



measuring up report



Communities of Accessibility and Inclusion

*Prepared for the
Enderby & District Measuring Up Committee*

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Introduction

Measuring Up, an initiative of 2010 Legacies Now, is both a guide and a process that assists communities in assessing and improving how accessible and inclusive they are for people with disabilities and others including seniors, parents pushing baby carriages, tourists carrying luggage, and people with injuries. By increasing accessible employment opportunities and improving public spaces, recreation facilities, restaurants and shops, Measuring Up is assisting communities in becoming more accessible and inclusive, so everyone can benefit.

In September 2007, Enderby & District was selected as one of the BC Communities that would carry out an assessment of the level of accessibility and inclusion in the community.

The Measuring Up Program consists of a framework built on four main elements:

- **Support Services**
- **Access to Information**
- **Economic Participation and**
- **Community Participation.**

The Measuring Up Guide is available on line and it defines the level of achievement measurable within each of the four elements:

Level 3: while still challenging, with reasonable effort standards of accessibility and inclusion may be attainable.

Level 2: is set to document progress towards Level 1.

Level 1: a high standard of accessibility and inclusion is attainable for that particular community.

Community Survey

Over a period of nine weeks, 108 organizations were surveyed regarding accessibility and inclusion. Out of the 108, 83 businesses/agencies and individuals agreed to participate in an on-line survey and provided an e-mail address to access the survey link. There was some resistance to participation. Two physicians stated that the program and survey was of no concern to them. A service provider in Enderby was very reluctant to give me his e-mail address and demanded that it be kept confidential. Both the manager and chairperson of a local store and society believed the survey and Measuring Up Program would not be beneficial to them and ended the conversation by hanging up the phone, three times. After the Chair of the Measuring Up committee visited with them personally, they provided two e-mail addresses to which the survey link was e-mailed. However, they did not respond.

Helmut Herrmann, a father of a disabled girl, found that the survey questions were not appropriate for him. Instead he sent a very informative description of his personal experience with respect to accessibility and inclusion for his daughter (Appendix A attached).



We received 13 completed accessibility and inclusion surveys. The businesses and agencies who responded are as follows:

- Okanagan Regional Library, Enderby Branch
- Partners in Planning Financial Services
- Belvedere Services
- Seward Gallery Retreat
- Garden Gate Bed and Breakfast
- RE/MAX, Enderby
- Fresh Start Internet Solutions
- CNC
- Kindale Developmental Association
- Caravan Farm Theatre
- Okanagan Timber Frame Inc.
- Russell Avenue Consulting
- Shihiya School

The survey asked businesses and agencies how they see their involvement in making Enderby more accessible for the disabled. Here are their comments.

"More advertising" *Seward Gallery Retreat*

"- provide information about disabilities - access to buildings - provide materials for use by disabled" *Okanagan Regional Library, Enderby Branch*

"My business has ground level entrance and an easily accessible washroom. We lend our boardroom to other professionals when they have clients that can't easily use the professional's office." *Partners in Planning*

"We are a small home based business and feel the focus of this questionnaire is not applicable to the services we provide to our clientele." *Garden Gate Bed and Breakfast*

"As a real estate company, access for disabled is something that we deal with. Many homes are considered for the ability to accommodate a wheelchair, ramp or level entry, wider hallways, bathroom big enough to accommodate a chair, bars in the bathroom, etc." *Re/max, Enderby*

"Kindale has developed a program in cooperation with the Armstrong Rotary which is to encourage Rotarians business associates, friends and neighbors to hire persons with developmental disabilities. This program exists in Enderby, Armstrong and Vernon." *Kindale Developmental Association*

"We have made our summer and fall shows completely accessible for those who are physically challenged." *Caravan Farm Theatre*

"Will sponsor a program" *Okanagan Timber Frame Inc.*

"Promoting the Measuring Up program" *Russell Avenue Consulting*

A number of businesses and organizations offered their priorities and challenges:



