

Measuring Up Fund - Final Report

District of Sooke

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1. *Did you hire people to help complete this initiative?*

Yes

How many people were hired?

The Social Planning and Research Council of BC was retained to undertake the study and community audit. This consisted of a team of three people.

District of Sooke staff, as well as the Measuring Up Advisory Committee contributed much time and effort in completing this project.

Do any of the people hired have a disability?

Yes

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

Yes

Section Two - Financial Information

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

	IN KIND RESOURCES		MEASURING UP FUND	
Expenditures	Amount	Source	AMOUNT	
Accessibility & Inclusion Study			13,000	
Accessibility & Inclusion Study	\$8,918	SPARC BC Consulting Fees		
Food for workshops			\$300.57	
Food for workshops/meetings	\$200	District of Sooke		
Printing/Copying	\$200	District of Sooke		
Staff time	\$2,310 (70hrs @ \$33/hr)	District of Sooke		
Accessibility Challenge:	\$50	Sooke Region Museum		
Tent rental:				
Wheelchairs for event(10	\$150	Rexall		
Accessible Project (sidewalks from Shields Road to Post office) To be expended			\$1,699.43	
Totals:	\$11,828		\$15,000	Total Cost of Project: \$26,828

Section Five - Report Declaration

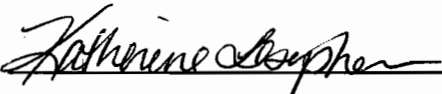
I certify that:

- To the best of my knowledge all the information contained in this Report and any attachments is true and complete.
- Measuring Up, 2010 Legacies Now and the Province of BC were given appropriate recognition as a funding partner as per the Guidelines provided in the Contribution Agreement.
- I have submitted the Final Report in accordance to the approved deadline.

Authorized Representative:

Name (please print): Katherine Lesyshen

Position: Planner

Signature: 

Date: August 29, 2008.

Mail completed AND signed Final Reports to:

Measuring Up Fund

2010 Legacies Now

400 - 1095 West Pender

Vancouver, British Columbia V6E 2M6

Phone: 778-327-5153

Summary of the Measuring Up Initiative

October 2007

By undertaking this study, the District of Sooke has provided leadership and a commitment to becoming a model community for accessibility and inclusiveness. Council has adopted the 10 x 10 Challenge, to increase employment of people with disabilities by ten percent by the year 2010. The District of Sooke simultaneously retained the Social Planning and Research Council of BC (SPARC BC) to undertake research for the preparation of a Plan for Accessibility and Inclusion in the District of Sooke. The plan focused on three key areas:

- **Municipal Policies and Practices**
- **Physical Accessibility**
 - Public Facilities
 - Parks and Recreation
 - Restaurants
 - Shopping, Entertainment, Tourism
 - Housing and Accommodation
- **Volunteering and employment**

To guide the study, the District of Sooke established the Measuring Up Advisory Committee that included people with disabilities, seniors, as well as representation from numerous local community groups, the business community, the local first nations, and a number of social and disability service providers. The steering committee provided feedback on the findings and helped shape the study and the final report. This committee has been very active in the community and has shown commitment to the project, and great enthusiasm in raising awareness about accessibility and inclusion throughout the region.

In winter of 2008, two members of the Measuring Up Advisory Committee attended an “Aging Gracefully Workshop” that focused on designing communities to accommodate seniors, which inevitably would provide better access for all community members. This workshop planted the seed for hosting an “accessibility challenge” in Sooke’s town core to raise awareness about accessibility.

Political leaders and District staff were invited to manoeuvre around Sooke in wheelchairs. This event, sponsored by Rexall, helped raise awareness about accessibility issues pertaining to city form and infrastructure, as well as the daily challenges someone with a physical disability may face. Shaw cable and the “Sooke News Mirror” covered the event, raising awareness about our initiative region wide. It should also be noted that five committee members participated in the Intermunicipal Advisory Committee on Disability Issues (IACDI) Accessibility Awareness event in Colwood in June. This was a great way to support regional accessibility initiatives, and raise Sooke’s profile as a leader in accessibility and inclusion.

An Open House and a Seniors’ Focus Group was held in April 08 to seek public input into the issues to be addressed by the study (as listed above), and to develop an inventory of sites to be audited for accessibility and inclusion. The participants spoke about the District’s strengths and identified areas that require improvement.

The community-wide accessibility audit took place over a three day period, and was geared toward areas that were identified as “key community facilities and services”, such as municipal hall, municipal parks, locations where community events take place, recreation centre, arena and numerous businesses. SPARC BC led the audit process, and invited committee members to join them at audit locations identified, in order to pass on knowledge of how to audit various types of facilities. Many of the committee members now have the skills to audit a wide range of facilities and businesses.

The audit findings were varied in that many of the community’s facilities were found to be quite accessible with only minor alterations required, and that some of the older buildings constructed under previous building code regulations have already been retrofitted to accommodate members of the community with numerous disabilities. There were however, a number of facilities/businesses identified that require larger improvements to become fully accessible.

In May, a workshop was held to give participants an opportunity to review the audit results and set priorities for the District’s Plan for Accessibility and Inclusion. Following the prioritization workshop a plan was developed that included 76 recommendations for improving accessibility and inclusion in the District of Sooke. Some of these recommendations can be achieved with little or no cost, while others have larger cost and resource implications.

The plan covers best practices in other BC municipalities, the current legislative framework for accessibility, a review of the District’s accessibility and inclusion policies and practices, funding options that are currently available, sample policies and bylaws that improve accessibility and inclusion, as well as an overall strategy and plan for improving accessibility and inclusion in Sooke over time.

SPARC BC presented the recommendations that resulted from the audit, the workshop, and guidance from the Steering Committee for Council’s consideration on August 25, 2008.

Council recommended acceptance and adoption of the “Accessibility and Inclusiveness Study for the District of Sooke”, and passed a resolution to use any remaining funds from the project for the improvement of sidewalks in the town core.* (See attached Council Resolution)

The following are priority projects identified in the report:

Proposed Accessibility and Inclusion Plan

Activities identified for Years 1-2 of the plan include:

- Establish an advisory committee on accessibility and inclusion;
- **Develop a strategy for creating a safe pedestrian network; ***
- Encourage businesses in the District to become accessible, and to increase employment and volunteer opportunities for persons with disabilities;
- Focus on physical accessibility in municipal facilities;
- Focus on physical accessibility of non-District owned community facilities, and
- Make the Measuring Up Challenge an annual event.

Years 2-5 activities include:

- Additional physical improvements to municipal facilities;
- Build the capacity of municipal staff;
- Explore the development of an inclusive hiring practices policy;
- Explore development of guidelines for access to municipal information;
- Review emergency preparedness plans and emergency services; and
- Explore development of adaptable design guidelines for residential development.

Activities for beyond Year 5 include:

- Establish an accessibility and inclusion program with an annual implementation plan;
- Provide a consistent annual accessibility budget for implementation of plan;
- Work with other municipalities to advocate for changes to BC legislation relating to accessibility; and
- Consider additional accessibility policies.

Measuring Up Advisory Committee

Appointed by Council:

Sheila Beech of the District of Sooke Council; Chair
Marlene Barry of the Community Health Initiative; Vice Chair
Kim Collins of Worklink;
Lee Hindrichs, a Sooke health practitioner;
Judy Hoffman of the Canadian Cerebral Palsy Society (Sooke Chapter);
Larry Hutchings of SEAPARC;
Dana Lajeunesse, a local resident with a disability; OCP Review Committee
Carroll Mallett of the Sooke Elderly Citizens Housing Society;
Joan Titus of the Sooke Crisis Centre.

Others who have been actively engaged in the study:

Katherine Lesyshen, District of Sooke Staff
Brenda Parkinson, District of Sooke Council Member
John Zarembo of the Sooke Harbour Chamber of Commerce;
Kerrie MacLean of T'Souke Nation;
Nina Linguanti of the Sooke Family Resource Society;
Harry Connor of the Sooke Community Association;
Judith Anne Gatto of the Royal Canadian Legion;
Rebecca George of Sooke Harbour Employment Services; and
Rusi Johki of the Vancouver Island Regional Library (Sooke).

Consultants:

Robyn Newton, Project Lead, SPARC BC
Karen Thompson, Researcher, SPARC BC
Vincent Miele, Researcher, SPARC BC

Measuring Up Guide Feedback

The Measuring Up Guide was used as a reference by Sooke's Measuring Up Advisory Committee in developing the final report. The information provided in the guide laid out a framework for the project, however, SPARC BC tailored the study to fit Sooke's needs, and those priorities identified by the committee as key areas to be included.

Sooke's Measuring up Advisory committee had grand visions for what encompasses an "inclusive community", and there was great debate on how broad the scope of the project could, or should be.

The committee found that our overall resources were lacking in order to address all of the social inclusion issues in great depth, as identified in the Measuring Up Guide. Many of the social inclusion issues were touched upon, but in order to do the topic justice, would require another study all unto itself. The guide was very useful in helping to identify the scope of the committee's work.

DELEGATIONS

D-1 Measuring Up Advisory Committee

MOVED by Councillor Parkinson, seconded that Council accept and adopt the Accessibility & Inclusiveness Study for the District of Sooke.

CARRIED UNANIMOUSLY

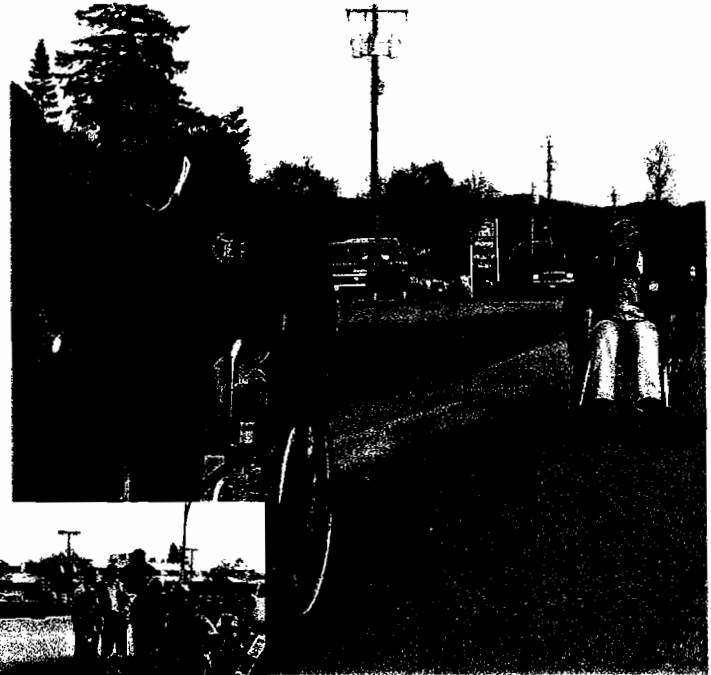
MOVED by Councillor Beech, seconded that the remainder of funding from the 2010 Legacies Now Measuring Up Fund be allocated to the Broomhill Park accessible washroom renovation project.

DEFEATED

MOVED by Councillor Dumont, seconded that the remainder of funding from the 2010 Legacies Now Measuring Up Fund be allocated for sidewalks from Shields Road to the Post Office.

CARRIED

Councillor Parkinson opposed the motion



An Accessibility & Inclusiveness Study For the District of Sooke

August 14th, 2008

Submitted to:

DISTRICT OF SOOKE
Planning Department
2205 Otter Point Road
Sooke, BC V9Z 1J2

Social Planning and Research Council of BC (SPARC)
201 – 221 East 10th Avenue
Vancouver, BC V5T 4V3
604-718-7736



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I. Executive Summary

In January 2008 the District of Sooke retained the Social Planning and Research Council of BC (SPARC BC) to undertake research for the preparation of a Plan for Accessibility and Inclusion at the District of Sooke. The plan focused on three key issue areas:

- Municipal Policies and Practices
- Physical Accessibility
 - Public Facilities
 - Parks and Recreation
 - Restaurants
 - Shopping, Entertainment, Tourism
 - Housing and Accommodation
- Volunteering and employment

To guide the study, the District of Sooke established a Steering Committee that included people with disabilities, and representation from local community groups, and disability organizations. An Open House and a Seniors' Focus Group was held in April to seek public input into the issues to be addressed by the study, and to develop an inventory of sites to be audited. In May, a workshop was held to give stakeholders an opportunity to review the audit results and set priorities for the District's Plan for Accessibility and Inclusion. This report presents the recommendations that resulted from the audit, the workshop, and the Steering Committee, for Council's consideration.

Study Objectives

The purpose of the Study is to develop a comprehensive strategy to make the District of Sooke accessible and inclusive for people with disabilities. In particular, this Study:

- Inventories the existing conditions in the District of Sooke's built environment as they relate to accessibility and inclusion;
- Identifies issues and opportunities to improve accessibility and social inclusion in the District; and
- Presents a plan and implementation strategy for making the District of Sooke a model community for accessibility and inclusiveness.

Key findings

In general, the District of Sooke does a good job of accessibility and inclusion. The District has provided leadership through Council's commitment to becoming a model community for accessibility and inclusiveness, and Municipal Council has adopted the 10X10 Challenge, committing the District to increasing employment of people with disabilities by ten percent by 2010.

In April 2008, the District's Measuring Up Advisory Committee staged an "Accessibility Challenge" for local community leaders, which raised awareness of accessibility and inclusion.

This summer, the District is constructing an accessible pathway to the waterfront at Ed MacGregor Park. The District of Sooke is also undertaking master planning processes in 2008 in the areas of Transportation and Parks & Trails, which will take into account accessibility considerations.

Despite of all that is going well at the District of Sooke, there is always room for improvement. Several minor and not so minor improvements are recommended to municipal facilities and municipal policies to demonstrate the District's ongoing commitment to accessibility.

The District can also play an important leadership role in the community in regards to accessibility. The Open House, Seniors' Focus Group and Audit identified a number of important community amenities that are not owned by the District of Sooke with accessibility challenges. It is recommended that the District partner with these community groups and assist them with applying for funding to upgrade the accessibility of these facilities.

Proposed Accessibility and Inclusion Plan

Activities identified for Years 1-2 of the plan include:

- Establish an advisory committee on accessibility and inclusion;
- Develop a strategy for creating a safe pedestrian network;
- Encourage businesses in the District to become accessible, and to increase employment and volunteer opportunities for persons with disabilities;
- Focus on physical accessibility in municipal facilities;
- Focus on physical accessibility of non-District owned community facilities, and
- Make the Accessibility Challenge an annual event.

Years 2-5 activities include:

- Additional physical improvements to municipal facilities;
- Build awareness and capacity of municipal staff;
- Explore the development of an inclusive hiring practices policy;
- Explore development of guidelines for access to municipal information;
- Review emergency preparedness plans and emergency services; and
- Explore development of adaptable design guidelines for residential development.

Activities for beyond Year 5 include:

- Establish an accessibility and inclusion program with an annual implementation plan;
- Provide a consistent annual accessibility budget for implementation of plan;

- Work with other municipalities to advocate for changes to BC legislation relating to accessibility; and
- Consider additional accessibility policies.

II. Acknowledgements

SPARC BC is pleased to submit the following Accessibility and Inclusiveness Study for the District of Sooke.

As part of this Study, SPARC BC engaged key stakeholders and the community at large in the processes of issue identification and developing solutions. In particular, we wish to acknowledge the contributions of the Steering Committee: Sheila Beech of the District of Sooke Council; Marlene Barry of the Community Health Initiative; Kim Collins of Worklink; Lee Hindrichs, a Sooke health practitioner; Judy Hoffman of the Canadian Cerebral Palsy Society (Sooke Chapter); Larry Hutchings of SEAPARC; Dana Lajeunesse, a local resident with a disability; Carroll Mallett of the Sooke Elderly Citizens Housing Society; and Joan Titus of the Sooke Crisis Centre.

We would like to thank other community members who have been engaged in the study process such as John Zaremba of the Sooke Harbour Chamber of Commerce; Kerrie MacLean of T'Souke Nation; Nina Linguanti of the Sooke Family Resource Society; Harry Connor of the Sooke Community Association; Judith Anne Gatto of the Royal Canadian Legion; Rebecca George of Sooke Harbour Employment Services and Rusi Johki of the Vancouver Island Regional Library (Sooke).

We would also like to thank the District of Sooke for this opportunity to work with the municipality to further the goals of accessibility and inclusiveness. In particular, we would like to thank Katherine Lesyshen, Planner at the District of Sooke, for her guidance and support during the study.

Moreover, we wish to thank the Province of British Columbia and the 2010 Legacies Now program for supporting this project at the District of Sooke.

III. Introduction

The purpose of the Study is to develop a comprehensive strategy to make the District of Sooke accessible and inclusive for people with disabilities. In particular, this Study:

- Inventories the existing conditions in the District of Sooke's built environment as they relate to accessibility and inclusion;
- Identifies issues and opportunities to improve accessibility and social inclusion in the District; and
- Presents a plan and implementation strategy for making the District of Sooke a model community for accessibility and inclusiveness.

IV. The Context of the Project

Whether we are born with a disability, ... acquire a disability later in life, ... or are simply encountering the realities of old age, we are all only temporarily able-bodied.¹

The 2010 Legacies Now program is providing support to communities throughout BC to become more accessible and inclusive.² The District of Sooke has seized on this opportunity and has hired SPARC BC to evaluate the current level of accessibility and inclusion, engage the community in the development of local strategies to increase accessibility and inclusion, and to develop an Accessibility and Inclusiveness Action Plan. Through these actions, the District can position itself as a model community for accessibility and inclusiveness. The District's vision recognizes the potential of people with disabilities to contribute to their communities as active citizens and the importance of supporting an aging³ population by creating a more inclusive community where everyone is able to live life more independently and participate more fully.

The District of Sooke has established a Measuring Up Advisory Committee to steer the development of the Accessibility and Inclusion Plan. They are playing a key role in identifying areas for improvement, identifying sites to be audited for accessibility, setting priorities for the Action Plan, and providing Council with advice on expenditures from the Accessibility and Inclusion budget.

In calling for a comprehensive study of both accessibility and social inclusion, the District has taken note of what the disabled community has told all British Columbians – namely that the active participation of disabled community members depends on two things. The first, accessibility, is about removing physical or structural barriers to participation (largely but not entirely in the built environment) – ‘it’s what gets you in the room,’ advocates say. The second, inclusion, goes further – ‘it’s knowing that once you are in the room, your presence, participation and contributions are recognized.’⁴ Working towards participation of this kind on the part of everyone in Sooke clearly meets the District's goal for this project – “to make Sooke more accessible and inclusive.”

¹ Patrice Pratt and Jonathan Ross/TDH Strategies (2005) *The Accessible/Inclusive Cities and Communities Project (Draft Report)*, p. 2.

² Distinguishing between ‘accessibility’ and inclusion’ serves to draw out two dimensions of active participation in a community. Accessibility is about removing physical or structural barriers to participation—it’s what gets you in the room. Inclusion goes further—it’s knowing that once you are in the room, your presence, participation and contributions are recognized.

³ In Canada, by the year 2011, the age group of 44-64 year olds will number 10.2 million, up from 6.4 million today. Significant potential during the next decade will be with the 75+ age group

⁴ Avril Orloff (2005) *Measuring Up: A 2020 Vision for Inclusive Cities*, *Abilities*, No. 64, p. 32. See also SPARC BC (1996) *Making Space for Everyone: A Guide to Creating Accessible Cities*; Inclusive Cities Canada (2004) *Background Paper and Project Overview, Phase 1*; SPARC BC (2006) *Everybody's Welcome: A Social Inclusion Approach to Program Planning and Development for Recreation and Parks Services*; and Patrice Pratt and Jonathan Ross/TDH Strategies (2005) *The Accessible/Inclusive Cities and Communities Project (Draft Report)*.

Sooke enjoys a mild climate and stunning natural environment, as well as a sheltered marine harbour. These attributes, as well as Sooke's location, a scenic half hour drive from the capital city of Victoria, has supported a thriving tourist industry. Therefore, this plan for accessibility and inclusion must address accessible tourism. At the same time, the Sooke region still has a small town atmosphere, with approximately 12,000 residents. This likely means that the action plan for improving accessibility and inclusiveness needs to be a plan that can be implemented on a small scale and on a step-by-step basis.

The District of Sooke recognizes that local knowledge is key to a successful plan, and engaging the community in identifying the issues and developing the solutions is critical to the success of this study. Thus, community collaboration and input played an important role in the development of this plan.

V. Project Methodology

1. Literature Scan

The literature scan covered four topics: (1) legislative authority for municipalities to introduce bylaws and procedures to promote accessibility; (2) funding opportunities for programs that promote accessibility and inclusion; (3) the District of Sooke's accessibility/inclusion policies and actions to date; and (4) the most recent best practices in the accessibility/inclusion field.

The first part of the literature review involved an examination of the two Acts governing municipal authority: the *Community Charter* and *The Local Government Act*. The second part of the literature review involved a scan of federal and provincial programs to support people with disabilities. The third part of the scan involved a key document review of reports and documents related to accessibility and social inclusion in the District of Sooke. The final part of the review involved research into best practices in the field of accessibility and inclusion in Canada and elsewhere, and built upon work SPARC BC has already done in this area.

In particular, the literature review was employed to:

- determine the District of Sooke's current stage of development in relation to municipal accessibility/inclusion policies and practices;
- set a baseline to chart the municipality's progress towards the accessibility/inclusion goals it set for itself during the public participation process;
- present best practices and lessons learned in other municipalities; and
- set realistic goals for improvement in the future.

2. Working with the Steering Committee

During the course of the Accessibility and Inclusion Study, SPARC BC worked with a Steering Committee made up of stakeholders representing community organizations, disability organizations, and consumers. Their first task was to identify the key members of the community that needed to be involved in the project. The second task was to identify problem areas and issues for examination during the accessibility inventory/audit. Their third task was to map out the precise areas to be covered in the inventory/audit. Five members of the Steering Committee also volunteered to assist in conducting the inventory/audit. The Steering Committee provided feedback on the findings, and identified further recommendations at the priority-setting workshop. They also reviewed the draft report.

3. Open House/Seniors Focus Group

In order to gather the perceptions, experiences and considered input of the community members who are most closely involved with accessibility and social inclusion issues in District of Sooke, an Open House was held on April 12, 2008 and a Seniors' Focus Group was held on April 15, 2008. The Open House was advertised on the website and through the Chamber of Commerce listserv. Individual email invitations were sent out to various community groups as well (see attachment 3). The Open House received media coverage in the local paper (*Sooke News Mirror*). Following the Open House, the comment sheets were posted online for anyone who was unable to attend the Open House and wanted to participate in the process. The Seniors Focus Group was scheduled for an hour prior to most frequented event of the week, BINGO, and all seniors present were invited to participate in the discussion.

The purpose of the Open House and Seniors' Focus Group was to gather information to establish the nature, extent and location of the barriers and structural constraints currently faced by District of Sooke residents with disabilities. 16 people attended the Open House and 5 persons participated in the Seniors Focus Group. Participants were invited to comment on District of Sooke's level of accessibility in several key areas including parks and recreation; leisure, entertainment, shopping and tourism; housing and accommodation; working and volunteering; getting involved in the community; and other accessibility issues (including emergency preparedness, transportation issues, and education). The participants spoke about the District's strengths and identified areas that require improvement.

4. The Accessibility Inventory/Audit

The inventory sites included the sites identified by the Steering Committee and those identified by stakeholders during the Open House and Seniors' Focus Group. Because the Steering Committee wanted the audit to have a community focus and did not want the audit to be limited to sites owned by the District of Sooke, many non-District sites

were audited, such as important public facilities and community amenities, restaurants and shopping areas.

The audit was divided into 4 major theme areas:

- Municipal buildings/facilities
- Parks and Recreation facilities
- Restaurants
- Retail

While housing was selected as an initial theme area, housing was not part of the inventory. Housing policies however, are addressed in the proposed Accessibility and Inclusion Plan, along with major policy areas like employment and access to information.

Standard procedures were used for conducting, photographing and recording the audit of the physical and built environment. The literature review revealed that very few comprehensive (city-wide) audits have been conducted and most previous audits (at least in the US and Canada) have focused on one building or street at a time. However, there were some good checklists and methodological templates available.⁵ For the purposes of the Sooke Accessibility and Inclusion Audit, SPARC BC developed our own checklist, which allowed us to quickly and efficiently review a number of facilities over a relatively short period of time (See Checklist, Attachment 1). This tool can be used by the District of Sooke if they wish to audit additional facilities.

The audit tool was not used to undertake a full access audit of each building but was designed to assess the major barriers to access. It concentrated on the following elements:

- Designated accessible parking
- Accessible entrances
- Circulation (corridor width, obstructions, flooring material, width of doorways, thresholds)
- Service counters
- Accessible washrooms
- Access to all facilities and amenities
- Signage
- Seating
- Accessible elevators

In addition to the checklists, audit tools included a digital camera and a tape measure.

The Village centre was assessed through a technique that can be compared to “window shopping”: the consultants walked through the area and noted whether or not the shop entrances were accessible, and evaluated whether the aisles were sufficiently wide (and

⁵ We adapted our checklists primarily from the following sources: Canadian Abilities Foundation Access Guide Canada (www.abilities.ca/agc), and Mobility International USA

free of obstructions) to allow for easy wheelchair passage. Special visits were made to “key services” such as financial institutions and pharmacies. Stores and restaurants with public washrooms were subject to a more thorough review. When a manager was available and time permitted, the audit team also assessed staff areas to determine their accessibility for employees with disabilities.

User involvement:

For the vast majority of sites, at least one person with a wheelchair participated in the audit. Based on the audit, the Consultants developed a list of recommendations for the District. While businesses were audited as part of the study, the recommendations made to private businesses are not included in the Consultant’s Report. Instead, the findings were sent directly to the manager or owner of the business.

5. Priority Setting Workshop

A workshop on May 14, 2008 was held to present the findings of the audit to stakeholders, and to engage the stakeholders in setting priorities for the District of Sooke’s Plan for Accessibility & Inclusiveness. An invitation to the workshop was sent to everyone who attended (or was invited to) the April Open House and Seniors Focus Group. Individual invitations were extended to community organizations that owned public facilities that were visited during the April Audit. Thirteen stakeholders attended the workshop. During the workshop, participants identified a few new issues that had not been documented by the consultants. These issues were added to the list of recommendations. The consultants’ recommendations were posted on tables of the meeting room, and the participants were invited to select their priority recommendations through a technique known as “dotmocracy”. Each participant was given a strip of 24 red dots, which they were asked to place on their top priority items. Participants were permitted to place more than one dot on a recommendation, but were asked to place no more than 3 dots on one item.

