy-related work (see Appendix C).

The same Guide and procedure was used with community members, as was used with staff members. For both staff and community members, interviewees were able to use partial ratings – e.g., 1.5. When interviewing community members, an effort was made to accommodate their preferences with respect to which Departments they wished to rate; however, measures were also taken to ensure that no Department was rated by less than three community members, to achieve a more balanced perspective.

Summarizing and Reporting: Upon completion of sixteen interviews with City staff and thirteen with community members, the ratings from all interviews were summarized in a spreadsheet, along with the more salient comments, suggestions and observations. The spreadsheet became the basis for the graphics included in this Report, which allow for a simple, “at a glance” view of Measuring Up results.

Generally, the richest results of Measuring Up appear in the comments, stories and anecdotal information that emerged during interviews, and are detailed in this Report. However, the spreadsheet provides for a simpler visualization of the numbers, and in particular, makes it easier to quickly compare Measuring Up, Impact and Staff Awareness ratings.

The Measuring Up process was quite time-consuming, but provided a wealth of creative suggestions that will assist the City in achieving improved levels of accessibility and inclusion across the organization.

~ Findings ~

General Findings

Measuring Up is a new process, both for City staff and community members. As it has been implemented at the City, the Measuring Up process provides a forum for open, frank discussion of issues related to accessibility and inclusion, and specifically, a mechanism for direct feedback from the community to staff about accessibility and inclusiveness of the work being done in every area of the City. The findings in this Report can form the basis for an action plan both at the Departmental level, and organization-wide, to enhance accessibility and inclusiveness.

The City staff members who participated in the Measuring Up process were knowledgeable about their work areas, and provided a comprehensive picture of each Department. During what was essentially a self-evaluation process, staff provided straight-forward and thoughtful assessments of their own and their colleague’s work and levels of awareness related to accessibility and inclusion. As with any form of assessment, there was often a degree of anxiety; this was not surprising, especially given that there has not previously been an assessment of accessibility and inclusiveness of this magnitude at the City. For those who felt their awareness of disability, access and inclusion was not as comprehensive as they would have liked, anxiety levels were more pronounced. However, there was also often an open discussion of the desire and need for further training related to access and inclusion.

There were a few common trends, which were fairly predictable. First, community members tended to provide slightly less favourable Measuring Up and Staff Awareness ratings than staff members. Aside from a desire on the part of staff members to avoid unfavourable ratings, there are a number of explanations that could account for this. Staff is more aware of the nature of the work done by their Departments, including initiatives to enhance access and inclusion, about which information may not be well disseminated to the community. One of the most significant findings of the Measuring Up process, which is discussed in greater detail

below, relates to communication between the community and the City: both would benefit from enhanced dialogue and consultation processes, including provision of information about initiatives occurring at the City to achieve greater accessibility and inclusiveness. Also, community members tended to default to the lowest rating level when they felt they did not have sufficient knowledge of a given area.

Another common trend was for community members to choose to assess City Departments with which they had had specific experiences, often where they either wished to see change or improvement, on one hand, or where they wanted to acknowledge a positive experience, on the other. However, community members by and large avoided the pitfall of making ratings based solely on personal, isolated experiences, such that a single negative experience would result in an entire Department being rated negatively. Generally, the focus of discussion was the experience of the “community at large,” rather than solely individual experiences. In addition, both staff and community members provided a multitude of creative ideas and suggestions, frequently in very much the same vein.

In terms of process, an effort was made to ensure that community members asked to participate in Measuring Up not only represented a broad spectrum of disabilities, but also included representation from across a diversity of cultural and other communities. This was because disability is often viewed differently in different cultures and communities. Ultimately, however, it was unfortunately not possible to achieve the desired level of cultural diversity, although there was representation from a broad spectrum of disabilities. Including consideration of cultural and ethnic diversity as it relates to disability may enhance the Measuring Up process. There were also areas of the Measuring Up Guide that created some confusion: for example, in the “Action” section related to “Fully accessible and inclusive built environment”, the lowest rating level refers to training in Universal Design, while the highest level refers to accessibility. This is somewhat counterintuitive, as generally Universal Design is considered the preferable standard. Also, interviewees consistently found it difficult to remember that “1” was the highest rating, and “3” the lowest, and it is simply not known to what extent this may have impacted findings.

The richest findings of Measuring Up, however, are not necessarily captured by the numbers and ratings, but rather by the stories and anecdotes that spontaneously arose during interviews. Wherever possible, those stories and anecdotes are reflected in this Report.

Findings from the Measuring Up process fall broadly into two categories: those that are very specific, shorter term, and executable at the Departmental level, and those that are larger, longer term, and impact the entire organization. The very specific and pragmatic findings and suggestions are described below in each Department’s area: they can be prioritized and tucked into action plans in short order, by each Department. In this way, each Department can use the Measuring Up process to achieve quick gains in access and inclusion, building momentum and a sense of incremental improvement.

Findings and suggestions that are longer term and impact the entire organization were often repeated by both Committee members and staff. These were generally seen as essential to achieving optimal accessibility and inclusion as an organization.

Organization-Wide Findings

The findings detailed in this section are not particularly surprising. What was surprising, however, was the degree to which they were repeated – sometimes with virtually the same wording – by both City staff and community members.

1. Consistent, City-Wide Principles and Practices

The most frequently cited finding, by both staff and community members, was the need for greater consistency across the organization when considering accessibility and inclusion. Both staff and community members described experiencing differing practices and levels of awareness throughout the organization. In some instances, practices were seen to be very strong, and staff awareness high – in others, practices and awareness levels were significantly lower. A consistent, organization-wide set of principles and expectations – a lens - was frequently cited as one of the most important steps the City could take to improve accessibility and inclusiveness throughout the organization. By adopting a consistent organization-wide lens related to accessibility, inclusion and Universal Design, the City would demonstrate its commitment and achieve greater accessibility and inclusivity; but may also: a) create greater consistency, competence, efficiency and community service; and b) enhance unity between Departments, and improve communication, sharing of knowledge and best practices.

The City has a history of working incrementally to improve levels of accessibility and inclusion. This focus fits with the City's character as a diverse and inclusive organization, committed to public service. However, in a number of areas the focus has tended to be on ethnic and cultural inclusion, or focused on particular culturally based groups, rather than disability – which cuts across all cultures. For example, multi-linguistic inclusion has been a more consistent focus than adoption of multiple formats and plain language. An organization-wide lens would simplify and enhance accessibility and inclusiveness.

“We need guidelines addressing issues of accessibility and inclusion, that would provide a consistent, standardized approach to the issue, and consistent, standardized practices...We need to come up with a process that incorporates the UD [Universal Design] lens.” (Staff member)

“A suggestion: develop a consistent plan related to accessibility, and apply it across the City. And communicate more with the community about what you're doing about accessibility.” (Community member)

One concern that was raised with the idea of creating a set of standards or guidelines, is that there is a tendency to work to the letter of the standards, treating them as a “ceiling rather than a floor.” However, there is also a history in a number of areas (for

example, in Bylaws) of aiming to achieve the most effective practices able to be implemented at the time, rather than simply obeying the “letter of the law.” Some discussion of this principle could be incorporated in any guidelines or standards.

Currently, some Departments within the City are already creating guidelines or similar resources to support consistent standards and practices related to accessibility and inclusion within their area. For example, Engineering is creating such a resource for its own staff to use, based on work done by the City of London, U.K. It may be possible to determine what is currently in existence, and consolidate what has already been undertaken.

2. Consistent Staff Awareness and Skills Levels

A second finding that was very frequently noted, particularly by community members, was unevenness in staff levels of awareness related to accessibility, inclusiveness, and Universal Design generally. Community members commonly reported that staff awareness levels may be high in one particular area, but low in another, with the result that service levels for people with disabilities could vary from one contact to another.

**“Awareness is really uneven, about accessibility. You can get two different experiences. Some [staff] are very aware, others not at all.”
(Community member)**

Staff members also self-identified a desire for greater knowledge and skills. In one case there was a specific inquiry as to whether the Measuring Up process might result in more training becoming available. Staff members expressed that they have the intention and desire to provide high quality service to all members of the community. As a result, where awareness and proficiency related to accessibility and inclusion was not high, this created a degree of anxiety for some staff. Ensuring that there is consistent staff awareness and proficiency across the organization would enhance staff members’ confidence, improve service to the community, and positively reinforce further learning.

Staff members spontaneously identified on a number of occasions that they would in general like to have more resources, support and training related to disability, accessibility and inclusiveness – to know more themselves, and to know where to go when they feel they need a more sophisticated level of expertise. Some staff members have received training, but again, it is inconsistent across the organization.

“There’s a tendency to focus on ethnicity or culture; [staff] seem to be more aware of those issues than the issues that matter to people with disabilities.” (Community member)

3. **Expectations of Consultants Carrying Out Work for the City**

Both staff and community members identified that consistency related to accessibility and inclusiveness was also important when consultants were carrying out work for the City. The East Fraserlands project is an area where both staff and community members provided very strong Measuring Up ratings. On this project, particular attention was paid to ensuring that developers and consultants adhered to the highest standards. Entrenching that expectation in legal documents was identified as one of the key strategies in the project's high levels of success.

“In this project, all new units have been built, from inception, in accordance with [Universal Design] principles. This is entrenched in Zoning, Planning, and legal documents with the developers. Universal design is enshrined as a requirement throughout the layers of legal contracts and requirements, practical considerations, and community needs. Then it infuses out into all aspects of the project...” (Staff member)

Adopting this practice of requiring consultants to adhere to the same consistent standards with respect to access, inclusion and (where feasible) Universal Design (as described above) would send a message of commitment to developers, architects, and other contractors. It would also provide the City with stronger recourse in the event that consultants do not adhere to contractual requirements. This may also prompt consultancy firms to recognize the changing levels of awareness and expectation generally, and the need to become better educated in relation to access, inclusion and Universal Design.

“There is a huge educational component required, and it is not always easy to work with the [consultants] and get things going the way they ideally should.” (Staff member)

“Previously [consultants] would say ‘no way, UD [Universal Design] costs too much.’ Now there is a better understanding of why that need not be the case.” (Staff member)

“We are still more access-focused, rather than Universal Design focused. ... There is a tendency for [consultants] to focus on ‘grafting something on,’ and the something they most often think of is a wheelchair ramp, rather than being as innovative and creative as we might be.” (Staff member)

Such a requirement of consultants would also help to eliminate situations where the City finds it necessary to retain two sets of consultants: those with technical expertise in a given area, and those with expertise in accessibility, inclusion and Universal

Design. Greater awareness on the part of staff overseeing the contracted work would also enhance their effectiveness.

4. **Optimal Dialogue with the Community**

Another area of strong agreement between staff and community members involved optimizing the way in which the City consults with the community. A need was identified to adopt a comprehensive consultation process, and apply it more consistently across the organization. Community members frequently expressed concern that in many areas, dialogue only occurs at the beginning of a specific project or undertaking, and too often does not include a mechanism for feedback. Also, community members felt there was insufficient notification of consultation events, and in the past, marketing and other materials had not been accessible; the degree to which people with disabilities were able to contribute to the consultation was doubtful. They also expressed concern that consultation often appeared to be focused on ethnic or cultural diversity, more than the concerns of people with disabilities. Finally, there was a concern that too often, consultation has been limited to staff presentations at the Advisory Committees on Disability, or Access and Inclusion. Those presentations were also at times not accessible, staff appeared to be uncomfortable and defensive, and the process felt more like a “checkbox” approach to consultation, rather than a genuine desire to exchange information.

“Consultation should go beyond the Committees – there are lots of people in the community who could make a great contribution, but aren’t part of a Committee.” (Community member)

Two areas, however, were identified as particularly strong with respect to community consultation: the East Fraserlands and Woodward’s projects, and Vancouver Public Library. One suggestion was to adopt many of the community dialoguing/ consultation practices used in the East Fraserlands project, augment them – potentially adopting practices used by the Library as well – and extend the resulting consultation model across the organization.

“Community members have been so involved in these Projects, from choosing the site, to working with architects, and beyond. They allow... people to contribute to the shaping of their own community” (Community member)

Staff representing the East Fraserlands and Woodward’s projects very clearly identified many of the tools they used to achieve the exceptional level of dialogue and consultation, a number of which might form a model for dialogue that could be adopted organization-wide. They included:

- Consultation from the outset, before guiding principles are decided upon or plans made, very widely marketed in an accessible manner;
- Continual grass roots consultation, with a variety of formats such as Ideas Fairs, open door access to information, road shows, and others;
- Education for staff and others
- A project Steering Committee that is committed to accessibility, inclusiveness, and Universal Design;
- “Drilling down” that commitment through the project, as a consistent expectation of all work and everyone involved;
- Consideration of who the interest groups are, including not for profit organizations, the private sector and others, and ensuring that the core principles are entrenched into all legal contracts and similar documents;
- An Advisory Committee to ensure ongoing accountability, and a high level of commitment and willingness to listen to “tough dialogue” when necessary;
- Transparent and widely available reporting procedures, in a variety of formats, including
 - Publishing evaluation criteria, who met them and how;
 - Listening to, considering and incorporating feedback, and
 - Informational “open houses;”
- Continuing to monitor the level of success of the project, informing others of the costs and benefits of Universal Design, and continuing the reporting and accountability strategies on an ongoing basis, as core (guiding) principles.
- Use of “deficiency lists” to find any accidental errors and track and correct them.
- Allowing community members to “sign on” for regular updates via email.

“It’s often assumed that consultation will be painful, long, drawn-out, and will increase cost and stress. That may be the case if one is running from consultation; there is learning involved, and that means change. ... The longer consultation is avoided and work continues without the knowledge gleaned from consultation, the greater the chance you have to go back and revise, and that is time consuming. ... But if consultation is done before the work begins, even before guiding principles are settled upon, it is a resource; an asset – and time is not lost ... by ... the requirement to consult.”
(Staff member)

“A gift becomes a responsibility.” (Consultant)

In the case of the Vancouver Public Library, the ethic of service to the public, incorporating public consultation and dialogue, is very strong amongst staff; this was consistently identified by community members. Interestingly, Library staff members identified their dialogue with the community as “outreach” rather than “consulting.” The difference lies in the sense that “consulting” means taking a specific, often quite narrow issue, and seeking input from community members. Outreach, as it is described by VPL staff, involves asking the question: “Who is not participating in the

services we offer, and why; and how can we incorporate their voices and needs into what we offer?” What the Library and East Fraserlands models of consultation appear to share, is that dialogue occurs on an ongoing basis, includes very early contact and ongoing feedback. Further, consistently sharing and applying mutually beneficial information strengthens the City’s services and the relationships of those involved. Highly effective sharing of that information involves providing it widely and accessibly, in a variety of formats.

“We are not as strong in terms of getting back to the community after the fact and ensuring that we’ve actually met the accessibility goals we intended. ...There’s room for improvement, in going back and asking, ‘how well did it work out’? We don’t ask often enough ‘how’s it going’ and ‘did it work.’” (Staff member)

In general, community members were not aware of a number of initiatives at the City that could well be useful to enhancing access. None of the community interviewees were aware that information about the status of street construction was available on the City’s website, in “The Road Ahead.” Similarly, most were not aware of the amount and variety of adaptable programming offered through Parks, such as adapted aquatics, kayaking, Bocci and hockey for those with visual impairments, etc. Generally, community members identified a need for more accessible information about City events, programming, services and facilities.

A specific area of concern related to the website, and the need for greater accessibility. The City’s website was described by community members in particular as unwieldy, overly complex, confusing, and not accessible. The search engine was roundly criticized by both City staff and community members as not being helpful, and rarely providing the needed results. Some websites were “quite good” – the library being one – however, once again, a lack of consistency (common characteristics and general layout) was noted, particularly by community members.

“There’s no consistent ‘look’ to the website... it’s too large and confusing right now... (Community member)

Finally, with respect to dialogue and communication with the community, generally a strong observation was that the communication tools – websites, marketing, etc. – would be one of the most important places to begin improving accessibility and inclusiveness.

5. Communication Across and Within Departments:

There are areas in many Departments where strong work is being done around accessibility and inclusiveness – but the nature of that work, and how it is done is not necessarily infiltrating other Departments or areas within the organization. Increasing dialogue within and across Departments would lead to greater efficiency, increased skill and awareness levels, cross-pollination of creative ideas, and again, the greater

consistency that was so frequently identified as desirable by both staff and community members throughout the Measuring Up process.

There will inevitably be challenges involved with increasing accessibility and inclusiveness: there are competing and conflicting interests, financial considerations, aging infrastructure and facilities, and at times accessibility goals will appear to conflict with environmental or heritage initiatives. When creative solutions are found in one Department or area, others would likely benefit from being made aware of them, so they could adopt or adapt them for their own use. An example that links the concepts of communication with the community and within the organization, involves signage. Signage in most City areas, internal and external, was seen as lacking in amount and accessibility, and it was noted that there is no consistent style or practice related to signage, lighting and related issues.

“Just saying ‘it’s an old building’ doesn’t mean the whole consideration of accessibility stops. Continue to think creatively; do some research. ... Maybe it’s not always possible to do a Universal Design, but that doesn’t mean you would stop thinking.” (Community member)

Impact and Staff Awareness Ratings

Impact Ratings: Generally, staff and community ratings of impact were similar. On some occasions, staff rated the impact lower than did the community. Again, this is not surprising: most staff do not live the experience e.g. of a person using a powerchair on a bumpy sidewalk in a construction area, or navigating through a park, recreation centre, or library with a visual impairment. If there is a significant difference between staff and community members’ impact ratings for a particular area, however, that would be of concern. It could potentially indicate lack of understanding on the part of staff with respect to how important a particular area of work is to the ability of people with disabilities, seniors and others to participate in community life.

One area in which measurement of impact became interesting: where there is tension between the frequency with which the service is required, and the degree with which it is required. E.g.: police, fire and emergency preparedness. In all of these areas, the service is, in most instances, needed only rarely – however, when it is needed, the need is likely to be acute. This was observed by both community members and staff – but with greater emphasis by community members. Community members also noted the impact of disability on emergency situations:

“Any disability always makes any emergency situation more complicated.” (Community member)

This comment underscores the observation made by community members that there is a need for staff in emergency-related service areas to be particularly aware of how disability can impact emergency situations, and the different impacts of different types of disability.