"I need to install another ramp. One that would connect to the lower level workshop activities" *Seward Gallery Retreat*

"We don't have any programs, but we are happy to assist home owners find a home that suits their needs." *Re/max, Enderby*

"The priority is public education. Until people understand that persons with disabilities want to, and can be active vibrant citizens change will not occur." *Kindale Developmental Association*

"As we present our shows in a farm environment there are challenges in making the shows accessible. The winter shows involve the audience traveling to different scenes on the farm by horse-drawn sleigh. This is accessible for most but has proven to be too dangerous for those in powered wheelchairs." *Caravan Farm Theatre*

"Safety is priority - would need to look at how accessible workbenches and equipment are for physically disabled" *Okanagan Timber Frame Inc.*

"Wheelchair ramp, bathroom renovations" *Russell Avenue Consulting*

There may be times when businesses and agencies receive a request or concern regarding accessibility or inclusion to their programs. It would be beneficial for these to be documented and made available for future reference. Also, other agencies and businesses may benefit from this documentation.

"-requests for print disabled status. ORL form is verified by qualified medical person then customer has access to special collection (taped books, books on CDs and Daisy reader may be borrowed)" *Okanagan Regional Library, Enderby Branch*

"A hip fracture patient needed ground floor." *Seward Gallery Retreat*

"re: #4, out business is accessible, but we don't have any documentation or procedures in place" *Partners in Planning*

"There are presently 45 individuals living in Enderby and District who live with developmental disabilities. Kindale is often contacted to provide services. We have provided as many services as possible given our greatest challenge of lack of funding" *Kindale Developmental Association*

"As we present theatre productions there are many requests about accessibility for patrons who are physically challenged." *Caravan Farm Theatre*

Levels of Achievement

The community achievement levels for **Support Services** in Enderby and District is rated at **Level 2** for Dialogue and Action. The Measuring Up Committee has started an assessment of the community through a process of dialogue and survey and is now positioned to create an action plan to increase personal supports, including attendant services, and make assistive equipment and devices available in the



community. Support Services are the basis of the framework. This is fundamental in enabling people with disabilities to leave their homes with safety, comfort, and ease.

Enderby has not attained a level of achievement for **Access to Information**, as brought out by the survey and research. Major providers of information and providers of communication services need to meet with people with disabilities to discuss what communication formats are needed by the disabled community. This element is often taken for granted. People just assume that everyone understands, reads or deciphers words and symbols the way they do. Basic information enables us to find our way, keep ourselves safe, avoid confusion and save time.

Greater **Economic Participation** increases the number of individuals employed in the community, ends poverty and increases the security of people with disabilities. Enderby is recognized at achieving **Level 2** in **Economic Participation**. The City of Enderby committed to the "10 x 10 challenge" in September of 2007, as reported in the September 4, 2007 Council meeting minutes: "Moved by Councilor Case, seconded by Councilor Vetter that the City of Enderby join the 10 x 10 Challenge and work with the Minister's Council on Employment for Persons with Disabilities to help meet the target of increasing employment for persons with disabilities by 10% by 2010. Carried Unanimously."

50% of people with disabilities are unemployed in Canada and almost two thirds of people with disabilities on social assistance live in poverty. In this area, according to Bill Tidsbury of CLBC, there are 18 children with disabilities, 6 of whom are in their late teens and would soon be looking for employment. Also, 17 adults with disabilities that CLBC is aware of would benefit significantly with supports, to becoming successful in an attaining employment.

This community is on its way to achieving **Level 3** with regards to **Community Participation**. Most of those polled realize what their priorities are in order to be inclusive to people with disabilities. However, there are still stereotypical feedbacks that will ultimately keep Enderby from attaining a higher level. A number of professionals that I spoke with feel that hiring a disabled member of society would be a hindrance rather than an asset, and do not want to concern themselves with a project of this kind. Still, others believe there are no people living with a disability in their city. Education and communication is necessary in this regard.