VI. STUDY FINDINGS

Literature Review

1. Legislative Framework for Accessibility

Municipal governments are delegated responsibilities and powers from the Provincial government. In BC, regulations governing municipal responsibilities are outlined in the *Local Government Act* and the *Community Charter*. A brief outline of the regulations that impact on a municipality’s authority to introduce bylaws and other regulations to promote accessibility follows. For a detailed discussion of municipal authority in the

area of accessibility, see SPARC BC's *Model Municipal Bylaws for Accessibility* (forthcoming)⁶.

The Community Charter

Section 7 of the *Community Charter* establishes what the legislature considers to be the purposes of a municipality. These include: (a) providing for good government of a community; (b) providing for services, laws and other matters for community benefit; (c) providing for stewardship of the public assets of the community; and (d) fostering the economic, social and environmental well-being of the community. Section 8 of the *Community Charter* establishes the broad categories of powers that municipalities in British Columbia possess. Under Section 8(3)(1), municipalities are prevented from developing and enforcing building standards that are more stringent than those in the building code. This is a crucial clause, as it restricts the municipality's ability to pass bylaws requiring accessible, adaptable or visitable⁷ buildings and structures. The response of many municipalities has been to develop voluntary guidelines for developers, along with some incentives that are further discussed later in this report.

Section 10 further spells out the limits of municipal jurisdiction in relation to provincial law, confirming that a municipal bylaw has no effect if it is inconsistent with a Provincial enactment. This means that if a person can only comply with a bylaw by violating provincial law, then the bylaw is invalid.

Section 12(1) gives municipalities the power to differentiate between people, places and circumstances. This is a helpful tool in developing accessible bylaws. For instance, it allows municipalities to designate people with disabilities as a class of people who can then become beneficiaries of bylaws designed to enhance their interests. The full section reads:

12 (1) A municipal bylaw under this Act may do one or more of the following:

- (a) make different provisions for different areas, times, conditions or circumstances as described by bylaw;
- (b) establish different classes of persons, places, activities, property or things;
- (c) make different provisions, including exceptions, for different classes established under paragraph (b).

12 (2) A council may, in exercising its powers under section 8 (1) [natural person powers], establish any terms and conditions it considers appropriate.

This section allows municipalities to make special provisions for target groups, such as people with disabilities (for example, designating certain parking spaces).

Section 15(1) of the *Community Charter* allows for municipalities to control the issuance of licenses, permits or approvals, by establishing standards, codes or rules. Municipal licensing powers are some of the strongest tools available to a municipal council. For

⁶ This Report will be made available to the District of Sooke upon completion

⁷ See Attachment 2 for definitions of terms used throughout this report.

example, a municipality can require that gas stations serve people with disabilities by providing a full service option to customers in order to receive a license to sell gasoline.

Part 5 of the Community Charter authorizes councils to establish advisory committees for public consultation. One member of a select committee must be a council member. Section 904 of the *Local Government Act* allows municipal governments to establish different density regulations for a zone, one of which is generally applicable and another, higher density one which will apply if the owner meets certain conditions, such as the provision of amenities or affordable and special needs housing.

The Local Government Act

Section 905 of the Local Government Act gives municipal governments the power to enter into “housing agreements” to make sure that a certain percentage of houses are accessible for people with disabilities. However, such an agreement will not vary the use or density from that permitted in the applicable zoning bylaw.

Section 906(1) allows municipalities to require that parking spaces be reserved for people with disabilities. The section reads:

- 906 (1) A local government may, by bylaw, require owners or occupiers of any land, building or structure to provide off-street parking and loading spaces for the use, building or structure, including spaces for use by disabled persons, and may
- (a) classify uses, buildings and other structures and differentiate and discriminate between classes with respect to the amount of space provided,
 - (b) exempt from any requirement of a bylaw made under this subsection or subsections (2) and (3),
 - (i) a class of use, building or structure, or
 - (ii) a use, building or structure existing at the time of the adoption of a bylaw under this subsection,
 - (c) impose different requirements for different areas and zones or different uses within a zone, and
 - (d) establish design standards, including the size, surfacing, lighting and numbering of the spaces.

The *Local Government Act* also gives municipalities the power to engage in community planning. The power is primarily established in section 876 of the Act.⁸ Section 878(1)(a) is also important because it gives municipalities the power to include “policies of the local government relating to social needs, social well-being and social development.” It is this clause which authorizes municipalities to develop an accessibility plan as part of their community plan.

⁸ 876 (1) A local government may, by bylaw, adopt one or more official community plans.

(2) An official community plan

(a) must be included in the adopting bylaw as a schedule, and

(b) must designate the area covered by the plan.

(3) In developing an official community plan, the local government must consider any applicable guidelines under section 870 [provincial policy guidelines].

Section 36(11) of the *Motor Vehicle Act* grants legislative authority for a municipal government to regulate taxi companies.⁹ A regulation under the Act establishes rules for accessible taxis.¹⁰ This means that municipalities, having the power to regulate and license taxis, can require taxi companies to provide some taxis which meet the provincial accessibility requirements.

2. Funding for Accessibility and Inclusion Initiatives

The District of Sooke's Accessibility and Inclusion Plan corresponds to Phase 2 of the 2010 Legacies *Measuring Up* Program. Additional funding is available through Phase 3 of *Measuring Up* (to a maximum of \$25,000) for implementation of accessibility initiatives identified during Phase 2. It is recommended that the District of Sooke apply for Phase 3 funding to implement this Accessibility and Inclusion Plan. Another program that the District of Sooke can apply to for funding is the Province's new "Let's Play" program, which offers up to \$50,000 for accessible playgrounds. In addition to these funding programs, Federal and Provincial programs support social development, employment initiatives, and housing for people with disabilities. The District of Sooke can encourage businesses in the municipality to employ people with disabilities, and provide them with information about the programs that are available to facilitate this employment. The municipality itself can take advantage of these programs, including those that help employers find qualified employee prospects. See Attachment 6 for a summary of federal and provincial programs that support accessibility and inclusion, and links to additional information.

3. District of Sooke's Accessibility and Inclusion Policies and Practices

Over the past few years, the District of Sooke has provided a much needed leadership role in the area of accessibility and inclusion. The Municipality has made a commitment to becoming a model community for accessibility and inclusiveness, and Municipal Council has adopted the 10X10 Challenge, committing the Municipality to increasing employment of people with disabilities by ten percent by 2010.

The Official Community Plan incorporates ideas of social sustainability, inclusion and accessibility. The District of Sooke Design Guidelines (2005) references the concept of barrier free sites and buildings.

In April 2008, the Measuring Up Advisory Committee organized an "Accessibility Challenge" to raise awareness of accessibility and inclusion. The District is currently constructing an accessible pathway at Ed MacGregor Park to provide access to the Marine Boardwalk and Sooke's waterfront. In 2008, the District is undertaking master

⁹ s. 36(11) The council of a municipality may by bylaw provide for the regulation, in accordance with this section, of chauffeurs in the municipality and for the issue of permits to chauffeurs by the chief of police.

¹⁰ B.C. Reg. 26/58, *Motor Vehicle Act*

planning processes for Transportation, as well as for Parks and Trails, which will incorporate accessibility recommendations. See Attachment 6 for a full listing of Sooke policies and practices that enhance Accessibility.

In addition to these initiatives, the Municipality has recognized the need for a systematic approach to addressing accessibility and inclusion and is one of the first municipalities in the province to undertake an accessibility and inclusiveness study.

4. Best Practices in Accessibility and Inclusion

Best practices in the areas of community planning and policy development, physical access, accessible tourism and employment were examined during the literature review. In the realm of physical access, standards for public facilities, streets and pedestrian circulation, parking, and municipal parks and recreation were explored. The Province of Ontario has more rigorous accessibility requirements than does British Columbia and has thus provided a wealth of resources. Bylaws adopted by various British Columbia municipalities also proved to be invaluable. For a full discussion of best practices and model bylaws, see SPARC BC's *Model Municipal Bylaws for Accessibility* (forthcoming)¹¹.

The District of Sooke is well on its way to being a leader in accessibility and inclusion, but there is plenty to learn from other jurisdictions. The Ontarians with Disabilities Act requires municipalities to develop an annual accessibility plan. The Act requires that municipalities create an advisory committee, conduct an accessibility audit, and develop an accessibility plan. Areas that are generally addressed in these plans include physical accessibility, access to information, accessible programs and services, hiring practices, and municipal grant programs. The District of Sooke, in absence of a similar act in British Columbia, has implemented all the requirements contained in the Ontario Act. The Council of the District of Sooke may, however, wish to advocate for a similar Act for British Columbia.

While the District of Sooke established a Steering Committee for the development of the Accessibility and Inclusiveness Plan, it is recommended that the District of Sooke use an advisory committee to guide the implementation of the Plan as well. These committees assist the municipality in conducting accessibility audits of municipal practices, programs and the built environment, develop accessibility plans and conduct an annual review and update of the plan, provide guidance on the development of policies and regulations related to accessibility, and help municipal staff review development applications for accessibility. An accessibility advisory committee should include people with a broad range of disabilities, although they can also include other people such as business and health sector representatives.

Progressive municipalities in BC have adopted policies and regulations in the following areas:

¹¹ This Report will be made available to the District of Sooke upon completion

- Accessible municipal literature/Access to information
- Accessible parking bylaws
- Pedestrian access
- Adaptable, universal and accessible design
- Hiring practices
- Taxi bylaws
- Street and traffic bylaws
- Housing policy (including accessible design and density bonusing)
- Full service provisions for gas stations.

Audit Findings

The District of Sooke is on its way to becoming an accessible community. Because the municipality is newly incorporated, most of the municipal facilities are new and built to a relatively high level of accessibility. The main accessibility challenge in the community is the lack of sidewalks, which poses an accessibility challenge for persons of all abilities. Efforts have been made to make the major parks accessible, but there are varying degrees of accessibility in the smaller community parks (See attachment 7).

Since Sooke is a relatively new municipality some of the important community facilities and public buildings predate incorporation and are not owned by the District of Sooke. The audit team visited a few of these sites because they are viewed to be important community amenities that would be visited by every person in the community. Many of these facilities are older and were built before the building code took into consideration mobility and physical accessibility; thus, some accessibility challenges were identified. The audit team also noted that community groups have been taking a leadership role in regards to accessibility over the years, and have already made efforts to install elevators, and ramps, and other accessibility features as funding has become available (see attachment 8).

The audit team also visited a number of private businesses (10 restaurants, 13 retail stores, 2 places of accommodation, a doctor's office) in an effort to assess the current level of accessibility in the community and to increase awareness of accessibility among business owners. There were varying degrees of accessibility within the business community. The following section provides highlights of the findings. Some establishments are completely accessible and were designed with mobility needs in mind. Other businesses are completely inaccessible because there is a steep flight of stairs leading up to the only entrance. Most businesses have designated accessible parking spaces; although some of the parking spaces are located on sloped terrain and are thus unsafe. Most businesses have at least one curb cut leading up to their front entrance; however, in some cases a parked car could easily block the only curb cut. Only a few businesses have automatic door openers, but most entrances were relatively accessible because the door tension was light and they had lever or loop style handles. In some cases, thick mats by the entryway made it difficult for someone in wheelchair to roll through. Most pathways, aisles in stores and restaurants were wide enough to be

passable by a wheelchair (36 in, 91.5 cm); however, aisle displays sometimes blocked the path of travel. Newer buildings had relatively accessible washrooms, but some of the older facilities lacked accessible features such as: a raised toilet seat; a grab bar adjacent to the toilet; sufficient transfer space alongside the toilet; lowered mirrors, coat hooks, soap and paper dispensers; levered door handles and faucets. One inn is completely accessible, while another B&B has some accessible features.

Results of Priority-setting Workshop

At the May Workshop, Municipal infrastructure and amenities emerged as top priorities. Participants placed a high priority on the maintenance and development of accessible parks. The maintenance of the accessible Whiffin Spit pathway, the creation of a continuous accessible pathway at MacGregor Park, and the construction of accessible public washrooms at both parks were prioritized highly. Participants also identified that addressing the lack of sidewalks, safe pedestrian crossings, and pedestrian right of ways should be a top priority for the District of Sooke. The workshop results suggest that providing accessible parking by the entrance to the second level of Municipal Hall is also important.

Participants placed a high priority on engaging with the business community on accessibility issues. Not only was it considered important to encourage businesses to provide physical accessibility for consumers with disabilities, but also workshop participants would like the District and Measuring Up Committee to educate businesses on employing persons with disabilities. Some specific approaches that were suggested include: asking the Chamber of Commerce to introduce an award for most accessible business; providing accessibility resources to businesses on the District website, introducing supportive employment services and pre-employment programs in Sooke, as well as creating a Gold Star program to recognize businesses that have achieved a high level of accessibility.

A number of accessibility recommendations for non-District owned sites in the community were also identified as being a top priority. Installing an elevator in the Legion was considered to be the highest priority. This was followed by three other recommendations that were prioritized equally: installing an automatic door at the public library; retrofitting the SEAPARC arena washrooms for accessibility; renovating the upstairs washrooms at the Legion to create accessible washrooms. The fifth highest priority among the non-District sites was to install an automatic door at the front entrance of the Legion. For a complete list of prioritized items, see Attachment 9.

VII. DISTRICT OF SOOKE PLAN FOR ACCESSIBILITY & INCLUSIVENESS

In all, 76 recommendations for improving accessibility in the District of Sooke were identified as a result of the Open House, Audit, and Workshop. The review of best practices resulted in a list of potential municipal policy responses, as well as municipal practices for promoting inclusion. While some of the recommendations can be implemented at little or no cost, some do have cost and resource implications, and the reality of municipal budgets and work loads means that these initiatives will need to be phased. Even when all proposed improvements are made, advances in technology and building techniques and standards are likely to mean accessibility is never “done”, but is a process of ongoing improvement. Now that the accessibility audit and draft plan are complete, an annual review of progress and development of an annual implementation plan will ensure that the District of Sooke stays on track and becomes a model community for accessibility and inclusiveness.

A proposed Plan for Accessibility and Inclusiveness is presented here for Council consideration. Some of the Year 1 items may need to be postponed to subsequent years due to budget limitations. Access to new funding sources and shifting community priorities could result in changes to the plan, but an annual review can ensure that the plan continues to be responsive to community needs.

YEARS 1-2

1. Establish an advisory committee or a community coalition on accessibility and inclusion

It is important to provide ongoing opportunities for community involvement and seek consumer¹² advice in the implementation of the District of Sooke Accessibility and Inclusion Plan. One approach to achieving these objectives is to establish a municipal advisory committee.

An advisory committee on accessibility and inclusion should include District of Sooke residents with a wide range of disabilities, as well as a Council representative. It should include at least one member of municipal staff (e.g. from Planning, Parks and Recreation, or Engineering, for example), and it is advisable to include members of the business community or service agencies. The District of Sooke can also invite the members of the Steering Committee who assisted in the development of this plan, to sit on a new Accessibility and Inclusion Committee.

¹² People with disabilities are generally referred to as ‘consumers’ when a support service for people with disabilities is being planned, and it is customary for people with a wide range of disabilities to be consulted during the planning phase to ensure that the service meets their various needs.

While the responsibilities of the Committee can vary, at the minimum, the Committee should assist the Municipality in monitoring the implementation of the Accessibility Program and Plan, and provide guidance on policy development. An advisory committee can also review development applications for accessibility. A proposed Terms of Reference modelled on the North Shore Advisory Committee on Disability Issues is attached (Attachment 10).

There may be interest in making the Accessibility and Inclusion initiative broader than just a municipal program. With this in mind, the advisory body could take the form of a coalition of community groups and organizations that are interested in accessibility and inclusion. Other community based models include developing a community accessibility planning table (modelled on the Child Care Planning Tables that are operating in many municipalities), or actually forming a new non-profit society with membership from various stakeholder groups and with consumer representation.

2. Develop a strategy for creating a safe pedestrian network

A reoccurring theme from the Open House, Seniors' Focus Group, Prioritization Workshop, and Steering Committee is that the lack of sidewalks, safe pedestrian crossings and pedestrian right of ways throughout the community is an accessibility barrier for persons of all abilities.

Follow up with pedestrian/non-motorized modes of transportation safety in 2008 master plan processes

This is a substantive issue that is too broad for the scope of this study. Thus, this accessibility consideration will be examined in greater detail as part of the 2008 Transportation Master Plan and the 2008 Parks and Trails Master Plan. These studies should ensure that trail and transportation networks are constructed with accessibility in mind.

Explore development of an accessible street bylaw

As part of the master transportation plan, the District should explore introducing an accessible street bylaw. An accessible street bylaw is designed to make the transportation infrastructure of the municipality more accessible and user friendly for people with a variety of different disabilities. A model bylaw is contained in Attachment 12, and is based upon accessibility plan guidelines developed by the City of Toronto.¹³ The bylaw states that "all pedestrian routes shall be safe and easy to use by a wide range of persons with disabilities. Pedestrian routes shall be easily identifiable, clearly separated from vehicular routes, and free of obstacles at all times of the year." The bylaw then establishes guidelines to make numerous aspects of municipal streets more accessible. The bylaw's guidelines should be implemented with all new construction,

¹³ *City of Toronto: Accessibility Plan Guidelines*, <http://www.toronto.ca/diversity/accessibilityplan2003>

and in other areas in accordance with the municipality's accessibility plan. Areas covered by this bylaw include: bridges; crosswalks; curb ramps/curb cuts; grades and elevation changes; lay-bys for vehicles; paths, sidewalks and walkways; pedestrian routes; ramps; stairs and steps; traffic islands on public right of way; bus/public transit shelters; bus stops; emergency vehicle access; street furniture and vending machines; passenger loading zones; boardwalks; crosswalk/pedestrian signals; lighting for exterior areas not including roads; traffic signals; garbage cans and recycling bins; benches and seats; bicycle racks; and mail boxes.

3. Encourage businesses in the District of Sooke to become accessible, and to increase employment of people with disabilities.

Introduce a Gold Star Program for accessible businesses

At the priority-setting workshop, stakeholders identified increasing the physical accessibility of businesses as a high priority. Municipalities are limited in their ability to demand accessibility initiatives from private operators and land owners, but can encourage businesses to become more accessible in a number of ways.

As part of the Accessibility and Inclusion Study, the consultants have conducted audits of restaurants, major commercial areas, and B&B's in the Municipality, and suggestions will be sent to business owners/managers.

The District of Sooke can encourage Businesses to take measures to address the accessibility issues that were identified, by creating a "Gold Star Program" that recognizes accessible businesses (See attachment 1). Businesses that were not part of the original audit could be encouraged to contact the District of Sooke if they wish to participate in the Gold Star Program by undertaking a free accessibility audit.

Those facilities that already meet accessibility requirements and those that follow the suggestions arising out of the audit can be recognized by the Municipality with a "Gold Star" accessibility designation. The Municipality can recognize these businesses publicly at a Council meeting, and publicize the accessible facilities on their web site, in publications and also add them to the Canadian Abilities Foundation *Access Guide* web site (see <http://www.abilities.ca/agc/index3.php?pid=2&cid=287>).

Accessibility resources could also be provided on the District website which educate businesses about how to make their business more accessible and eligible for the "Gold Star" rating. The District may wish to link to SPARC BC's 2008 "Access Is Everyone's Business" resources; these can be found on the SPARC BC website, www.sparc.bc.ca

The District could also partner with the Sooke Harbour Chamber of Commerce to introduce a most accessible business award, which would increase awareness of accessibility within the business community.

Provide grants for accessibility initiatives

In order to assist businesses and organizations in addressing the accessibility issues identified during the audit, the District of Sooke can implement a grant program. While municipalities cannot provide grants or other forms of assistance directly to businesses, they can indirectly provide grants to businesses. A grant could be provided to a non-profit organization such as the Rick Hansen Wheels in Motion and the recipient organization could work in partnership with selected businesses to retrofit existing buildings for accessibility. A possible source of funding for this could be the Phase 3 funds of the Measuring Up Program of 2010 Legacies Now. The Rick Hansen Foundation may also have funds available for this purpose.

Encourage businesses to hire people with disabilities, and expand volunteer opportunities for persons with disabilities

The District of Sooke can work with the steering committee, Worklink, Sooke Harbour Employment Services, Triumph Vocational Services, and the Sooke Harbour Chamber of Commerce to facilitate the development of employment and volunteer options for persons with disabilities. Worklink and Sooke Harbour Employment Services are local organizations which provide a range of employment services, including referrals to disability specific programs. Triumph Vocational Services sends a representative to Sooke once a week and provides services specifically for persons with disabilities. The Sooke Harbour Chamber of Commerce represents the local business community.

Interviews with representatives from Worklink and Sooke Harbour Employment Services suggest that one of the main barriers to the employment of persons of disabilities is a lack of awareness of the benefits of hiring persons with disabilities as well as a lack of awareness of the funding and supports in place to assist businesses who are looking to hire a person with a disability. Through a partnership the organizations can improve awareness within the business community of the benefits of hiring persons with disabilities and an understanding of the available resources and supports.

These organizations can also explore introducing a volunteer registry in Sooke. As one study participant stated, "for many persons with disabilities, volunteering is a way to keep them alive and vibrant." The District could support one of the employment services groups in developing a volunteer registry that would connect persons with disabilities to organizations seeking volunteer assistance.

Because these organizations represent the business community and employment service agencies in Sooke, they may also identify gaps in current services that prevent

the integration of persons with disabilities into the labour market. For instance, the prioritization workshop identified a lack of pre-employment programs and supportive employment programs in Sooke. The above groups could partner with disability groups to develop these programs in Sooke.

4. Focus on physical accessibility in municipal facilities

76 recommendations to improve physical accessibility in the community of Sooke were identified during the study, and stakeholders prioritized these recommendations during the May workshop. It is recommended that the Municipality “start at home” by undertaking several improvements to municipal facilities. The following list of recommendations for municipal facilities received high priority ratings during the May workshop:

- Regularly maintain Whiffin Spit pathway to minimize amount of loose gravel;
- Construct a paved, accessible pathway that connects all activity areas in MacGregor park;
- Provide accessible parking by the entrance to the 2nd level of Municipal Hall where the entrance to Council Chambers and the Fire Hall is located;
- Construct an accessible washroom at MacGregor Park;
- Construct an accessible washroom at Whiffin Spit Park.

5. Focus on physical accessibility of non-District owned community facilities

Because the District of Sooke incorporated relatively recently, there are a number of community facilities that are not owned by the District of Sooke. Many of these buildings are considered to be important community amenities in Sooke and are visited by almost everyone in the community. Because of the integral role that these facilities play in community life, they were included in the community accessibility audit. As a result, many of the accessibility barriers identified by the Steering Committee, and Open House participants are located in community facilities that are not owned by the District of Sooke.

The audit findings suggest that community groups that own these facilities have already undertaken some efforts over the years to make their facilities and services more accessible for persons with disabilities. Nonetheless, there are a number of accessibility barriers in sites not owned by the District of Sooke. This is largely due to the fact that the facilities are older buildings that were constructed before the BC Building Code took into consideration mobility needs.

Because retrofitting existing facilities can be relatively expensive and most community organizations have limited resources available, it is recommended that the District of

Sooke partner with the community organizations that own these facilities to apply for federal and provincial grants to upgrade the accessibility of these buildings. The following list of recommendations for non-District owned sites received high priority ratings during the May workshop:¹⁴

- Install elevator in the Legion which provides access to the upstairs hall and upstairs functions
- Install automatic door at the front entrance of the Vancouver Island Regional Library
- Retrofit SEAPARC Arena washrooms with accessibility in mind
- Retrofit Legion upstairs washrooms with accessibility in mind
- Install automatic door at the front entrance of the Legion

6. Make the Accessibility Challenge an annual event

In April 2008, the Measuring Up Advisory Committee organized an "Accessibility Challenge" to raise awareness about accessibility and inclusion, which was a great success. Shaw Cable and the *Sooke News Mirror* participated in the event; as a result, the event was a spotlight on the front page of the newspaper and the story was aired on "The Daily" by Shaw. Local decision makers also had a chance to participate in the event, and everyone that participated seemed to have a new understanding of what daily life might be like for someone with a physical impairment. Having this event take place annually would help raise awareness of accessibility and keep this issue in the public eye.

YEARS 2-5

1. Continue addressing physical barriers to accessibility in the District of Sooke

It will likely take several years for the District of Sooke to address all the issues of physical accessibility that were raised during the Open House, Seniors Focus Group, Audit and Workshop. The District of Sooke should work with the advisory body on accessibility and inclusion to develop an annual implementation plan, including the establishment of annual priorities for addressing physical accessibility. The results of the audit and prioritization workshop (Attachments 7, 8, 9) can assist the Municipality to select the projects to be implemented each year as the Municipal budget allows. The

¹⁴ Following the April Audit, the research team asked community groups for permission to include their audit results in the Prioritization Workshop and final report. There was a short time frame between the April Audit and the May workshop, which made it challenging for some organizations to approve their involvement in the process in time. As a result, the Sooke Community Association is included in this report, but its facilities were not covered in the Prioritization Workshop.

District should also continue to play a leadership role and continue to partner with community organizations to apply for grants that will enhance the accessibility of their facilities. However, other priority issues may arise, and the advisory body's guidance will be invaluable in this regard.

2. Build the capacity of municipal staff

Provide customer service training for staff

Very often service providers are uncomfortable in direct contact situations with persons with disabilities because they don't know what is required from them. There is a range of disabilities which may have different implications for customer service. Usually, these customers require no additional assistance, although many of them will appreciate it. Staff training provides municipal staff with a level of comfort and skill in accommodating people with special needs. Even where the staff member may not know how to best meet the needs of a particular client, they will gain valuable skills in respectfully interacting with people with disabilities (particularly with people with communication barriers). Often, increased awareness and good communication skills on the part of staff are more important than knowing specifically how to best assist someone with a disability in any particular situation. Providing good service often means being willing to ask "What can I do to help you with this?" and just being willing to help as best as one can.

Provide training for community planners and permit officers in universal/adaptable/visitable design principles

Courses and workshops are advertised on the Planning Institute of BC's web site, and PIBC members can gain credits for the compulsory Continuing Professional Development Program for attending a course on Universal or Adaptable Design or on the concept of "visitability". SFU's Urban Design Program has regular offerings in this regard.

3. Explore development of an inclusive hiring practices policy

People with disabilities are an untapped resource and can assist in addressing local labour shortages. The Canadian labour supply per capita is projected to decline beginning around 2012. New entrants into the labour market, such as people with disabilities, youth, and immigrants, could help to offset this situation.