Staff Awareness: As discussed above in greater detail, the most common comment regarding staff awareness levels was that they were uneven and inconsistent. In a number of areas, community members felt it was difficult to rate staff awareness because it was so inconsistent - even within a single Department - where it could range from the lowest to the highest level; however, these members consistently gave it a middle-of-the-road rating. This prompted frequent comments that such a rating did a disservice to staff with a high level of awareness, and over-rated the awareness of others. Community members frequently observed that they encountered very different responses when voicing a concern, complaint or question at City Hall. Some were left with the impression that awareness was “at a standstill” while others felt that staff were in general very responsive and helpful. In the main, it was generally acknowledged that staff members usually want to be of assistance, but that any training on accessibility, inclusion and Universal Design could only be happening on a sporadic, ad hoc basis. Both staff and community members felt staff needed to attain a more consistent awareness and skill level.

The “organization-wide” findings described above were very consistently mentioned by both staff and community members throughout the Measuring Up process. What follows is a description of the specific findings, by Department. In each case, a brief description of the work performed by that Department is followed by a description of affirmative findings, challenges, and suggestions by both staff and community members.

A note regarding the numerical values in the chart material that follows: Measuring Up uses a “Gold, Silver, Bronze” approach, in keeping with its historical connection with the Paralympics and Olympics. Specifically:

- A score of three is equivalent to a Bronze or “good” rating;
- A score of two is equivalent to a Silver or “better” rating; and
- A score of one is equivalent to a Gold or “best” rating.

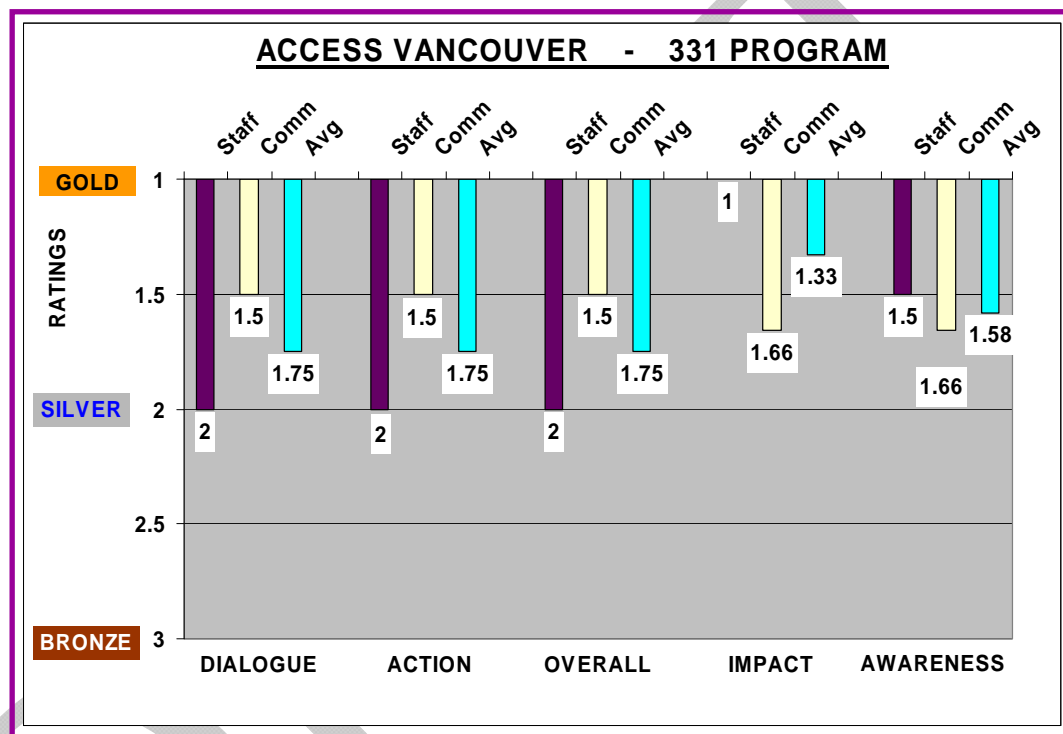
As a result, a score of one is the most desirable, although it is numerically the lowest score.

The chart below depicts overall scores for the City of Vancouver; the following section discusses each Department in turn. ***Due to space considerations, the information in the next section of this Report is a high-level overview of the major Departmental findings only; greater detail is available as required.***

Findings By Department

1. Access Vancouver – 311 Program

Access Vancouver is comprised of two internal document and information management systems, which would have little public impact, and the upcoming 311 service. 311 is a new initiative that will provide information and support regarding any issue related to the City, via live voice service, 24 hours a day, 7 days a week, in many languages. Currently, the City receives approximately 1.4 million inquiries a year, or 150,000 to 200,000 a week. Rollout of the 311 service will begin later this fall; it has not yet been completely finalized.



Affirmatives – Staff: 311 will provide greater accuracy, safety, speed, convenience and efficiency in responding to queries. It will also increase the integrity of information, ensuring the caller does not receive multiple, conflicting pieces of information. In other Cities, it has resulted in a vast improvement in information services, and decreased frustration. There are also practical uses of 311 – for example, engineering will know where services are needed, e.g. to remove graffiti, pick up garbage, etcetera. In emergencies, it will also help responders to react faster, because the eyes and ears of citizens are greater in number than those of officials. The 311 service represents a move from reactive, to proactive.

Affirmatives – Community: “This is a wonderful idea; it will make many things much easier; this is a success story. It has really provided a lot of answers in other cities, it will really make the City more

Suggestions:

- Ensure that the service is accessible for people with a broad range of disabilities, as well as multiple languages.

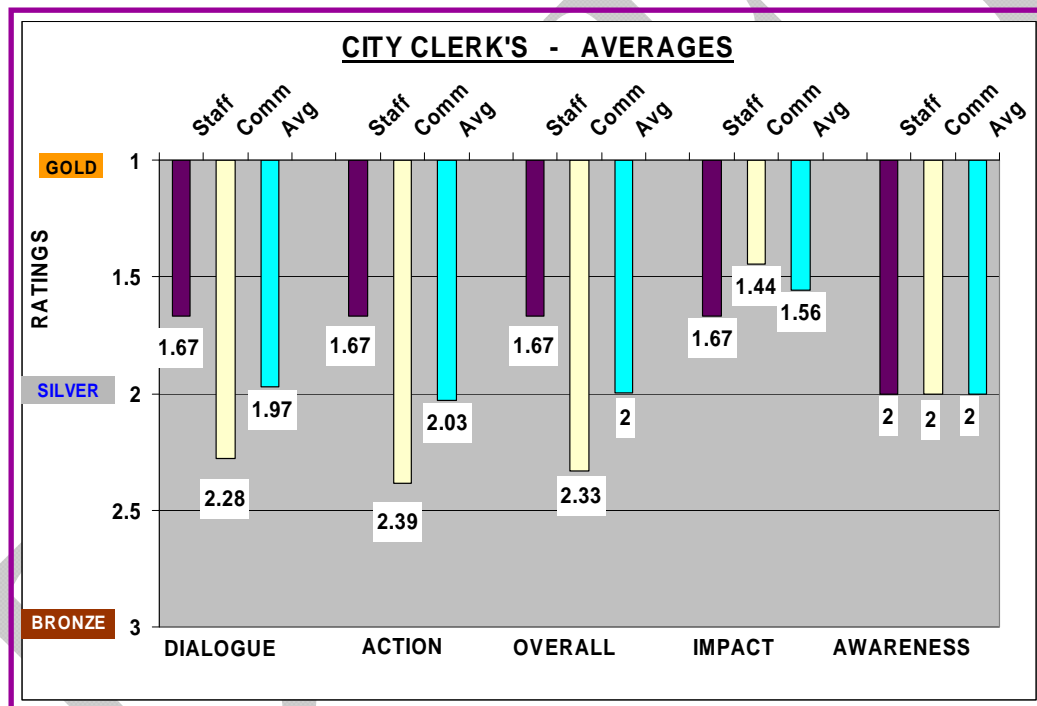
accessible. It will also solve a lot of frustration! The intention appears to be very good.”

Challenges – Staff: Because this project is still in the rollout stage, it is not possible as yet to talk about outcomes.

Challenges – Community: While this sounds great, it’s a little difficult to rate something that is still only in the planning stages. Also, the focus appears to be more on cultural inclusion, than multiple formats and consideration of the needs of people with disabilities.

2. City Clerk’s Office

The City Clerk’s Office provides information about many initiatives at the City of Vancouver, including information about elections, GVTV, community webpages, and other information. City Clerk’s provides support to civic involvement opportunities, such as the Advisory Committees to Council, and is involved in a number of events and awards.



Affirmatives – Staff: There has recently been a conscious effort to shorten minutes of meetings and to use plain language. Some training has been provided with respect to accessibility of communications, including accessible websites, but this has not been comprehensive as yet. The civic involvement process includes the current Advisory Committee to Council on Access and Inclusion. Recently, Council approved recognition of International Day of Disabled Persons, and a community Award for individuals who contribute to the accessibility of the community.

Affirmatives – Community: With respect to civic involvement, there is good intention here, although people are often confused about their role, the role of individuals in the meeting “gallery”, and what the parameters of the work are. The addition of the recognition day and Award are both good; however, there is a need to be careful with the award to ensure it does not result in stereotypical views of people with disabilities as “heroes.”

Suggestions:

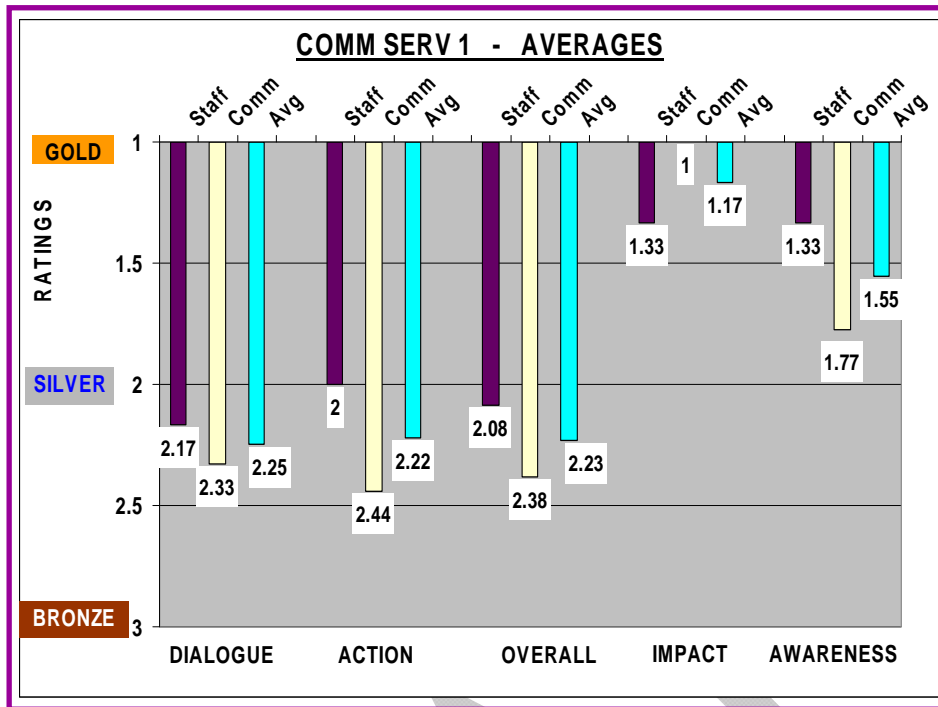
- Overall, significantly improve the accessibility of all websites.
- Create consistent standards for the various Department websites, and require greater simplicity.
- Implement a more effective internal search engine on the website.
- With respect to Advisory Committees, set guidelines for roles and responsibilities, time commitments, expertise levels, and when staff should retain professional consultants.
- Adopt a model of consultation that includes a follow up/feedback component.
- Adopt consistent standards so that information and material going out to

Challenges – Staff: There are no formal plans in place, in terms of either dialogue or action. The website’s lack of accessibility, and the lack of accessible material going out to the community has been identified as “a gap;” an initiative has been started to address these concerns, but this is a significant challenge.

Challenges – Community: The website is not accessible or inclusive, and feels disorganized and inconsistent. The search engine is “terrible.” At times, it feels as though staff consult with the Advisory Committee in a “checkbox” fashion, rather than with a genuine desire for exchange of information. There is little follow-up. “Authentic consultation means you want others to see what you’ve done and give feedback – we want to see and be involved in revising outcomes as well.”

3. Community Services #1 – Chief Building Office, Planning, Development Services

This area deals with building bylaws, permit reviews, and building policy and practice, as well as community planning, land use planning, heritage and urban design issues. Development Services deals with permits and approvals for development of private property, landscape development, and a number of related areas.



Affirmatives – Staff: There is a tradition, particularly in the area of bylaws, to avoid working through legislation and policy, but rather to try and aim for the most effective practices they are able to implement at the time. In other words, bylaws and codes should be seen as a floor, not a ceiling, and this tendency to avoid *only* striving to meet legislative requirements should be encouraged. They are also consulting with an individual from the USA, with the National Disability Organization, and are gathering information on enhancing accessibility and inclusion that will be incorporated into upcoming workplans.

Affirmatives – Community: The work done in the Bylaws area is good. More consultation would allow for opportunity not only to provide feedback, but also to say “That’s great; could you do more?”

Challenges – Staff: Consultation does not include obtaining feedback as often as it should. There has been some training on Universal Design principles, but staff feels they have not “gone far enough” with Universal Design. There is still a tendency to focus on mobility issues, and there is less awareness of sensory, and other, disabilities.

Challenges – Community: There isn’t very much information available about these areas. It’s important to provide the community with information about work being done, as well as obtain input.

Suggestions:

- Provide further training on accessibility, inclusion, and Universal Design.
- Use resources, such as the contact lists in the EEO office, to ensure community consultation more comprehensively involves knowledgeable people with disabilities.
- Ensure access and inclusion are part of the Community Visions process.

4. Community Services #2 – Social Planning, Operations

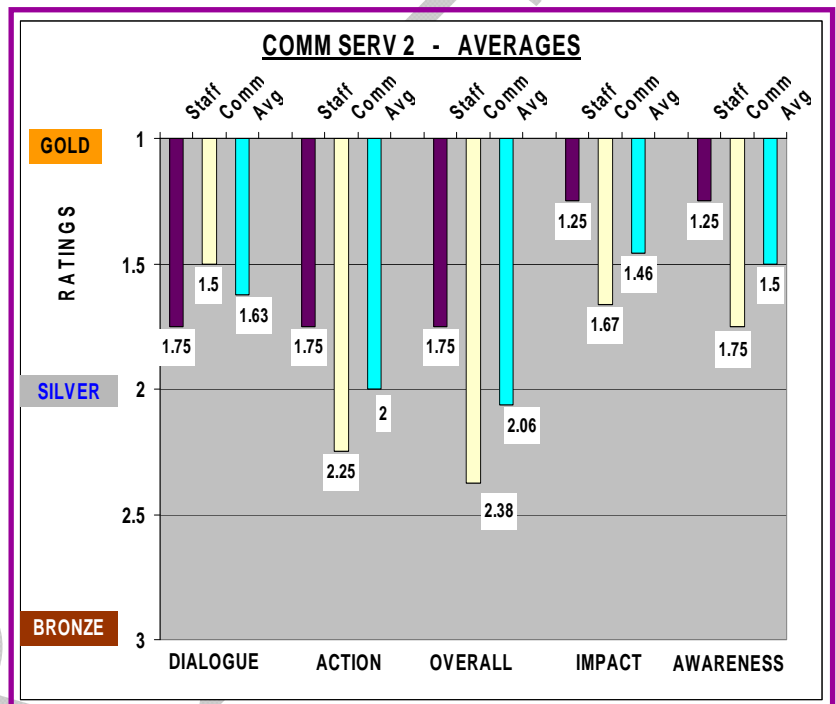
Social Planning provides facilities and programming for the community, including childcare, Family Places, and Neighbourhood Houses. They provide programming for children, youth, Aboriginal, and multicultural communities. “Operations” includes community centres, such as Evelyn Saller Centre, Carnegie, and the Gathering Place, that provide health services, activities and outreach in the Downtown East Side. Operations also provides subsidized housing through nine residences and lodges, and operates Mountain View Cemetery.

Affirmatives – Staff: Through Social Planning, the City provides support for a number of organizations, including the BC Coalition for People with Disabilities, the Kettle Friendship Society, and others. Social Planning meets with close to 120 community organizations. Operations staff is resourceful in finding solutions for challenges faced by residents of the Lodges, with respect to disability: there are often complex, overlapping issues related to disability amongst the residents. People with disabilities are represented on the Board of (e.g.) The Gathering Place and Evelyn Saller to ensure inclusion when planning programming.

Affirmatives – Community: The work being done at Carnegie and Oppenheimer Park should be rated very highly.

Challenges – Staff: There is not a consistent lens with respect to accessibility and inclusion in Social Planning. There has not been a truly documented improvement in “action” there is a sense of gradual improvement, but this has not been specifically documented. In Operations, the age of the buildings is a challenge, and results in a “reactive” approach to solving challenges related to disability.

Challenges – Community: There is an emphasis on multicultural issues in community consultation at Social Planning, which is not truly



Suggestions:

- Increase cross departmental collaboration on issues related to access and inclusion – there is a degree of overlap.
- Ensure information about community consultation is available in multiple formats and is accessible; adopt a model of consultation that expressly includes people with disabilities and seniors.
- Consider establishing a Social Planning role to address disability and seniors’ issues.

inclusive. An example is the focus on offering materials and programming in a multilingual way, rather than multiple formats. There is no Social Planner for Disability or Seniors.