Summary

The conclusions provided in this report are based on the Measuring Up Program framework outlined in the Measuring Up Guide. One hundred and eight organizations were approached for input and thirteen responded via an online survey. The results of the feedback received have been summarized within the parameters of the Measuring Up framework. Public awareness and promotion of the Measuring Up Program and the 10 x 10 Challenge is needed to facilitate community involvement for all people and to build a strong foundation for Accessibility and Inclusion in Enderby & District.



APPENDIX A
Letter from Helmut Herrmann to Diane Luzio

Hi Diane

Well, my daughter Ona-Maria is 25, and has Downs Syndrome. We live in Enderby, B.C. While she was in high school, for the most part things were decent, or as least tolerable. Since then it has been a real struggle to find things for her to be occupied with. Fortunately I found a program called ACT that is a modified academic program that allows her to continue her education. Considering she has to travel to Vernon from here, it is quite a journey. But beggars can't be choosers. The bus to town takes her within 3 blocks of school and she walks the rest of the way, which she needs for exercise. I just wish the bus came all the way back to Enderby but her bus only comes to Armstrong and I have to travel there to pick her up everyday. Once a week I try to take her swimming for her exercise. I wish the swim could be paid for because the doctor says that swimming is good for her. She has had two open heart surgeries, and two back surgeries. Her open heart surgeries were done at an age of 8 months, and then again one day before her first birthday. The first surgery was not successful because the stitches tore. The second one put a part of the sheep's brain to separate the left and right side of the heart. So she has part of Baa, Baa Black Sheep in her. Until she was 21 years old I had to take her to Vancouver Children Hospital on a yearly basis because that is where her back surgery the surgery was performed. Dr. Treadwell was a wonderful doctor who has since retired and now she is seen by a local specialist. It seems that her back is failing again and we are looking at another surgery sometime in the near future.

My biggest frustration has been to find her meaningful work after school. I have approached various companies and especially the Vernon Hospital to see if we can have the area near the front to build a facility that we can employ people with disabilities and have a place for them to have a coffee kiosk. It would be owned by them and they would be in charge. It would have given people a highly visible location to show society that they can contribute to society. We were turned down by both the Alan Doleman, the hospital management, and mostly by the unions. They saw it as a threat to the cafeteria in the basement. The Kelowna Hospital runs something very similar and when I talked to the people who run it, they said it has been no detriment to the cafeteria at all. The people who were part of the presentation consisted of the Lions Club, (who were willing to be our sponsors), Okanagan University College, (they have a program for people with disabilities and need a place for them to be gainfully employed), Vernon Disability Resource Centre, Community Futures, and VDACL. All are organizations who are involved with people with disabilities.

Since then the Kamloops, and Williams Lake hospital have had contracts out for the exact same thing but given them to the private sector. This refusal by the unions, Alan Doleman and the management smacks of discrimination. They give lip service to people with disabilities but when given the opportunity to do more than just talk, they show what they are really made of. NIMBY. Not in my back yard.

The ACT program is a wonderful organization run by VDAACL. They are very professional, caring, thoughtful and wonderful people. I have much good to say about them. More municipalities should have something like this close to home for their kids.

I would like to see our kids have the ability to own their own business so if successful that they can earn enough money to get off disability. I know that is not an option for many, but for those that can they should be able to. You would think the provincial government would look favorably on something like this, considering that they fund the people with disabilities. I find it sad that society or even the municipalities does not do more to make this happen. There could be some legislation in place to give companies who assist people with disabilities some financial incentive or reward. I don't have all the answers, but I see that much more can be done on the local, provincial and federal level.

Well there you go.....Does that work Diane?