A municipal inclusive hiring practices policy should include a commitment to employment equity, and a commitment to forward job postings to organizations that assist people with disabilities to find employment. See Attachment 11 for a model inclusive hiring practices policy.

The municipality can register with WorkAble Solutions, an initiative sponsored by the Minister's Council on Employment for Persons with Disabilities and BC Human Resources Management Association (HRMA).

The WorkAble Solutions website offers employers an exclusive site to post employment opportunities for persons with disabilities and search through lists of skilled job-seekers with disabilities. Employers and job-seekers with disabilities can also use the website to access resources and connect with community agencies that work with employers and persons with disabilities.

WorkAble Solutions also provides employers and Human Resources professionals with tools to support recruitment and retention. All the materials are easily accessible online at www.workablesolutionsbc.ca.

In addition to following its own employment equity policies, the municipality can follow procurement policies that favour doing business with organizations that support employment of people with disabilities.

4. Explore development of guidelines for access to municipal information

In a knowledge-based economy where access to and exchange of information is almost essential to participating in society and in the economy, accessible communication is an increasingly important subject. A draft Guidelines for Access to Municipal Information is included in this report as Attachment 13. These Guidelines address readability and plain language, availability of alternative formats for printed material, and web accessibility standards.

It is anticipated that current and future advances in technology will allow the District of Sooke to increase accessibility of municipal information at reasonable cost. For example, programs that offer live captioning (for Council meetings and other public meetings), or programs that allow written text to be transcribed into audio format, will likely be available in the future at reasonable cost.

For an example of current voice to text technology, see <http://www.accuraterealttime.com/about.aspx>.

For an example of current text to voice technology, see <http://www.nextup.com/TextAloud/index.html>

5. Review emergency preparedness plans and emergency services

The Municipal Emergency Preparedness Plan should address the needs of people with disabilities. First responders need to address the evacuation requirements for vulnerable people in the event of an emergency. Municipal emergency services often work in collaboration with municipal Geographic Information Systems specialists to identify households that include people with special needs. Emergency volunteer training should include a component on accommodating the needs of people with various disabilities. Local Block Watch captains can be invaluable resources in ensuring that the needs of people with disabilities in their neighbourhoods are addressed during an emergency. The municipal emergency management staff can also provide emergency training to residents to help them prepare for emergencies, including people with disabilities. Finally, municipal emergency evacuation plans for any municipally owned buildings should also address the needs of people with disabilities.

6. Explore development of adaptable design guidelines for residential development

Under Section 8(3)(1) of the Community Charter, municipalities are prevented from developing and enforcing building standards that are more stringent than those in the building code. This is a crucial clause, as it restricts the municipality's ability to pass bylaws requiring accessible, adaptable or visitable¹⁵ buildings and structures. The response of many municipalities has been to develop voluntary guidelines for developers, along with incentives such as density bonusing for provision of accessible or adaptable suites. Examples of adaptable design guidelines from the City of North Vancouver and the District of North Vancouver are included as Attachment 14.

¹⁵ See Attachment 2 for definitions of terms used throughout this report.

BEYOND YEAR 5

1. Establish an accessibility and inclusion program and an annual implementation plan with the guidance of the advisory committee/coalition on access and inclusion
2. Provide a consistent annual accessibility budget for implementation of the plan
3. Work with other municipalities to advocate for changes to BC legislation relating to accessibility.

People with disabilities ought, to the fullest extent possible, to enjoy the benefits of full citizenship, and municipal governments need to take proactive steps to ensure this goal's realization. This requires that the physical infrastructure, transportation networks, information systems, programs and services of a community be as accessible as possible and that policy development processes be inclusive. In British Columbia, municipalities have limited ability to meet these objectives. To fully realize accessibility, passing provincial legislation similar to Ontario's *Accessibility for Ontarians with Disabilities Act*¹⁶ is imperative. Improvements can also be made to the BC Building Code¹⁷, and municipalities would benefit from legislation that permits them to enforce parking rules on private lots (such as shopping centres). It is recommended that the District of Sooke work with SPARC BC and other municipalities to advocate to the Union of BC Municipalities for changes to BC legislation governing accessibility for people with disabilities.

4. Consider additional accessibility policies

The District of Sooke has done a good job in making public facilities accessible. However, Council may wish to consider formalizing their commitment to full accessibility by adopting formal policies which set accessibility standards. Examples of model bylaws are available in SPARC BC's *Model Municipal Bylaws for Accessibility* (forthcoming)¹⁸.

¹⁶ *Accessibility for Ontarians with Disabilities Act*, 2005, S.O. 2005, c.11

¹⁷ For example, the requirement for a higher accessible toilet has been removed from the BCBC, reducing accessibility

¹⁸ This Report will be made available to the District of Sooke upon completion

Accessible public facilities bylaw

An accessible public facilities bylaw (Attachment 16) aims to provide a set of ideas that municipalities can adopt to make their public facilities more accessible. The bylaw is aimed at municipally owned and operated facilities, as well as facilities that provide municipal services to the public. At this time, municipalities in British Columbia cannot impose stringent and intensive mandatory requirements upon other bodies because of B.C. Regulation 86/2004, imposed under the concurrent authority powers in section 9 of the *Community Charter*. However, municipalities could establish this bylaw as a set of requirements for all municipal buildings, and encourage developers of private commercial facilities and other buildings accessible to the public to voluntarily follow the municipality's example.

It is important to note that municipal bylaws must comply with the minimum requirements of the B.C. Building Code. If there remain any errors that do not meet the minimum requirements of the code, it should be noted that the minimum requirements of the code must be met or exceeded.

Accessible parks bylaw

An accessible parks bylaw aims to make municipal parks and municipally-owned outdoor recreation facilities accessible for people with disabilities. Access to recreation, exercise, amusement and the cultural life of the community are fundamental human rights.¹⁹ People with disabilities are entitled to enjoy infrastructure that the community develops to provide for those needs. The standards should be implemented in all new facilities, and upgrades to existing facilities should be implemented in accordance with the priorities outlined in the municipal accessibility plan. Areas covered by the bylaw include: campgrounds; docks; grandstands and viewing areas; outdoor swimming pools and wading pools; park play spaces; picnic areas; sports, fields and spectator areas; terraces and patios; trails and footbridges; viewing areas; waterfront areas; wilderness and conservation areas; outdoor public address systems; signage and way finding; garbage cans and recycling bins. See Attachment 17 for a model accessible parks bylaw.

Accessible parking bylaw

Accessible parking is a crucial component of an accessible transportation system. Freedom of mobility and respect for equality rights should include structuring our transportation system in a way which ensures accessibility. While section 3.8.3.4.(2) of the B.C. Building Code has minimal requirements for the number of accessible parking

¹⁹ See Article 24 of the *Universal Declaration of Human Rights*, "Everyone has the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay," and Article 27(1), "Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits."

stalls that must be provided, these are not sufficient to adequately meet the needs of people with disabilities. Under this section of the building code, an accessible parking space only has to be provided when more than 50 parking stalls are provided, and thereafter only at a ratio of 1 for every 100 or part thereof.²⁰ Section 3.8.3.4.(1) of the Code also establishes minimal requirements for the dimensions of accessible parking spaces. The District of Sooke may wish to consider adopting a bylaw similar to the City of Vancouver, which specifies the number of designated spaces depending upon the use of the facility. For example, special needs residential facilities in the City of Vancouver are required to make the first two parking spaces accessible, with 10% accessible spaces after that. See Attachment 18 for a model accessible parking bylaw.

The District of Sooke can work with the proposed advisory committee on access and inclusion to review the need for an accessible parking bylaw, including establishment of:

- minimum dimensions for the size of accessible parking stalls;
- different requirements for minimum numbers of accessible parking stalls depending on the type of facility the parking is adjacent to; and
- fines for parking without a valid parking permit.

Accessible taxi bylaw

Another tool for ensuring that the transportation system is accessible for people with disabilities is a strong bylaw providing an adequate level of accessible taxi coverage and requiring that taxi companies respond to requests for service from people with disabilities. An accessible taxi bylaw authorizes the District to set the number of taxi licences that it will issue; and the proportion of these licences that will be accessible taxi licences (for example, 15%). An accessible taxi licence requires that a taxi comply with the regulations for accessible taxis that exist under the *Motor Vehicle Act*.²¹

Additional standards can be required for a company to maintain its taxi permit. For example, the bylaw may require the company to give priority service for accessible taxis to people with disabilities. Secondly, the bylaw can require permit holders to respond to requests for service from people with disabilities in a timely and efficient manner. One condition a driver often needs to meet to obtain a municipal licence is completion of training that teaches the operator how to meet the needs of people with disabilities. See Attachment 19 for a model taxi bylaw. These ideas are based on taxi bylaws in the Cities of Vancouver, Burnaby and North Vancouver.²²

²⁰ While the B.C. Building Code is not available to the public for free, there is an accessibility handbook on the internet which include section 3.8.3.4.(1) and (2) of the code. The section can be viewed at: <http://www.housing.gov.bc.ca/building/handbook/ramps.html#parking>

²¹ *Motor Vehicle Act* [RSBC 1996] Chapter 318; *Motor Vehicle Act Regulations* B.C. Reg. 26/58, O.C. 1004/58

²² City of Vancouver, Vehicles for Hire By-law No. 6066, <http://vancouver.ca/bylaws/79945.htm>; The Corporation of the District of Burnaby, Bylaw No. 3102, <http://burnaby.fileprosite.com/contentengine/launch.asp?ID=303&Action=bypass>; City of North

The municipality can assess penalties against the operator for failure to comply with the provisions of the bylaw, including suspension or cancellation of the permit to operate a taxi company.

Accessible gasoline stations regulation

There is a growing trend towards having self-serve gasoline stations that do not provide a full service option. While many consumers benefit from self-serve because it saves them money, the absence of service can mean difficulties for some people with disabilities. Municipalities can remedy this problem through their power to regulate business under section 8(6) of the *Community Charter*, which can be used in conjunction with the licensing and standards authority that municipalities have under section 15 of the *Community Charter*.

The bylaw's primary requirement is that in order to receive a licence to sell gasoline in the municipality covered by the bylaw, a gasoline station must provide a full service option to customers who chose to use it. Failure to provide a full service option would be punishable by revocation of the licence (See a model fuel station bylaw in Attachment 15). Ideally, this service would be available to persons with disabilities at an equivalent cost to that of a self serve station so that they are not punished with the higher cost just because they are unable to fill up for themselves.

VIII. CONCLUSION

The District of Sooke is one of the first municipalities to undertake a far-reaching accessibility audit, and develop a comprehensive plan for accessibility and inclusion. Developing and implementing an annual action plan for accessibility and inclusion will ensure that the District of Sooke remains a leader in accessibility and inclusion.

List of Attachments

1. Accessibility Checklist/Criteria for "Gold Star" Program
2. Glossary
3. Invitation and Participants List
4. Stakeholder Input at April Open House and Seniors' Focus Group
5. Funding for Accessibility Initiatives
6. District of Sooke Policies Supporting Accessibility
7. Audit Results: Recommendations for Municipal Sites
8. Audit Results: Recommendations for non-District Sites
9. Priorities from May workshop
10. Terms of Reference for Advisory Committee on Access and Inclusion
11. Inclusive Employment Policy
12. Model Accessible Street Bylaw
13. Guidelines for Accessible Municipal Information
14. Adaptable Housing Guidelines
15. Model Accessible Gas Stations Bylaw
16. Model Accessible Public Facilities Bylaw
17. Model Accessible Parks Bylaw
18. Model Accessible Parking Bylaw
19. Accessible Taxi Bylaw

Attachment 1

ATTACHMENT 1 - PHYSICAL ACCESSIBILITY CHECKLISTS

The following pages provide checklists for assessing the levels of accessibility for a range of types of facilities. These checklists present maximum and minimum dimensions, heights, forces, etc. for a facility to be considered fully accessible, and in many cases will exceed BC Building Code requirements. They are not meant to be comprehensive audits, but assess basic levels of accessibility.

RATING KEY

- * Does not meet criteria
- ✓ Meets criteria
- ✓✓ Surpasses criteria

Recommended action

- A Health and Safety Issue, address ASAP
- B Important: address w/in 12 months
- C Lower priority; address as practical (i.e. when next refurbished)

ACKNOWLEDGING ACCESSIBLE BUSINESSES WITH A "GOLD STAR" PROGRAM

Those facilities that already meet accessibility requirements as outlined in the check lists and those that follow the suggestions arising out of the audit can be recognized by the Municipality with a "Gold Star" accessibility designation. The Municipality can recognize these businesses publicly by presenting them with a Certificate at a televised Council meeting during Access Awareness Week in June, along with a decal bearing the universal accessibility symbol for placement at the entrance to their premises. In addition, the District can publicize the accessible facilities on their web site and in their various publications, and also add them to the Canadian Abilities Foundation Access Guide web site. This Web site is well known by people with disabilities throughout the world, and can be searched by prospective visitors to Sooke with particular accessibility needs. The Access Guide provides space to detail the accessibility features, such as the location of the designated accessible parking.

(see Access Guide Web site at <http://www.abilities.ca/agc/index3.php?pid=2&cid=287>)

CRITERIA FOR "GOLD STAR" ACCESSIBILITY PROGRAM

The "Gold Star" is not an "all or nothing" program, but allows for rating of facilities along a continuum, similar to the star rating for quality of accommodation used world wide.

Symbol	Rating	Description
-		Not Accessible: Facilities that have made no efforts to become accessible, and/or have significant barriers to physical accessibility for people with disabilities will not receive "stars"
*	BRONZE	Somewhat Accessible: Facilities that meet current building code requirements for access but have not gone beyond minimal requirements will receive a single star. Older facilities that are not required to be up to current code but have made efforts to upgrade to code will also receive a single star, as long as entrances, washrooms and customer areas are reasonably accessible for most people with disabilities For Accessibility requirements in the building code, see "Building Access Checklist attached, or see http://www.housing.gov.bc.ca/building/BuildingAccessHandbook.htm
**	SILVER	Reasonably Accessible: Meets all of the requirements of the single star, PLUS most people with disabilities can access all areas of the facility and use all amenities generally available to the public.
***	GOLD	Considered fully accessible: Meets all of the requirements of the double star, PLUS entrances, washrooms, seating and circulation meet ideal accessibility standards as identified in the check lists AND all work areas are fully accessible
****	PLATINUM	Exemplary: Goes beyond the standards in the check lists by providing a high level of accessibility, comfort and convenience for people with disabilities. These facilities can be considered "models of accessibility".

Attachment 2

Glossary

Accessibility

Accessibility can perhaps best be understood as being accomplished when social, political, economic and physical barriers which prevent people from accessing social, economic, cultural and political opportunities have been removed. In the context of people with disabilities, accessibility refers to a variety of practical and concrete measures which assist people with disabilities to access the community, including, making building and infrastructure accessible, making civic services and programs accessible, making information available in alternative formats and providing various accessible transportation options.

Accessible community

An accessible community works to support the independence, comfort, self-esteem, and security of everyone, including people with disabilities. SPARC BC considers the following elements to be necessary components of accessibility: physical access, access to services, social inclusion, equality and respect, and equality in opportunities.

Adaptable Design

An “adaptable” home is one that has been designed and built to be easily modified or adapted to meet the changing needs of the residents. For example, the bathroom walls will be reinforced so that a grab bar can easily be installed at a future point.

Disability

Disability is defined as:

- (i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (ii) a condition of mental impairment or a developmental disability,
- (iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (vi) a mental disorder, or
- (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workers Compensation Act*.

An accessible parking bylaw will define disability more narrowly, because only certain disabilities result in a person requiring a parking permit. The definition of person with a disability for that bylaw is “a person who has a physical disability,

illness or injury which results in the person needing extra space to exit an automobile, or the person cannot walk more than 100 meters; or the person is legally blind and meets any other criteria required to be issued a person with a disability parking permit by the Social Planning and Research Council of British Columbia.”

Equal Opportunity

Equal opportunity is a philosophical idea of justice that builds off of the work of John Rawls. Equal opportunity proposes that society should be organized such that everyone has an equal opportunity to society's goods and resources. According to the theory, barriers to fair competition must be removed in order to organize society into a level playing field¹.

Inclusion

Inclusion, by its very nature, is difficult to define. There is a thriving debate on the nature of inclusion, and a person's views on the matter are driven by one's politics.² For the purposes of this project, it means that people with disability can participate in the planning and decision-making process regarding issues that affect them; that society's policies and laws embrace diversity and varying needs; and that all members of societies contributions are valued.³

Universal Design

Universal design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. The intent of universal design is to simplify life for everyone by making products, communications, and the built environment more usable by as many people as possible at little or no extra cost⁴.

Visitability

A “visitable” home is one that has at least a basic level of accessibility to accommodate guests with disabilities. Basic visitability has four main criteria: (1) an accessible path of travel; (2) a no-step entrance; (3) passable interior circulation on the main floor; (4) access to a main floor washroom.

¹ Ruger, J. (Winter, 2007) Rethinking equal access: Agency, quality, and norms. *Global Public Health*. 2(1), p. 78-96.

² Andrew Mitchell and Richard Shillington, *Perspectives on Social Inclusion: Poverty, Inequality and Social Inclusion*, December 2002, p. 13.

³ Peter Clutterbuck and Marvyn Novick, “Building Inclusive Communities: Cross-Canada Perspectives and Strategies,” *Federation of Canadian Municipalities and The Laidlaw Foundation*, (April 2003) 5.

⁴ Vandebelt, D., Beaulne, T., Boston-Nyp, D., DeSantis, G., MacDonald, V., Hunsberger, J., Sanderson, M., and Saunders, P. (April, 2001). *Disabilities: Universal Design*. Social Planning Council of Cambridge and North Dumfries and the Social Planning Council of Kitchener-Waterloo. Retrieved August 15, 2007 from <http://www.waterlooregion.org/spc/trends/disabilities/design.html#endnotes>

Attachment 3: Invitation and Participants List

List of Stakeholders Invited & Attendees		Steering Committee	Attended Open House	Attended Seniors Focus Group	Attended Prioritization Workshop
Person	Organization		April	April	May
Katherine Lesyshen	District of Sooke Staff	√	√		√
Sheila Beech	District of Sooke Council	√	√		√
Marlene Barry	Community Health Initiative	√	√		√
Kim Collins	Worklink	√			
Lee Hindrichs	Health Practitioner	√	√		√
	Canadian Cerebral Palsy				
Judy Hoffman	Society (Sooke Chapter)	√	√		√
Larry Hutchings	SEAPARC Manager	√	√		√
Dana Lajeunesse	local resident with a disability	√	√		√
	Sooke Elderly Citizens				
Carol Mallett	Housing Society	√	√		
Joan Titus	Sooke Crisis Centre	√	√		√
Mayor Janet Evans	Municipal Council			√	
Judith Ann Gatto	Royal Canadian Legion		√		√
Marion Mclellan			√		
Jim Sinclair	Sooke News Mirror		√		
Mark Lajeunesse					
Coleen Lajeunesse			√		
Kristina Von Ilberg			√		
Deborah Knight			√		
Sue-Lin Tarnowski			√		
June Hill				√	
Ross Corby				√	
Richard LaPlante				√	
Horace Arthur				√	
Harry Connor	Sooke Community Association				√
Brenda Parkinson	Municipal Council				√
Rusi Johki	Sooke Library				√
	Sooke Harbour Employment				
Rebecca George	Services				√
	Hospice				
	Senior's Drop in Centre				
	Food Bank				
	Lion's Club				
	Meals on Wheels				
	Emergency Response groups				
	(ambulance, RCMP)				
	Handy Dart				
	Sooke Family Resource				
	Society				
	Sooke Options for Community				
	Living				
	Churches				
	School District 62				
	CRD Parks & Recreation				
	Group Homes				
	T'Sooke Nation				
	Camp Thunderbird				
	Chamber of Commerce				
	businesses				
	Scouts Canada				
	B & B Association				

Attachment 4

Results from Open House and Seniors' Focus Group Comment Sheets

Thinking about Leisure, Entertainment, Shopping, Tourism:

Physical access into buildings
Circulation inside of buildings
Access to washrooms

Ability to participate in programs
Designated parking

What does Sooke do well?

- People are generally friendly and will help strangers
- Library is generally accessible but door is very stiff, sometimes it is hard for abled body people to open.
- Clean air
- Measuring Up Advisory Committee
- Disabled people have access to sailing
- Sooke as a community is willing to listen to community needs, and is open to making changes/improvements
- Level entries into shops
- There is designated parking in almost every parking lot—although they are not necessarily easily usable because of slopes

Where could Sooke make improvements?

- Public washrooms?
- Lots of stores need to reassess their accessibility
- Goodlife Wellness Centre & S. Family Resource Centre, and other therapists downstairs are not accessible
- Sidewalks
- Better washrooms and need laundry mats
- In all sidewalks/road shoulders
- There is no access to the water (ocean, river) that would allow someone in a wheelchair to be in the water
- Accessing government funds to support integrated programs
- All designated parking is faded and hard to see (i.e. Western Foods)
- Access to B&B's is poor—need bylaws to reflect need for units and bathrooms large enough for wheelchairs
- Designated parking exists, but is often on a slope or in parking lots full of potholes
- Access to washrooms is often difficult in retail locations—also too small—especially small in restaurants
- Roads need sweeping to get gravel off edges where wheelchairs run the most easily!

- Sidewalks...cement...not sloped sideways and areas for cars to cross sidewalks should not be sloped side—to—side
- There are deep drop offs between the road asphalt and the pathway. In some places, the paved pathway slopes off towards the ditch at a sharp angle
- In some places there are curbs and no ramps, and access to businesses with double entry access doors is difficult
- Push button access at wheelchair height for non-automatic doors would be really helpful
- There is a 5 or 6 inch drop between the road and the gravel pathway at the corner of West Coast Road, and Whiffin Spit Road

Mapping Exercise:

Use green dots to indicate places that are accessible and explain why

Use red dots to indicate places that are inaccessible and explain why

Green

- Village foods, automatic doors and flat entry
- Library is generally good
- Community hall—has a good elevator
- Library good access
- Ayre Manor

Red

- Library door is very stiff, would be impossible for weak person in wheelchair or a person on crutches
- Intersection at Townsend and Westcoast road needs a flashing light
- Intersection at Grant Road and Otter Point Road needs a flashing light
- The Community Hall dining room bathroom is inaccessible
- Karma home is inaccessible
- Sidewalk approach in front of Coast Capital is dangerous
- Mulligans needs help/assistance
- Shopper's Drug Mart, side walk is full of holes
- Sidewalk in front of Fish Trap—there is a big grate and little wheels drop in
- Any holes in pavement
- Whiskers and Waggs pavement edge (water deflectors) like curb in middle of road for wheels
- Cannot get into Chinese restaurant on Townsend
- Most of the downtown core has very slanted/potholed/gravel shoulders/sidewalks. Very difficult for wheelchairs
- Intersection at Otter Point Road and West Coast Road – traffic light button inaccessible
- Hill on Otter Point road (close to Eustace and West Coat Road) is inaccessible
- Intersection of Belvista and Highway 14 – no crosswalk defined
- Parking lot at Video-to-Go

- Mulligans
- Municipal Hall
- Fuse – acceptable, but could use better access to lower level
- Law office – No parking, no sidewalk, difficult door
- Sooke River Hotel, no washroom, parking lot too steep

Thinking about: Parks and Recreation:

Parks and greenspace

Nature trails

Recreation facilities

Community centres

Fields

SEAPARC

Waterways/waterfront

Playgrounds

Washrooms

Picnic facilities

What does Sooke do well?

- SEAPARC – great entry – doors open and circulation is great (although not in Arena)
- Sailing available to disabled people through Maywell Wickham and his boat works
- Improved waterfront access
- The boardwalk is lovely—patiently waiting for more of the same

Where could Sooke make improvements?

- Community playground like the one in Parksville
- More washrooms in parks
- Advocate for more on Galloping Goose Trail (one at Sooke Rd near Coopers Cove is a priority)
- Could use more fields, especially if SD#62 closes two schools. We will be down one even when the new one is built
- Acquire more waterfront access—England recently passed a ruling to make their whole coast ‘public’ and extended their national trail system
- Level sidewalks

Mapping Exercise:

Use green dots to indicate places that are accessible and explain why

Use red dots to indicate places that are inaccessible and explain why

Green

- Whiffin Spit parking is paved
- SEAPARC
- SEAPARC – Very good
- SEAPARC – Aquatic Centre is very accessible
- Whiffin spit paved parking. Community works hard to keep trail accessible given the winter elements conspiring against!

- Galloping Goose trail is good except for big (4) dips by Cooper Cove and Mathieson Lake
- Whiffinspit, good access given the challenges
- Broomhill Park
 - Accessible and friendly

Red

- Museum needs accessible bathroom
- Arena bleachers are not accessible for people with disabilities
 - A portable ramp helps with access but not inclusion
 - The wide high steps are increasingly becoming a problem for an aging population—especially those with hip and knee problems
- Art Morris Park, no accessible washrooms and no designated wheelchair parking
- Waiting to see how wheelchair friendly new boardwalk will be.
- Sunriver “Riverside Park/Trail” inaccessible for people with disabilities
- Bridge across Demamiel Creek – between SEAPARC and Sunriver
 - Very pedestrian unfriendly
 - Inaccessible access for people with disability
- Eakin Drive, Pineridge Park, and Rhodonite Road
 - Good connectivity potential
 - Poor access for people with disabilities
 - Muddy, maybe “unfriendly feeling” for those without a disability
- Broomhill Park washroom
 - inaccessible

Thinking about Housing and Accommodation

Physical Accessibility

Availability of (affordable) accessible units, accessible accommodation

Ability to adapt unit for changing needs

Features to accommodate sensory impairments

Ability to visit friends

Parking

What does Sooke do well?

- Sandpiper seniors condos
- Ayer Manor

Where could Sooke make improvements?

- Building houses so that they are “visitable” by people with disabilities will make them accessible as people age, increasing their value and meaning that people can stay in their homes longer with fewer modifications
- Design affordable housing to be accessible as well.
- Sidewalks
- Need a community plan for affordable housing, i.e. City of Langford & Gibsons
- Bed and Breakfasts need to be accessible

- Need more designated accessible parking throughout community

Thinking about Getting Involved

*Volunteering in the community
Getting involved in Municipal Public
Process*

*Visiting Municipal Hall
Volunteering in an advisory capacity for
Municipal Council*

What does Sooke do well?