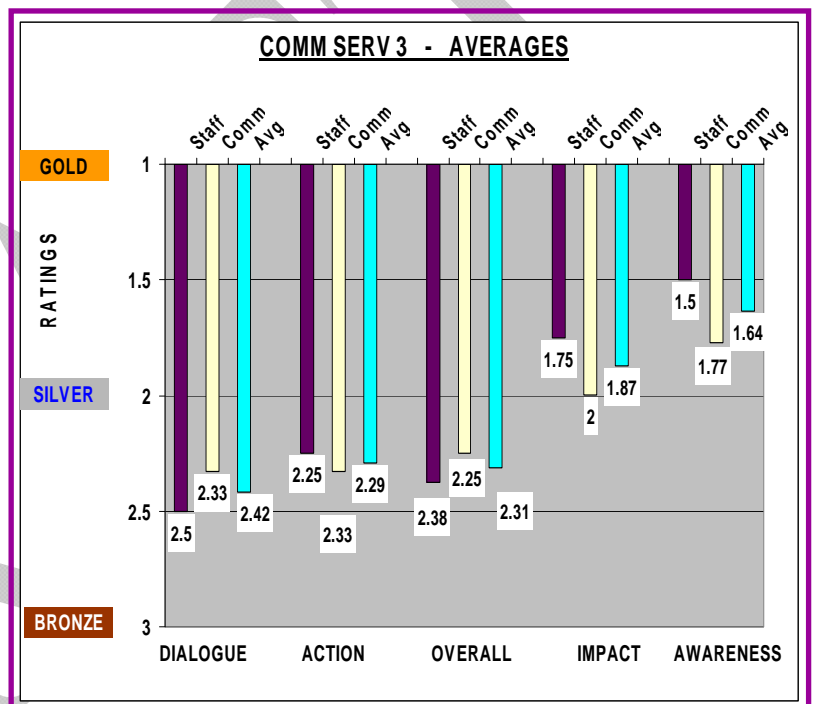
5. Community Services #3 – Cultural Affairs, Civic Theatres, PNE/Hastings Park, Housing Centre

Cultural Affairs provides grants and other support programs to cultural groups. It provides awards such as the “Book Award”, manages the Public Art Program, and researches and advises Council on cultural affairs in the City. Civic Theatres manages the Queen Elizabeth, Playhouse and Orpheum theatres, while PNE/Hastings Park manages those facilities. The Housing Centre works to identify affordable housing options for development, and assists individuals seeking housing.

Affirmatives – Staff: Cultural Affairs meet with and provide funding to Theatre Terrific, Gallery Gachet and other organizations representing individuals with disabilities. There have been revisions to improve the accessibility of the civic theatres, and more are planned, including box seating for wheelchairs and more accessible washrooms. There is a lot of ongoing community consultation with respect to Hastings Park and the PNE.

Affirmatives – Community: The City is “trying to be good” in these areas, although there are still gaps. Staff try to be helpful; they need more skills and knowledge.

Challenges – Staff: More could be done to create eligibility criteria that ensure there is recognition of people with disabilities. More could also be done to consult with the community, beyond the specific organizations being funded. For Theatres, there are significant challenges with lighting and providing information in multiple formats, and the “back of the house” areas are not accessible. There are very significant challenges with supported housing.



Suggestions:

- **Research and creative solutions needed to overcome accessibility challenges with older buildings. Consider whether some of the measures implemented at the Red Robinson Show Theatre are possible. Age does not mean that accessibility problems cannot be addressed; consider what is done in Europe and elsewhere.**
- **Consider creating supported housing specifically for deaf and hard of hearing individuals living on the Downtown East Side, with appropriate supports.**

Challenges – Community: It is very disappointing that a person using a wheelchair to attend functions at the Orpheum cannot sit with their guest, unless they too are using a wheelchair. Just because a building is old, doesn't mean it has to be inaccessible. The focus tends to be more on culture, than on disability.

6. Corporate Services – Facilities Design and Maintenance

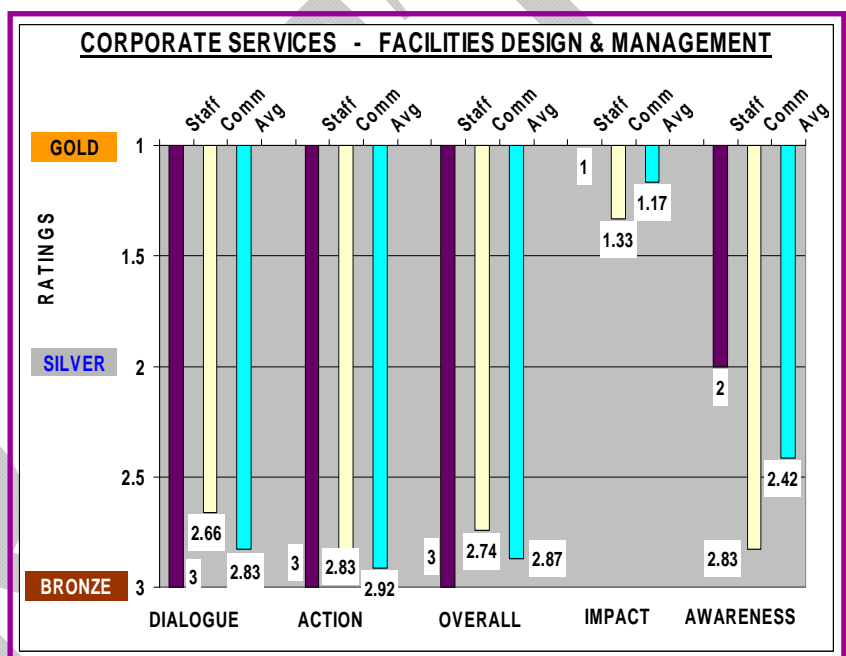
Facilities Design and Maintenance oversees design and construction of all new City facilities, as well as maintenance of all City facilities, structural repair and renovations both internal and external, maintenance of Heritage facilities, provision and maintenance of appropriate furnishings for all City facilities, and managing the tender and proposal process for all related contracted services.

Affirmatives – Staff: There have been some improvements, including accessible counters, improvements to elevators, and more accessible seating at some public venues. Other improvements are in the planning stages.

Affirmatives – Community: The fact that an accessibility review is occurring is an example of dialogue and the assumption is that this will lead to improved accessibility.

Challenges – Staff: There are significant issues related to accessibility and inclusion with a number of City facilities. There is also significant inconsistency; currently there is not a consistent approach to consultation.

Challenges – Community: The Advisory Committee was consulted with respect to City facilities, but the consultation process felt “perfunctory.” There are a number of issues with accessibility in the City buildings, particularly the main City Hall campus. Consistency in awareness is lacking. Some of the accessibility features, including the very large Garaventa lift,



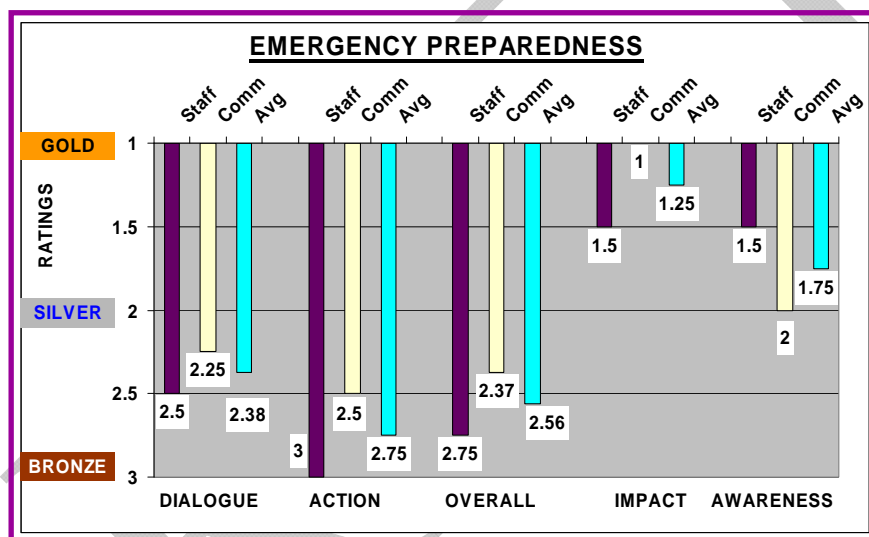
Suggestions:

- Adoption of a consistent process to address issues in Facilities and elsewhere, including a manual to provide a standardized approach, and which incorporates a Universal Design lens.
- Adoption of a consistent process for community consultation.
- Adoption of a systematic review and plan to improve accessibility of the main City Hall campus is needed to address many specific issues, including access and egress, washrooms, lighting, etc.

are very costly options but not effective, embarrassing, and without instructions –requiring a phone to call staff, etc. This suggests that choices about accessibility options have not been made by individuals with a good level of awareness.

7. Emergency Preparedness

Emergency Preparedness includes provision of information about emergency procedures – home emergency preparedness/kits, community disaster planning, workplace emergency preparedness and drills, Neighbourhood Emergency Preparedness programs and community workshops on topics such as earthquakes and flu pandemics. This area also provides information and advice regarding evacuation procedures, and contact procedures.



Affirmatives – Staff: There has been some consultation; e.g. staff has previously presented to and had some discussion with the Advisory Committee on Disability Issues.

Affirmatives – Community: There has been some dialogue, and staff has attended learning sessions e.g. a workshop put on by the BC Coalition of People with Disabilities.

Challenges – Staff: Dialogue and action have not been extensive. Staff would like more resources and information related to incorporating an

Suggestions:

- Incorporate consultation with people with disabilities as part of the “Hazard Risk and Vulnerability Analysis.”
- Provide staff with more resources and support related to access and inclusion.
- Consider more community consultation – e.g. hosting regular information sessions in smaller community groups, and ensure they are accessible, marketed to people with disabilities, and address the concerns of people with disabilities, seniors, those with young children, etc.
- Ensure information materials are available in multiple formats.
- Ensure information materials and dialogue addresses the needs of individuals with developmental disabilities.

accessibility/ inclusion lens into day-to-day work.

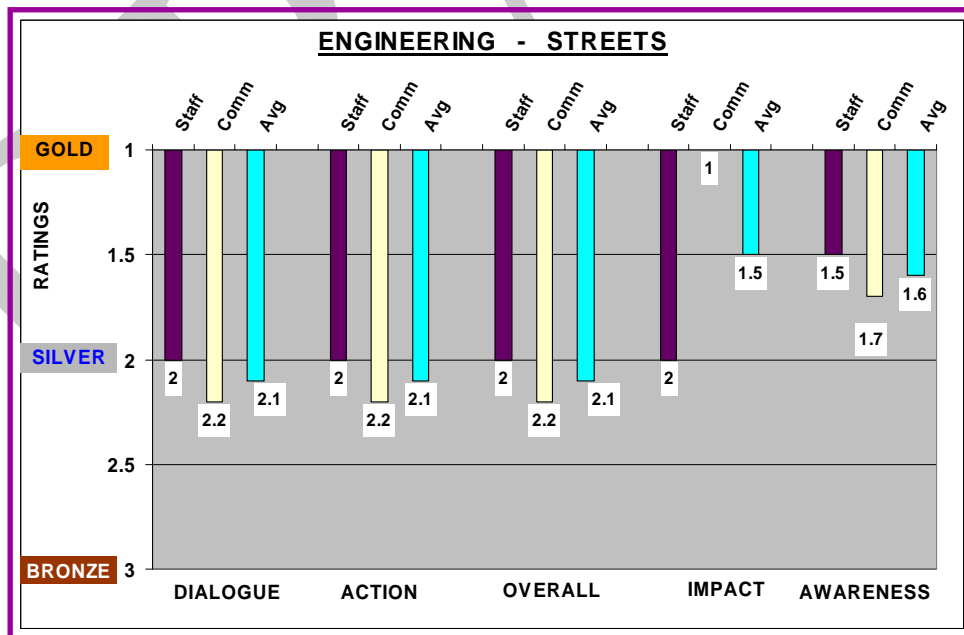
Challenges – Community: Consultation could still be improved. There are large gaps of unmet basic needs for individuals with developmental disabilities. Avoid using a “one size fits all” to emergency preparedness with respect to persons with disabilities.

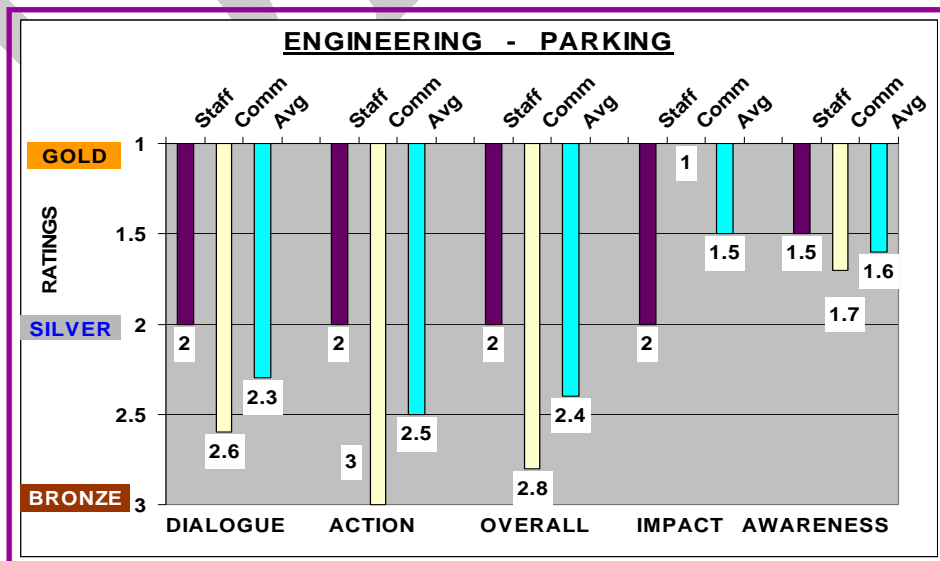
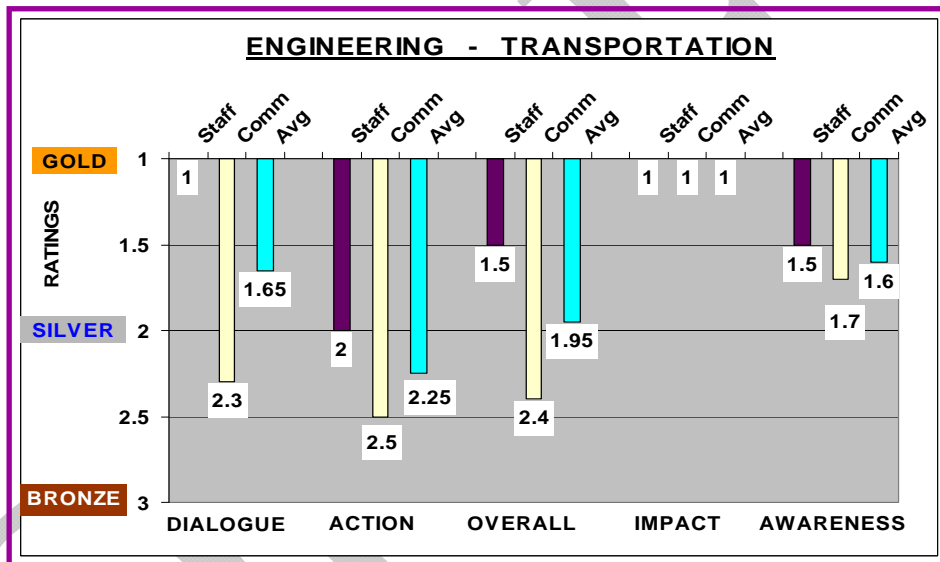
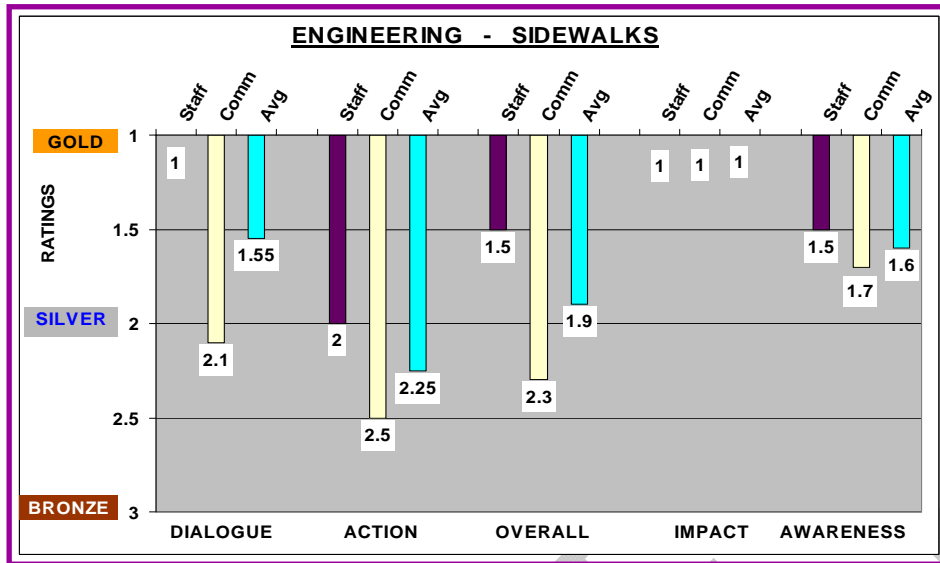
8. Engineering – Streets, Sidewalks, Parking and Transportation

Engineering is one of the largest City Departments, covering a major area of infrastructure responsibility that includes Streets, Sidewalks, Parking, certain aspects of Transportation (but not transit, paratransit or other major public transit services).

As a result, this section of the Report will discuss Streets, Sidewalks, Parking, and Transportation together. An overall rating for Engineering, combining both sections will follow.

Streets work includes crosswalks, traffic signals, lighting, traffic calming, general street maintenance, and related work. Sidewalks work includes ramps, rollover curbs, curb cuts, and related work. Parking includes City-owned and controlled on-street and lot parking, including designated disabled parking spots. With respect to Transportation, the City does not have jurisdiction over public transit – such as public buses, Translink services, paratransit, or other public transportation. However, Engineering is involved in those areas that interface with Transit services, and to a certain extent with transportation planning.





Affirmatives – Staff: There has been and continues to be community dialogue and consultation, particularly with respect to Sidewalks. Staff has also attended Advisory Committee meetings on a number of occasions. Improvements to Streets and Sidewalks has been underway now for years, and there has been incremental improvements in many areas.

Affirmatives – Community: There has been consultation, particularly with the Advisory Committees. Staff are usually very responsive to inquiries.