Helmut



APPENDIX B MEASURING UP SURVEY QUESTIONS

1. Name of organization:

2. Does your agency/business provide a service to the disabled in your community?

- Yes
- No
- Don't Know

3. If yes, what type(s) of disability?

- | | | |
|--------------------|----------------------|-----------|
| MS | Head/Brain Injury | Asthma |
| Spinal Cord Injury | Depression | Allergies |
| Sight Impaired | Phobias | |
| Other | <input type="text"/> | |

4. Does your agency/business have documentation regarding accessibility/inclusion for the disabled?

- Yes
- No
- Don't Know

5. Has your agency/business ever received a request or concern regarding accessibility to your services?

- Yes
- No
- Don't Know

6. If yes, briefly describe the request or concern

7. Does your agency/business currently employ people with a disability?

- Yes
- No

8. How does your agency/business see its involvement in making your community more accessible for the disabled?

9. With respect to programs offered by you, what does your agency/business identify as a priority for the inclusion of a disabled person?



**APPENDIX C
LIST OF ORGANIZATIONS CONTACTED**

CHURCH & RELIGIOUS GROUPS

- ANGLICAN CHURCH OF ST. GEORGES
 - (250) 546-9366
- ASHTON CREEK CHRISTIAN FELLOWSHIP
 - (250) 838-6690
- CHURCH of GOD in CHRIST
 - Ph: (250) 838-9523
- SPALLUMCHEEN PEOPLES CHRISTIAN FELLOWSHIP
 - Ph: (250) 838-6269
- ENDERBY EVANGELICAL CHAPEL
 - Ph: (250) 838-6165
- GARDOM LAKE BIBLE CAMP
 - Ph: (250) 838-6645 FAX: (250) 838-9604
- GRINDROD GOSPEL CHURCH
 - Ph: (250) 838-2325
- JEHOVAHS WITNESSES
 - Ph: (250) 838-2400
- St. ANDREW'S UNITED CHURCH
 - Ph: (250) 838-7315
- St. ANNE'S CATHOLIC CHURCH
 - Ph: (250) 546-8215
- Sts. PETER & PAUL UKRAINIAN CATHOLIC CHURCH
 - GRINDROD (250) 549-1327
- THE RIVER CHURCH
 - (250) 838-8749
- UNITED CHURCH WOMEN
 - Ph: (250) 838-7315

COMMUNITY CLUBS

- ENDERBY RECREATION COMMISSION
 - Ph: (250) 838-9407
- KINGFISHER COMMUNITY ASSOCIATION
 - Ph: (250) 838-6200
- MARA MUSICAL & ATHLETIC ASSOCIATION
 - Ph: (250) 838-0626
- RIVERSIDE COMMUNITY CLUB
 - Ph: (250) 838-0683

CULTURAL

- ENDERBY & DISTRICT MUSEUM SOCIETY
 - Ph: (250) 838-7170 Fax: 250 838-0123
- ENDERBY & DISTRICT ARTS COUNCIL
 - Ph: (250) 838-2274
- GRINDROD PLAYERS
 - Ph: (250) 838-7494

ENVIRONMENTAL

- ENDERBY & DISTRICT FISH AND GAME PROTECTIVE ASSOCIATION
 - Ph: (250) 838-7632



- KINGFISHER ENVIRONMENTAL INTERPRETIVE CENTER
 - Ph: (250) 838-0004

PUBLIC BUILDINGS

- DRILL HALL
 - Ph: (250) 838-7170
- ENDERBY & DISTRICT SENIORS
 - 838-6579
- BRANCH #98 LEGION
 - Ph: (250) 838-7283
- ENDERBY ARENA
 - Ph: (250) 838-7557
- ENDERBY & DISTRICT CURLING CLUB
 - Ph: (250) 838-6702
- RIVERSIDE HALL
 - Ph: (250) 838-6323
- CHAMBER OF COMMERCE
 - Ph: (250) 838-6727
- KINGFISHER HALL
 - Ph: (250) 838-6200
- ST.ANDREWS UNITED CHURCH
 - Ph: (250) 838-7315
- ANGLICAN CHURCH HALL
 - Ph: (250) 838-2131