- Meetings are well advertised
- Sound equipment works well
- Lots of volunteer options

Where could Sooke make improvements?

- Allow anyone who wants to be on a Committee to be there like Trail did. It can work
- Expand the guidelines to allow neighbouring communities to be involved since the majority of these services are within the District town core
- We would benefit from a volunteer bureau to connect more people
- Better accessible from parking area to chamber offices (elevator from 1st floor).
- Wheelchair parking below required effort to push up driveway to get here today
-

Thinking about Working and Volunteering

*Accessible work places and volunteer
opportunities
Employers who make accommodations for
disabilities*

*Supports for people with disabilities
seeking employment, volunteer positions
Employers' attitudes towards hiring people
with disabilities*

What does Sooke do well?

- Lots of volunteer options in Sooke
- Friendly people

Where could Sooke make improvements?

- The whole community would benefit from a volunteer bureau to help connect people with the needs
- Need to work on employment opportunities & employer's attitudes for people with disabilities (both mental and physical)
- Generally need more jobs in Sooke so that more people living in Sooke can work in Sooke

Thinking About Other Accessibility Issues

*Accessibility considerations not covered by
the other categories*

*Transportation issues beyond those
covered by the Transportation and Health*

What does Sooke do well?

- No comments

Where could Sooke make improvements?

- No comments

Senior's Focus Groups Discussion

How easy is it to get around and get into stores, restaurants?

- Cannot go upstairs in Village Foods
- Difficult to go upstairs in the Legion
- If you are in a power chair, you cannot get around on roads, you have to drive from parking lot to parking lot
- There is no training to drive scooters
- Difficult to press buttons for traffic lights
- Cannot travel along the street from Whiffin Spit to Sooke Road
 - “We need to think about people in wheelchairs and scooters so that people can stay in Sooke. There is nothing for people who walk”
 - “Everything is a slope”
- There needs to be a sidewalk connecting Air Manor to town by walking or walking with a cane
- The barriers/curbs that are put at the head of parking spots are too high to easily get over—there should be gaps separating them
- The intersection at Church Road and Highway 14 is scary
- Sidewalks are a challenge
- Mulligans restaurant is inaccessible
- Home Hardware always has stuff in the aisles
- They are cutting back on handicapped parking spots in front of Royal Bank
- Cars don't watch out for wheelchairs
- It is difficult to move from parking lot to sidewalks without going behind cars

How easy is it to access parks and recreation?

- There is limited transportation to parks and recreation. Seniors are dependent on senior's bus.
- SEAPARC – it is difficult to get transportation there, senior's recreation programs are not well advertised
- There is no access to City boardwalk, but there will be by the end of June

Attachment 5

Funding and Programs for Accessibility

Overview

The District of Sooke's Accessibility and Inclusion Plan corresponds to Phase 2 of the 2010 Legacies Now *Measuring Up* Program. Additional funding is available through Phase 3 of *Measuring Up* (to a maximum of \$25,000) for implementation of accessibility initiatives identified during Phase 2. It is recommended that the District of Sooke apply to 2010 Legacies Now for funding to implement the Accessibility and Inclusiveness Plan.

The District of Sooke may also be able to access funding through the new *Let's Play* program, a partnership between the Rick Hansen Foundation and the Province, to make new and existing play grounds accessible. Up to \$50,000 in funding is available.

In addition to Measuring Up funding, Federal and Provincial programs support social development, employment initiatives, and housing for people with disabilities. In particular, the District of Sooke may be able to access funding for employment initiatives, and can encourage businesses in Sooke to take advantage of these programs as well.

FEDERAL PROGRAMS

Human Resources and Social Development Canada

Social Development

Social Development Partnership Program

http://www.hrsdc.gc.ca/en/hip/sd/05_SDPP.shtml

The Social Development Partnerships Program (SDPP) is a broad-based and flexible grant and contribution instrument that makes investments to improve life outcomes for children, families, and people with disabilities and other vulnerable populations. The program's long-term objectives are to contribute to more effective community-based programs and services for children, families, and people with disabilities, and improve government policies, programs, and services. **Individuals are not eligible for funding through this Program.** Organizations may apply for funding only when a Call for Applications or Call for Proposals is open, usually in May of each year.

The program's immediate objectives (and the areas in which funding is focused) are to:

- identify and test best practices and innovative tools;
- create knowledge and information on trends and concerns affecting Canadians;
- build and foster alliances between organizations to work on projects of joint interest; and,
- enable national organizations to support the social development activities of their member organizations.

SDPP's flexibility and broad-based nature is demonstrated through its funding components which were created to address key priorities: people with disabilities, children and families, early childhood development for official language minority communities, Understanding the Early Years (UEY), and the community non-profit sector. Within each component, funding is delivered through Calls for Proposals that focus on specific funding priorities.

There are two funding options: grants and contributions. Grants are delivered to national non-profit organizations to provide leadership for program and service improvements offered by their community member organizations. For instance, funding can be used to develop tools for community outreach, strategic planning, or for more effective financial and administrative management which are often beyond the means of community-based organizations to undertake on their own. Contributions are delivered to national and community-based non-profit organizations to enable them to identify and test innovative programs or services or to create and share new knowledge and information. Funding can be multi-year up to a maximum of five years.

The Social Development Partnerships Program – Disability Component (SDPP-D) is an important part of the Government of Canada's support for people with disabilities. Each year, SDPP-D provides about \$11 million in grants and contributions to organizations within the disability community and for social development projects. The SDPP-D aims to help the non-profit sector meet the social development needs and aspirations of people with disabilities and to improve the quality and responsiveness of governments' social policies and programs.

Grant funding

Grants may be provided to national non-profit disability organizations to make them more stable, leading to improved service delivery. The mandates and primary activities of these national organizations support personal empowerment and independence of people with disabilities, as well as their full inclusion in one or more aspects of Canadian society. To be eligible for funding, an organization must:

- be non-profit;
- be legally incorporated;

- have a mandate that encompasses goals related to social development and inclusion;
- actively pursue activities consistent with SDPP objectives;
- be national in reach (operate or have affiliates in a minimum of three of the following five regions: Pacific, Prairie, Central, Atlantic, North);
- be membership-based (individual or organizational members);
- be democratically constituted and accountable to members;
- publish annual statements of accounts and activities;
- focus on “public good,” as opposed to organizations whose primary function is to benefit or provide services to their own members (e.g., professional associations, labour unions, self-help groups); and
- be financially and administratively sound (demonstrated track record, independent audits, etc).

Organizations applying for grants through SDPP-D must also demonstrate that they are “consumer controlled” or “consumer focused.” These terms have historic meaning for the disability community and are included as eligibility criteria to ensure that the organizations truly represent the voice of people with disabilities. Seventeen organizations currently receive multi-year grant funding through the SDPP-D component. Each of these organizations must provide semi-annual progress reports about the agreed-upon objectives.

Contribution funding for projects

Two factors figure prominently in the role of SDPP-D funding for social development projects. First, the funding aims to foster cooperation and development, rather than competition, across the disability community. In other words, it seeks to encourage a productive competition of ideas rather than competition between the voluntary organizations that generate these ideas. Second, the funding aims to achieve the greatest possible effect. In other words, the program should be able to show where its resources are having measurable effects in making progress or adding value to the issues, organizations, programs, or processes in which they are invested. SDPP-D contributions are allocated through three project streams: Social Development, Accommodation Fund, and Community Inclusion Initiative.

Social Development project stream

Contributions may be provided for a wide range of activities including generating knowledge on emerging social issues, by exploring and testing innovative solutions, best practices, and tools and methodologies; and disseminating information and knowledge and increasing public awareness through publications, newsletters, websites, public education materials, and media; organizing conferences, workshops, and symposia; and establishing and maintaining sustainable partnerships, alliances, networks, and collaboration through joint initiatives.

Accommodation Fund

In 2005-06, SDPP-D provided up to \$20,000 to eligible organizations to enable people with disabilities to participate in key policy, program, and knowledge development events. Eligible expenses included accommodations such as sign language interpretation, real-time captioning, readers and scribes, support persons, and interveners.

Community Inclusion Initiative

In 1997, the Government of Canada, through the former Human Resources Development Canada, joined the Canadian Association for Community Living, provincial and territorial affiliates, and People First of Canada and its affiliates to launch the Community Inclusion Initiative. With its annual funding of \$3 million, the Initiative undertakes specific activities and projects at the local level. The Community Inclusion Initiative is a national community development scheme that aims to promote including people with intellectual disabilities in the mainstream of Canadian life. The initiative seeks to develop and implement strategies to enable communities to inclusive all members while delivering concrete benefits at the local level to individuals and families with disabilities. The Initiative is supported by 13 provincial and territorial committees with representation from the federal, provincial, and territorial governments

New Horizons for Seniors Program

http://www.hrsdc.gc.ca/en/community_partnerships/seniors/index.shtml

The New Horizons for Seniors Program provides funding for community-based projects that encourage seniors to contribute to their communities through their social participation and active living. Although not targeted directly to seniors with disabilities, projects funded under this program have both a direct and indirect impact on seniors with disabilities. Among the projects that the New Horizons for Seniors Program funded in 2005-06, 15 involved organizations that deal with people with disabilities. These projects received a total of \$319,825 in funding. Calls for Applications are issued once or twice a year. In British Columbia, a call went out in May with an end of June deadline for applications.

Employment Programs

Federal-Provincial Multi-lateral Framework

http://www.hrsdc.gc.ca/en/disability_issues/labour_market_agreements/index.shtml

The goal of the Multilateral Framework is to improve the employment situation of Canadians with disabilities, by enhancing their employability, increasing the

employment opportunities available to them, and building on the existing knowledge base.

Governments have identified the following priority areas:

a. Education and Training

Improve the level of basic and post-secondary education and work-related skills for persons with disabilities.

b. Employment Participation

Improve the labour market situation and independence of persons with disabilities through employment-related activities.

c. Employment Opportunities

Expand the availability, accessibility and quality of employment opportunities for persons with disabilities, in partnership with business and labour.

d. Connecting Employers and Persons with Disabilities

Enhance awareness of the abilities and availability of persons with disabilities and strengthen persons with disabilities' knowledge of labour market opportunities.

e. Building Knowledge

Enhance the knowledge base, which contributes to continuous improvement of labour market policies and programs for persons with disabilities.

Provinces and territories determine the programs and services funded under this initiative, consistent with the priority areas set out in the Framework.

In each year of the initiative, the Government of Canada contributes 50 percent of the costs incurred by provinces/territories for programs and services funded under the initiative, up to the amount of the Government of Canada allocation identified in the bilateral agreement.

Opportunities Fund for Persons with Disabilities

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

The Opportunities Fund Program is designed to assist persons with disabilities to return to work. Individuals who self identify as persons with disabilities, are unemployed (or working less than 20 hours per week) and not normally eligible for Employment Insurance Part II Employment Programs can apply for the Opportunities Fund. Projects may be approved for a period of up to 52 weeks, however, in some circumstances may be extended to a total of 78 weeks. The duration of assistance varies according to the action plan developed for each individual and is based on the individual's need.

Funding may be provided to cover costs such as participant wages or related employer costs; and may also be provided to cover overhead costs related to planning, organizing, operating, delivering and evaluating approved activities,

including costs such as staff wages and employment related costs. Eligible expenses will be negotiated with program officials. Contributions may be made to eligible participants to cover the following costs incurred in relation to their participation in an eligible activity. These are:

- all or a portion of their living expenses;
- all or a portion of the incremental cost of participation such as expenses relating to specialized services, arrangements or equipment, dependant care, transportation and accommodation; and
- all or part of the cost of tuition for a course or a program of instruction.

Who can apply

Businesses, organizations, including public health and educational institutions, band/tribal councils, or municipal governments, individuals and provincial/territorial government departments and agencies if specifically approved by the Minister.

To be eligible as a participant, an individual must self-identify as having a permanent physical or mental disability, be unemployed, be legally entitled to work in Canada, and be in need of assistance to prepare for, obtain and keep employment or self-employment.

Participants must normally not be eligible for assistance under the Employment Programs under Part II of the Employment Insurance Act or similar provincial or territorial programs that are subject to agreements with provinces, territories or organizations funded through Section 63 of the Employment Insurance Act.

Organizations interested in submitting an application should contact their Service Canada Centre

(http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/our_offices.shtml).

In many places, community-based organizations may provide specialized services and may have information available.

Housing

Canada Mortgage and Housing Corporation

<http://www.cmhc-schl.gc.ca/en/co/prfinas/index.cfm>

Canada Mortgage and Housing Corporation (CMHC) administers five initiatives that contribute to accessible housing for people with disabilities: the Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP-D), the Home Adaptations for Seniors' Independence Program (HASI), the Residential Rehabilitation Assistance Program – Secondary/Garden Suite, the Shelter Enhancement Program (SEP), and FlexHousing™. The details of each program

are available on the CMHC website at www.cmhc.ca. In general, assistance is in the form of a fully forgivable loan that does not have to be repaid, provided the owner adheres to the conditions of the program. The funds allow the homeowner to make adaptations to their home to make it accessible. In the case of the Secondary/Garden Suite program, an owner without a disability can access up to \$25,000 to put in an accessible suite, provided they rent to a low income senior or person with a disability. The Shelter Enhancement Program (SEP) assists in repairing, rehabilitating and improving existing shelters for women and their children, youth and men who are victims of family violence; and in acquiring or building new shelters and second-stage housing where needed. Up to 100% financing is available for new shelters, and up to \$24,000 per unit to upgrade existing shelters.

Sports

Sport Canada (Canadian Heritage)

http://www.pch.gc.ca/progs/sc/index_e.cfm

Sport Canada is a branch of the International and Intergovernmental Affairs and Sport Sector within the federal Department of Canadian Heritage. Sport Canada provides funding for sports programs for people with disabilities. In 2006-07 Sport Canada provided \$12.5 million for sport programming for people with disabilities, which represents over 8% of Sport Canada's grants and contributions budget in 2006-07 (about \$140 million). Of this total, \$11 million is provided annually toward programming initiatives that improve access to sport for people with disabilities (for example, support for Paralympic sport programs run by national sport organizations; mission support for the Canadian team participating in the Paralympic Games; Athlete Assistance Program stipends to more than 200 carded Paralympic athletes; funding for the Canadian Paralympic Committee's "Ready, Willing and Able" participation project to recruit participants, coaches and leaders; and base funding for Special Olympics Canada, the Canadian Paralympic Committee, and the Canadian Deaf Sports Association). An additional \$1.5 million is provided annually toward increasing participation in sport for people with disabilities (see Sport Canada *Policy on Sport for Persons with a Disability* at http://www.pch.gc.ca/progs/sc/pol/pwad/pwad_e.pdf.)

Access to Information

Treasury Board of Canada Secretariat

Common Look and Feel initiative

<http://www.tbs-sct.gc.ca/clf2-nsi2/clfs-nnsi/clfs-nnsi-2-eng.asp>

In this federal program, universal accessibility standards are directed toward ensuring equitable access to all content on Government of Canada websites.

In a knowledge-based economy where access to and exchange of information is almost essential to participating in society and in the economy, accessibility of information is an increasingly important subject. Internet technologies have enhanced intellectual and economic freedom for many Canadians. But for others, gaining access to Web content is more complicated than clicking a mouse and operating a modem. Some Canadians rely on assistive technologies such as text readers, audio players, and voice-activated devices to overcome the barriers presented by standard technologies. Others may be limited by the technology available to them. But old browsers, non-standard operating systems, slow connections, small screens, or text-only screens should not stand in the way of obtaining information that is available to others.³⁰

While site design is an important element of the electronic media, universal accessibility guidelines have been developed to ensure anyone can obtain content, regardless of the technologies they use. The key to effective implementation of universal accessibility guidelines lies in designing sites to serve the widest possible audience and the broadest possible range of hardware and software platforms, from assistive devices to emerging technologies. The Common Look and Feel standards are aligned with the Web Content Accessibility Guidelines, developed by the World Wide Web Consortium.³¹ These guidelines are continuously tested against a full range of browsers and assistive devices before recommending widespread implementation. The objective is to ensure an equal and equitable access for all to the Government of Canada's Web content.

BRITISH COLUMBIA

Let's Play

Let's Play is a new program to contribute to the construction and renovation of accessible play spaces in British Columbia. A joint initiative of the Rick Hansen Foundation and the Province of British Columbia, Let's Play offers grants for the creation of accessible, public play spaces for children ages 0-6 in B.C., and builds awareness about accessible play and related best practices.

Grants of up to \$50,000 are available for accessible play space projects that focus primarily on accommodating children 0-6 years old and caregivers with mobility-related disabilities. Funds may be applied to new construction, renovation of an existing space, and/or the purchase of equipment. The application deadline for the first cycle will be Tuesday January 15, 2008. Successful applicants will be announced in March 2008 and grants distributed in May 2008.

For more information on Let's Play, please visit the website at www.rickhansen.com/play or call the Let's Play Coordinator at 604.709.6320.

The Ministry of Employment and Income Assistance

The Ministry of Employment and Income Assistance provides a continuum of employment programs and services designed to assist clients to find and sustain employment. A revised suite of programs for clients who are expected to work, those with persistent multiple barriers, and those with disabilities are currently being implemented. This revised suite is intended to replace existing programs to address changing client needs and further improve results by implementing a different approach to programming and changes to program operations/administration. As in the past, these employment programs will be delivered through performance-based, external service provider contracts.

The Program Planning, Reporting and Partnerships (PPRP) Branch is responsible for the planning and development of the division's strategic business models; program planning and policies, standards, guidelines and performance measures; program audit plans; program evaluations and related modifications; and related quality assurance initiatives.

The Labour Market and Partnerships Unit (LMP) of the PPRP Branch manages the corporate intergovernmental relations function for the Ministry. LMP is responsible for: liaising with other ministries and federal/provincial/territorial (F/P/T) governments in the areas of policy, legislation and intergovernmental collaboration; negotiating intergovernmental agreements at the working level and manages commitments to them on behalf of British Columbia; providing research, analysis and support to the Minister and Ministry Executive on key

F/P/T forums, including the Ministers Responsible for Social Services and the Forum of Labour Market Ministers; represents the Ministry and/or the Province on F/P/T committees and policy tables; and coordinates intra-provincial labour market and social policy development initiatives for persons with disabilities and Aboriginal people.

Employment Program for Persons with Disabilities (EPPD)

<http://www.eia.gov.bc.ca/pwd/eppd.htm>

The Ministry's Employment Program for Persons with Disabilities (EPPD) provides a range of specialized services to help individuals with disabilities participate in their communities; pursue their employment goals as they are able, increase their self-reliance, and build skills and experience that may lead to further employment or volunteer opportunities. It is intended to assist persons with disabilities to achieve their economic and social potential to the fullest extent possible.

The EPPD is a province-wide program with individualized services provided through Service Provider contracts. In addition to client outcomes of full time or part time employment, successful results of EPPD participation also include:

- Increased access to needed disability supports;
- Career planning and assessment;
- Employment placement and follow-up;
- Job related skill training;
- Self-employment services;
- Better understanding of the disability as it relates to employment; and,
- Increased connection to the community.

WorkAble Solutions

<https://www.workablesolutionsbc.ca/>

WorkAble Solutions Initiative is sponsored by the Minister's Council on Employment for Persons with Disabilities and BC Human Resources Management Association (HRMA). WorkAble Solutions is an initiative to connect BC employers to persons with disabilities by providing valuable employment resources and support. The goal of the initiative is to help employers turn potential challenges into workable solutions and increase the recruitment and retention of persons with disabilities.

All research points to the fact that persons with disabilities represent a large, growing, and as yet, largely untapped talent pool. In light of a looming skills shortage caused by lower levels of new labour force entrants and higher levels of retirement, it is essential that employers tap into this talent pool to access skilled workers. Hiring persons with disabilities will also help to reduce turnover costs, while building an inclusive and positive work environment.

The website offers employers an exclusive site to post employment opportunities for persons with disabilities and search through lists of skilled job-seekers with disabilities. Persons with disabilities seeking employment can access lists of jobs from employers committed to accommodating successful job applicants who have a disability. Employers and job-seekers with disabilities can also use the website to access resources and connect with community agencies that work with employers and persons with disabilities.

The Employer Toolkit

WorkAble Solutions provides employers and Human Resources professionals with tools to support recruitment and retention. All the materials are easily accessible online at www.workablesolutionsbc.ca

What Every Employer Needs To Know - highlights the strong business case for hiring persons with disabilities and provides the top ten reasons to hire persons with disabilities.

Employer Handbook - provides employers with a practical "how-to" approach to recruiting and retaining persons with disabilities. The handbook provides useful information on how to undertake seven components of the recruitment/retention cycle. A Quick Reference Guide accompanies the handbook.

Corporate Video - This 3 minute dynamic and informative video offers employers a quick summary of benefits received from recruiting and retaining persons with disabilities in their organizations. Both industry leaders and employees with disabilities appear throughout the video and tell a compelling story of the mutually positive effects of being part of an organization that hires and accommodates qualified job seekers with disabilities.

Research Report - The Recruitment and Retention of Persons with Disabilities in British Columbia Research Project, Final Research and Validation Report is a detailed summary of the extensive research conducted throughout the province that contributed to the development of the Employer Handbook.

Non-Governmental Organizations

Canadian Council on Rehabilitation and Work

<http://www.ccrw.org/en/>

The CCRW is a network of organizations and individuals that provides leadership in programs and services for job seekers with disabilities and businesses committed to equity and inclusion. A one-stop shop for disability and employment resources, CCRW works with businesses of all sizes in all industries through its Job Accommodation Service, Skills Training Partnership Program, Partners for Workplace Inclusion Program and the Disability Awareness Series, and more! The CCRW also provides support to individual job seekers through its *WORKink*TM site, and develops disability-positive educational material for children in grades 3-5.

1. The **Disability Awareness Series** training provides employers and employees with knowledge about disability issues, accommodation in the workplace, and tools to create an inclusive workplace in which employees can realize their potential. The Disability Awareness Series is a set of five modules on the following topics:

- a. (Un)stereotyping disability
- b. Accessible interviewing and hiring practices
- c. The duty to accommodate
- d. Accommodation management
- e. Inclusive practices in the workplace

2. The Council produced two **children's storybooks**, *I'm Wendy Blair, Not a Chair!* And *Wendy Blair and the Assignment*. SDPP-D funded the second storybook. The books help children develop a positive understanding and attitude about disability and differences. The books also help Canadian educators positively address the subject of disability. The books are "person-focused" rather than "disability-focused" to give the message to children that we are all multi-faceted and not defined by a single attribute such as a disability. A bilingual teaching toolkit is also available that outlines how best to use the storybooks.

2010 Legacies Now

<http://www.2010legaciesnow.com/home/>

Legacies Now is a non-profit organization that works in partnership with community organizations, non-government organizations, the private sector and all levels of government to develop sustainable legacies in sport and recreation, arts, literacy and volunteerism. Financial support from the Provincial government allows Legacies Now to assist communities create unique and inclusive social and economic opportunities leading up to, and beyond the 2010 Olympic and Paralympic Winter Games.

Measuring Up Accessibility and Inclusion Fund

http://www.2010legaciesnow.com/measuring_up/

2010 Legacies Now has received a \$2-million grant from the Province of BC to establish the Measuring Up Accessibility and Inclusion Fund. This fund supports community projects aiming to improve how people with disabilities can actively participate in, and contribute to, their communities.

The fund, which provides approximately 70 grants of up to \$25,000, supports the provincial government's goal to build the best system of support in Canada for people with disabilities.

The Measuring Up Accessibility and Inclusion Fund assists local community groups, particularly in the disability sector, to work with municipal, business and other community leaders to create disability-friendly (accessible and inclusive) communities. The Fund is intended to help B.C. communities implement Measuring Up and become places where people with disabilities can fully participate and contribute, by achieving the following objectives:

- Improve access to information
- Reduce barriers to participation
- Create jobs and economic opportunities
- Increase opportunities for participation in community life

By increasing accessible employment opportunities and improving public spaces, recreation facilities, restaurants and shops, Measuring Up assists communities in becoming more accessible and inclusive. Funding is available for start up, plan development and implementation, and projects.

Enabling Accessibility Fund

http://www.hrsdc.gc.ca/en/disability_issues/eaf/call2008/index.shtml

The Enabling Accessibility Fund supports community-based projects across Canada. It provides funding for projects that improve accessibility and enable Canadians, regardless of physical ability, to participate in and contribute to their communities and the economy. Approved projects will have strong ties to, and support from the communities they serve.

The Enabling Accessibility Fund has two components:

1. Major Projects Enabling Accessibility:
 - Funded through a contribution agreement

- Eligible activities include: construction of a new participatory abilities centre or the expansion of an existing facility to create a participatory abilities centre within Canada
- Project funding levels range from \$1 – 15 million

2. Small Projects Enabling Accessibility Fund

- Funded through a grant
- Eligible activities will include renovations of buildings or modifications to existing vehicles within Canada. Activities must improve physical, information and / or communication accessibility. All activities must be accessible to the public. Examples of eligible activities include but are not limited to:
 - building an exterior or interior ramp, building an accessible washroom, installing a computer that is voice-interactive, installing a wheelchair lift on a community based vehicle
- The maximum amount payable per recipient cannot exceed \$50,000

Who is eligible to apply?