Suggestions:

- **Adopt a model of dialogue and consultation that includes ability to provide feedback, and regular contact, going beyond the Advisory Committees.**
- **Adopt consistent policies/practices and principles in applying Universal Design.**
- **Create greater consistency in levels of staff training and awareness related to access, inclusion and Universal Design**
- **Install more audible signals and other similar measures to enhance access. Prioritize areas of heavy traffic, or where there are dangerous circumstances; consultation can help identify these.**
- **Create a single, accessible, well -publicized point of contact for complaints/inquiries.**
- **Consider increasing the timing of crosswalks.**
- **Create more on-street, appropriately sized and located, designated parking.**
- **Market information about construction and road conditions like “The Road Ahead” more broadly**
- **In terms of consulting with the Advisory Committee, consider emailing updates to the Committee prior to each meeting**

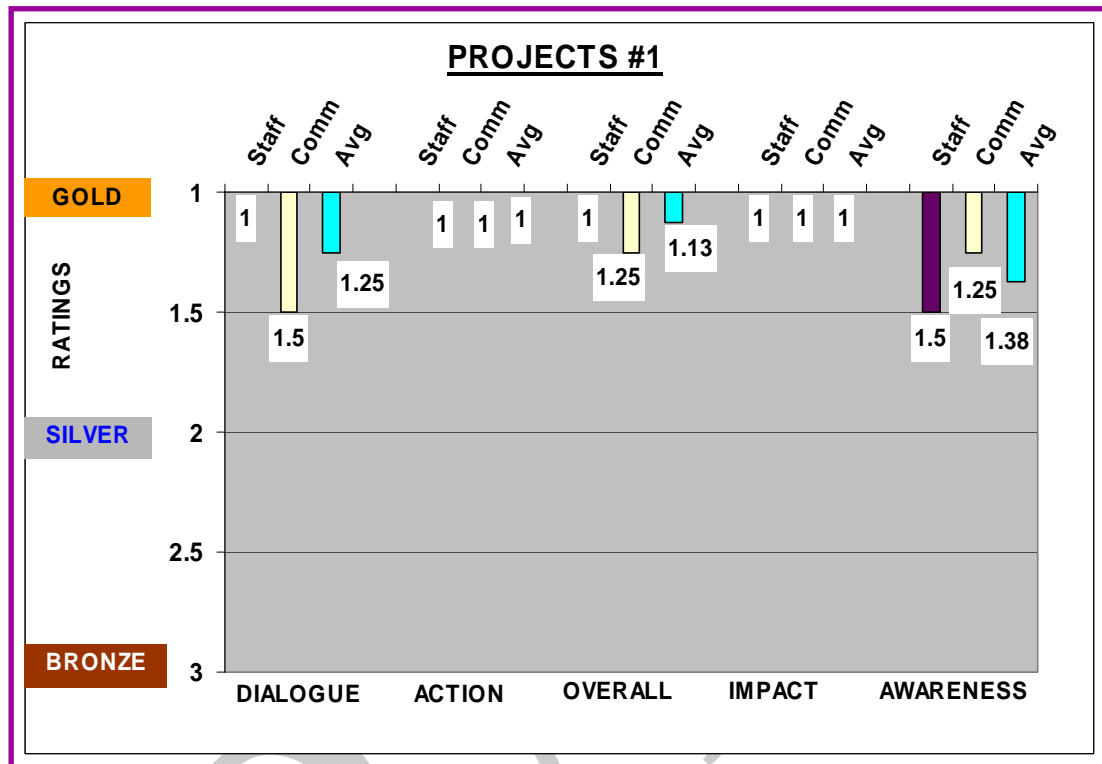
Challenges – Staff: There is always a challenge having to balance conflicting interests – concerns related to accessibility and concerns related to the environment, to heritage issues, and other areas are often at odds. Also, the sheer size of the City creates a challenge.

Challenges – Community: There are a number of challenges with Parking, including removal of Parking payment exemptions for some individuals with disabilities. Consultation should go beyond meeting with the Advisory Committees, and should include the ability for community members to provide ongoing feedback. Consultation with respect to Parking felt “placatory” rather than genuine. More parking, particularly on-street, is needed, should be sized appropriately and should be located wherever possible at the end of City blocks. There is a need for more audible signals, and the older curb cut designs create challenges. There is a need to prioritize areas of heavy traffic or construction. Staff levels of expertise can vary, and need to be more consistent. Broader communication about available resources, such as “The Road Ahead,” would be helpful.

9. Projects #1 – Southeast False Creek, Woodward’s

Projects #1 includes the development at Southeast False Creek, an 80 acre site which was chosen as the future site of the Vancouver Olympic Village. The intention is for Southeast False Creek to be a model community, in terms of sustainability and inclusiveness. The Projects #1 rating also includes the redevelopment of the former Woodward’s site in downtown Vancouver. This project, also intended to be a model community, includes 536 market housing units, 125 singles non-market housing units, 75 family non-market housing,

and amenities, including banks, shops, community and public space, federal and civic offices, a daycare and a new addition to the SFU campus. The Woodward's redevelopment is slated for completion in or about the fall of 2009.



Affirmatives – Staff: The Woodward's site in particular received very high public scrutiny and accountability. There was a very high level of consultation, and Universal Design was considered from the very outset.

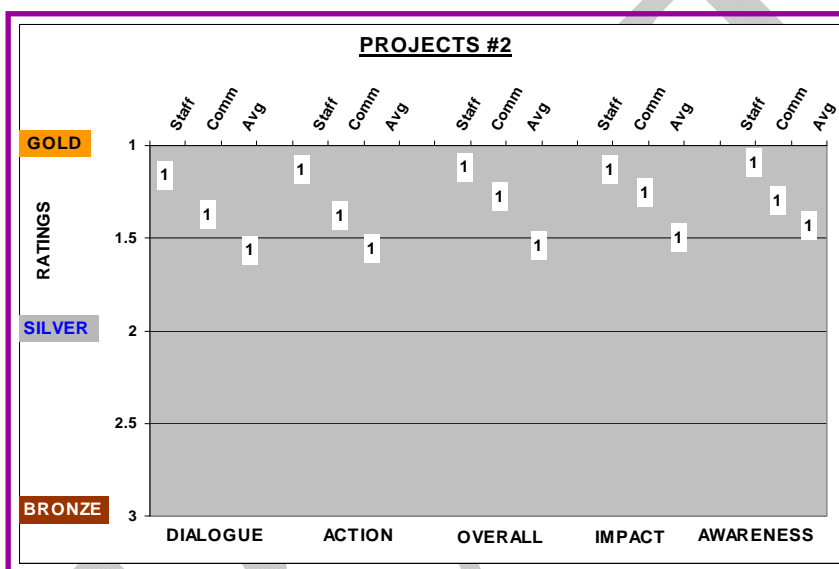
Affirmatives – Community: The Projects have really created excitement and engagement with the community. Community members have been involved at many stages, enabling members to contribute to the shaping of their community. Very valuable. Consultation went beyond the Committee: "There are many in the community who can provide excellent input even though they are not on the Committee."

Challenges – Staff: There is a need to continue ensuring that broader consultation continues. Also, there is a need to ensure that initial agreed upon principles are written into all legal documents, to ensure contractual work continues to be carried out in accordance with those principles. Ongoing education is needed to dispel the idea that Universal Design ultimately adds a significant expense to a project.

Challenges – Community: There have been challenges with Southeast False Creek; measures were taken that were not fully accessible. This was caught and stopped, but not until some units were already built and cannot be fixed. There is current controversy about a similar problem, and it is unclear if it can or will be repaired.

10. Projects #2 – One Kingsway, East Fraser Lands

One Kingsway is a joint Project of the City of Vancouver, Vancouver Board of Parks and Recreation, and the Vancouver Public Library, currently under construction. This facility will feature a new community centre, library, child care centre, rental housing, and underground parking. The goal again is to create an accessible, inclusive and livable environment. The East Fraser Lands Project is a new waterfront community currently in the planning stages. As with One Kingsway and the other Projects, the goal is to create a model community, with respect to livability, accessibility and inclusiveness, built with extensive and ongoing public consultation.



Affirmatives – Staff: Comment and criticism was invited from the beginning of the planning for these Projects. An array of methods are being used, both to enhance ongoing consultation, and implement Universal Design principles from the time work begins.

Affirmatives – Community: This is a great opportunity for people to become involved in the future of the community. The amount of community contribution that was sought was “amazing.” The dialogue began with the very early consultation and planning process, and continues, well beyond what is usually done. There is much less controversy than with other work.

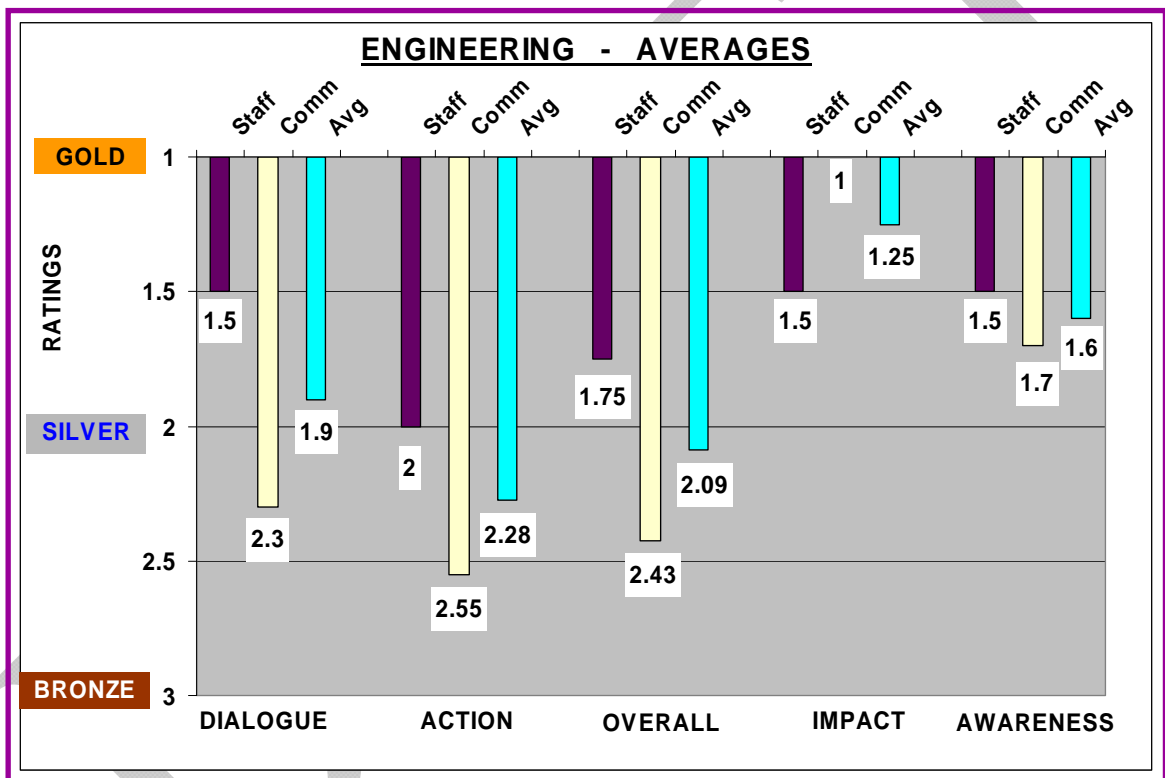
Suggestions – as with Projects #1:

- Ensure that consultants’ commitments related to accessibility, inclusiveness and Universal Design are incorporated into legal documents including contracts, to ensure they are adhered to throughout the construction phase of the Project.
- Provide staff with sufficient education and other resources to monitor the work being done, and ensure principles related to accessibility, inclusiveness and Universal Design are being adhered to by everyone involved with the Project.
- Consider incorporating some of the consulting strategies that were used in this Project in other areas of the City, as a consistent and more comprehensive consultation model.

Challenges – Staff: As with other Project work, there is a need to continue ensuring that broader consultation continues; and ongoing education is needed to dispel the idea that Universal Design ultimately adds a significant expense to a project.

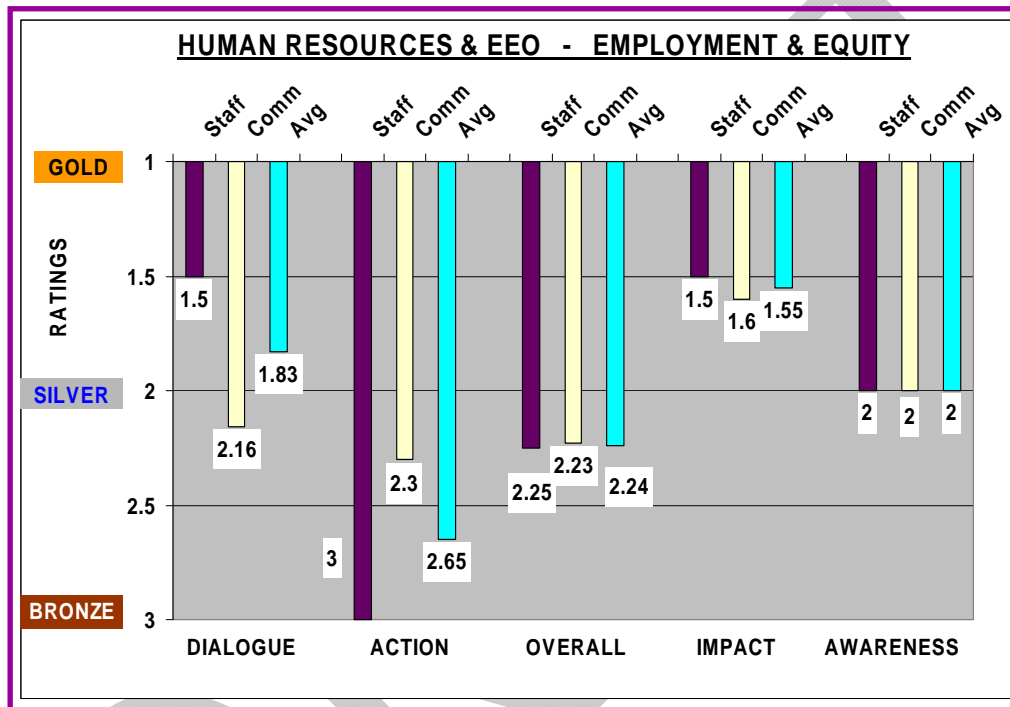
Challenges – Community: As the East Fraser Lands Project moves into the construction phases, there will be a need to ensure consultants adhere to commitments related to accessibility, inclusiveness and Universal Design. Consistent education for staff would assist, as would incorporating those commitments in legal documents.

Total Measuring Up Ratings for Engineering, Including Streets, Sidewalks, Parking, Transportation, Projects #1 and Projects #2:



11. Human Resources and Equal Employment Opportunity Program

Human Resources and the Equal Employment Opportunity Program (“EEO”) work together to provide information to the community about employment opportunities with the City. EEO and Human Resources attend job fairs, and distribute postings to community organizations. Recruitment is carried out in a decentralized fashion at the Line and Hiring Manager level, with support from both Human Resources and EEO. EEO also provides training and intervention services to support retention of a diverse workforce, and prevent discrimination and workplace harassment related to human rights protected grounds.



Affirmatives – Staff: A number of initiatives have been launched recently that enhance accessibility and inclusion, including the 10 x 10 project, new funding for accommodation of new hires with a disability, improved outreach, specific training (under development) for line and hiring managers related to disability, and significant revisions and improvements to the City’s recruitment webpage, among others.

Affirmatives – Community: Some staff members have a very good level of awareness, although others don’t and there is wide variation.

Challenges – Staff: Despite improved dialogue and outreach, there is still a sense

Suggestions:

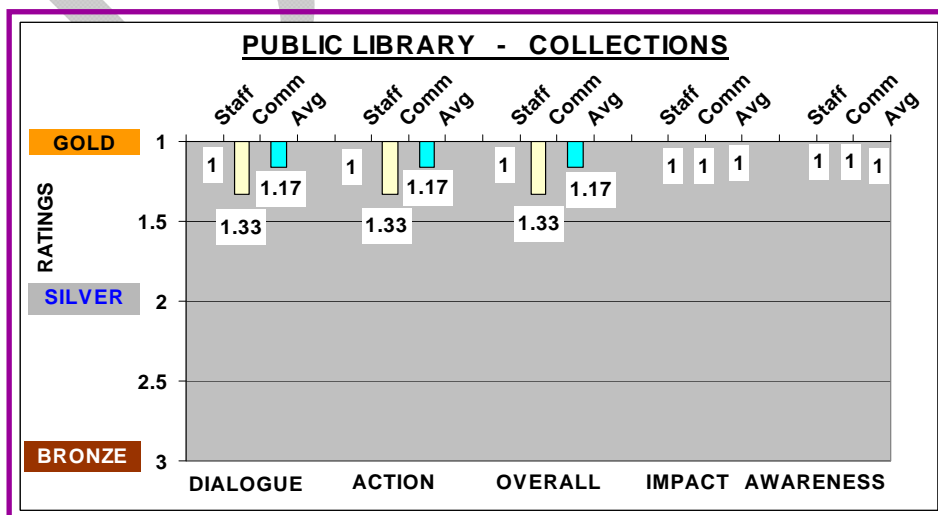
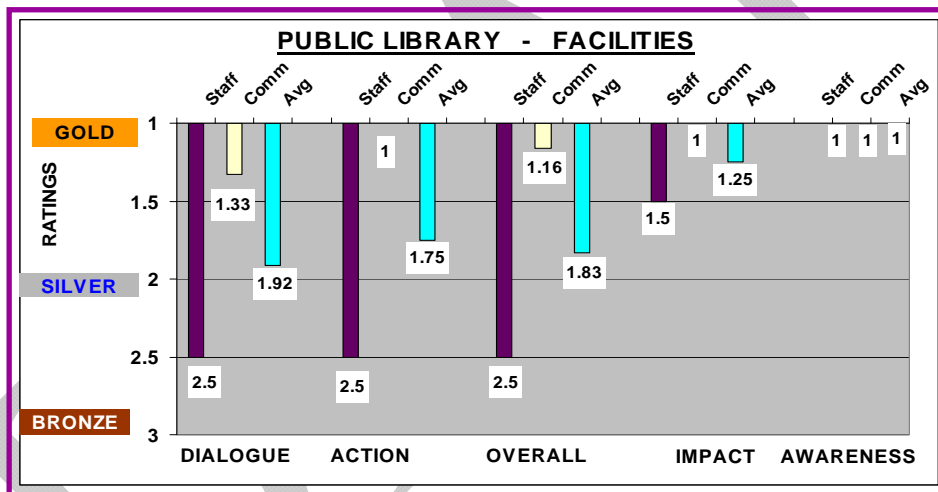
- **Ensure greater consistency across staff awareness levels related to accessibility and inclusiveness.**
- **Ensure specifically that staff understand the duty to accommodate, not only existing and new employees, but members of the public and volunteers.**
- **Consider providing greater access to captioning and other assistive measures.**

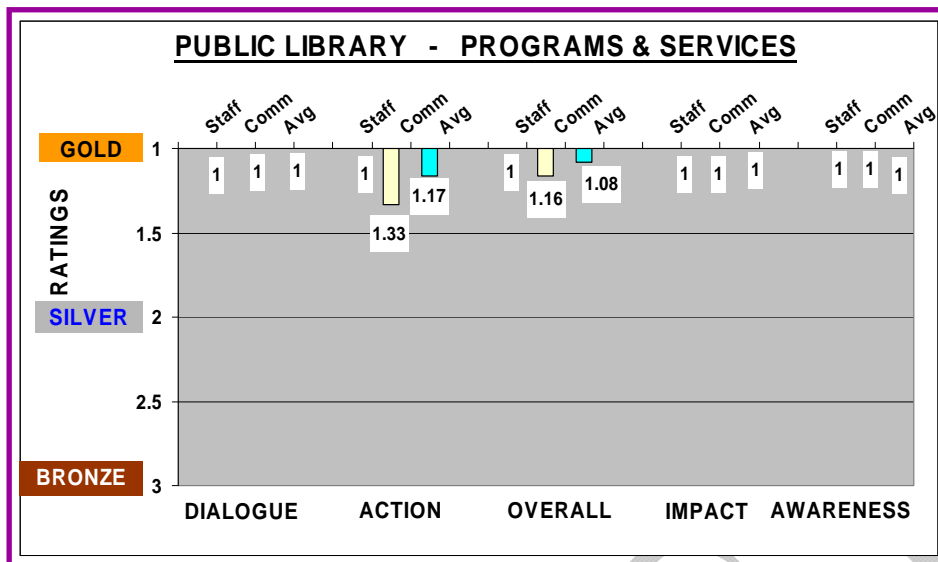
that people with disabilities are under-represented among City staff. Assessing the accuracy of this is difficult, as staff are not surveyed based on disability. There is inconsistency in staff awareness levels.