SCHOOLS AND COLLEGES

- A.L. FORTUNE SECONDARY SCHOOL
 - Ph: (250) 838-6431 FAX:838-2182
- ASHTON CREEK ELEMENTARY SCHOOL
 - Ph: (250) 838-7087 FAX:838-7236
- GRINDROD ELEMENTARY SCHOOL
 - Ph: (250) 838-7569
- M.V. BEATTIE ELEMENTARY SCHOOL
 - Ph: (250) 838-6434 FAX:838-0359
- OKANAGAN COLLEGE (SALMON ARM)
 - Ph: (250) 832-2126 FAX:804-8850
- OKANAGAN COLLEGE (VERNON)
 - Ph: (250) 545-7274 FAX:545-1086
- SENIOR ALTERNATIVE PROGRAM
 - (250) 838-2317
- SCHOOL DISTRICT #83
 - Ph: (250) 832-2157 FAX:832-9428
- SHIHIYA SPALUMCHEEN INDIAN BAND SCHOOL
 - Ph: (250) 838-2246 FAX:838-6496

SENIORS ORGANIZATIONS

- ENDERBY & DISTRICT SENIOR CITIZENS SOCIETY
 - Ph: (250) 838-7541

SERVICE CLUBS



- ENDERBY & DISTRICT COMMUNITY FOOD BANK SOCIETY
 - Ph: (250) 838-6048 or 838-7315
- ENDERBY & DISTRICT LIONS CLUB
 - Ph: (250) 838-6684
- MASONIC ORDER OF CANADA
 - Ph: (250) 838-6706
- ROYAL CANADIAN LEGION #98
 - Ph: (250) 838-7283
- TWICE BUT NICE
 - Ph: (250) 838-6822
- WHEELS TO MEALS
 - Ph: (250) 838-7541

SPORTS AND RECREATION

- ENDERBY & DISTRICT CURLING CLUB
 - Ph: (250) 838-6702
- ENDERBY & DISTRICT MINOR SOCCER ASSOCIATION
 - Ph: (250) 838-9744
- HUNTER'S RANGE SNOWMOBILE ASSOCIATION
 - Ph: (250) 838-6248
- NORTH OKANAGAN MINOR HOCKEY
 - Ph: (250) 838-0362

SUMMER CAMPS

- GARDOM LAKE BIBLE CAMP
 - Ph: (250) 838-6645 FAX: 838-9604
- MacKENZIE CAMP
 - Ph: (250) 832-8383

SUPPORT AND SELF HELP

- AL-ANON
 - Ph: (250) 838-0947 or 546-6533
- CANCER SOCIETY
 - Ph: (250) 838-7553
- NORTH ENDERBY LADIES CLUB
 - Ph: (250) 838-6148
- TOASTMASTERS INTERNATIONAL
 - Ph: (250) 838-0160

YOUTH

- DEEP CREEK 4-H DAIRY
 - Ph: (250) 838-6129
- ENDERBY 4-H PINS & NEEDLES SEWING CLUB
 - Ph: (250) 838-9365
- ENDERBY 4-H SWINE CLUB
 - Ph: (250) 838-6486
- GIRL GUIDES OF CANADA
 - Ph: (250) 838-9378
- LUCKY STEPPERS 4-H HORSE CLUB
 - Ph: (250) 549-2429
- MILKY WAY 4-H CLUB



Measuring Up Report

- Ph: (250) 838-7482
- PIONEER GIRLS
 - Ph: (250) 838-7635
- SCOUTS OF CANADA ASHTON CREEK/1ST ENDERBY
 - Ph: (250) 838-6698
- SCOUTS OF CANADA 1ST ENDERBY
 - Ph: (250) 838-0388
- UNBRIDLED SPIRITS 4-H HORSE CLUB
 - Ph: (250) 838-6431