- Non-governmental agencies (i.e. community based groups, non-profit organizations)
- Small municipalities (population under 250,000)
- Small, private-sector organizations (fewer than 50 employees, under \$5 million in gross revenue per year)
- Territorial governments
- Aboriginal governments and organizations

Policy Document	Policy/Section of Policy	Accessibility Clause
<p>Design Guidelines, 2006</p> <p>5.0 Design Guideline Principles/5.1 Mobility</p>	<p>Traffic Improvements</p> <p>- Implementation of new medians, boulevards, sidewalks, and crosswalks will improve safety and properly manage the traffic</p>	<p>- Creating safer pedestrian environments make those spaces more accessible</p>
<p>Design Guidelines, 2006</p> <p>5.0 Design Guideline Principles/5.1 Mobility</p>	<p>Crosswalks</p> <p>- Addition of improved sidewalks and medians, new crosswalks will increase pedestrian safety, as well as increase the accessibility for residents and visitors to the surrounding businesses, without having to rely on a vehicle to get to and from their destination</p>	<p>- Increasing safety in the pedestrian streetscape makes those spaces more accessible and allows people greater opportunities to take other modes of transit other than the car</p>
<p>Design Guidelines, 2006</p> <p>5.0 Design Guideline Principles/5.1 Mobility</p>	<p>Sidewalks</p> <p>- Sidewalks should be at least 2.0m wide in the core, with boulevards separating pedestrians from the vehicle</p>	<p>- Physical accessibility included in streetscape design</p>
<p>Design Guidelines, 2006</p> <p>5.0 Design Guideline Principles/5.1 Mobility</p>	<p>Transit</p> <p>- Transit stops should be upgraded to accommodate loading and unloading of special needs passengers</p>	<p>- Physical accessibility included in public transit infrastructure design</p>
<p>Design Guidelines, 2006</p> <p>5.0 Design Guideline Principles/5.1 Mobility</p>	<p>Access & Route Connections</p> <p>- Ensure that proper sidewalks and crosswalks create accessibility between new developments and Sooke's commercial centre</p>	<p>- Physical accessibility included in designing connectivity between the commercial centre and other nodes</p>
<p>Design Guidelines, 2006</p> <p>5.0 Design Guideline Principles/5.2 Built</p>	<p>Safety & Accessibility</p> <p>- Need for full accessibility in the public realm and private buildings and sites</p>	<p>- Physical accessibility included in design of public and private space</p>

Form		
Design Guidelines, 2006 5.0 Design Guideline Principles/5.2 Built Form	Barrier Free Sites & Buildings - Design of new street works, buildings, and sites should be barrier-free to people of all ages and physical capabilities	- Accessible design enhances ability of all individuals to live independently as active members of the community
Design Guidelines, 2006 5.0 Design Guideline Principles/5.2 Built Form	- Accessibility features should be integrated into the total design, rather than appearing as add-ons	- Recognizing the significance of incorporating accessibility in physical design
Design Guidelines, 2006 5.0 Design Guideline Principles/5.2 Built Form	- Make barrier-free routes obvious and convenient, and ideally the primary route or point of access	- Recognizing the significance of accessibility in physical design
Official Community Plan, 2001 3.0 General Development Strategies/3.4 Regional Context Statement	3.4.2.6 Improving Housing Affordability - Support development of diverse housing types to accommodate various housing needs of existing and future residents, with special emphasis on those with special physical, social, or economic needs	- Physical accessibility included in housing design
Official Community Plan, 2001 6.0 Town Centre/6.2 Commercial Uses	Objectives - Encourage development of publicly accessible waterfront, commercial and tourism uses that serve the entire community	- Physical accessibility included in design of the public space
Official Community Plan, 2001 7.0 Residential Development in the Urban Growth Areas/7.4 Affordable and Special Needs Housing	7.4.1 Policies - Require minimum number of affordable and/or handicap accessible housing units in multiple family and comprehensive developments	- Physical accessibility included in housing design
Official Community Plan, 2001	7.4.4 Policies - Encourage special needs	- Physical accessibility included in housing design

<p>7.0 Residential Development in the Urban Growth Areas/7.4 Affordable and Special Needs Housing</p>	<p>housing development through custom, comprehensive development zoning</p>	
<p>Official Community Plan, 2001 12.0 Transportation/12.4 Transit</p>	<p>12.4.2 Policies - Ensuring accessibility for the mobility impaired and all persons with disabilities</p>	<p>- Physical accessibility included in transit planning</p>
<p>Official Community Plan, 2001 12.6 Pedestrians</p>	<p>12.6.1 Policies - Accommodate all users, by providing a safe, accessible and convenient pedestrian infrastructure</p>	<p>- Creating safer pedestrian environments make those spaces more accessible</p>

Attachment 7

**AUDIT RECOMMENDATIONS:
DISTRICT OF SOOKE PROPERTIES**

Audit Recommendations for District of Sooke Properties

1	Sooke Municipal Hall (1 st Floor)	1
2	Sooke Municipal Hall (3 rd Floor).....	2
3	Sooke Municipal Hall/Fire Hall (2 nd Floor)	3
4	Whiffin Spit Park.....	4
5	Ed MacGregor Park	4
6	Broomhill Park	5
7	Pineridge Park.....	5

1 Sooke Municipal Hall (1st Floor)

Things that work well:

- Accessible parking
- Automatic entrance, and call button for assistance
- Accessible washroom
- Wide corridors
- Lowered countertop at front desk

1.1 Move Bike Rack

The bike rack should be moved so that it does not block the accessible path of travel leading out of a side exit of Municipal Hall.

1.2 Install lever handles on all doors

Knob style door handles should be replaced with lever or loop style handles which are easier to use for someone with limited upper body strength or hand dexterity.

1.3 Use signage to indicate that the men’s washroom is accessible

The men’s washroom has the dimensions and accessible features required of a single occupancy accessible washroom, while the women’s washroom is currently inaccessible. By adding signage which indicates that the men’s washroom is an accessible washroom, it would signal that this is the accessible washroom provided for both men and women with disabilities.

1.4 Modify unisex washroom to make a second accessible washroom

The unisex washroom could easily be adapted to become accessible through installing a grab bar, lever handles, a raised toilet and proper signage.

2 Sooke Municipal Hall (3rd Floor)

Things that work well:

- Council chambers and adjacent meeting room are accessible
- An elevator provides access to Council Chambers
- Accessible washrooms
- Accessible staircase

2.1 Provide accessible parking on the 2nd level of Municipal Hall

There is currently no accessible parking by the entrance to the 2nd floor elevator which leads up to Council Chambers. There is accessible parking by the 1st floor entrance, but this does not connect to the elevator. The outside ramp which connects the 1st floor and 2nd floor parking areas is steep and inaccessible. Access could be provided to the elevator by converting some parking spaces for Fire Hall volunteers to accessible parking spaces.

2.2 Install Braille and auditory signals in the elevator

The elevator can be made accessible for persons with visual and auditory disabilities, if Braille and auditory signals are used to indicate floor level in the elevator

2.3 Consider installing a Hearing Loop in Council Chambers

An FM loop, or other assistive listening system can be installed in public meeting rooms (priority being the Council Chambers). A permanent loop wire can be installed or a portable loop can be purchased. Sometimes the local Branch of the Canadian Hard of Hearing Association can provide a portable loop system at no cost for a public meeting. The cost of a portable loop system ranges from \$400-\$700 and a permanent loop starts at around \$1000 plus costs for wiring and installation.

The Canadian hard of Hearing Association can provide assistance in determining the best system for any particular situation, and an estimate of costs.

Victoria Branch

Voice: 250-388-6854

Fax: 250-381-7994

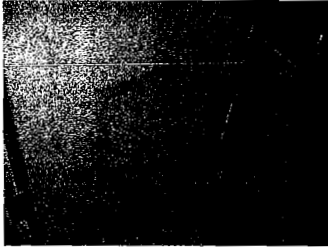
E-mail: chhavictoria@yahoo.ca

2.4 Install signs asking cleaning staff to keep transfer space adjacent to toilet clear

The transfer space alongside the accessible toilet should be kept clear so that persons with disabilities can pull up alongside the toilet. Signs should be installed in both the men's and women's washroom asking staff to keep the transfer space clear of obstructions



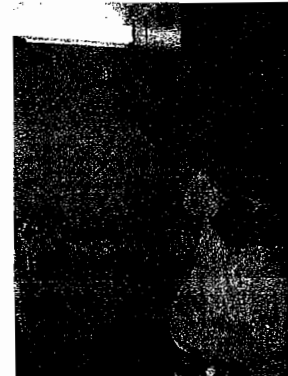
2.5 Install metal kickplates on washroom doors



Persons with disabilities often use their feet to push doors open; thus, metal kickplates should be installed to protect the doors from wear and tear.

2.6 Provide lower coat hooks in washroom stalls

Lowered coat hooks should be provided in accessible washroom cubicles so that they are reachable by persons in a wheelchair



2.7 Install lower urinal in men's washroom

Having a lowered urinal available is more accessible for children, persons emptying a leg bag, and little people.



3 Sooke Municipal Hall/Fire Hall (2nd Floor)

Thing that is done well:

- There is an an accessible, unisex washroom

3.1 Provide accessible parking spaces by the 2nd floor entrance to the Fire Hall

(refer to Recommendation 2.1)

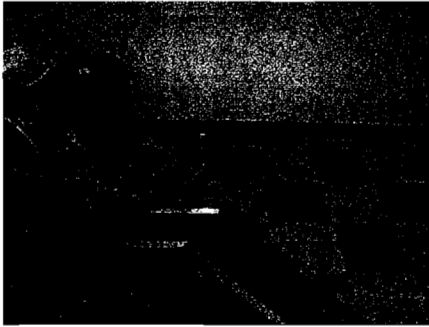
3.2 Install lever handles on all doors

Knob style door handles should be replaced with lever or loop style handles which are easier to use for someone with limited upper body strength or hand dexterity.

3.3 Retrofit change rooms with accessibility in mind

The change rooms were not designed with accessibility in mind. They should be retrofitted to take into account accessibility and mobility needs (refer to Attachment 1 - Accessibility Checklist for guidelines)

3.4 Replace the steps inside the dispatch office with a ramp



The dispatch office currently has a couple of steps leading up to the desk, which makes it inaccessible for volunteers with disabilities. These steps should be replaced with a ramp. The desk should also be raised so that a wheelchair user can pull up underneath it.

4 Whiffin Spit Park

Thing that is done well:

- A very accessible pathway

4.1 Regular maintenance of pathway

The pathway should be regularly maintained to limit the amount of loose gravel, as loose gravel is an accessibility barrier for many persons with disabilities

4.1 Construct an accessible washroom

An accessible public washroom should be constructed at Whiffin Spit park.

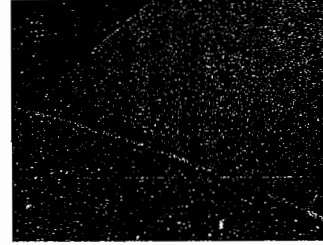
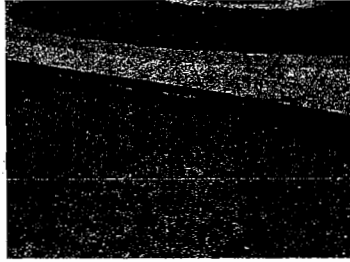
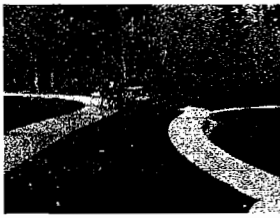
5 Ed MacGregor Park

Things done well:

- Accessible parking
- An accessible pathway to waterfront is under construction
- A picnic table with extended table top

5.1 Construct a continuous accessible pathway that connects all activity areas

The accessible pathway is currently discontinuous as there are gaps in the pavement and not all activity areas (picnic tables, amphitheatre) are connected by an accessible paved pathway. This pathway should be made continuous so that persons with disabilities have access to all activity areas in the park, including the waterfront.



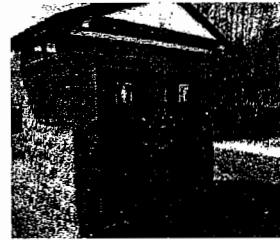
6 Broomhill Park

Things done well:

- Paved accessible pathway
- Picnic table with extended table top

6.1 Construct an accessible washroom

Currently there are two inaccessible public washrooms. These should be renovated to create one single, unisex washroom.



6.1 Construct accessible play equipment

The play equipment should be made accessible for children with disabilities

7 Pineridge Park

7.1 Construct accessible play equipment

The play equipment should be made accessible for children with disabilities

7.2 Construct an accessible pathway



There should be an accessible pathway linking different activity areas and the the park to the surrounding streets, Rhodonite Road, and Pineridge Place

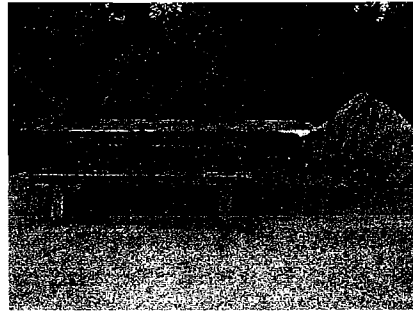
7.3 Construct an accessible picnic table

The picnic table should be made accessible for persons with disabilities. This can be done by extending the table top which allows a person in a wheelchair to pull up underneath. The terrain surrounding the picnic table should also be paved to provide access

Pineridge Park Picnic table



Accessible Picnic table at
MacGregor Park



Attachment 8

**AUDIT RECOMMENDATIONS:
NON DISTRICT OF SOOKE PROPERTIES**

Recommendations for Community Facilities not owned by the District

1. SEAPARC (Capital Region District)	1
2. SEAPARC Arena (Capital Region District).....	2
3. Stan Jones Viewing Area (Capital Region District)	3
4. Royal Canadian Legion (1 st floor).....	4
5. Royal Canadian Legion (2 nd floor).....	5
6. T'Souke Main Office	5
7. T'Souke Health Office	6
8. Seniors' Drop In Centre.....	6
9. Library (Vancouver Island Public Library)	7
10 Community Hall (Sooke Community Association)	7
11 Sooke River Flats (Sooke Community Association)	9

1. SEAPARC (Capital Region District)

Things that work well:

- Accessible parking
- Automatic front entrance
- Accessible pool

Recommendations

1.1 Keep lowered counter at front entrance free of obstructions

A lowered counter should be provided, and kept clear of obstructions at the front entrance because it is more accessible for persons using wheelchairs



1.2 Install metal kick plates on Room A door

Persons with disabilities often use their feet to push doors open; thus, metal kick plates should be installed to protect the door from wear and tear.

1.3 Install handle on door on the inside of accessible washroom cubicles



There should be a handle close to the inside edge of the cubicle door. This makes it easy for persons seated in wheelchairs to pull the door closed as they back into the bathroom stall.

2. SEAPARC Arena (Capital Region District)

Thing that works well:

- Removable ramp provides access to arena bleachers

Recommendations

2.1 Reserve first row of bleachers for elderly or persons with disabilities



The first row of the SEAPARC bleachers should be reserved for persons with disabilities or seniors because a ramp provides access to the first row of seating, while the higher rows are inaccessible.

2.1 Retrofit public washrooms with accessibility in mind

The SEAPARC washrooms should be renovated and made accessible for persons with disabilities by:

- Removing the fascia below the sink which prevents wheelchair users from rolling underneath the vanity. The bottom of the sink vanity should be at least 68 cm high;
- Increasing the size of the washroom stall so that a person in a wheelchair can manoeuvre
- Lowering the mirror, and soap dispenser so that a person in a wheelchair can reach it



2.2 Build accessible change rooms and shower stalls



The current change rooms and showers in the SEAPARC arena were not built with accessibility in mind. These need to be completely rebuilt, or new accessible change rooms should be constructed.

3. Stan Jones Viewing Area (Capital Region District)

Thing that works well:

- Great viewing area for the ball field

Recommendations

3.1 Clear/Trim trees



The trees should be cleared to allow for better viewing of the field



3.2 Install cement wedge

Currently there is a relatively steep curb between the SEAPARC parking lot and the viewing area. A cement wedge would make it easier for a wheelchair pass over.

3.3 Regular maintenance of gravel

The gravel pathway should be maintained to minimize the amount of loose gravel.

4. Royal Canadian Legion (1st floor)

Things that work well:

- Accessible parking
- Accessible washroom
- Accessible path to war memorial
- Many accessible exits

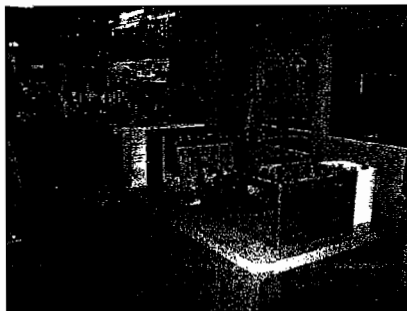
Recommendations

4.1 Install automatic door at main entrance

An automatic door should be installed at the front entrance of the Legion

4.2 Provide lowered counter at the bar

A lowered bar counter should be provided to make the bar more accessible for persons with disabilities



4.3 Provide a removable ramp for the bandstand

A removable ramp should be created to provide access to the bandstand



4.4 Make some slight adjustments to the accessible Washroom

A few minor changes should be made to the washroom to make it more accessible:

- Install a lever door handle;
- Tighten the toilet seat; and
- Provide a lower coat hook.

5. Royal Canadian Legion (2nd floor)

Thing that works well:

- A stair lift provides access to the 2nd floor and upstairs hall

Recommendations

5.1 Install an elevator

The stair lift is very slow, challenging to use, and breaks down often. It takes a long time to transport people to upstairs functions. This should be replaced with an elevator.

5.2 Retrofit washrooms

The current washrooms were not built taking into consideration accessibility. As a result, there is not enough room for persons with disabilities to manoeuvre and there are no accessible features. These washrooms should be completely rebuilt with accessible features.

5.3 Install lift to provide access to stage

There are stairs leading up to the stage, which makes it inaccessible. A lift should be installed to provide access to the stage.

6. T'Souke Main Office

Thing that works well:

- An accessible entrance with railings

Recommendations

6.1 Use signage to direct visitors to accessible entrance

The front entrance of the T'Souke Main Office is inaccessible, and an accessible entrance has been created behind the building. A sign should be installed directing visitors to the accessible entrance



6.2 Keep accessible entrance clear

The accessible entrance should be kept clear of obstructions

6.3 Retrofit washrooms

The current washrooms have not been constructed with accessibility in mind. The washrooms should be rebuilt and made accessible through providing enough space for persons with disabilities to maneuver, and through installing accessible features such as:

- lever handles and faucets;
- lowered coat hooks;
- a sink basin with a clearance of 68 cm so that wheelchair users can pull up underneath.

7. T'Souke Health Office

Things that work well:

- Accessible entrance and washrooms

Recommendations

7.1 Install automatic door

An automatic door at the front entrance would provide a higher level of accessibility.

7.2 Improve the accessible washroom

An added level of accessibility could be provided through installing lever handles, and an accessible coat hook in the washroom.

8. Seniors' Drop In Centre

Things that work well:

- Accessible parking and an accessible washroom are provided

Recommendations

8.1 Put detectable warnings on staircase

Across from the washroom on the main floor, there is a staircase leading downstairs. Detectable warnings should be installed on this staircase so that persons with visual impairments will be able to easily detect it.

8.2 Use painted lines or signage to prevent people from blocking the curb cut

At the front of the Drop In Centre, there is an accessible parking space and only one curb cut. The curb cut leading from this accessible parking space could be easily blocked by someone parked in the parking space. This is unlikely to happen when someone with a wheelchair is parked there as they will need to keep the curb cut clear; however, not everyone who needs designated parking spots uses a wheelchair. Some are people who can walk but only for short distances. Painted diagonal lines or signage could be used to indicate the pathway that should be kept clear.

9. Library (Vancouver Island Public Library)

Things that work well:

- Books are at a good height for persons seated in a wheelchair
- Good accessible washroom, and accessible parking

Recommendations

9.1 Install automatic door at entrance

The door tension on the front entrance of the library is stiff. An automatic door opener should be installed to provide an optimal level of accessibility.

10 Community Hall (Sooke Community Association)

Things that work well:

- Accessible parking
- Accessible elevator and call button for assistance
- Accessible washroom
- Accessible entrances

10.1 Install a call button for assistance by the outside entrance that connects to the elevator

Currently there is a call button for assistance by the elevator once you enter the building, but there is no call button for assistance beside the outside entrance. This could pose a challenge when the outside door is locked. A call button on the outside of the building would allow persons with disabilities to contact Community Hall staff when they cannot enter the building.

10.2 Install raised numbers, Braille, and auditory signals within the elevator

Installing raised numbers or Braille and auditory signals within the elevator which indicate floor level, would make it accessible for persons with visual impairments or auditory impairments

10.3 Provide an added level of accessibility to upstairs washroom

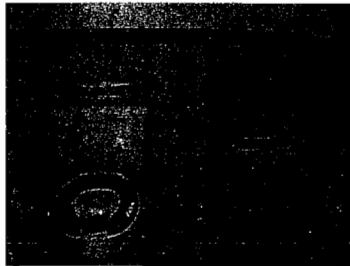
The upstairs accessible washroom could be made more accessible through a couple of minor changes. The door handle and faucet handles should be replaced with lever handles. These are easier to use for persons with limited upper body strength or hand dexterity. The mirror and paper towel dispenser should be lowered so that they are easy to reach for someone seated in a wheelchair.

10.4 Provide an accessible washroom adjacent to the Dining Room

The men's washroom has the dimensions and space necessary for persons with disabilities to manoeuvre. Through a few minor modifications, the men's

washroom could be converted to a unisex, accessible washroom. Through providing the following accessible features, the washroom could be made accessible:

- A sign indicating that it is an accessible washroom
- A grab bar beside the toilet
- Lever style handles on the doors and faucets
- A lowered towel dispenser, soap dispenser, and mirror
- A toilet where the top of the toilet seat is between 17-18 inches from the floor

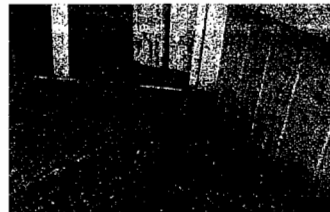


- A sign indicating that the transfer space alongside the toilet should be kept clear; currently there is a garbage can and plunger obstructing the transfer space.

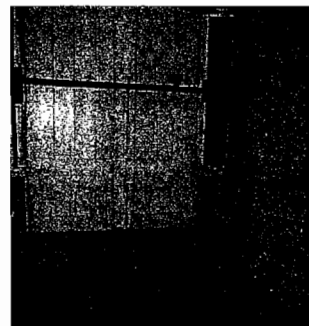
10.4 Provide access to the Food Bank and Loan Cupboard through an accessible entrance

There should be a level entry, accessible entrance to the Food Bank and Loan Cupboard. There should not be more than a ½ inch (1.27 cm) sudden change in elevation. Access could be provided in a couple of different ways:

Alter height of existing door so that it does not hang below concrete and sweep away gravel



Or, provide a level entry at a nearby entrance by installing a wooden or concrete ramp on the inside



11 Sooke River Flats (Sooke Community Association)

Things that work well:

- Accessible washrooms stalls are provided
- Efforts have been made to make the showers accessible
- Parts of the pathway are paved
- The individual campsites are relatively accessible

Recommendations

11.1 Install Buzzer/Call Button for Assistance at the base of the stairs

Because of the front steps leading up to the office, it is challenging for someone in a wheelchair to get the attention of the person working in the office and the call button is inaccessible. A call button/buzzer should be installed at the base of the stairs so that it is accessible for persons with disabilities.



11.2 Provide a public telephone at ground level

The current public telephone is also inaccessible because it is located at the top of the stairs. A public telephone should be provided at ground level, and should be equipped with TTY technology for persons with auditory impairments.

11.3 Provide an accessible picnic table

The picnic tables are challenging for wheelchair users to use because they do not allow them to pull up underneath. A picnic table with an extended table top should be installed. Perhaps if a picnic table adjacent to the existing empty space was removed, another could be put in that is turned sideways with an extended table top.



11.3 Connect activity areas by wide, hard packed pathways

Some activity areas (children's play equipment, the picnic tables, etc.) are connected by grassy paths. This can be tiring for someone in a wheelchair to roll across. Improved access could be provided by connected all activity areas by wide, hard packed pathways. When possible these pathways should be paved.

Attachment 9: Results of May 14th Prioritization Workshop

District of Sooke: Recommendations for Municipal Facilities	Frequency
<i>Municipal Hall (Ground Floor)</i>	
Move bike which blocks side exit	2
Install lever handles on all doors	
Use signage to indicate that the men's washroom is accessible	
Modify unisex washroom to make a second accessible washroom on the floor	5
 <i>Municipal Hall (3rd Floor)</i>	
Provide accessible parking by the 2nd level of Municipal Hall where the elevator for Council Chambers and the Fire Hall Entrance is located	11
Provide induction loop in Council Chambers for persons with auditory impairments	1
Install Braille symbols and auditory signals in elevator to indicate floor level	1
Install sign asking cleaning staff to keep transfer space adjacent to toilet clear	3
Install metal kickplates to protect washroom doors	
Provide lower coat hooks in accessible washroom cubicles	1
Install lower urinal for children, persons emptying a leg bag and little people	4
 <i>Fire Hall</i>	
Install lever handles on all doors	
Retrofit change rooms with accessibility in mind	
Replace steps inside office with a ramp	3
 <i>Whiffin Spit Park</i>	
Regularly maintain pathway to minimize amount of loose gravel	15
 <i>Ed MacGregor Park</i>	
The Accessible Pathway is often discontinuous--Construct a paved, accessible pathway that connects all activity areas	14
 <i>Broomhill Park</i>	
Renovate existing washrooms to create a unisex accessible washroom	6
Change the play equipment so that it is accessible for children with disabilities	3
 <i>Pineridge Park</i>	
Construct an accessible play area	1
Construct an accessible picnic table	1
Construct an accessible pathway	3
 District of Sooke: Policy Recommendations	
<i>Municipal Practices</i>	
Ongoing accessible advisory committee	4
Accessible web design in district of Sooke website	
Provide municipal public documents in accessible formats	
Inclusive employment policy	1
Review emergency preparedness plans	3
 <i>Accessible Public Facilities</i>	
Accessible Public Facilities Bylaw ofr all new public buildings	5

Accessible parks bylaw for new parks	3
<i>Community Leadership</i>	
Gold star program to recognize businesses that have achieved a high level of accessibility	2
Promote employment of people with disabilities by the business sector	
Work with community to set up volunteer bureau	
<i>Accessible Housing</i>	
Incorporate adaptable housing policies into OCP	2
Accessible housing bylaw	3
<i>Sooke Pedestrian Pathways</i>	
Address lack of sidewalks, safe pedestrian crossings, pedestrian right of ways.	
Recommendation: The District of Sooke address these issues Transportation Master Plan and Parks and Trails Master Plan	13
<i>Accessible Transportation</i>	
Accessible Parking Bylaw	1
Accessible Street Bylaw	
Accessible Taxi Bylaw	
Gasoline Service Station Bylaw	
Recommendations for Community Facilities Not Owned by the District of Sooke	
<i>SEAPARC: Recommendations</i>	
Keep lowered counter free of obstructions	
Install metal kickplates on Room A door	
Install handle insdie washroom cubicle to make it easier to close	2
<i>SEAPARC Arena: Recommendations</i>	
Reserve first row of bleachers for elderly or persons with disabilities	4
Retrofit public washrooms with accessibility in mind	7
Build accessible change rooms with accessible showers and washrooms	1
<i>Stan Jones Ball Field Viewing Area: Recommendations</i>	
Trim trees to allow vision of ballfield	4
Install cement wedge to eliminate curb	2
Regular maintenance to minimize loose gravel	2
<i>Legion (1st Floor): Recommendations</i>	
Install automatic door at front entrance	6
Provide removeable ramp for access to bandstand	
Provide lower counter at the bar	3
Accessible washroom: install lever handle, tighten toilet seat, provide lower coat hook	3
<i>Legion (Upstairs hall): Recommendations</i>	
Install elevator to provide access to upstairs functions	20
Retrofit upstairs washrooms with accessibility in mind	7
Install lift to provide access to stage	
<i>Library</i>	
Install automatic door at front entrance	7

<i>Senior's Drop In Centre</i>	
Put detectable warnings on staircase for visually impaired persons	2
Use painted diagonal lines or signage to prevent persons from blocking curb cut when parking in the accessible parking spot	3
<i>T'Souke Administration Buildings (Main Office)</i>	
Install a sign indicating that there is an accessible entrance out back	3
Keep the accessible entrance clear	1
Retrofit washrooms with accessibility in mind	1
<i>T'Souke Health Office</i>	
Install automatic door or call button for assistance	4
Install lever handles, lowered coat hook in accessible washroom	2
Recommendations Generated By Discussion at Prioritization Workshop	
Introduce Supportive Employment Services in Sooke	6
After school programs for youth with disabilities as part of a preemployment program	2
Education of business community	4
Expand handidart service in the community	4
Accessible washroom at MacGregor Park	7
Make Measuring Up Challenge an Annual Event	4
Build awareness of building/construction community	2
Educate B&B's about Aecessibility	3
Provide accessibility resources on District website, including accessible resources, what is involved in a Gold Star business, etc.	5
Chamber of Commerce should introduce an award for "Most Accessible Business	9
Install seasonally placed ramp at Sooké potholes	3
Make the washroom accessible at Whiffin Spit Park	6
Introduce an accessible play area for adults with developmental disabilities	2
Put a bench in Stan Jones Viewing Area	2

DISTRICT OF SOOKE

ADVISORY COMMITTEE ON ACCESSIBILITY AND INCLUSION

PROPOSED TERMS OF REFERENCE

Purpose

1. To provide a forum for discussion of issues affecting people with all types of disabilities.
2. To formulate proposals, to respond to requests and to make recommendations to the District of Sooke that will promote, develop and sustain an accessible community, free of physical and social barriers.
3. To organize and/or to participate in relevant community events or awareness activities wherever possible.
4. To guide the District of Sooke in the implementation of the Plan for Accessibility and Inclusion.