Challenges – Community: There are concerns about some staff having a “distressing” level of understanding regarding disability and accommodation; the approach to accommodation of Committee members is “grudging” and there is wide variation, and not a consistent staff awareness, of this duty and access and inclusion generally. “What you experience as a person with a disability can vary dramatically from staff member to staff member.” There is a tendency to “focus on the disability,” while accessibility of resources (i.e. GVTV) is lacking.

Vancouver Public Library

The Vancouver Public Library is the third largest public library system in Canada, with over 373000 cardholders and more than 9 million items borrowed annually. It is funded by the City of Vancouver, and operates from twenty-two branches across the City. The Measuring Up assessment of the Library considered three main areas: Library facilities/structures, Collections (being types of materials, languages, and multiple formats), and Programming and Services.





Affirmatives – Staff: The floating collection enhances accessibility; people can request materials be sent to the facility of their choice. The Library is currently working to eliminate the need for a physical facility, and provide virtual access to eliminate barriers to physical access. The website is considered “the 23rd branch” of the Library. Newer buildings are at or beyond Code. With respect to Collections, there are a wide variety of formats available, and there is constant growth in this area, particularly with technological advances. With respect to Programming, the Library’s philosophy is to continuously go to the community to find out “who is not using the Library and why” – Programming such as the “Social Exclusion” program and others seek to draw the community into the Library. There is a strong commitment to public service and inclusion.

Affirmatives – Community: “The spirit of accessibility and inclusion are definitely there with the Library.” “[Programming] is where libraries do a really good job. ... Librarians are probably a dying breed in terms of public service and outreach – they get full marks.” There are so many options available in the collections that “they must have spoken to and dialogued with the community widely.” There is community outreach through the bookmobile and many other ways. “The library is a major hub for the community – for everyone – and Librarians are aware of that. ... They have an extremely high level of commitment to public service and outreach.”

Challenges – Staff: Facilities are a particular challenge, because a number of branch buildings are older, and there is a constant growth in the collection. There is a need to maintain attention to multiple formats, and not just multilingual

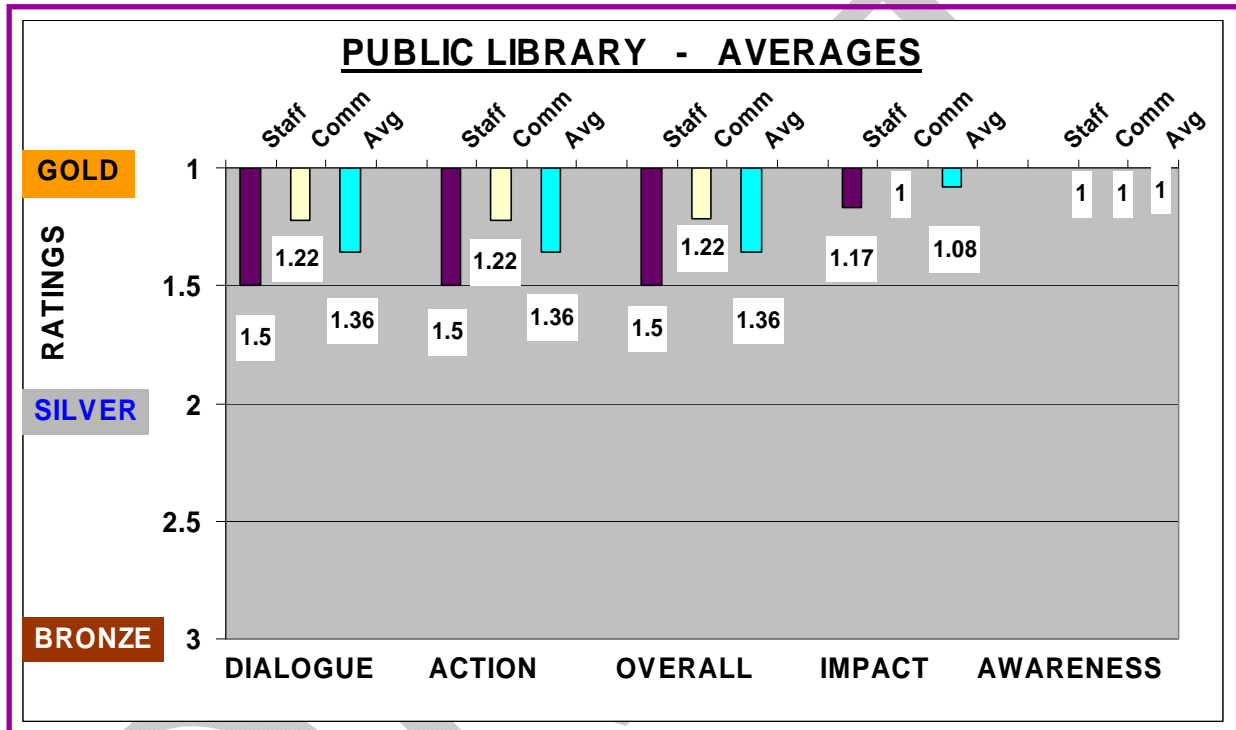
Suggestions:

- **Regarding the Main branch elevators, there is a device installed on these elevators that permits you to call an elevator without pushing the button. Currently, however, there is no signage to indicate this is available.**
- **Consider who and how acquisitions of multiple format material is made, and specifically consult with the community in this area.**
- **Consider researching if there have been developments in moveable shelving that may ease accessibility challenges in older buildings with large collections.**

resources.

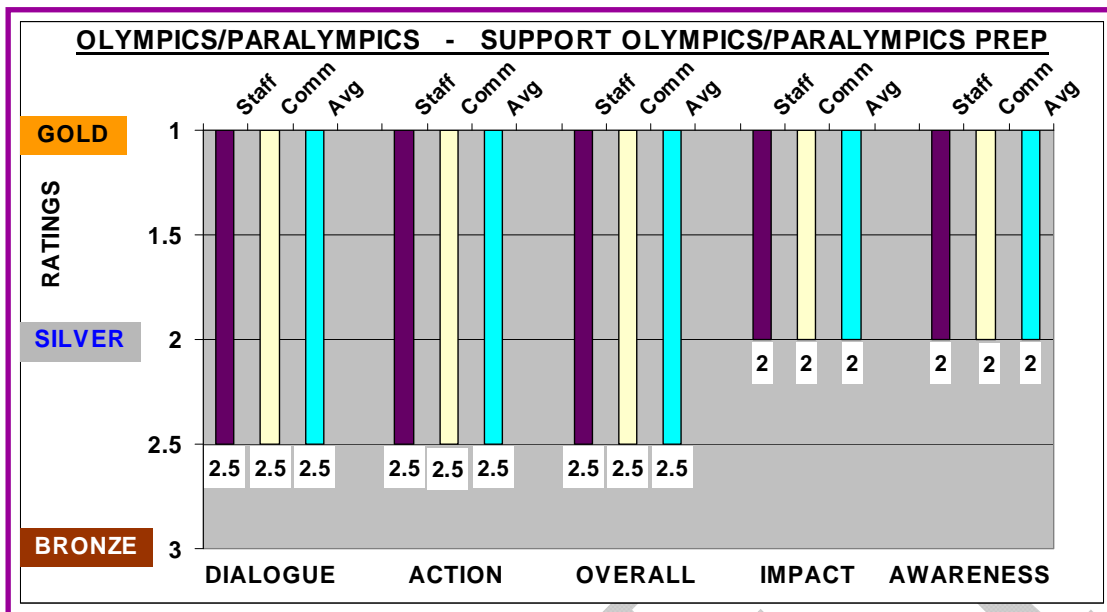
Challenges – Community: The two small elevators at the Main Branch create a limitation for use by people with mobility limitations to use the two very good meeting rooms downstairs. There was some slowness in acquiring audio descriptive video, and the Braille collection could be larger.

**Total Measuring Up Ratings for Vancouver Public Library, Including:
Library Buildings, Collections, and Programming and Services:**



13. Olympic and Paralympic Operations

Olympic and Paralympic Operations are responsible for the “Look” of the upcoming Winter Games. They are responsible specifically for the Live Site Facility, and events planning. Olympic and Paralympic Operations also facilitate relationships with VANOC and other government partners, and identify legacy opportunities for the City. Olympic and Paralympic Operations also plan pre- and post-Games events and activities.



Affirmatives – Staff: There has been consultation with the community at large, for example, through Ideas Fairs. There is also formal planning underway, for further consultation in the future.

Affirmatives – Community: There is some evidence of consultation; although it is not frequent, it will likely increase in the future. There is a large opportunity here to create legacies for the future, including for people with disabilities, and so a comprehensive consultation process would be very valuable.

Challenges – Staff: A concern is that staff have not received training in accessibility, inclusiveness and Universal Design, which would be very helpful. This area oversees a variety of organizations and activities, and feels a responsibility to know more and be better able to ensure, given the City’s commitment, to better oversee the accessibility and inclusiveness of the work of those they oversee. More consultation is also needed.

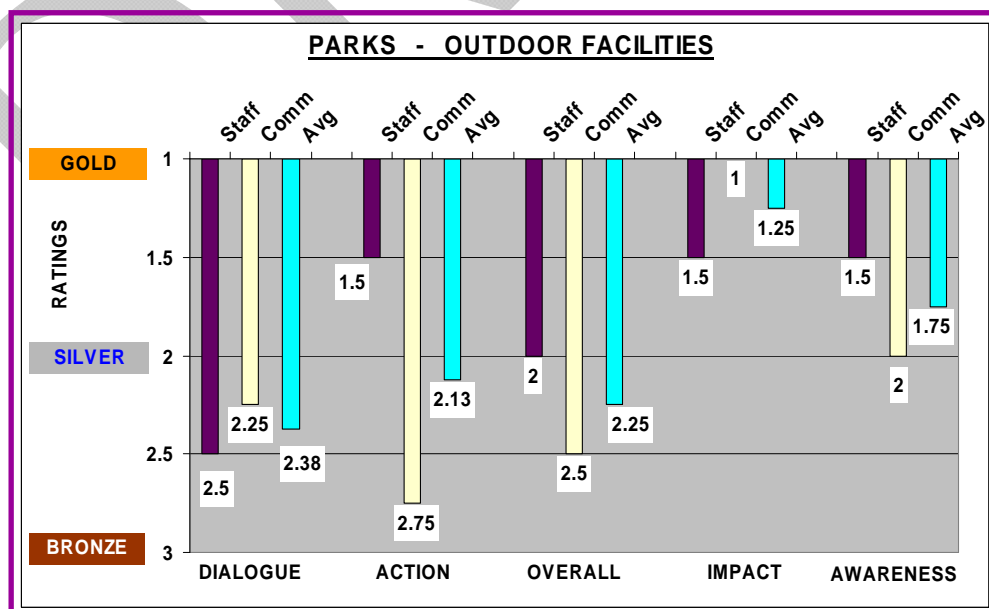
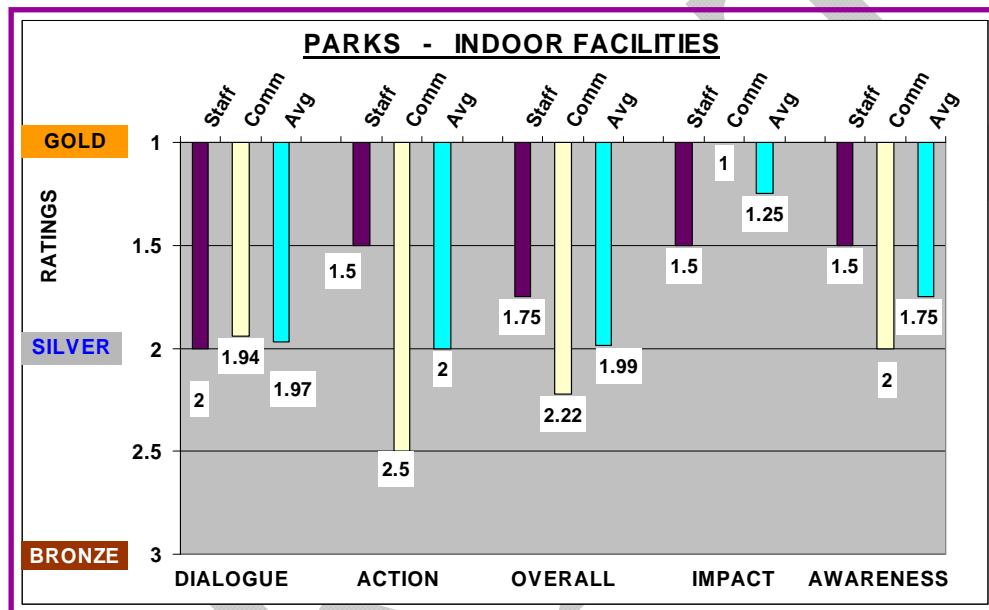
Challenges – Community: More consultation is needed – and it needs to be accessible; there have been problems in the past with inaccessible invitations going out. Also, there is a great potential for future tourism in the disability and seniors’ communities, that will require attention to access and inclusion. Some significant initiatives should be underway now, and it’s not clear this is happening.

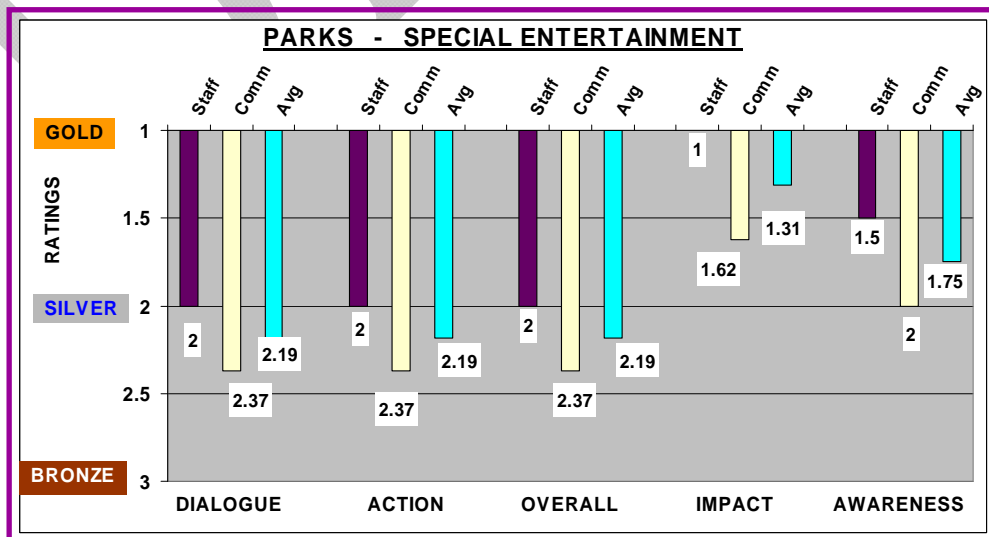
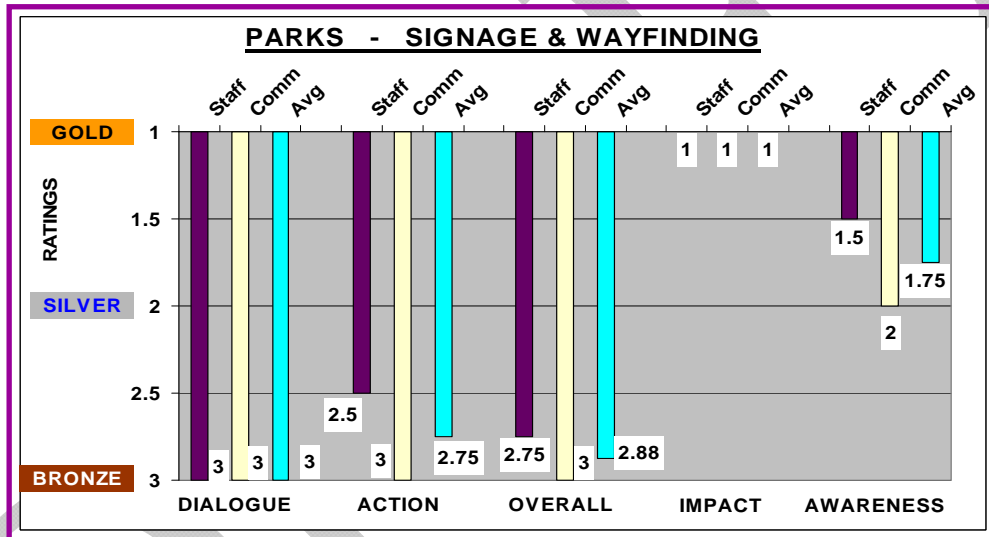
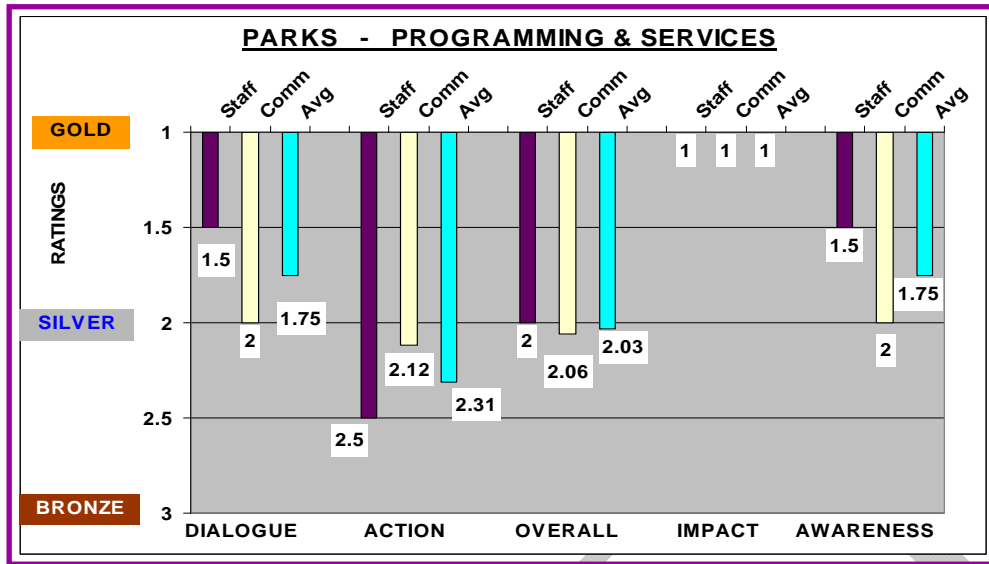
Suggestions:

- **Adopt a more comprehensive consultation process, including consultation for the Games, potential legacies, and potential specialization of the tourism industry in Vancouver.**
- **Ensure consultation occurs in an accessible venue, and that marketing and invitations are accessible/ available in multiple formats**
- **Provide staff with training and resources related to accessibility, inclusion and Universal Design, to ensure appropriate oversight of events, Look, and other areas.**

14. Vancouver Parks Board

The Vancouver Parks Board is a large and varied organization providing a multitude of services in the community. These include both indoor facilities (pools, rinks, gyms, arenas, recreation centres etc.); and outdoor venues (parks, beaches, botanical and community gardens, playgrounds and fields, waterparks, sports facilities, trails and paths, and outdoor pools). In carrying out the Measuring Up process, both types of facilities were considered, along with the Programming and Signage and Wayfinding in both. Finally, special entertainment venues were also reviewed, such as the Stanley Park miniature train, Jericho Sailing Centre, golfing facilities, Kitsilano Showboat, and Children's Petting Zoo.