Responsibilities

1.
 - a) To bring forth issues and recommendations that require action by District Council and staff.
 - b) To deal with any matter referred by District Council or staff.
2. To advise on any matters that the District of Sooke is undertaking (i.e. municipal works projects) in order to ensure that the issues and concerns of people with disabilities are addressed.
3.
 - a) To work cooperatively with municipal departments, boards and commissions whose activities affect people with disabilities.
 - b) To work cooperatively with agencies representing people with disabilities.
 - c) To maintain a list of key organizations and contact people willing to be resources to the committee.
4. To solicit public input on matters affecting people with disabilities as appropriate to the work of the Committee.

Membership

1. The committee shall be a working committee composed of the following members:
 - a maximum of 11 people with disabilities from the District of Sooke. Every effort will be made to have persons with disabilities on the committee and cross-disability representation. In addition, every effort will be made to achieve balanced geographical representation.
 - One member from District Council

This working committee's activities require planning and commitments beyond regular meetings.

2. Staff Support:
 - a) a planner will provide support to the committee;
 - b) a committee clerk shall be provided to the committee who will be responsible for minute taking, preparation of agenda packages in an accessible format for all committee members and those requesting this information, and all meeting arrangements.
 - c) staff from other municipal departments and government bodies, will serve as liaisons as needed.
3. Members shall be appointed each year for a two year period with terms concluding December 31st. Members whose terms are expiring may request a continuance for a further two year period but no member shall serve more than six consecutive years.
4. Any vacancy caused by the resignation or deemed resignation of a member shall be filled for the unexpired term of such member by selecting the most appropriate candidate from the waiting list or through the recruitment process.
5. When a person is appointed from the waiting list or through the recruitment process to fulfill an unexpired term of six months or less, then the potential for six years of Committee membership shall be considered to begin as of January 1st of the following year.
6. Notwithstanding Clause 3, an extension beyond six consecutive years may be granted where;
 - a) the member who wishes the extension expresses their reasons in writing or alternate format to the Committee
 - b) the waiting list for Committee membership is exhausted and the membership is not at capacity; and
 - c) an extension is affirmed by a simple majority vote of the Committee and must be ratified by Mayor and Council of the District of Sooke

An extension will be granted for 1 year only. Further extensions can be requested in compliance with the above requirements.

7. The Committee will provide the resources necessary for every member to be able to fully participate in Committee activities. This may include reasonable reimbursement for transportation, child care, interpreters for the hearing impaired and for provision of technical equipment and administrative aids required for participation in Committee activities.
8. Any voting member who (a) has missed three or more meetings in a 12 month period,
AND (b) is unable to fulfill his/her commitments to the Committee,
AND WHERE the Executive Committee chaired by the Staff Liaison determines that the situations in (a) and (b) are likely to continue, and being so effects the work of the committee
THEN a recommendation will be brought for discussion to the committee as a whole "in-camera" to decide whether or not that member will be deemed to have resigned from the Committee and if so, then that member will be advised of such in writing or in suitable alternative format.

The Executive

1. A Chair, a Vice Chair and two (2) Executive committee members shall be elected from the members by the committee at its first meeting every year. The past Chair will be encouraged to sit as a member of the Executive. If the past Chair is not available to the Executive Committee then an additional Executive member will be elected to make a quorum of 5.
2. If the Chair and the Vice Chair are absent from any meeting, another member of the Executive shall chair the meeting.
3. The duties of the Chair shall include the calling of and presiding at meetings of the committee in accordance with the parameters of the committee and such other duties as the committee may assign.
4. The Executive will
 - a) assist the Chair in reviewing the minutes, setting the agenda and preparing for meetings
 - b) carrying out such other duties as the Chair or the Committee may assign
5. a) If the Chair resigns before the end of the calendar year, the Vice Chair will become the Chair for the remainder of the year. The new Vice Chair will be elected by the membership at the next regular meeting of the Committee. If the Vice Chair is unable to take over the role of Chair, the remaining members of the Executive

Committee will act as Co-Chairs until the next regular meeting, at which time the new Chair and Vice Chair will be elected.

- b) If the Vice Chair or an executive member resigns before the end of the calendar year, the replacement on the Executive will be elected by the membership at the next regular meeting of the Committee.

Quorum

1. A quorum will be a simple majority of voting Members.
2. All decisions of the committee shall be determined by a simple majority of the quorum.
3. The Chair or person acting as Chair shall vote on all questions submitted and, in the case of a tie vote, the question shall be disposed of in the negative.

Meetings

1. The committee shall meet on the last Tuesday of each month, or at the call of the Chair, but not less than one (1) meeting shall be called in each three (3) month period. Meetings shall commence at 5 p.m. unless otherwise agreed by the Committee or deemed necessary by the Chair.
2. Regular meetings of the committee shall be open to the general public. In-camera meetings may be held based upon the provisions of the Community Charter.
3. Any voting member missing three regularly called consecutive meetings without giving a reasonable cause to the Chair or committee clerk in advance will be deemed to have resigned, and will be advised as such in writing or suitable alternative format.

Procedures

1. The Committee shall prepare an annual work plan in conjunction with the evaluation of the previous year's work plan and implementation/accomplishments.
2. The Committee shall annually file a budget appropriation request, based in part on the annual work plan to all three (3) municipal Councils for their approval. The budget should be designed to enable the committee to conduct its affairs during the coming year.
3. Members will be polled in September to determine
 - a) whether members whose terms are expiring wish to apply for a continuance of their membership (as per Membership Clause 3)

- b) whether members whose terms are not expiring intend to complete their term

The purpose of this survey is to determine the number of vacancies that will exist the following year.

- 4. A Recruitment Subcommittee, consisting of the Chair, the Staff Support person and two other committee members shall be established in August or early September of each year to request and review applications for membership and recommend applicants to fill positions that will become vacant on the 1st of January of the following year. The Recruitment Subcommittee will also develop a waiting list of applicants who would have been recommended for membership had vacancies existed.
- 5. The names of those applicants recommended and approved by the Committee shall be submitted for approval to the District of Sooke Council. Information submitted to the Council should include the vacancy to be filled and the term of office, the resumes of all applicants and the confidential recommendation of the Committee for appointments.

Inclusive Employment Policy

- (1) The following policy to enhance employment for people with disabilities is adopted by council.
- (2) "Contractor" means a party that enters into a contract with a municipality.
- (3) Where possible, it shall be negotiated as a condition of a contract, grant or partnership agreement that:
 - (a) the contractor shall include an employment equity commitment in all job postings for the duration of the contract;
 - (b) the contractor shall send all job postings to designated organizations that specialize in placing people with disabilities.
- (4)(a) The municipality shall include an employment equity commitment in all job postings;
- (b) The municipality shall send all job postings to designated organizations that specialize in placing people with disabilities.

Accessible Street Bylaw

- (1) This bylaw aims to make a municipality more accessible to people with disabilities.
- (2) The provisions of this bylaw will be implemented in accordance with the comprehensive accessibility plan being developed by the city.
- (3) All new development shall completely implement the bylaw. Existing developments shall be updated to the standards in this bylaw on a priority basis, or when major redevelopment work is completed.

Definitions

4(a) People with disabilities –

(i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

(ii) a condition of mental impairment or a developmental disability,

(iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

(vi) a mental disorder, or

(v) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workers Compensation Act*.

(b) Pedestrian route – a path of travel that is designated for the exclusive use of individuals operating under the power of foot, wheel chair, powered wheel chair, or other form of transportation that does not utilize an internal combustion engine to power its motion.

(c) Street furniture – includes items such as dispensers, vending machines, waste boxes, planters, posts, signs and guy wires.

Exterior Routes

5 All pedestrian routes shall be safe and easy to use by a wide range of persons with disabilities. Pedestrian routes shall be easily identifiable, clearly separated from vehicular routes, and free of obstacles at all times of the year. Pedestrian routes shall be developed in accordance with the following guidelines.

Accessible Bridges

- 6(a) Pedestrian sidewalks located on either side of bridges shall have slopes no greater than 5%, and cross slopes no greater than 2%, wherever possible.
- (b) The sidewalk on a bridge shall not be less than 1220mm where there shall be minimal pedestrian traffic, and a minimum of 1525mm where there shall be frequent pedestrian traffic.
- (c) Handrails or guards located beside sidewalks shall be easy to grasp at 50mm wide and mounted at a suitable height.
- (d) Pedestrian footbridges shall have ramp access rather than stairways.

Crosswalks

- 7(a) Whenever possible, engineers will design crosswalks so that the sidewalk and crosswalk are at right angles to one another.
- (b) Crosswalks shall have suitable curb ramps at each end of the walkway where sidewalks are provided, or wherever level differences of more than 19mm occur.
- (c) Crosswalks shall be at least 3000mm wide and clearly marked by 100mm painted white lines, or by using distinctive, highly contrasting paving materials.
- (d) Pedestrian crosswalks located between intersections shall include appropriate curb ramps at each end, and be located so that there is a clear view of traffic, in each direction, and sufficient distance from the intersection to permit a safe crossing.
- (e) Wherever there is a traffic light or pedestrian crossover light. There shall be a clearly identifiable pedestrian push button located adjacent to the crosswalk and mounted on a nearby post at a height of 1065mm. Paving should be level at posts, providing at least 915mm X 1220mm clear approach area for pedestrians.

Curb Ramps/Curb Cuts

- 8(a) Curb ramps shall be provided wherever there is a level difference between the sidewalk, or pedestrian pathway, and the road surface at all street corners, or wherever pedestrian crosswalks are provided.
- (e) Curb transitions shall have a minimum length of 1500mm to provide safer sidewalk ramp transition slopes.
- (f) Curb ramps shall be a minimum of 1500 mm wide, have flared, non-slip sides, and be of a clearly different, cane detectable texture (e.g., incised lines, 13mm deep on 100mm centres in poured in place concrete), from the surrounding sidewalk at right angles to the path of travel.
- (g) Curb ramps shall be finished at the lower edge with a cane detectable rounded edge of 13mm in height and where possible, be in a contrasting colour to the road surface and also be of a different textured material to allow easy identification.
- (h) Curb ramps, as much as possible, shall be free of obstacles that limit free movement such as manhole covers and storm gratings. Curb ramps shall be located so that they are free of accumulated rainwater or melting snow.

- (i) There shall be a clear and level landing minimum of 1065mm deep and where possible at least 1500mm deep, at the top of curb ramps in order to allow turning of mobility aids.

Grades and Elevation Changes

- 9(a) Wherever possible, grades on roads and sidewalks shall be designed so that the slope of pedestrian routes does not exceed 1:20.
- (b) Where elevation changes greater than 1:20 are necessary, and/or where steps are unavoidable, properly designed ramps suitable for persons using mobility aids must be provided in close proximity.
- (c) Where steeply sloping landscaped areas are located adjacent to pedestrian routes and where slope exceeds 3:1, a clear boundary edge; such as a retaining wall shall be installed as a locational aid for persons with visual limitations.
- (d) Where a grade drop-off adjacent to the sidewalk is 460mm or more, a handrail or guard shall be provided as an aid to persons with visual limitations.

Guards and Handrails

- 10(a) Continuous handrails shall be provided on both sides of all ramps or stairs, or wherever three or more steps are provided.
- (b) Handrails shall be of a smooth, easy to grip design, no more than 50 mm in diameter and mounted between 865mm and 965mm.
- (c) A level section of handrail shall extend a minimum of 300 mm beyond the top and bottom risers of all flights of stairs or ramps.
- (d) Handrail ends shall terminate either by turning down, or by going into the wall as an aid to persons who have visual limitations.
- (e) Handrails and/or guards shall not be located within 1000mm of any roadway.

Lay-Bys for Vehicles

- 11(a) Wherever regular stops for special transit vehicles are provided, a special lay-by area, free of other vehicular traffic shall be built whenever possible.
- (b) Lay-by spaces should be level (and fitting to the dimensions of the bus service used in the municipality) with a curb cut located towards the rear of the space.
- (c) Lay-by headroom shall be a recommended minimum of 3555 mm for special transit vehicle and for adapted vans etc.
- (d) Sidewalks adjacent to lay-by headroom shall be a recommended minimum clearance of 1980 mm wide, to accommodate side-loading vehicles with hydraulic lifts.

Paths, Sidewalks and Walkways

- 12(a) All entrance paths/sidewalks in a public right of way and/or walkways for pedestrians and persons using mobility aids must be of firm, level, and

non-slip materials and are recommended to be a minimum of 1675 mm wide to allow two wheelchair or scooters to pass one another. In no case shall sidewalks be less than 1525 mm wide where two-way traffic is expected.

(b) Sidewalks shall be a maximum gradient of 1:20, except where site conditions prevent this.

(c) Unit paving materials used in sidewalks, paths and walkways shall be firm and level, with joints no greater than 6 mm wide.

(d) Where gratings must be located in sidewalks, no opening shall be wider than 13 mm and bars of gratings shall be perpendicular to the path of travel.

Pedestrian Routes

- 13(a) Public Pedestrian routes shall be designed to ensure the comfort and safety of all persons regardless of age or ability.
- (b) All active routes required to accommodate persons using mobility aids, walkers, or persons accompanied by guide dogs, shall be a minimum of 1500 mm wide and 1675 mm when possible.
- (c) All routes shall be free of protruding obstacles, overhanging signs, branches, etc., in the walking area, to aid persons with visual limitations.
- (d) The maximum allowable protrusion of objects into any pedestrian route from grade to 2030 mm is 100 mm.

Ramps

- 14 Wherever the gradient is more than 1:20, ramps shall be provided that comply with the following criteria:
- (a) Ramps shall not be steeper than 1:12, with individual ramp sections no longer than 9 m.
- (b) Ramp widths shall be a maximum of 1100 mm and a recommended minimum of 1015 mm between handrails, to allow persons using mobility aids to move easily and to grasp the handrails if required while ascending or descending. If the ramp is to be used by people with visual limitations, ramps up to 1525 mm shall be used to allow space for a companion or guide dog.
- (c) For intermediate level landings, a minimum of 1670 mm in depth by the width of the ramp shall be provided. Level landings at top and bottom of the ramp shall be a minimum of 1670 mm by 1670 mm.
- (d) There shall be a 50 mm barrier to act as a safety stop for the front wheels of wheelchairs and/or scooters.
- (e) Ramps with slopes between 1:20 and 1:12 require handrails on both sides as an aid to mobility.
- (f) Handrails on ramps shall be mounted between 865 mm and 965 mm, and provide a smooth continuous surface from the top to the bottom of the ramp, without breaking the handhold.

Stairs and Steps

- 15 (a) Exterior steps shall be of firm; non-slip materials with a recommended maximum rise of 180 mm, and a maximum tread length of 280 mm.
- (b) Tread nosings shall be clearly marked with either a brightly painted non-slip finish and/or include an integrated non-slip nosing that clearly contrasts in tone/colour from the tread.
- (c) Continuous handrails shall be provided on both sides of all exterior flights of stairs or steps, which include 3 or more risers.
- (d) For all flights of stairs or steps that are 2200 mm wide or greater, an intermediate handrail shall be installed, as an aid to persons with limited mobility or vision.
- (e) Paving surfaces at the top and bottom of all flights of stairs or steps shall include a cane-detectable and textured walking surface, a

minimum of 915 mm deep, as an early warning of an impending level change to persons with visual limitations.

- (f) Exterior doors that open onto landings shall be avoided wherever possible, in order to minimize hazards to persons with visual limitations. Where such doors are unavoidable, the landing depth shall be increased to 1670 mm. No door shall open onto any sloping section of a ramp.

Traffic Islands on Public Right of Way

16(a) Where traffic islands are required, they shall be built of materials and finishes that are easily distinguishable from the surrounding paving, as an aid to persons who are blind or who have visual limitations.

(b) Pedestrian crosswalks that cross a traffic island shall be level with the main crossing or have curb ramps for persons using mobility aids.

(c) Traffic islands shall be at least 1500 mm wide (1980 mm when possible) to provide persons using mobility aids and seniors with a safe resting zone.

(d) Where the cross surface at the island is level with the paving, the safe waiting area shall be made clearly identifiable by using different materials, colours or textures that are detectable by persons with low vision.

Bus/Public Transit Shelters

17(a) Bus shelters shall be located on a firm and level base approximately 4265 mm by 1830 mm and be at the same elevation as the sidewalk or walkway. Clearances around the shelter (particularly on the side of the landing pad) shall be a minimum of 1100 mm. This will allow easy wheelchair or scooter access on all sides used by pedestrians.

(b) The bus shelter design shall provide a clear view of on-coming traffic, and have a minimum interior length of 2185 mm to accommodate persons using mobility aids.

(c) At least one seat, between 405 mm and 460 mm high shall be provided inside the bus shelter, since it would be suitable for seniors and other persons with limited stamina. For persons who are very tall, or who have difficulty sitting, a resting ledge, or substantial handrail, mounted at 760 mm to 815 mm high shall be provided.

(d) All glazed panels forming part of a bus shelter shall have 50 mm diameter decals or a continuous coloured line, mounted at eye-level 1525 mm. Decals shall be positioned at no more than 150 mm on centre, to ensure easy identification by persons with limited vision.

Bus Stops

18(a) Waiting areas at bus stops shall be of level and firm materials, at least 2000 mm wide by 12000 mm long, in order to accommodate waiting persons.

(b) Bus stop areas shall be free of all street furniture.

Emergency Vehicle Access

19. Vehicular routes, used by emergency vehicles shall be clearly identified by suitable signage and shall avoid crossing primary pedestrian routes to the main entrance or other accessible entrances wherever possible.

Street Furniture and Vending Machines

20(a) All street furniture, including light standards, signs, planters, mail boxes and vending machines, shall be mounted to one side of the normal path of travel so as not to inhibit free movement of persons who have visual limitations, or who use mobility aids.

(b) Amenity strips, a minimum of 610 mm wide, and composed of different materials than the path, shall be installed where possible.

Passenger Loading Zones

21(a) Passenger loading zones on individual sites shall be located within 30m of the main or other accessible entrance.

(b) Bus parking space at passenger loading zones should be at least 7925 mm long by 3050 mm wide, to accommodate special transit vehicles.

(c) Headroom clearance at car passenger loading zones shall be a minimum of 2750 mm.

(d) If the loading zones are used by special transit vehicles, the headroom clearance shall be 3555 mm.

(e) Suitable curb ramps shall be provided at all passenger loading zones, where differences in roadway and sidewalk levels are greater than 19 mm.

(f) Van parking spaces at passenger loading zones shall be a minimum of 7315 mm long by 2590 mm wide.

(g) All designated passenger loading zones shall have a sidewalk or safe pedestrian zone, located behind the vehicle and at the passenger boarding side of the vehicle, a minimum of 2000 mm wide by the length or width of the boarding space, to ensure safe loading and unloading.

(h) All designated passenger loading zones shall be marked with appropriate signage utilizing the "International Symbol of Accessibility".

Boardwalks

22(a) Where boardwalks are provided, they shall be at least 1675 mm wide to allow two persons in wheelchairs to pass easily.

(b) Boardwalk surfaces shall be of firm, non-slip materials. Where wooden boardwalks are provided, planks shall be laid perpendicular to the normal path of travel with joint widths no greater than 6 mm.

(c) Where the grade drop-off on any side is greater than 205 mm, a contrasting, continuous stand up edge of at least 150 mm high shall be installed as an aid to persons with visual or mobility limitations.

(d) Where the grade drop-off is greater than 460 mm, handrails or other suitable guards are required.

(e) Roads, paths, sidewalks or other pedestrian approach to the boardwalk shall allow easy wheelchair or scooter access via level surfaces and/or suitably ramped access points.

- (f) Benches and/or garbage cans shall be located to one side of the boardwalk on level, firm surfaces at the same elevations as the boardwalk.

Crosswalk/Pedestrian Signals

- 23(a) Both audible and flashing crossing signals shall be provided as an aid to persons who have hearing or visual limitations.
- (b) Audible pedestrian signals shall be at least 15 decibel louder than ambient noise.
- (c) There shall be two different audible pedestrian signals made with different tones, identifying when it is safe to cross either direction.
- (d) Crosswalks shall be equipped with a button which when pressed shall provide extra time to cross the street. The clearly marked pedestrian button shall be available and mounted on a pole beside the curb cut, at a maximum height of 1065 mm.
- (e) Tactile features shall be provided as an aid to persons who have both hearing and vision limitations.
- (f) In locations frequently used by seniors or persons with disabilities, crossing timing shall be installed to permit pedestrians, or wheelchair users to cross safely.

Lighting for Exterior Areas not including roads

- 24(a) Exterior lighting shall be designed in accordance with I.E.S.N.A. (Illuminating Engineering Society of North America) standards, in all public thoroughfares and along all pedestrian routes to ensure safe access for persons with disabilities at sidewalks, bus stops, or parking areas leading to public facilities or amenities. Lighting levels of 100 lux. (10 ft. candles) measured at the ground of all accessible pedestrian entrances are required as an aid to persons with visual disabilities.
- (b) At frequently used pedestrian routes lighting levels shall be 30 lux. (3 ft. candles).
- (c) In accessible parking areas, lighting levels shall be a minimum of 50 lux (5 ft. candles) at accessible parking spaces and along accessible routes from areas of parking to accessible entrances.
- (d) Lighting sources shall be selected and located at, or beside steps and stairs, to ensure clear definition of treads, risers, and nosings.
- (e) All lighting over pedestrian routes shall be evenly distributed, provide a reasonable colour spectrum, and minimize cast shadows for persons with low vision.
- (f) Supplementary lighting shall be provided to highlight all key way-finding signage.
- (g) Lighting standards or posts shall be mounted to one side of pedestrian walkways so as not to inhibit free movement of persons using mobility aids.
- (h) Low-level lighting standards shall be tall enough to clear normal snow accumulation heights.

(i) Overhead light fixtures shall be mounted on standards that ensure clear headroom of 2030 mm is available, below fixtures or supports, as an aid to persons with visual limitations.

Traffic Signals

25(a) Traffic light timing at specific sites shall be adjustable to suit not only the volume of vehicular traffic, but also the volume of pedestrian traffic.

(b) Timing of lights for frequently used pedestrian crossings shall be adjustable so that the walking speed of persons with disabilities, or seniors, can be accommodated safely.

(c) Audible pedestrian signals indicating when it is safe to walk shall operate consistently with visible pedestrian signals. The sound of signals shall be capable of being heard above ambient traffic noise. Signal sounds shall differentiate directional crossings (e.g., east to west signal should differ from north to south signals).

(d) Where high use or specialized community facilities (e.g., Senior's Centres) are served by pedestrian crossings, crossing signals shall be capable of being activated by pedestrians waiting to cross.

(e) Tactile features shall be provided as an aid to persons who have both hearing and vision limitations.

(f) Buttons for pedestrian initiated calls shall be located in a constant location, on posts set in level surfaces that are identified by textured paving, for persons with visual limitations. The button itself shall be mounted at a constant height of 1065 mm and be easily identifiable by colour and profile. Push button shall provide a locator tone.

(g) No obstacles, poles, bins, signs etc., shall be located on the level approach area or within 990 mm of the normal pedestrian approach to the call button location.

Garbage Cans and Recycling Bins

26 (a) Garbage Cans and Recycling Bins shall be accessible to persons with various disabilities and shall be permanently located to one side of any path or walkway so as not to encroach on walkway width.

(b) Garbage cans shall be securely mounted and be large enough to contain the anticipated amount of waste so that overflows do not cause a tripping hazard.

(c) Garbage cans in open areas such as parks, wilderness, beach or picnic areas shall be securely mounted on firm level pads.

(d) Waste receptacles or holders containing waste bins shall be clearly identified by suitable signs and/or colours.

(e) Where lids are provided on waste receptacles, they shall be easy to operate with one hand and have openings mounted no higher than 1065 mm from grade.

Benches and Seats

- 27(a) Exterior benches or seats shall be located to one side of public walkways or paths and be mounted on a firm and level base, such as a concrete pad, brick pavers, etc.
- (b) Fixed benches shall include suitable back supports and arms to allow for easy transfers, with a seat height between 405 mm and 460 mm.
- (c) Space shall be available beside the bench for at least one person using a wheelchair or scooter with a minimum clearance area of 1015 mm by 1220 mm.

Bicycle Racks

- 28(a) Fixed bicycle racks shall be located to one side of walks, paths, or entrances so as not to impede the normal path of travel or snow clearing activities etc.

Mail Boxes

- 29 Exterior mail boxes, collection boxes, or route boxes shall be mounted to one side of the sidewalk, path, or entrance to allow free, uninterrupted access along the path of travel and/or to entrance doors.

Snow-melting and Snow Removal

- 30(a) Accessible entrances, ramps and steps shall be cleared within the following timelines after a snow storm.
 - (i) from a public building, within 2 hours during operating hours.
 - (ii) within 24 hours from any other accessible structure.
- (b) Sufficient catch basins and run-offs shall be provided to ensure rapid removal of water from melting snow or ice from all pedestrian routes.
- (c) At entrance canopies or at accessible entrances, radiant heating shall be used to automatically clear ice and snow, where timely maintenance and snow clearing may be problematic.
- (d) Snow removal strategies and designated snow accumulation areas shall be arranged so that no accessible pedestrian routes are inhibited by snow.

Attachment 13

GUIDELINES FOR ACCESSIBLE MUNICIPAL INFORMATION

Standard	Implementation(Responsibility)
1. Public documents should be reviewed for readability and plain language	(Department Managers, Communications Officer)
2. The Municipal Web site will conform to Website Accessibility Initiative Standards	See http://www.w3.org/WAI/ (Communications Department)
3. A few copies of key documents such as publication lists are to be made available in easy-to-read format at service counters.	Publications lists are to be available at counters in large print. Managers are encouraged to provide other popular documents in large print as well. (Department Managers).
<p>4. Wherever possible, the following CNIB standards for easy-to-read format are to be used for written materials:</p> <p>san serif font (eg. Arial or Universe)</p> <p>no italics, only titles bolded</p> <p>don't use glossy stock</p> <p>high contrast between ink and paper</p>	<p>These standards should be applied to all reports and correspondence. Some exceptions may be necessary. (Serif font is easier on the eyes for long documents). Additional steps that can increase readability include:</p> <p>generous use of white space</p> <p>column format</p> <p>wide margins</p> <p>large font (12 point or better)</p> <p>Documents printed for mass distribution should be exempt, but will be reviewed by staff for readability.</p> <p>(All District Staff)</p>
5. Enlarged copies of documents available on request; charges should be consistent with those for general public.	<p>Any requests for enlarged documents should be handled in the same way as routine requests for copies of public documents, including the same per page copying costs.</p> <p>(All District Staff)</p>

Attachment 13

<p>6. Audio transcription available by request. Legal documents should be transcribed by a qualified contractor; other documents can be transcribed in-house.</p>	<p>District staff will need to determine most appropriate process and Department responsibility. In the interim, any requests for audio transcription can be directed to the Clerk's Department.</p>
<p>7. Staff available to read short documents to clients with visual impairments, upon request.</p>	<p>There should be staff available in each Department to read up to 3 pages of District documents to residents who cannot read it themselves. Department Managers can assign responsibility for this task within their department. Larger documents can be referred to the Clerk's Department for transcription.</p> <p>(Department Managers/Clerical Staff)</p>
<p>8. Policy in place for provision of documents in electronic format..</p>	<p>Public documents will be provided on the District's web pages where appropriate. Staff can also provide reports in .pdf format via e-mail. Large documents may be provided to the public on disc at cost.</p>
<p>9. Set up a publications account to subsidize costs of transcription of documents for people with visual impairments.</p>	<p>Existing budgets for printing/publications.</p>
<p>10. Routine staff training to include process for getting documents transcribed into alternative formats.</p>	<p>Human Resources.</p>
<p>11. Large print message on major publications indicating that alternative formats are available.</p>	<p>Staff should include the message (on title page or other appropriate location), in a minimum of 14 point:</p> <p>"This document is available upon request in enlarged print or computer disk." Publications that are normally free to the public can be provided in alternative formats at no charge; otherwise they can be provided at cost.</p> <p>(All Staff)</p>

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12. Signs next to publications displays and at front reception counters indicating alternative formats are available.	
13. Inform public about availability of publications in alternative formats.	The Communications Officer will work with the Clerk's Department to develop the most effective and efficient way to publicize this service. District staff should also inform the public about this service at open houses, etc.
14. Distribute notice about service to local agencies.	(Communications Officer).

District Publications available in Alternative Formats

In recognition of the fact that not everyone has perfect vision, the District of Sooke makes its publications available in alternative formats. If you have trouble reading our regular publications, you can request:

1. Enlarged Copies

Enlarged copies are available at the same cost as regular publications.

2. Computer Disk

Bring in your own disk, or we will provide you with one at cost. Please note that documents provided on computer disk are not considered "official" documents as they can be altered.

The District continues to work to improve its service to the public. If you have any suggestions, please drop us a line or contact us at XXX-XXX-XXXX.

Attachment 14

ADAPTABLE HOUSING POLICIES AND GUIDELINES

Introduction

Having visitable, adaptable, and accessible housing¹ is an essential component of constructing a more inclusive and accessible community for people with disabilities. Unfortunately, in recent years, while jurisdictions such as Ontario have raced forward with policies to make their communities more accessible, British Columbia has reduced municipalities' ability to make housing more accessible and has not improved on the current lackluster accessibility provisions in the existing building code. That being said, municipalities can take limited steps to provide more visitable, accessible and adaptable housing through rezoning, housing agreements and through the use of the public purse. This guide will explain the concepts of visitable, accessible and adaptable housing and outline steps that municipalities can take. It explains the planning process that municipalities can engage in, possible requirements for visitable and adaptable housing, policy tools that municipalities have available to achieve these ends and concludes with a model density bonusing bylaw that municipalities can adopt and alter for their own requirements.

Planning

Section 877(2) of the Local Government Act requires a community plan that addresses special needs housing. Planning is absolutely essential to ensuring that the needs of people with disabilities are adequately met.

Before developing a plan for adaptable and accessible housing, a municipality may wish to conduct a needs assessment for the community. This component of the process involves analyzing the current and future demand for accessible housing by gathering information on the number of people with disabilities in the community, plus the age and other demographic characteristics (income, living arrangements, ability/disability, etc) of the general population. This data can be compared to the availability of housing stock that meets the needs of the current and projected population. As the population ages there will be an increased demand for accessible and adaptable housing. Having identified that a need exists for more accessible housing (ideally all housing would be accessible to everybody) then an action plan can be developed to realize the goal of creating an accessible community.

The Official Community Plan and, if applicable, local area plans, should include goal statements and implementation plans which address the need for accessible and adaptable housing. Below is an example of an action plan for accessible housing that would be suitable for inclusion in an official community plan. Area plans could

¹ See Attachment 2 for definitions of these terms.

specify which sites are most suitable for the development of adaptable and accessible housing.²

Sample housing goal

To develop a comprehensive supply of housing that:

- satisfies a range of life cycle and lifestyle choices for residents
- is affordable, diverse and sustainable, and
- enables residents to age in their neighbourhood of choice.

Sample accessible housing objective

To facilitate a supply of accessible housing adequate to meet the needs of the community.

Sample accessible housing policies and actions

1. Prepare a needs assessment for accessible housing in partnership with other interested groups and organizations.
2. Support and encourage the development of accessible housing as identified in the accessible housing needs assessment.
3. Review all related bylaws, such as the land-use bylaw, to identify and remove regulatory and other barriers to the development of accessible housing in the community.
4. Revise the land-use bylaw to allow the use of the bonus density provisions of the *Local Government Act* as an incentive to providing affordable housing, special needs housing and amenities.
5. Support the use of city lands for accessible/supportive housing and prepare policies and guidelines for the sale or lease of lands for this purpose.
6. Support reimbursement of city building licence fees for affordable accessible housing projects.
7. Work in partnership with community organizations to develop an accessible community.
8. Work in partnership with other government agencies, the private sector, and non-profit organizations to ensure the provision of adequate affordable accessible housing in the community.
9. Encourage and facilitate the development of partnerships among community organizations to provide accessible housing and related services.

² Adapted from: *Supportive Housing for Seniors: A Policy and Bylaw Guide*, Ministry of Municipal Affairs, 1999.

10. Undertake a public information initiative to provide information on housing needs in the community that will raise awareness of the role of supportive housing in the community.
11. Establish an accessible housing task force to oversee the implementation of these policies.
12. Identify key locations for accessible housing.

Location of Housing: Integrating people with disabilities into the community

Another aspect of accessibility is building accessible and adaptable housing in locations where people with disabilities can access services in the community and not be ghettoized. This means that the issue should be considered when special needs housing is being planned and built, especially when public money is being used.

The City of North Vancouver has developed a set of guidelines for developing special needs housing and integrating it into the community:

1. *Locational considerations must include availability of transit, eg. on or adjacent to bus routes, and access to shopping, leisure (coffee shops, pubs, theatres) and recreation opportunities (ideally within 2 or 3 blocks).*
2. *Early in the process, find and work with a society or association which would manage the units on an on-going basis. In determining an appropriate administering group, consider efficiencies in administration from societies with other projects located nearby.*
3. *Assist in obtaining assured subsidy (on a continuing basis) for integrated units.*
4. *Attempt within each project to have a minimum of 2 or 3 subsidized rental units for persons with disabilities to prevent isolation and ghetto-ization.*
5. *For housing persons requiring higher care levels, consider a grouping of 6-8 units to enable pooling of care and services - an ideal range is 5-10% of integrated units within a residential complex.*
6. *In stratified buildings:*
 - *carefully choose type and level of disability;*
 - *incorporate into a housing agreement with the project developer the level of maintenance fees, and that rental status is assured for the special units. Also, stipulate these as requirements in the Strata Bylaws to provide full disclosure to potential buyers and protection for tenants and administrators of special units;*

- *consider policy that all units have one vote regardless of tenure or status.*

Due to the current legal landscape, all components of these guidelines may not be actionable. However, it can serve as something for communities to implement when special needs housing is being constructed with public money, a housing agreement has been signed, density bonusing is being used, or the voluntary guidelines are being followed.

Visitability

The idea of visitability is relatively simple. Homes should be constructed in a manner that allows people with disabilities to visit the homes of friends and family with ease. Municipal governments can play a key role in promoting visitability in their communities. While in the current legislative environment, municipalities do not have many tools to mandate visitability requirements for detached homes and other forms of accommodation, municipalities can **promote** the concept by making individual home builders aware of the benefits of visitable homes. Otherwise, a lack of visitability can lead to social isolation, institutionalization, dangerous living conditions and an unacceptably poor quality of life.

There are various categories of visitability: basic visitability, enhanced visitability, and adaptable housing. Adaptable housing has been discussed in detail above.

Basic Visitability

Basic visitability has four main criteria: (1) an accessible path of travel; (2) a no-step entrance; (3) passable interior circulation on the main floor; (4) access to a main floor washroom.

An accessible path of travel

There should be an accessible path of travel from the curb side to the front door. The line of travel should have a gentle grade (maximum 5%); the path of travel should be firm, stable and slip resistant; the path of travel should be a minimum of 915 mm in width; the cross slope of the path of travel should be no more than 2%; there should be no steps along the path of travel; and there should be no drop off or slopes over 5% along the edge of the path of travel.

A no-step entrance

This feature also requires an exterior landing entrance area with a minimum clear area of 1525mm by 1525mm. This area's surface should be firm, stable and slip resistant; it shouldn't have a slope in any direction of more than 2%; and the door should have a minimum width of 915mm.

Passable Interior Circulation on the Main Floor

Each interior doorway should have a minimum width of 810mm (32"). There should also be a clear passage with a width of at least 915mm (36") to all main floor activity areas including the washroom.

Access to Main Floor Washroom

The main floor toilet should have space for at least a 1525mm turning circle in front of the toilet, with the washroom door not crossing the turning circle while being closed or opened. Clear space under wall-hung fixtures can be included in the 1525mm requirement. The washroom should have at least one sink and one toilet.

Enhanced Visitability

Enhanced visitability has some added features and requirements. These are as follows:

Enhanced no-step entrance

There is a requirement to have a minimum 610mm wide area next to the latch side of the entrance door on the pull side of the door and a minimum 305mm on the latch side of the entrance door on the push side of the door. The controls to intercoms and door bells shall be located no higher than 1220mm above the ground. The entrance and landing area must be well lighted, having lights with at least 200 lux power. Finally, door handles and locks should be easy to use and located no more than 915mm from the ground.

Enhanced Interior Circulation on the Main Floor

To meet the enhanced interior circulation requirements one has to have a minimum 610mm wide area next to the latch side of a door on the pull side of the door and a minimum 305mm on the latch side of the door on the push side of a door. In addition, there should be raised electrical outlets, no less than 455mm above the floor. Controls for items such as light switches, security controls, intercoms, and thermostats should be located a maximum of 1220mm above the floor. There should be return lever lock sets on all doors in the dwelling unit as well as an electrical receptacle located above the entrance door so that electrical controls can be added to the door at a later date.

Access to an Enhanced Main Floor Washroom

There should be at least one properly located grab bar, in addition to wall reinforcement for future grab bar installation, lever type faucets and non-slip flooring.

Kitchen Enhancements

In the kitchen there should be lever type faucets and clear floor space of at least 765mm x 1220mm in front of each of the appliances, sink, and work counters and with a minimum clearance between counters and all opposing cabinets of at least 1525mm.

Adaptable Design Guidelines

Adaptable design aims to have housing stock designed in a manner that makes it easily adaptable to accommodate a person with a disability. Adaptable design is most useful because it allows the occupant to modify the home as their needs change, thus allowing "aging in place." It also allows the occupant to make modifications which are most suitable to their particular disability. In addition, as the population ages there will be a corresponding increase in the percentage of the population that has a disability, and therefore an increasing need for such housing. Constructing buildings according to adaptable design will increase the percentage of housing that can accommodate them and reduce the costs to society of an aging population; it is significantly cheaper to include adaptable design features in the original construction than to make subsequent modifications.

Adaptable Design in British Columbia

Several municipalities in British Columbia have imposed adaptable design requirements for new medium and high density apartment buildings. Unfortunately, under regulations pursuant to the community charter, municipalities no longer have the power to automatically impose building requirements that exceed the provincial building code. They need to get provincial approval for such a by-law. Currently, the province is in the process of developing a model template for accessible housing that could be adopted by any municipal government. It is unknown when that model template will be published. If the province refuses to approve a specific bylaw or fails to come up with a model bylaw that they will accept, the only tools that municipalities have to increase accessibility is density bonusing, housing agreements and to draft voluntary adaptable design guidelines. Municipalities can require that certain amenities be provided, including accessibility, in exchange for granting the developer permission to construct to a higher density than the zoning bylaws would otherwise permit. This is a win-win situation because the community can increase its stock of accessible housing and the developer has the potential to make greater profits. However, there are limits to what can be accomplished through density bonusing because not every development requires a change in zoning.

The City of North Vancouver and Saanich both have an excellent set of guidelines which municipalities can copy.

The CNV's guidelines have three distinct levels, each having progressively more onerous requirements. The bylaw requires that all medium and high density residential apartment complexes meet the basic level one requirements. In addition, 20% of suites must meet the level two requirements. No units are required to meet the level three standards but suites that meet level two or three requirements will have square footage removed from the floor space calculations, which allows them to construct more units.

The requirements for CNV's adaptable design guidelines and DNV's guidelines are reproduced as Attachment 2..

Density Bonusing

One way in which municipalities can promote accessibility is through density bonusing. The density bonusing provisions are set out in s. 904 of the *Local*

Government Act. These provisions permit a municipality to allow for greater density in exchange for providing amenities as well as special needs housing. Municipalities can use these provisions to require that housing is adaptable and accessible, when a rezoning needs to take place. However, these provisions are useless when all that needs to be issued is a building permit. For more information on this subject please see the provincial government document, *Density Bonus Provisions of the Municipal Act: A Guide and a Model Bylaw*, Ministry of Municipal Affairs and Housing, British Columbia, 1997 available online, as well as the model density bonusing bylaw at the end of this document.

Other supports that Municipal Government's can provide

Section 905 of the *Local Government Act* allows municipal governments to enter into housing agreements in which the local government and the owner of the housing units agree about one or more of the following: (a) the form of tenure of the housing units; (b) the availability of the housing units to certain classes of people (such as people with disabilities); (c) the administration and management of the housing units; (d) rents, sale or share price that may be charged. Frequently, such housing agreements take place in conjunction with the municipal government providing some other type of assistance, under the community charter. As long as the municipality gives notice, section 24 of the *Community Charter* states that a municipality may dispose of land or improvements to land, or any interest or right in or with respect to them, for less than market value; it can lend money; it can guarantee repayment of borrowing or provide security for borrowing; and it can provide assistance under a partnering agreement. However, municipalities cannot provide such assistance to a business, nor can it exempt business from a tax or fee. This means that such projects will have to be operated by the not for profit sector to receive the range of support that is available from municipal governments. At times, the municipality might be able to waive some fees (find out more about this). A good example of a policy that a municipality could follow is to lease municipal land or housing on municipal land below market rates to non-profit groups. Another is to connect density bonusing to the signing of some form of housing agreement.

Attachment 1

Accessible Housing Bylaws³

While an Official Community Plan sets out general policy for the municipality, bylaws that enable the municipality to achieve the goals in the Plan may also be required. A bylaw which outlines the conditions for density bonusing is one of the most effective tools that municipalities can employ to obtain amenities for their community through the development process, including accessible or adaptable housing .

Wherever a "++" is used, the bylaw author needs to replace it with relevant information.

A. Section 904(1) of the *Local Government Act* authorizes a [Council/Board] ++ to adopt a zoning bylaw which may establish:

- (a) different density regulations for a zone, one generally applicable for the zone and the other or others to apply if the applicable conditions are met, and
- (b) conditions that will entitle an owner to the higher density;

B. The [Council/Board] wishes to provide for increased permitted density in the [++ specify zone(s)] if the applicable conditions relating to the provision of accessible/adaptable/visitable housing are provided [++ or conserved];

1. Definitions.

In this bylaw [++ or section]:

(a) "special needs housing" means, in the case of a single family dwelling, housing that meets basic visitability requirements; and in the case of apartment complexes, buildings in which every unit meets level one requirements and 20 percent meet level two requirements.

2A. Density.

The floor space ratio [as previously defined in the bylaw] for all building and structures on a [++ lot/parcel] must not exceed ++ . OR

2B. Density.

Density must not exceed ++ dwelling units per hectare of lot area.

3A. Bonus Density.

The floor space ratio permitted under section 2A above will be increased by

³ Modeled on the model density bonus bylaw contained in *Density Bonusing: A Guide and Bylaw*, Ministry of Municipal Affairs and Housing, March 1997 (<http://www.housing.gov.bc.ca/housing/BONUSDN/samplbyl.html>).

(a) ++ for each [++ dwelling unit or other unit of affordable and special needs housing provided], or

[++ to a maximum total floor space ratio of ++], but only if the conditions set out in section 4 below are met.

OR

3B. Bonus Density.

Despite section ++ 2B above, ++ additional dwelling units per hectare of lot area are permitted

(a) ++ for each [dwelling unit or other unit of affordable and special needs housing provided],

but only if the conditions set out in section 4 below are met. [In no case will the total number of dwelling units per hectare of lot area exceed ++ .]

4. Conditions for Bonus Density.

Following are the conditions which must be met before the bonus density under section ++ 3A/3B above will be permitted:

(a) where special needs housing is to be provided, the registered owner must enter into a housing agreement with the municipality under section 905 of the Local Government Act, to ensure that the special needs housing is constructed and maintained for the purpose of providing accessible/adaptable and visitable housing for people with disabilities;

(b) the housing agreement must contain an agreement, in the case of single family detached or semi-detached dwellings, to construct it according to visitability standards (see Schedule A); or in the case of an apartment complex, to construct the building to level one requirements with 20 percent of the units meeting level two requirements;

(c) apartment complexes shall meet the accessible parking guidelines

and must be granted, executed and delivered to the municipality prior to the issuance of any building permit for the land in relation to which the density bonus is permitted.

Attachment 2

ADAPTABLE DESIGN GUIDELINES

The District of North Vancouver has developed voluntary guidelines for single family dwellings, townhouses and apartment buildings. In many ways they closely follow visitability principles.

BASIC SINGLE FAMILY & TOWNHOUSE LEVEL ONE (A)

Entrance	Unobstructed access to building	Enable a person using a cane, walker, or wheelchair to gain entry
Entrance	Canopy over entrance (91 cm x 91 cm or 3'x 3')	Provide shelter to person who has difficulty unlocking front door
Entrance	91 cm or 36" wide front door	To permit easier entry by person in wheelchair
Entrance	Doorbell max 106 cm or 42 inches above floor	To permit person in wheelchair to ring bell
Entrance	Large, easily read address numbers (10 cm or 4" in contrasting colour)	Assist visually impaired
Entrance	Flush thresholds (max 13 mm or ½ inch)	Assist those with walkers and/or visual impairment
Finishing	Lever door handle on all doors is preferred	Preferred, exceptions where interior design requires
Bathroom	Pressure balanced tub/shower valves (as per code)	Prevent scalding (Now req. by building code)
Bathroom	Solid backing provided in walls of tub/shower and toilet	To permit installation of grab bars
Min. of one bathroom	Adaptable to permit entry and wheelchair turning radius (cabinet removal if necessary)	Permit use by wheelchair
Min. of one bathroom	Adjustable height shower head or hand held shower on adjustable bracket	Permit sit down bathing
Bedrooms	Duplex outlets beside telephone jacks	Enable installation of messaging equipment

**BASIC MULTI-FAMILY APARTMENT SUITES
LEVEL ONE (B)**

Entrance	Unobstructed access to building	Enable a person using a cane, walker, or wheelchair to gain entry
Entrance	Outside stairs – colour contrast on nosing of each stair	Assist visually impaired
Entrance	Unobstructed access from parking levels containing accessible parking, including 122 cm or 48 inch wide corridors and 61 cm or 24 inch clear wall space adjacent to door latch	Permit mobility of those with walkers and chairs
Entrance	Easy to read building address numbers (10 cm or 4 inch letters in contrasting colours)	Assist visually impaired
Entrance	Good lighting both outside and inside building entrance	Assist visually impaired
Entrance	Canopy over entrance and doorphone (91 cm x 91 cm or 36 inch x 36 inch)	Shelter for those with mobility impairment
Entrance	Enter phones, elevator and door bells at 106 cm or 42 inch above floor	Permit those in wheelchair to reach buttons
Entrance	Accessible mailbox with turning space beside	To permit wheelchair users to access
Entrance	Provide wiring for automatic door opener	Permit installation
Entrance and doors	91 cm or 36 inch doors at entry and throughout building	Permit wheelchair access
Doors	Flush thresholds throughout (13mm or ½ inch)	Assist those with walkers and/or visual impairment
Doors	Lever door handles	Assist those with mobility problems
Circulation/corridors	Minimum of 122 cm or 48 inch wide (except service entrance)	Permit movement of wheelchairs
Circulation	Contrasting colour signage in common areas	Assist visually impaired

**BASIC MULTI-FAMILY APARTMENT SUITES
LEVEL ONE (B)
Con't**

Bathroom	Solid backing provided in walls of tub/shower, toilet area, and behind towel bars	Permit installation of grab bars
Min. of one Bathroom	Adaptable to permit entry and wheelchair turning radius (cabinet removal if nec.)	Permit use by wheelchair
Bathroom	Pressure balanced tub/shower valves (as per code)	Prevent scalding
Bedroom/living room	Wiring for visual alarm system in living room and min. of one bedroom (Connect to fire alarm system)	Permit installation of a warning alarm for hearing impaired
Bedroom	Duplex outlet beside telephone jack	Permit installation of electronic equipment

**ADAPTABLE DESIGN GUIDELINES
ENHANCED ACCESS
LEVEL TWO**

Entrance	Unobstructed access to building	Enable person using a cane, walker, wheelchair to gain entry
Entrance	Outside stairs-colour contrast on nosing of each stair	Assist the visually impaired
Entrance	Unobstructed access from parking levels containing the accessible parking spots (with 152 cm or 60 inch wide corridors and 61 cm or 24 inch clear wall space adjacent to door latch)	Permit mobility of those with walkers or wheelchairs
Entrance	Easy to read building address numbers (122 cm or 48 inch letters in contrasting colours)	Assist the visually impaired
Entrance	Good lighting both outside and inside building entrance	Assist the visually impaired
Entrance	Canopy over entrance and doorphone	Shelter for those with mobility impairment
Entrance	Accessible door phone (call buttons at 106 cm or 42 inches above the floor)	Enable those in chairs to reach
Entry door	Provide automatic door opener for building entry	Assist the frail
Entry door	Flush thresholds throughout building (1.3 cm or ½ inch)	Assist those with walkers, chairs or a visual impairment
Entry/foyer	No polished finish on floors	Reduce slipping
Entry doors	91 cm or 36 inch wide building and suite entry doors	Facilitate entrance of walkers, wheelchairs, carts
Unit entry doors	Adjustable door closers to reduce force necessary to open door to 5 lbs. (22N)	Permit the frail to open door

**ADAPTABLE DESIGN GUIDELINES
ENHANCED ACCESS
LEVEL TWO
Con't**

Corridors/circulation	Corridors-minimum 152 cm or 60 inch wide (except service areas)	Permit movement of wheelchairs
Doors	Lever door handles	Permit easier opening by the frail
Interior doors	86 cm or 34 inches clear door opening, pocket doors in small spaces with heavy duty hardware and D-handles	Mobility and ease of operation for those with walkers, chairs, and/or who are frail
Balconies and patios	Min. 86 cm or 34 inch wide clear opening, level thresholds (1/2" or 1.3 cm) and 152 cm or 60 inch turning radius on balcony	
Windows	Prefer an opening mechanism a max of 117 cm or 46 inch above floor, easy grasp levers	Allow mobility impaired to operate
Windows	Sills max of 76 cm or 30 inch above floor	Allow those in chairs to see and use
Electrical	Switches and thermostats max of 106 cm or 42 inch above floor	Allow wheelchair users to reach
Electrical	Electrical outlets, cable outlets, telephone jacks not lower than 46 cm or 18 inch above floor	Reduce need to bend low
Electrical	Wiring for visual alarm system in living room and one bedroom connected to fire alarm system	Strobe or other device for the hearing impaired
Electrical	Rocker switches	For those with arthritis
Electrical/phone	Duplex outlets beside phone jacks	To permit installing monitoring equipment
Kitchen	Continuous counter between sink and stove	Allow frail to slide pans across
Kitchen	Pull out work boards at 81 cm or 32 inch height	Permit those in wheelchair to prepare meals
Kitchen	Adjustable shelves in all cabinets; D cabinet handles	Permit access by those with mobility impairment

**ADAPTABLE DESIGN GUIDELINES
ENHANCED ACCESS
LEVEL TWO
Con't**

Kitchen	Lever faucet handles	Permit easy use
Bathroom	Solid blocking provided in walls of tub/shower, toilet and behind towel bars	Permit installation of grab bars
Bathroom	Pressure balanced tub/shower valves (as per code)	Prevent scalding
Bathroom	Adjustable height shower head or hand held shower head on adjustable bracket	Enable sit down showers
Bathroom	Offset plumbing for vanity	Allow for later adaptation for wheelchair
Bathroom	Toilet located adjacent to wall	Allow for transfer to toilet seat from chair
Bathroom	Provide entry and turning radius within bathroom for wheelchair. (removal of a vanity cabinet if nec.)	Wheelchair mobility
Bathroom	Tub control valve placed at outer edge of tub with spout in middle	Permit filling tub without bending or reaching
Bedroom	Three way switched outlet near bed and doorway	Allow person in bed to control lights
Flooring	Non-glare kitchen floors, slip resistant bathroom flooring; and high-density low loop carpet with max. 1.3 cm or ½ inch underlay	

**ADAPTABLE DESIGN GUIDELINES
ENHANCED FEATURES
LEVEL THREE**

The following are general guidelines. Specifics should be determined by reference to the likely needs of the residents. In addition, advances in technology may affect many features at this level.