Affirmatives – Staff: There is improved accessibility with newer facilities. There has also been an increase in disability sports, such as sledge hockey, adapted kayaking, adapted aquatics, a CNIB- partnered sports day, adapted Bocci, and work has been done with BC Blind Sport around programming. Accessibility is becoming more consistently part of the annual planning process. Parks has had a Coordinator for People with Disabilities for many years, and the Strategic Plan addresses “universal accessibility.” Parks struck a Committee on accessibility and Universal Design, and a former member of the Advisory Committee on Disability Issues and a former President of the BC Coalition of People with Disabilities has joined the Parks Committee. There has been some training for staff on Universal Design Planning approximately 1 ½ years ago, but this is not done consistently or regularly. There has also been a lot of consultation around beach access, but “there are no easy solutions.” Trails were recently evaluated for accessibility.

Affirmatives – Community: The website is quite good; there are interesting things going on in Parks though that could be advertised more, both through the web and otherwise. There has been a very good “visioning process” in the past. When approached with concerns, Parks staff “were always open to finding solutions.” Parks staff could have a very large impact on dialogue between the community and the City generally, because they have the ability to touch so many people. Consultation has happened between Parks and SPARC, including VPD as well. However, feedback did not occur.

Suggestions:

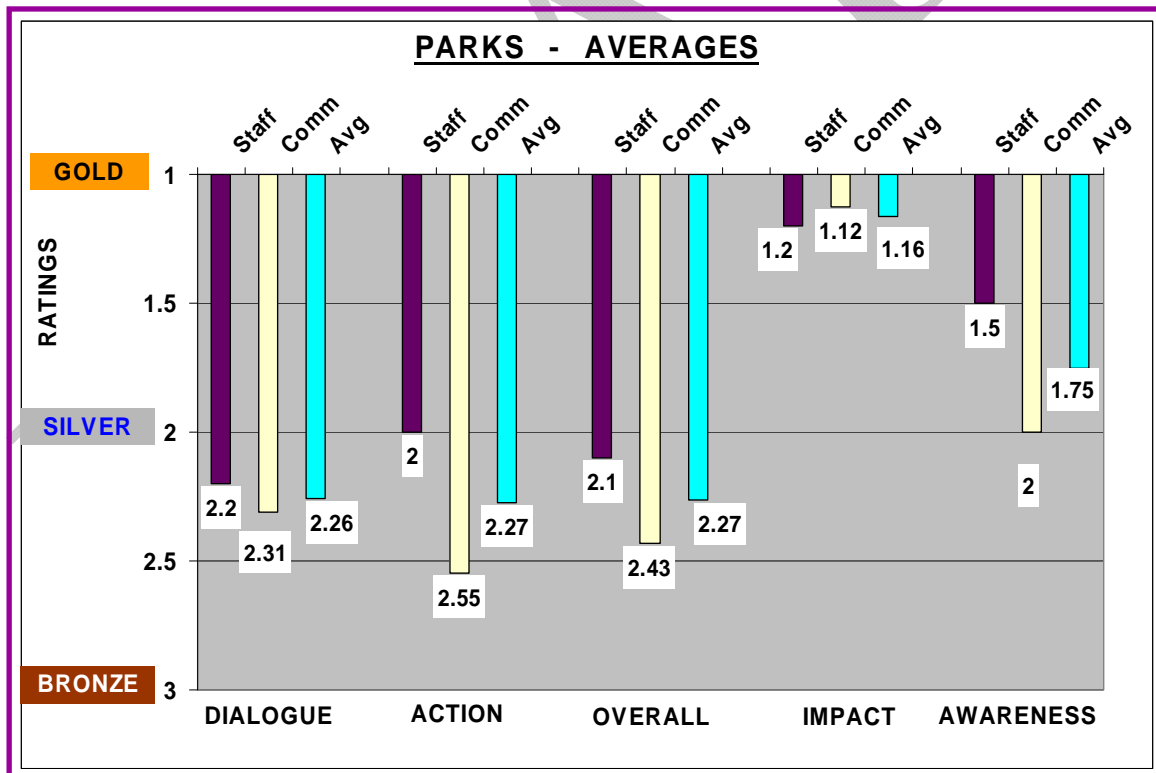
- **Adopt a more comprehensive, consistent consulting process that allows for feedback**
- **Ensure more consistent awareness levels and resources/training for staff**
- **Improve the accessibility of older buildings wherever possible**
- **Ensure community gardens are accessible and inclusive (include enhanced consultation and dialogue with community members)**
- **Increase the number of parks pathways and benches**
- **Improve lighting in indoor facilities**
- **Provide more ramps into pools, and improve the accessibility of most workout rooms**
- **Consult with Translink/Coast Mountain to improve coordination between facility and transit stop locations**
- **More, and more accessible and helpful signage and wayfinding is needed throughout both indoor and outdoor venues**
- **More, and more accessible outdoor washrooms are needed.**

Challenges – Staff: Older buildings present significant accessibility challenges. “We need to do [training on accessibility, inclusion and Universal Design] more regularly.” Consultation happens on an ad hoc basis; staff would like a “strategic plan and consistent consulting practices.” Consultation tends to be “reactive” rather than going out into the community and eliciting community input. There is a tendency to “think of wheelchairs” or focus on obvious mobility challenges, and forget visual, auditory, developmental, cognitive and other invisible disabilities. A recent accessibility audit of City parks found too few pathways and sidewalks,

a situation that is currently under review. The “Trailways” program has not been adopted as of yet.

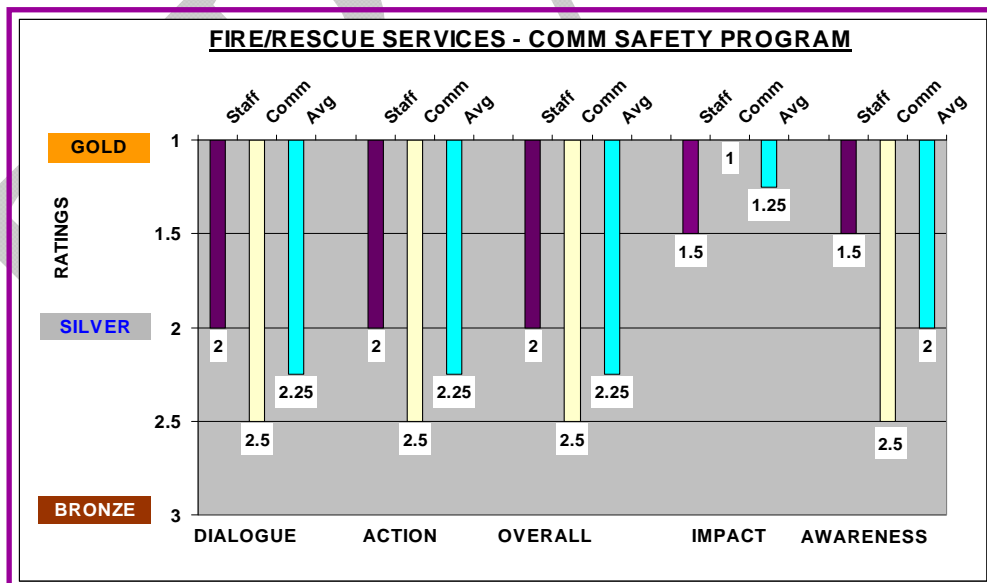
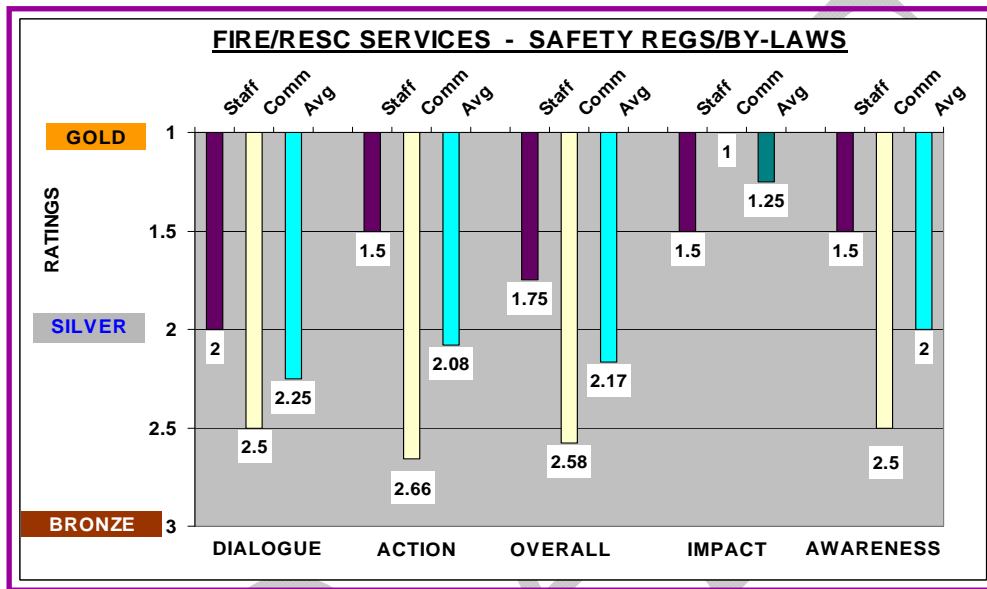
Challenges – Community: A more consistent, comprehensive consultation mechanism is needed, including the ability to provide feedback. Signage and wayfinding is poor, both in- and outdoors, particularly with respect to key resources such as phones and washrooms. Lighting is very low at many indoor facilities: “Often it’s the people behind the counter who have the best lighting.” Some Recreation Centres are difficult to reach, and there is a lack of coordination with Transit stops. More, and more accessible outdoor washrooms are needed. Community gardens are not really accessible; this would be an area for a more comprehensive consultation process with the public. More benches are needed on outdoor paths. Some of the Special Entertainment features are accessible, others are not. Staff need more consistent awareness and training about access and inclusion.

**Total Measuring Up Ratings for Vancouver Parks Board, Including:
Indoor facilities, outdoor facilities, programming, signage and wayfinding, and special
entertainment:**



15. Vancouver Fire and Rescue Services

Vancouver Fire and Rescue Services provide emergency support to the community in the event of a number of circumstances, include motor vehicle collisions, hazardous materials alarms, and many other emergent situations. In addition, they provide programs and consultation to enhance community safety, and administer fire and emergency safety Regulations and Bylaws.



Affirmatives – Staff: Fire culture includes a high level of community involvement generally. There are formal fire safety plans and evacuation procedures in the Regulations and By-laws that include provisions for people with disabilities. The Code and By-Laws mandate Strobe/multiple format alerts/alarms in schools, hospitals, and transportation buildings. The mobile

Fire Safety House, wheelchair accessible, visits schools to educate children about fire safety; they have visited every school in Vancouver.

Affirmatives – Community: The Fire programs delivered to school children are good. The requirement for strobes and alternate format alerts/alarms is good but should be broader.

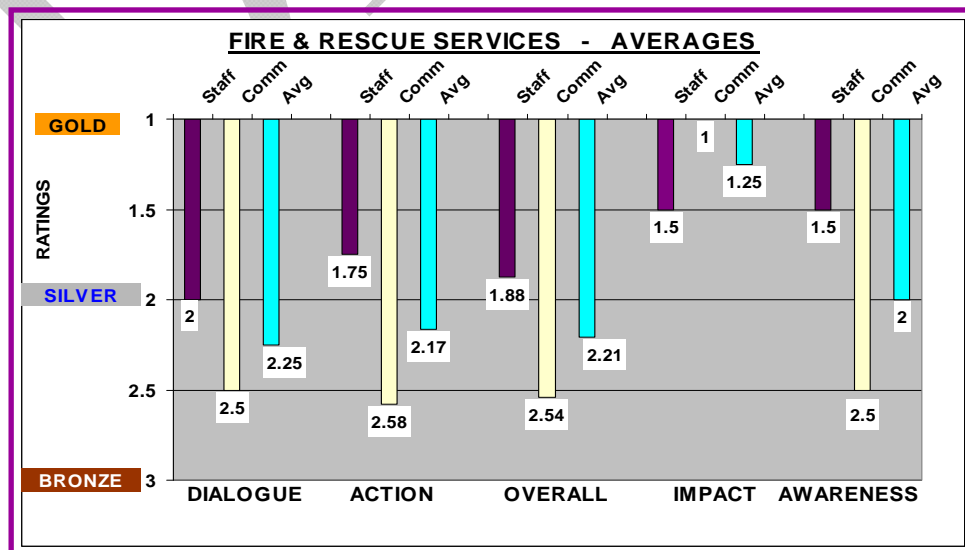
Challenges – Staff: Generally, community consultation is not done in a formal or systemic fashion; in general, accessibility and inclusion is not addressed in a formal or systemic fashion but rather on an ad hoc, as needed basis.

Challenges – Community: In general, there seems to be more of an “ad hoc” approach to access and inclusion; Fire Services are responsive when aware of an accessibility or inclusion need, but a formal or consistent approach does not appear to occur. Strobe and multiple format alerts/alarms should be more widely required. Fire and police need more awareness and skills, particularly with respect to people with developmental disabilities – there needs to be “a respectful, responsive, consistent and coordinated response from Fire and Police Services.” People with developmental disabilities should receive services consistent with services provided to all community members.

Suggestions:

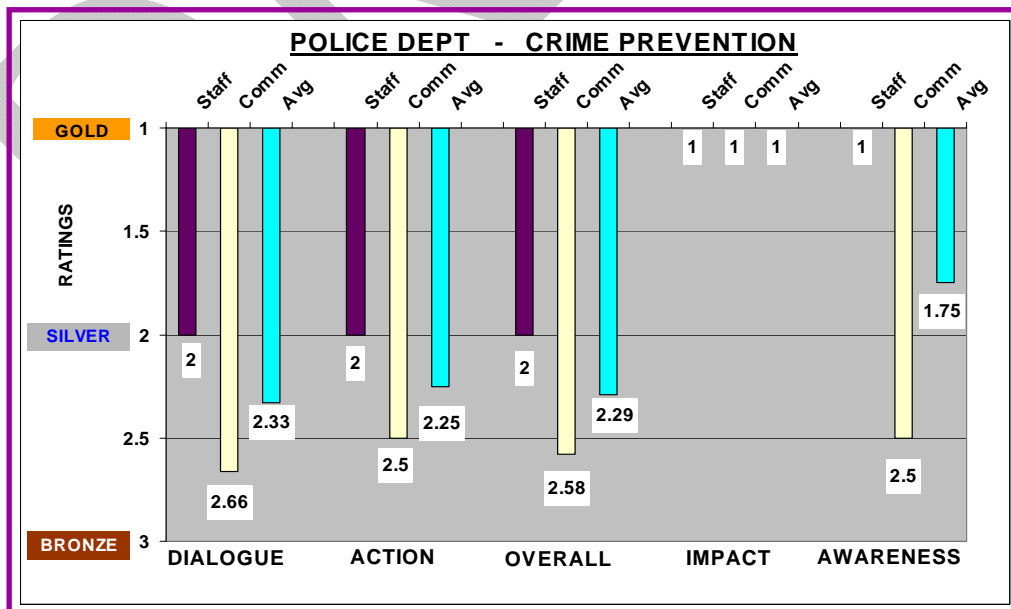
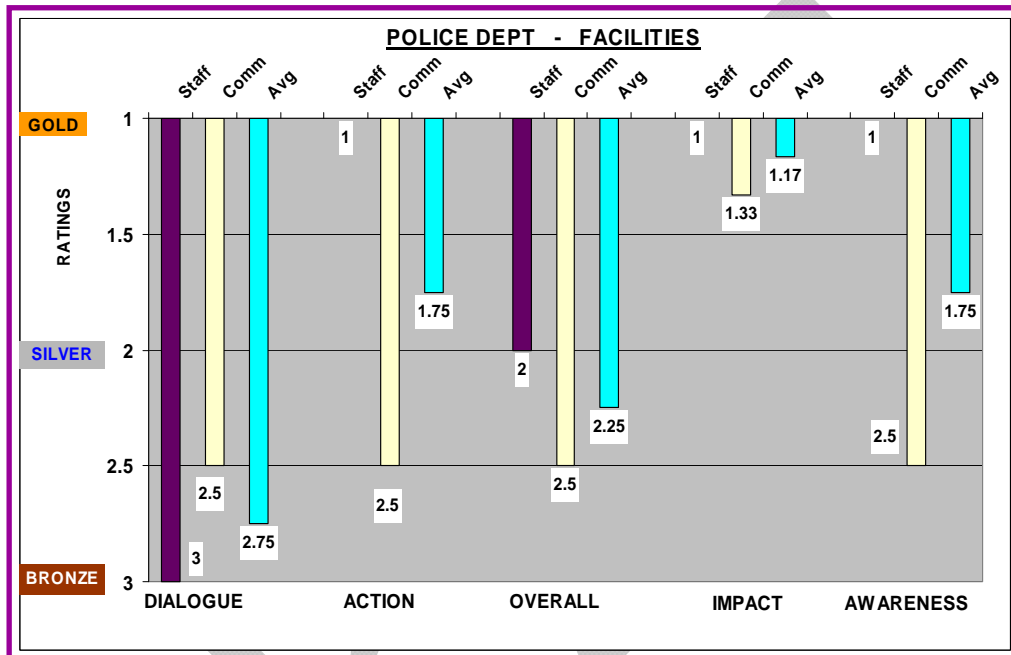
- Mandate a broader adoption of multiple format, accessible alarms/alerts
- Adopt a more consistent and regular public consultation process.
- Provide more training and skills development, particularly with respect to the needs of individuals with developmental disabilities, to ensure “a respectful, responsive, consistent, and coordinated response” from both Fire and Police Services.”
- Engage the community of people with developmental disabilities in dialogue, rather than expecting the community to pursue authorities to engage in dialogue.

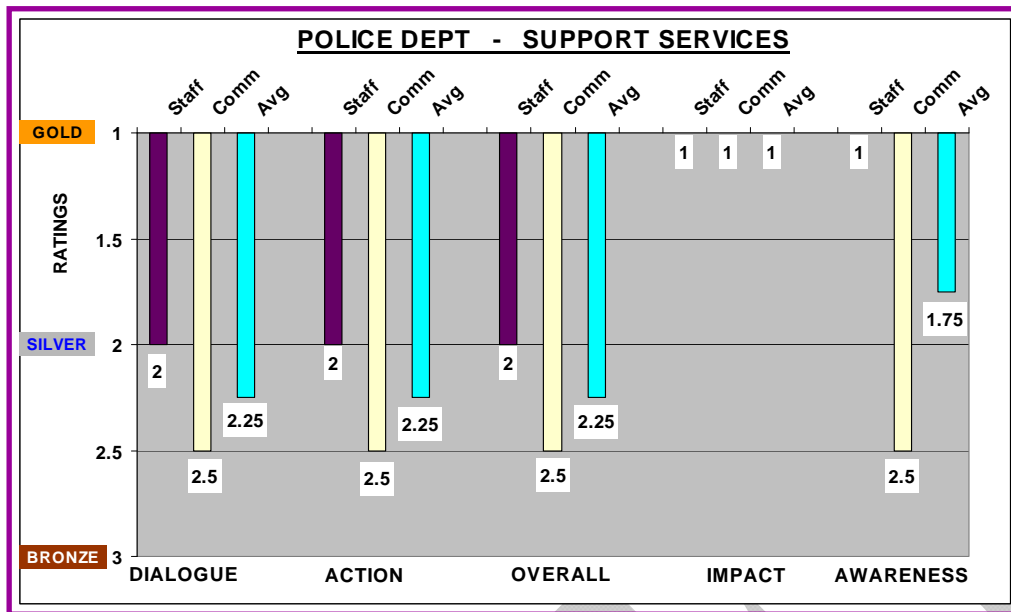
Total Measuring Up Ratings for Fire and Rescue Services, Including: Community Service, Fire/Emergency Safety Community Programs/Consultation, and Regulations/Bylaws:



16. Vancouver Police Department

The Measuring Up process with the Vancouver Police Department included the following areas: Police facilities, including jails, holding cells, community policing centres, and other structures; Crime prevention and intervention, which includes responses to emergency and non-emergency calls regarding criminal activity, crime prevention strategies, Blockwatch, media information such as Crime Stoppers, and Supportive Services, including support for witnesses, victims of crime, detainees, and others involved with the police or criminal courts.





Affirmatives – Staff: In terms of facility accessibility, steps have been taken to design and/or retrofit to achieve greater physical accessibility. The Community Policing Services Unit consults with community organizations including the CNIB, BC Persons with Disabilities Association, and seniors’ organizations to develop effective crime prevention strategies. There is a long-standing partnership between the Police Department and Mental Health Emergency Services to respond to persons who suffer from mental illness and engage in behaviour that warrants a police response.

Affirmatives – Community: There are indications of consultation and improvements in the accessibility of community policing facilities. The area where dialogue appears to have progressed is in community policing offices, but there is not a particularly systematic approach to dialogue with the disability community. People with disabilities may be disparately targeted for criminal behaviour, so staff awareness and strong dialogue is significant.

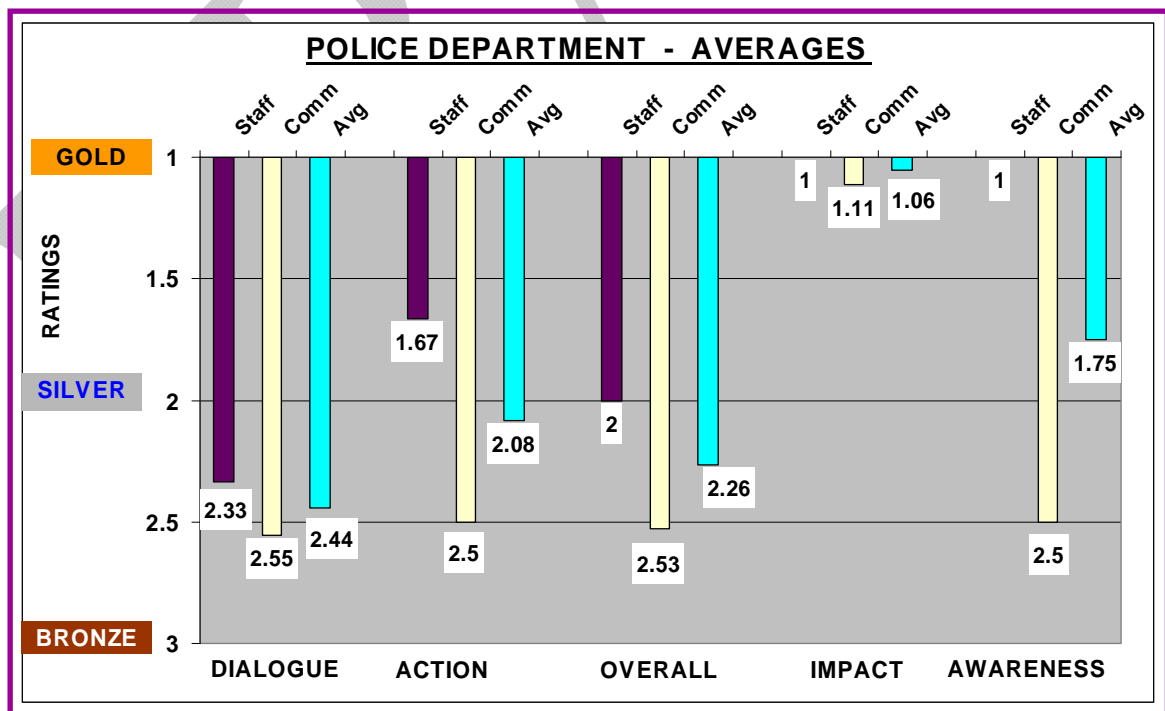
Challenges – Staff: None identified.

Challenges – Community: There are significant challenges with police interaction with individuals with developmental disabilities. Police facilities are intimidating, not welcoming. People with developmental disabilities experience a high rate of violence; a high level of awareness is imperative and currently this is not the case. Often, it is assumed that people with developmental disabilities are impaired. There is fear of police among those with developmental disabilities and their families. There appears to be an assumption that community members should be able to communicate at the level of police, rather than the reverse.

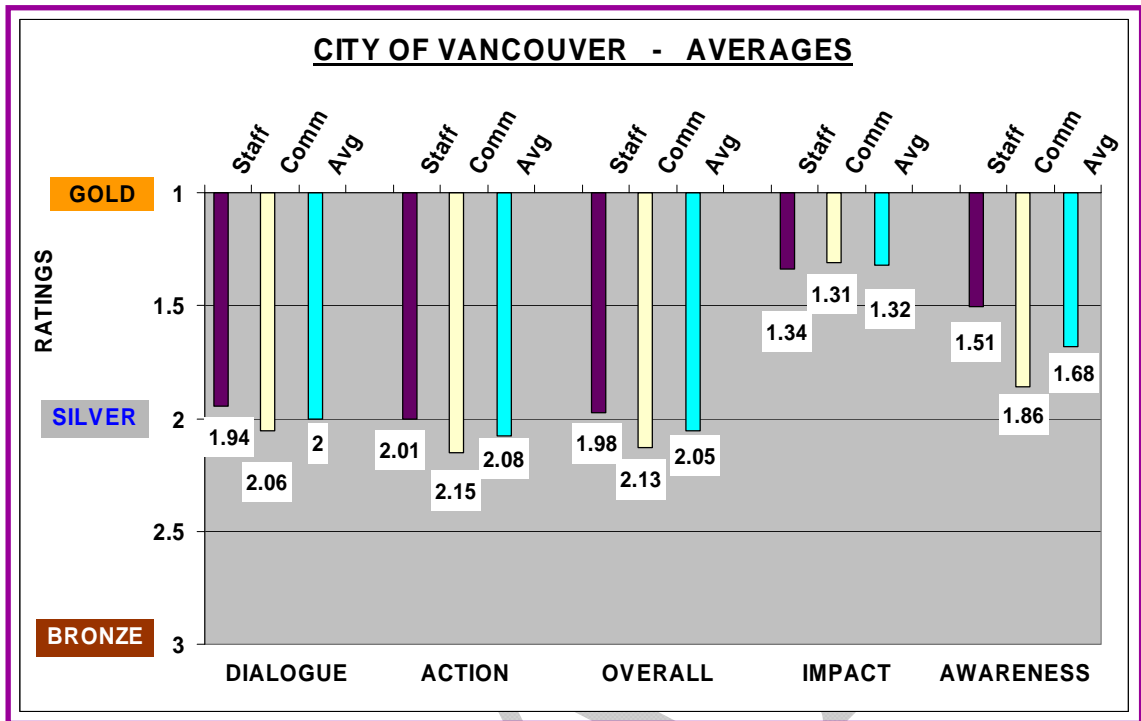
Suggestions:

- Engage in outreach and consultation with people with disabilities as consistently and comprehensively as with cultural communities.
- Ensure training and resources to create greater staff awareness related to disabilities generally, but in particular, invisible and developmental disabilities; strong awareness and skills are necessary because of the very significant impact of possible mistakes.
- Ensure staff awareness and training includes how to recognize and communicate with people with developmental disabilities, and the availability of expert assistance for police.
- Ensure appropriate responses, including timing, for emergency calls involving people with developmental disabilities.
- Police to take initiative to engage with community organizations for people with invisible and developmental disabilities, rather than require the community to approach Police.
- Ensure that the same service levels are provided to individuals with invisible and developmental disabilities as to the community at large.
- Initiate another event such as the one jointly sponsored with THEO BC in June of 2007, and ensure follow up consultation and ongoing dialogue.

Total Measuring Up Ratings for Vancouver Police Department, including: Crime Prevention, Support Services and Facilities:



~ Conclusions and Next Steps ~



The Measuring Up process has allowed the City to undertake a very rigorous assessment process focusing on every Department and work area impacting the public, and derive a “baseline” measurement of the accessibility and inclusiveness of all City work. A significant benefit to the process was the ability of community members, as well as staff, to provide open and frank feedback on virtually all of the work carried out by the City, describing both strengths and challenges around accessibility and inclusion. As a result, a wealth of information is now available to City Departments, both at the organization-wide and individual Departmental levels, to begin to create a cohesive plan for enhanced accessibility and inclusion. The provision of both very succinct, specific suggestions and creative ideas, along with identification of larger overarching goals, will allow the City to create a plan for “continuous quality improvement” on both Departmental and organization-wide levels, each of which supports the other.

Implementation of Measuring Up will have a different appearance, in different communities. One of the benefits of Measuring Up as an assessment tool is its flexibility and adaptability. In the case of the City of Vancouver, the decision to assess the City’s own work was possible because of this flexibility.

The City will continue to champion the adoption of the Measuring Up initiative in other communities, as a means to raise awareness about accessibility and inclusion, to discover strengths and gaps, to effect improvements in accessibility and inclusion across the organization and the City, and to open a deeper dialogue with the community. The City of Edmonton has recently expressed interest in implementing Measuring Up, and a dialogue has begun between Vancouver and Edmonton – thus evincing that the Measuring Up

process can also facilitate the exchange of ideas and experiences, enhancing communication, efficiency and learning between as well as within communities.

~ Suggestions and Goals – A Summary ~

The following chart summarizes the specific Departmental suggestions made during Measuring Up interviews with both staff and community members. It is hoped that this will facilitate goal-setting for next steps, for each Department as well as across the City.

<u>DEPARTMENT</u>	<u>SUGGESTIONS</u>	<u>GOALS</u>
1. Access Vancouver	<ul style="list-style-type: none"> • Ensure that the service is accessible for people with a broad range of disabilities, as well as multiple languages. 	
2. City Clerk's	<ul style="list-style-type: none"> • Overall, significantly improve the accessibility of all websites. • Create consistent standards for the various Department websites, and require greater simplicity. • Implement a more effective internal search engine on the website. • With respect to Advisory Committees, set guidelines for roles and responsibilities, time commitments, expertise levels, and when staff should retain professional consultants. • Adopt a model of consultation that includes a follow up/feedback component. • Adopt consistent standards so that information and material going out to the community is accessible. • Adopt consistent standards related to the use of plain language. • Ensure multiple formats and tools such as captioning, ASL etc. are readily available for civic involvement and otherwise, as needed. 	
3. Community Services #1 – Chief Building Office, Planning, and Development Services	<ul style="list-style-type: none"> • Provide further training on accessibility, inclusion, and Universal Design. • Use resources, such as the contact lists in the EEO office, to ensure community consultation more comprehensively involves people with disabilities. • Ensure access and inclusion are part of the Community Visions process. 	

<u>DEPARTMENT</u>	<u>SUGGESTIONS</u>	<u>GOALS</u>
4. Community Services #2 – Social Planning, Operations	<ul style="list-style-type: none"> • Increase cross departmental collaboration on issues related to access and inclusion – there is a degree of overlap. • Ensure information about community consultation is available in multiple formats and is accessible; adopt a model of consultation that expressly includes people with disabilities and seniors. • Consider establishing a Social Planning role to address disability and seniors' issues. 	
5. Community Services #3 – Cultural Affairs, Civic Theatres, PNE/Hastings Park, Housing Centre	<ul style="list-style-type: none"> • Research and creative solutions is needed to overcome some of the accessibility challenges with older buildings. Consider whether some of the measures implemented at the Red Robinson Show Theatre might be possible, even though the Civic Theatres are older buildings. Age does not mean that accessibility problems cannot be addressed; consider what is being done in some theatres in Europe and elsewhere to enhance accessibility. 	
6. Corporate Services #1 – Facilities Design and Maintenance	<ul style="list-style-type: none"> • Adoption of a consistent process to address issues in Facilities and elsewhere, including a manual to provide a standardized approach, and which incorporates a Universal Design lens. • Adoption of a consistent process for community consultation. • Adoption of a systematic review and plan to improve accessibility of the main City Hall campus is needed to address many specific issues, including access and egress, washrooms, lighting, etc. 	

<u>DEPARTMENT</u>	<u>SUGGESTIONS</u>	<u>GOALS</u>
7. Emergency Preparedness	<ul style="list-style-type: none"> • Incorporate consultation with people with disabilities as part of the “Hazard Risk and Vulnerability Analysis.” • Provide staff with more resources and support related to access and inclusion. • Consider more community consultation – e.g. hosting regular information sessions in smaller community groups, and ensure they are accessible, marketed to people with disabilities, and address the concerns of people with disabilities, seniors, those with young children, etc. • Ensure information materials are available in multiple formats. • Ensure information materials and dialogue addresses the needs of individuals with developmental disabilities. • Create guides to address a variety of emergencies, and suggest ways to practice/run trials of best procedures. 	

<u>DEPARTMENT</u>	<u>SUGGESTIONS</u>	<u>GOALS</u>
8. Engineering – Streets, Sidewalks, Parking and Transportation	<ul style="list-style-type: none"> • Adopt a model of dialogue and consultation that includes ability to provide feedback, and regular contact, going beyond the Advisory Committees. • Adopt consistent policies/practices and principles in applying Universal Design. • Create greater consistency in levels of staff training and awareness related to access, inclusion and Universal Design • Install more audible signals and other similar measures to enhance access. Prioritize areas of heavy traffic, or where there are dangerous circumstances; consultation can help identify these. • Create a single, accessible, well - publicized point of contact for complaints/inquiries. • Consider increasing the timing of crosswalks. • Create more on-street, appropriately sized and located, designated parking. • Market information about construction and road conditions like “The Road Ahead” more broadly • In terms of consulting with the Advisory Committee, consider emailing updates to the Committee prior to each meeting 	

<u>DEPARTMENT</u>	<u>SUGGESTIONS</u>	<u>GOALS</u>
<p>9. Engineering Projects #1 – Southeast False Creek, Woodward’s</p>	<ul style="list-style-type: none"> • Ensure that consultants’ commitments related to accessibility, inclusiveness and Universal Design are incorporated into legal documents including contracts, to ensure they are adhered to throughout the construction phase of the Project. • Provide staff with sufficient education and other resources to monitor the work being done, and ensure principles related to accessibility, inclusiveness and Universal Design are being adhered to by everyone involved with the Project. • Consider incorporating some of the consulting strategies that were used in this Project in other areas of the City, as a consistent and more comprehensive consultation model. 	
<p>10. Engineering Projects #2 – One Kingsway, East Fraser Lands</p>	<ul style="list-style-type: none"> • Ensure that consultants’ commitments related to accessibility, inclusiveness and Universal Design are incorporated into legal documents including contracts, to ensure they are adhered to throughout the construction phase of the Project. • Provide staff with sufficient education and other resources to monitor the work being done, and ensure principles related to accessibility, inclusiveness and Universal Design are being adhered to by everyone involved with the Project. • Consider incorporating some of the consulting strategies that were used in this Project in other areas of the City, as a consistent and more comprehensive consultation model. 	

<u>DEPARTMENT</u>	<u>SUGGESTIONS</u>	<u>GOALS</u>
11. Human Resources and Equal Employment Opportunity Program	<ul style="list-style-type: none"> • Ensure much greater consistency across staff awareness levels related to accessibility and inclusiveness. • Ensure specifically that staff understand the duty to accommodate, not only existing and new employees, but members of the public and volunteers. • Consider providing greater access to captioning and other assistive measures. 	
12. Vancouver Public Library	<ul style="list-style-type: none"> • Regarding the Main branch elevators, there is a device installed on these elevators that permits you to call an elevator without pushing the button. Currently, however, there is no signage to indicate this is available. • Consider who and how acquisitions of multiple format material is made, and specifically consult with the community in this area. • Consider researching if there have been developments in moveable shelving that may ease accessibility challenges in older buildings with large collections. 	
13. Olympic and Paralympic Operations	<ul style="list-style-type: none"> • Adopt a more comprehensive consultation process, including consultation for the Games, potential legacies, and potential specialization of the tourism industry in Vancouver. • Ensure consultation occurs in an accessible venue, and that marketing and invitations are accessible/available in multiple formats • Provide staff with training and resources related to accessibility, inclusion and Universal Design, to ensure appropriate oversight of events, Look, and other areas. 	

<u>DEPARTMENT</u>	<u>SUGGESTIONS</u>	<u>GOALS</u>
14. Vancouver Parks Board	<ul style="list-style-type: none"> • Adopt a more comprehensive, consistent consulting process that allows for feedback • Ensure more consistent awareness levels and resources/training for staff • Improve the accessibility of older buildings wherever possible • Ensure community gardens are accessible and inclusive (through enhanced consultation and dialogue) • Increase the number of parks pathways, and benches • Improve lighting in indoor facilities • Provide more ramps into pools, and improve the accessibility of most workout rooms • Consult with Translink/Coast Mountain to improve coordination between facility and transit stop locations • More, and more accessible and helpful signage and wayfinding is needed throughout both indoor and outdoor venues. • More, and more accessible outdoor washrooms are needed 	
15. Vancouver Fire and Rescue Services	<ul style="list-style-type: none"> • Mandate a broader adoption of multiple format, accessible alarms/alerts • Adopt a more consistent and regular public consultation process. • Provide more training and skills development, particularly with respect to the needs of individuals with developmental disabilities, to ensure “a respectful, responsive, consistent, and coordinated response” from both Fire and Police Services.” • Engage the community of people with developmental disabilities in dialogue, rather than expecting the community to pursue authorities to engage in dialogue. 	

<u>DEPARTMENT</u>	<u>SUGGESTIONS</u>	<u>GOALS</u>
<p>16. Vancouver Police Department</p>	<ul style="list-style-type: none"> • Engage in outreach and consultation with people with disabilities as consistently and comprehensively as with cultural communities. • Ensure training and resources to create greater staff awareness related to disabilities generally, but in particular, invisible and developmental disabilities; strong awareness and skills are necessary because of the very significant impact of possible mistakes. • Ensure staff awareness and training includes how to recognize and communicate with people with developmental disabilities, and the availability of expert assistance for police. • Ensure appropriate responses, including timing, for emergency calls involving people with developmental disabilities. • Police to take initiative to engage with community organizations for people with invisible and developmental disabilities, rather than require the community to approach Police. • Ensure that the same service levels are provided to individuals with invisible and developmental disabilities as to the community at large. • Initiate another event such as the one jointly sponsored with THEO BC in June of 2007, and ensure follow up consultation and ongoing dialogue. 	



CITY OF VANCOUVER
REGULAR COUNCIL MEETING MINUTES
JUNE 27, 2006

A Regular Meeting of the Council of the City of Vancouver was held on Tuesday, June 27, 2006, at 2:00 p.m., in the Council Chamber, Third Floor, City Hall.

PRESENT:

Mayor Sam Sullivan
Councillor Suzanne Anton
*Councillor Elizabeth Ball
Councillor David Cadman
Councillor Kim Capri
*Councillor George Chow
Councillor Heather Deal
Councillor Peter Ladner
Councillor B.C. Lee
Councillor Raymond Louie
Councillor Tim Stevenson

CITY MANAGER'S OFFICE:

Judy Rogers, City Manager

CITY CLERK'S OFFICE:

Marg Coulson, Deputy City Clerk
Tarja Tuominen, Meeting Coordinator

*Denotes absence for a portion of the meeting

[Portion of Report deleted]

MOVED by Councillor Capri

THAT the following resolutions received from Council and City departments be submitted to the 2006 Union of BC Municipalities Convention:

A. MEASURING UP

WHEREAS accessibility and inclusion are fundamental factors in empowering people with disabilities to fully participate in and contribute to society and the City of Vancouver strives to take a leadership role in increasing accessibility and inclusion both within and outside its own city limits;

AND WHEREAS the City has partnered with 2010 Legacies Now and the Provincial and Federal governments to produce *Measuring Up*, a comprehensive, step-by-step guide that enables communities to assess and remedy their accessibility and inclusion barriers.

THEREFORE BE IT RESOLVED that City Council endorse *Measuring Up* as a resource for communities throughout British Columbia as they work to improve accessibility and inclusion; and

BE IT FURTHER RESOLVED that the City bring a resolution to the UBCM 2006 convention requesting every BC municipality adopt *Measuring Up* as their guide to accessibility and inclusion; and

BE IT FURTHER RESOLVED that the City propose a resolution to UBCM that a formal request be made to the Provincial and Federal governments to allocate infrastructure funding to support accessibility and inclusion initiatives in communities throughout BC.

[Balance of Report deleted]

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~ Appendix B ~

MEASURING UP GUIDE - ENGINEERING

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ENGINEERING – includes:

- a) Streets
- b) Sidewalks
- c) Parking
- d) Transportation (ferries, adjuncts to transit services, taxi bylaws)

a) **Streets**

Consider, in evaluating Streets: Corner bulges for improved pedestrian access, Traffic calming measures (speed bumps/humps, traffic circles, etc.); Cleanliness of streets (removal of snow, overhanging branches, removal of safety hazards, etc.); General street maintenance (potholes); Crosswalks, including special crosswalks (marked/zebra crosswalks) pedestrian indicators (audible and tactile cues), appropriate crosswalk wait times; Streets Planning and Task Force; Provision of information regarding construction work impacting accessibility, neighbourhood concerns; Traffic signals; Street Lighting.

Streets – engages: Support Services, specifically:
-- fully accessible and inclusive built environment

- i) **Dialogue:** Level 3: Engineering staff has met with people with disabilities to discuss their needs related to accessible and inclusive City streets.
(circle one)
- Level 2: In consultation with people with a disability, Engineering staff has completed a formal plan for improving the accessibility and inclusiveness of City streets for people with disabilities.
- Level 1: Engineering staff measures the outcomes of plans for improving the accessibility and inclusiveness of City streets in consultation with people with disabilities, and the information is publicly communicated.

MUP Dialogue Rating for Streets: _____

- ii) **Action:** Level 3: Engineering staff has received training in Universal Design principles to assist in ensuring accessible and inclusive streets, and such training is available and accessible.
(circle one)
- Level 2: Universal design principles, implemented with the expertise of people with disabilities, are a requirement for authorizing the creation of new, or alteration of existing, streets.
- Level 1: Streets are accessible and inclusive.

MUP Action Rating for Streets: _____

Overall MUP Rating for Streets: _____

iii) **Degree of impact** that safe, accessible and inclusive streets have on the ability of disabled persons to participate in community life:

3 = minimal impact 2 = moderate impact 1 = significant impact

Impact Rating for Streets: _____

b) Sidewalks

Consider, in evaluating City Sidewalks: Sidewalk ramps; Rollover curbs; Sidewalk furniture; Appropriate breadth of sidewalks; absence of objects impeding safe passage; presence and number of sidewalk extensions across rear laneways for enhanced pedestrian right of way; City-operated public washrooms on or near sidewalks; Wayfinding; Crosswalks; Pedestrian signals; Traffic calming; Overpasses; Curb bulges; Bus bulges; Public realm.

Sidewalks – engages: Support Services, specifically:
-- fully accessible and inclusive built environment

- i) **Dialogue:** Level 3: Engineering staff has met with people with disabilities to discuss their needs for accessible and inclusive City sidewalks.
(circle one)
Level 2: In consultation with people with a disability, Engineering staff has completed a formal plan for improving the accessibility and inclusiveness of City sidewalks for people with disabilities.
Level 1: Engineering staff measures the outcomes of its plans for improving the accessibility and inclusiveness of sidewalks in consultation with people with disabilities, and the information is publicly communicated.

MUP Dialogue Rating for Sidewalks: _____

- ii) **Action:** Level 3: Engineering staff has received training in Universal Design principles to assist in ensuring accessible, inclusive sidewalks, and such training is available and accessible.
(circle one)
Level 2: Universal design principles, implemented with the expertise of people with disabilities, are a requirement for authorizing the creation of new, or alteration of existing, sidewalks.
Level 1: City sidewalks are accessible and inclusive.

MUP Action Rating for City sidewalks: _____

Overall MUP Rating for City sidewalks: _____

- iii) **Degree of impact** that accessible, inclusive, safe sidewalks have on the ability of disabled persons to participate in community life:

3 = minimal impact 2 = moderate impact 1= significant impact

Impact Rating for Sidewalks: _____

c) Parking

Consider, in evaluating Parking: Both on-street and City-operated lot parking – number, size and location of parking spaces generally; Number, size and location of specially designated parking for persons with disabilities; Community consultation re: parking needs; Parking regulations; Parking fee exemption programs; Method of payment;

Parking – engages: Support Services, specifically:
-- fully accessible and inclusive built environment
-- transportation

- i) **Dialogue:** (circle one) Level 3: Engineering staff has met with people with disabilities to discuss their needs related to accessible and inclusive parking. Special parking facilities enable people with disabilities to get where they need to go in the community.
- Level 2: In consultation with people with a disability, Engineering staff has completed a formal plan for improving the accessibility and inclusiveness of parking for people with disabilities. There is documented improvement in the accessibility and inclusivity of parking facilities for people with disabilities.
- Level 1: Engineering staff measures the outcomes of its plan for improving the accessibility and inclusiveness of parking in consultation with people with disabilities, and the information is publicly communicated. People with disabilities and their attendants, if required, can find accessible and inclusive parking anywhere they need to go.

MUp Dialogue Rating for Parking: _____

- ii) **Action:** (circle one) Level 3: Engineering staff has received training in Universal Design principles to assist in ensuring accessible and inclusive parking, and such training is available and accessible.
- Level 2: Universal design principles, implemented with the expertise of people with disabilities, are a requirement for authorizing the creation of new, or alteration of existing, parking facilities.
- Level 1: Parking is accessible and inclusive.

MUp Action Rating for Parking: _____

Overall MUp Rating for Parking: _____

iii) **Degree of impact** that accessible, inclusive, safe streets have on the ability of disabled persons to participate in community life:

3 = minimal impact 2 = moderate impact 1 = significant impact

Impact Rating for Parking: _____

d) Transportation

Transportation – engages: Support Services, specifically:
-- transportation
-- fully accessible and inclusive built environment

Consider, in evaluating Transportation: Long and short range transportation planning; Continuity; Streets and Transit interface areas; Communication – The Road Ahead. **Note: ENGINEERING DOES NOT HAVE JURISDICTION OVER TRANSIT, PARATRANSIT, OR OTHER FORMS OF PUBLIC TRANSPORTATION; JURISDICTION IS LIMITED TO THE FACILITIES LISTED ABOVE.**

- i) **Dialogue:** (circle one) Level 3: Engineering staff has met with people with disabilities to discuss their needs related to accessible and inclusive transportation facilities.
- Level 2: In consultation with people with a disability, Engineering staff has completed a formal plan for improving the accessibility and inclusiveness of transportation facilities for people with disabilities.
- Level 1: Engineering staff measures the outcomes of its plan for improving the accessibility and inclusiveness of transportation facilities in consultation with people with disabilities, and the information is publicly communicated.

MUp Dialogue Rating for Parking: _____

- ii) **Action:** (circle one) Level 3: Engineering staff has received training in Universal Design principles to assist in ensuring accessible and inclusive transportation facilities, and such training is available and accessible. Special transportation facilities enable people with disabilities to get where they need to go in the community.
- Level 2: Universal design principles, implemented with the expertise of people with disabilities, are a requirement for authorizing the creation of new, or alteration of existing, transportation facilities. There is documented improvement in the accessibility and inclusivity of transportation facilities for people with disabilities.
- Level 1: Transportation facilities are accessible and inclusive. People with disabilities and their attendants, if required, can find accessible and inclusive transportation facilities anywhere they need to go.

MUp Action Rating for Transportation: _____

Overall MUp Rating for Transportation: _____

- iii) **Degree of impact** that the City’s work related to transportation has on the ability of disabled persons to participate in community life:

3 = minimal impact 2 = moderate impact 1 = significant impact

Impact Rating for Transportation: _____

Comments, anecdotes, stories, ideas:

Staff Awareness Rating:

Notes:

Unconscious Incompetence 3

Conscious Incompetence 2

Conscious Competence 1

Unconscious Competence 0

Staff Awareness Rating: _____

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~ Appendix C ~

~ Biographies ~

Community Committee Members

Tasia Alexis is an Assistant Director, Adult Services Operations, Community Outreach, with the BC Developmental Disabilities Association. She is also a past member of the Advisory Committee to Vancouver City Council on Disability Issues.

Jeannette Andersen is a Past President of the BC Coalition of People with Disabilities. Jeanette has also served as a member of the Advisory Committee to Vancouver City Council on Disability Issues.

Sheryl Burns is the Vice President of the Greater Vancouver Community Social Service Workers. She is also a past member of the Advisory Committee to Vancouver City Council on Disability Issues.

Stephanie Cadieux is the Director, Marketing & Development, of the BC Paraplegic Association. She has also served as a member of the Advisory Committee to Vancouver City Council on Access and Inclusion.

Bruce Chown is a retired civil engineer and transit manager. He continues his volunteer activities with seniors' organizations and community groups in Metro Vancouver. His focus is on services for seniors and accessible transit for all who need it. Bruce has also served as the Chair of the Advisory Committee to Vancouver City Council on Seniors' Issues.

Bruce Gilmour is an advocate and facilitator on disability-related issues. He has served on the Advisory Committee to Vancouver City Council on Disability Issues. Bruce was one of ten individuals selected to carry the torch for Canada at the Beijing Paralympic Games in September, 2008.

Kent Goulet is an independent Consultant working to improve the lives of people with disabilities. He is also a Director with the Canadian Disabled Individuals Association.

Roger B. Jones, "The Ability Guy", is an independent Consultant working to change the mindset of individuals, corporations and governments to address marketplace constraints on the economic opportunities for persons with disabilities and their families.

Anne Judge is a current member of the Advisory Committee to Vancouver City Council on Access and Inclusion, and a former member of the Advisory Committee to Vancouver City Council on Seniors' Issues.

Craig Langston is an independent Consultant working in the area of accessibility. He is currently a Vice-Chair of the Advisory Committee to Vancouver City Council on Access and Inclusion. He is also a former member of the previous Advisory Committee to Vancouver City Council on Disability Issues.

Jill Weiss is the former President of the BC Coalition of People with Disabilities, and Executive Director of the Canadian Pelvic Inflammatory Disease Society. She is a member of the City of Vancouver Access and Inclusion Advisory Committee, and is the recipient of the YWCA Woman of Distinction Award, the MOSAIC Human Rights Award, and two-time recipient of the Federal Canadian Council of Disabilities Award for service to people with disabilities in Canada.

Chris Wilson is a Human Resources Consultant with the City of Vancouver

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City Staff Members:

Jody Andrews, Deputy City Manager
Todd Ayotte, Deputy Director of Civic Theatres, Community Services
Desiree Baron, Branch Head, Outreach, Vancouver Public Library
Garrick Bradshaw, Director, Facilities Design and Maintenance
Cindy Crapper, District Recreation Coordinator, Parks Board
Rick Critchlow, Assistant Chief, Fire and Rescue Services
Alan Duncan, Environmental Planner, Parks Board
Roger Fast, Program Manager, Access Vancouver
Mike Flanigan, Director, Real Estate Services
Bonnie Friesen, Adapted Aquatics, Parks Board
Judy Graves, Coordinator, Tenant Assistance Program, Community Services
Volker Helmuth, Director, Planning and Research, Vancouver Police
Paul Henderson, Director, Olympic/Paralympic Operations
Erin Hoess, Occupational Health and Safety Coordinator, Human Resources
Wendy Isbister, Senior Library Assistant, Kerrisdale Branch, Vancouver Public Library
Will Johnston, Chief Building Official, Community Services
Peter Judd, Deputy City Engineer
Monica Kay, Director, Equal Employment Opportunity Program, City Manager's Office
Janice MacKenzie, Deputy City Clerk
Chris Middlemass, Manager, Fine Arts and History, Vancouver Public Library
Randy Pecarski, Senior Planner, Community Services
Kevin Ramsay, Director, Emergency Management, Engineering
Rudy Roelefson, Manager, Facility Development, Parks Board
Jaye Russell, Events Coordinator, Olympic/Paralympic Operations
Carol Shier, Human Resources Consultant
Margeret Specht, Co-Director, Grants and Awards, Office of Cultural Affairs
Ray Stensrud, Director, Non-Market Operations, Community Services
Chris Warren, Director, Development Services, Community Services
Steve Wong, Park Development Coordinator, Parks Board
Mary Clare Zak, Director, Social Planning, Community Services

~Measuring Up Team ~

Measuring Up Consultant:

Paul Tubbe
President, PhoenixRising Solutions

City Staff Members:

Judy Rogers,
City Manager

Peter Judd,
Deputy City Engineer

Will Johnston,
Chief Building Official, Director of Licences and Inspections

Monica Kay,
Director, Equal Employment Opportunity Program

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