Entrances	As in level Two	
Entry doors	As is level Two	
Unit entry doors	Add a second peep hole at 104 cm or 41 inches	
Entry/foyer	No polished finish	Reduce glare and reduce possibility of slipping
Flooring	High density, low loop carpet	Ease mobility/wear and tear walker/wheelchair users. Wheelchair users prefer no underlay
Corridors/circulation	Provide 152 cm or 60 inch turning radius outside and <u>inside</u> entry corridor of each unit	Permit movement of wheelchair
Doors	As in Level Two	
Balconies/patios	As in Level Two	
Windows	As in Level Two	
Electrical	As in Level Two	
Electrical	Provide wiring for automatic door opener and strike at a unit entry	To permit inexpensive addition of an automatic door opener for those with severe mobility difficulties
Electrical phone	As in Level Two	
Kitchen	Provide 152 cm of 60 inch turning radius	Enable use of wheelchair
Kitchen	Provide sufficient space for future installation of cook top, wall oven and side by side frig; provision for removal of sink cabinet and lowering of countertop height	Enable full use by wheelchair

**ADAPTABLE DESIGN GUIDELINES
ENHANCED TREATURES
LEVEL THREE**

Con't

Kitchen	Some electrical switches and outlets at front of counters	To enable those in a wheelchair to reach
Kitchen	Continuous counter between sink and stove	Allow pans to be slid, not lifted
Kitchen	Pullout boards at 81 cm or 32 inch height	Permit those in wheelchair to prepare meals
Kitchen	Adjustable shelves in all cabinets; D cabinet handles	Permit use by those with mobility impairment.
Kitchen	Lever faucet handles	Permit use by those with mobility impairment
Kitchen	Adjustable height workspace min. 81 cm or 32 inch between sink and stove	Enable those in wheelchair to prepare foods
Kitchen	Lowest shelf of cupboard 137 cm or 54 inch above floor	To enable those in wheelchair to reach
Kitchen flooring	As in Level Two	
Bathroom	As in Level Two	
Min. of one bathroom	Provide swing out door or pocket door	Access by wheelchair
Min. of one bathroom	Turning radius of 152 cm or 60 inch for wheelchair	Use by wheelchair
Min. of one bathroom	Space under sink min. 81 cm or 32 inch wide	To allow access by wheelchair
Min. of one bathroom	Provide for future installation of a wheelchair accessible shower with 1.3 cm or ½ inch threshold	Wheel in shower
Bedroom	As in level Two	
Min. of one bedroom	Sufficient manoeuvring space between closet and double bed	Wheelchair access
Laundry facilities	Provide front loading side by side washer dryer in unit or in accessible common area 122 cm or 48 inch manoeuvring space in front of washer/dryer	Permit use by those in a wheelchair

Adopted March 17,2003

Attachment 15

Best Practices: Requirement for Service Bays at Fuelling Stations (Example from the District of North Vancouver)

Background:

District of North Vancouver Council was concerned over the loss of service bays, and the implications for people with disabilities who may need assistance to fuel their vehicles. Municipal staff created 2 service categories and 2 zoning categories. These were defined as "gas bars- selling gas etc but without mechanical services and gas service station- selling gas etc. but with service bays. These were called C3 and C3A zones. In both zones the operator is required to provide attendants at the pump for those wanting assistance for 12 hours per day. Prior to the bylaw being adopted some gas stations were already 100% self-service and they were grandfathered so they do not have to provide help at the pump. Existing service stations are not permitted to become full service, even if they are being totally re-built. See the excerpt from the DNV Zoning Bylaw for the definitions and regulations. The full Bylaw is available at www.dnv.org/Government/Council/Bylaws/Zoning.

Excerpt:

"gasoline bars" means land buildings and structures used for the retail sale of motor fuels, lubricating oils, automobile accessories, a limited range of food and confectionery products, and a car wash, and may include a service bay for the servicing and repair of vehicles up to a gross vehicle weight of 4,500 kg. Retail sale of motor fuels shall be permitted provided that each type and grade of automotive fuel available at the self serve pumps is also available at a full service pump, for a minimum of twelve hours each day or during all hours which fuel dispensing is provided on site, whichever is less. (Bylaw 7040)

"gasoline service stations" means land buildings and structures used for the retail sale of motor fuels, lubricating oils, automobile accessories, a limited range of food and confectionery products, and a car wash, and must include a service bay for the servicing and repair of vehicles up to a gross vehicle weight of 4,500 kg. Retail sale of motor fuels shall be permitted provided that each type and grade of automotive fuel available at the self serve pumps is also available at a full service pump, for a minimum of twelve hours each day or during all hours which fuel dispensing is provided on site, whichever is less. (Bylaw 7040)

Attachment 15

Sample Accessible Gasoline Station Bylaw

1 Pursuant to section 8(6) of the *Community Charter*, Council enacts the Accessible Gasoline Station Bylaw.

Definitions

2(a) "Gasoline station" means a business established for the purpose of the commercial sale of petrol, natural gas, diesel, hydrogen and other fuels used to operate a motor vehicle.

(b) "Full service" means the provision of an operator who pumps fuel products for customers, including a staff member who will assist people with disabilities to fill a propane tank, if such products are sold.

License

3 The municipality has the power to issue, revoke, alter or cancel a license to operate a gasoline station.

4 In order to operate a gasoline station in municipality X, the operator must be issued a license.

Conditions of License

5 The following are conditions of a licence to operate a gasoline station:

(a) Full-service shall be provided at all times during which the gasoline station is open.

(b) For further clarity, nothing in this bylaw prohibits a gasoline station from providing a self-service option.

Violation of License

6 The violation of any of the conditions of the licence is an offence punishable by revocation of the license.

Attachment 16

Accessible Public Facilities Bylaw

- 1(a) These standards shall be implemented on all new municipal public facilities.
- (b) In existing municipal public facilities the municipality shall implement the standards in this bylaw in accordance with the priorities identified in the municipal accessibility plan.

Definitions

2 Municipal facility- a facility owned or operated by the municipality.

Exterior Signage and Way Finding

- 3(a) A comprehensive exterior signage and way-finding system is required at every major site or facility, to assist visitors with varying disabilities to locate appropriate parking and accessible entrances.
- (b) The street address and/or building/facility name shall be clearly visible from the street or public laneway.
- (c) Lettering size shall be legible at typical viewing distances such as from the road, approach route, and parking area.
- (d) Signage generally shall be in bold 'sans-serif' lettering on a highly contrasting background.
- (e) Building addresses or identifying signage at street level, whether it is mounted in landscaped areas or on posts, shall be high enough to be clearly visible even with snow piled nearby.
- (f) Pedestrian, vehicular, and emergency routes shall all be clearly identified.
- (g) One-way routes shall be clearly marked – both with paving markings and by post-mounted signs.
- (h) The "International Symbol of Accessibility" shall be used to identify special amenities, such as accessible parking, accessible entrances, or accessible washrooms.

Benches and Seats

- 4(a) Exterior benches or seats shall be located to one side of public walkways or paths and be mounted on a firm and level base, such as a concrete pad, brick pavers, etc.
- (b) Fixed benches shall include suitable back supports and arms to allow for easy transfers, with a seat height between 405 mm and 460 mm.
- (c) Space shall be available beside the bench for at least one person using a wheelchair or scooter with a minimum clearance area of 1015 mm by 1220 mm.

Drinking Fountains

- 5(a) Drinking fountains shall be readily accessible to and useable by persons with disabilities, including persons who have visual limitations and those using mobility aids. (b) Drinking fountains shall be set to one side of the path of travel with enough approach room for persons using mobility aids.

- (c) Where exterior public drinking fountains are provided, they shall be securely mounted, and ensure clear knee space below 700 mm, to allow comfortable access by persons using mobility aids.
- (d) Where the drinking fountain is recessed and/or wall mounted, clear knee space of 765 mm wide by 735 mm high to the underside of the unit is required.
- (e) The controls for the drinking fountain shall be mounted to one side of the bowl; be no higher than 915 mm; and be easily operable with one hand.
- (f) *The spout for water projection shall preferably be no higher than 915 mm, with a trajectory across the bowl.*
- (g) For persons who cannot use a drinking fountain easily, an adjacent paper cup dispenser shall be provided.

Public Telephones

- 6(a) Where public telephones are provided in exterior settings, at least one telephone shall be designed to be wheelchair accessible.
- (b) No controls or coin slots shall be mounted higher than 1200 mm.
- (c) Telephone enclosures or recesses shall be 760 mm wide with knee space below the phone shelf or equipment at least 685 mm clear.
- (d) Telephones shall be mounted to one side of the path of travel, clear of door swings or other obstacles, with enough open space for access by persons using mobility aids.
- (e) Lighting level at public telephones shall be at least 100 lux. (10 ft. candles).
- (f) Accessible public telephones shall be clearly identified by the "International Symbol of Accessibility".
- (g) At least one telephone shall be available that is capable of accommodating persons who are deaf, deafened, or hard of hearing (e.g., with an acoustic coupler, volume control etc.), and be clearly identified with the "International Symbol" for persons who are deaf, deafened, or hard of hearing.
- (h) Where several public telephones are located side by side, at least one TTY device (Text Telephone) shall be provided for persons who are deaf, deafened or hard of hearing.

Public Showers and Changing Rooms

7. All showers and changing rooms shall meet the accessibility requirements of section 3.7.4.8.(10) and (11) of the B.C. Building Code .

Public Washrooms

8. All washrooms shall meet the accessibility requirements of section 3.7.4.8 of the B.C. Building Code.

Vanities and Work surfaces

9(a) Vanity surfaces located in public washrooms and cloak rooms, shall be mounted no lower than 760 mm and no higher than 840 mm to allow easy access by users with mobility aids.

(b) Knee space below the accessible vanity counter or apron shall be at least 735 mm high at the front edge of the apron by 205 mm deep from front edge and 760 mm wide, to allow easy access by persons using mobility aids.

(c) Basins in accessible vanities shall be mounted as far forward as possible, without encroaching on the recommended knee space clearances.

(d) The hot water basin temperature shall be controlled, i.e. 49 ° C or lower.

Where water temperature is higher, waste traps below basins shall be insulated to prevent accidental burns.

(e) Accessible work surfaces at service or information counters, study carrels etc., shall be mounted between 760 mm and 865 mm high, with clear knee space below.

Vending Machines

10(a) Where vending machines are provided in municipal owned facilities, care shall be taken to ensure that such machines are accessible to and useable by persons with mobility aids and low vision and that the machines do not block a path of travel.

(b) Vending machine controls, dispensing areas, or other working parts shall be located no higher than 1200 mm and no lower than 465 mm from the floor.

(c) Signage on vending machines shall be in high contrast letters and at least 13 mm high, to ensure legibility by persons with visual limitations.

(d) Floor space in front of vending machines shall be at least 1370 mm deep by 1525 mm long, to allow lateral access by persons with mobility aids, including wheelchair/scooter users.

Ticketing Machine

11(a) Both interior and exterior ticketing machines for parking, fares, or general admission shall be accessible to persons with limited manual dexterity, persons using mobility devices and persons with low vision.

(b) Ticket dispensing machines shall not have operable or dispensing parts higher than 1200 mm or lower than 915 mm from floor level.

(c) Control buttons or card access locations shall be easy to identify and useable by persons with low vision or limited manual dexterity.

Interior Signage and Way-finding

12(a) A comprehensive signage system shall be installed, for orientation and way-finding in large or complex buildings, where public services or programs are provided. Such signage and complementary way-finding strategies must be logical, consistent in design and distribution throughout the building and include lettering, numbers, pictograms or icons that are legible and easy to comprehend.

(b) All directional signage and locational signage shall be mounted at eye-level, between 1370 mm and 1525 mm high.

(c) Room numbers or names shall be mounted on the wall close to the opening side of the door, preferably within 305 mm of the doorframe as a constant reference location.

- (d) Lettering for room numbers or names shall be no smaller than 25 mm high in sans serif type print and be in a highly contrasting colour of at least 70%, compared to the background colour. Raised lettering is preferred for easy identification by persons with visual disabilities.
- (e) Braille information shall be located immediately below all room numbers and names, as well as below any major directional signs.
- (f) In larger public facilities, a tactile map of the facility showing the distribution and location of key areas/spaces shall be provided in the main entrance lobby. In large complex buildings tactile maps may be required on each floor and shall be located close to the major point of arrival to the floor.
- (g) Lettering or signs providing general directions shall be in large size print that is legible from normal viewing distance(s).
- (h) Directional, instructional information, or maps showing exiting details for emergency situations shall be located on every floor of large buildings providing services or programs to the public.
- (i) Where special exiting instructions are provided for persons with disabilities, (e.g., directions to safe holding areas), this information shall be in large print on a highly contrasting background for easy identification and legibility by persons with low vision.

Arrival and Departure Areas

- 13(a) All pedestrian routes to the Main Entrance and/or other accessible entrances shall provide a safe, direct, level and obstacle free path of travel for persons with mobility or visual limitations.
- (b) Provide an accessible route from the site boundary to the Main Entrance and/or other accessible entrance of at least 1675 (*1500 mm is the requirement in the code*) mm wide. *The path shall be made of firm, non-slip material.*
- (c) Accessible pedestrian routes to entrances shall be designed so they do not cross into vehicular routes.
- (d) In situations where accessible pedestrian routes cross into vehicular routes, crossings with suitable curb ramps identified by bright or white lines and/or distinct paving shall be provided.
- (e) *Slopes of walkways shall not exceed 1:20 (5%). Where steeper walks are necessary, nearby stairs shall be provided and the slopes shall be treated as ramps.*
- (f) Where the length of accessible routes to accessible entrances exceeds 30 m, rest areas at intervals of 30 m shall be provided.
- (g) Rest areas shall be located to one side of walkways, be at least 1200 mm deep and include space for a bench, wheelchair, or scooter.
- (h) *The path shall be clear of obstructions to a height of 2000 mm, except handrails, which may protrude 100 mm into the clear area.*

Ramps

- 13 (a) Ramps shall be provided where necessary to provide access to a municipal facility.

(b) Ramps shall be constructed in accordance with section 3.8.3.3 of the British Columbia Building code.

Stairs and Steps

14(a) Exterior steps shall be of firm; non-slip materials with a recommended maximum rise of 180 mm, and a maximum tread length of 280 mm.

(b) Tread nosings shall be clearly marked with either a brightly painted non-slip finish and/or include an integrated non-slip nosing that clearly contrasts in tone/colour from the tread.

(c) Continuous handrails shall be provided on both sides of all exterior flights of stairs or steps, which include 3 or more risers.

(d) For all flights of stairs or steps that are 2200 mm wide or greater, an intermediate handrail shall be installed, as an aid to persons with limited mobility or vision.

(e) Paving surfaces at the top and bottom of all flights of stairs or steps shall include a cane-detectable and textured walking surface, a minimum of 915 mm deep, as an early warning of an impending level change to persons with visual limitations.

(f) Exterior doors that open onto landings shall be avoided wherever possible, in order to minimize hazards to persons with visual limitations. Where such doors are unavoidable, the landing depth shall be increased to 1670 mm. No door shall open onto any sloping section of a ramp.

PART II – INDOORS

15. All interior routes from accessible entrances to accessible exits shall be safe and easy to use by people with different disabilities, including people requiring mobility aids, and people with vision or cognitive limitations. Routes shall be clearly identified and logical in layout.

Canopies and Weather Protection

16(a) Main entrances and other accessible entrances shall be protected by a suitable canopy or overhang.

(b) Where canopies project over passenger boarding zones, a minimum headroom clearance of 2750 mm shall be provided, however, where possible a clearance of 3555 mm shall be constructed to accommodate special transit vehicles, or 2895 mm to accommodate adapted vans used by persons with disabilities.

Doors and Doorways

17(a) The main entrance doors and other accessible entrance and exit doors shall be a minimum of 915 mm wide.

(b) One accessible entrance is required for buildings having 1 to 3 entrances and 2 accessible entrances for buildings having more than 3 to 5 entrances. For buildings having more than 5 entrances, no less than 50 percent shall be accessible as per the standards of the B.C. Building Code.

- (c) Where pairs of doors are utilized, at least one shall provide a clear opening of 810 mm wide.
- (d) Accessible entrance doors and related vestibule doors shall be automatic or have power-assisted door openers.
- (e) The swing patterns of doors shall be defined by a highly contrasting and textured surface (or mat) at grade, which projects a minimum of 305 mm beyond the door swing. Alternatively, suitable guards, which project a minimum of 305 mm beyond the door swing, shall be provided as an aid to persons with visual limitations. A minimum 305 mm clearance shall be provided between the guard and the opened door.
- (f) In buildings where there is a significant amount of glazing at grade, door frames shall be clearly colour differentiated to aid in locating the entrance.

Door Hardware, Locks and Closers

- 18(a) Automatic door openers shall be installed wherever there is sufficient demand.
- (b) Push buttons or card access controls used to open doors shall be located away from the door swing and they shall be mounted on walls or posts, at a height between 1000 mm and 1100 mm measured to the centre of the control.
- (c) The push buttons diameter shall be at least 150 mm.
- (d) Doors in a series such as in a vestibule, shall be a minimum of 2135 mm apart and/or the clear floor area between door swings shall be no less than 1200 mm.
- (e) Door hardware, including pulls and push plates, shall be mounted between 915 mm and 1065 mm from grade.
- (f) All door handles on entrance, vestibule, and room doors shall be easy to grasp and use.
- (g) Door handles for items including closet doors and drawer pulls shall be of the simple 'D' type and be between 75 mm – 100 mm long.
- (h) Door locks shall be mounted between 760 mm and 1065 mm high.
- (i) Door handles on sliding doors shall be easy to grasp and use and shall not reduce the effective clear opening width below 810 mm.
- (j) *Where out-swinging doors must be closed to preserve privacy (e.g. on washroom doors), an additional pull handle, mounted horizontally and close to the hinge side of the door, shall be installed.*

Entrances

- 19(a) Enough waiting space shall be provided inside the main accessible entrance, either in the vestibule or adjacent lobby, for at least two persons using wheelchairs. There shall be a clear view from waiting areas to entrance and arrival area for taxis, buses or private vehicles.
- (b) Accessible entrances shall provide basic protection from the weather and include doors and vestibules that are useable autonomously.

(c) Where accessible entrances include security locks or other locking devices, a nearby call bell (or information telephone) shall be available for persons requiring information or assistance.

(d) An accessible public telephone shall be available near the accessible entrance to provide seniors and persons with varying disabilities with suitable telephone access.

Glazed Screens and Sidelights

20(a) Fully glazed sidelights at exterior entrances or in interior vestibules, as well as fully glazed screens elsewhere, shall be clearly identifiable, with a row of bright decals or a continuous opaque stripe, a minimum of 50 mm wide and of highly contrasting colour, shall be mounted at eye level, between 1350 mm and 1500 mm from the floor.

(b) Partially glazed doors shall have glazed panels that extend low enough to allow persons using mobility aids to see what is on the far side of the door (i.e., maximum height from grade 900 mm to lower edge of glazing).

Mats and Mat Sinkages

21(a) Mats at entrances and in vestibules shall be level with the floor and/or located in mat sinkages, so as not to create a tripping hazard for persons who have visual limitations or a hindrance to persons using mobility aids.

(b) Where occasional mats (e.g., runners provided during bad weather) are used, they shall be level with the floor surface and/or have gently beveled edges so as not to create a tripping hazard.

(c) Where runners are used to define preferred walking routes to information counters, elevators etc., such as in main entrance and lobby areas, they shall lead directly to the desired objective with no furniture or obstacles intruding into the required route. Runners shall be as continuous as possible and colour/tone differentiated from the adjacent floor colour.

Thresholds

22(a) Thresholds required to accommodate floor level or finish changes to exterior areas shall be gently beveled and not exceed 13 mm in height.

(b) Thresholds at interior doorways shall be beveled and not exceed 13 mm in height.

Vestibules

23(a) Interior vestibules to washrooms or other special areas shall be fully accessible to persons using mobility aids. All vestibules, corridors, or aisle widths shall be a minimum of 1500 mm wide to allow persons using mobility aids to turn at right angles through door openings.

(b) Vestibule depths shall provide at least 1500 mm floor space, clear of door swings and/or other obstacles, for maneuvering of mobility aids.

(c) Doors shall have 600 mm clear space at the jamb on the side that the door swings towards and on the side that the doors swing away from, 300 mm clear space available adjacent to the jamb on the opening edge of the door.

Waiting Areas

24(a) In waiting areas for information, services or assistance, loose furniture shall be large enough to accommodate at least two persons, in addition to other members of the public.

(b) Waiting areas with fixed seating shall include enough clear space for a minimum of two persons using wheelchairs or scooters.

Interior Routes

Aisles and Passages

25(a) In high use public areas, aisles and passageways, a minimum of 1675 mm wide is required to allow two persons using wheelchairs or scooters to pass each other easily.

(b) In low use areas and offices, clear aisle space and passageways between walls, glazed screens, furniture and/or other major obstacles shall be a minimum of 1100 mm to accommodate users of mobility aids.

(c) Wherever aisles that are 1100 mm wide are extensive in length or terminate in a dead end, a turning space of at least 1600 mm by 1600 mm shall be available at 30 m intervals and recommended at dead end locations.

Corridors and Halls

26(a) *Corridors and paths of travel shall be a minimum of 1500 mm wide.*

(b) Wherever extended length corridors are provided, a suitable and colour contrasted handrail shall be included, on at least one side of the corridor, as an aid to seniors and persons with limited mobility.

(c) In extended length corridors of 40 m or more, a bench shall be provided at an intermediate point along the corridor.

(d) *No obstruction located within 1980 mm of the floor shall project more than 100 mm into a corridor or hall unless the distance between the obstruction and the floor is less than 680 mm.*

(e) *Abrupt changes in floor level shall not exceed more than 13 mm.*

Doors and Doorways

27(a) Doors, doorways or arched openings shall be a minimum of 915 mm wide, with no opening less than 860 mm clear between obstructions.

(b) There shall be a minimum of 1600 mm clear area in the area towards which a door swings.

(b) Where fire doors or smoke doors are required in any corridor hallway, they should be a minimum of 915 mm wide, and provide a clear width between multiple doors of 860 mm.

(c) *The opening force required for interior doors, using closers or other automatic latching devices shall not exceed 22 Newtons.*

(d) *Exterior doors, which include panic hardware, shall be capable of being opened with a force no greater than 38 Newtons.*

Elevators and Platform Lifts

- 28(a) Elevators and passenger platform lifts shall be designed to be useable independently by and accessible to persons using wheelchairs and scooters, in all public facilities.
- (b) Elevators shall conform with the requirements of s. 3.5.2.1(3) of the B.C. Building Code except where these requirements exceed them.
- (c) *Controls/buttons shall include tactile information to ensure easy use by persons who have visual limitations. Controls/buttons shall be easy to reach and push, be raised and require minimal strength to activate.*
- (d) A delay button shall be available both in the cab and in each elevator lobby to allow boarding by persons who are slower than usual, as a result of ageing or disability.
- (e) Individual platform lifts required to travel between levels not exceeding 1980 mm shall have a platform size of no less than 1725 mm by 1370 mm.
- (f) Elevators and platform lifts used by persons with disabilities shall include an emergency call system linked to a monitored location within the building, with 2-way voice communication capability.
- (g) A concave mirror shall be installed at the back of the elevator cab.
- (h) *Lighting in elevator cabs and at platform lifts shall be no less than 100 lux (10 ft. candles) measured at the floor level. The same lighting level shall be provided in adjacent lobby space to minimize tripping hazards at door openings.*

Interior Ramps

- 29(a) Interior ramps shall have a maximum slope of 1 in 12, however, a slope of 1 in 15 is preferred.
- (b) The maximum length of any ramp is 9 m between level landing areas.
- (c) Where short ramps are required, e.g., for level differences of 150 mm, the ramp slope shall be evaluated on case by case basis.
- (b) Ramp surfaces shall be non-slip.
- (e) The width between handrails shall not be less than 1015 mm and not more than 1100 mm.
- (f) Handrails are required on both sides of ramps and shall extend at least 300 mm beyond the head and foot of the ramp.
- (g) Provide a cane-detectable floor surface 765 mm deep at the head and foot of all ramps to alert persons who have visual limitations.
- (h) The cane-detectable surface shall be colour or tone contrasted with surrounding floor to ensure easy identification.

Safe Holding Areas

- 30(a) Where a safe holding area is part of the emergency plan for persons with disabilities, the area shall be able to accommodate a number of persons using various mobility aids.
- (b) Safe holding areas shall be located in logical locations on each floor that are easy to identify by persons who have visual limitations and be accessible to wheelchair and scooter users.

(c) Safe holding areas shall have separate emergency lighting and ventilation systems. A two-way voice communication system linked to the fire control center shall also be provided.

Stairs and Steps

31(a) Stair treads shall be a minimum recommended of 280 mm.

(b) Stair risers shall be a maximum recommended height of 180 mm.

(c) Interior stairs or flights of steps shall contain no less than 3 risers. Where the underside of stairs is open, a cane detectable barrier shall be provided when the headroom clearance is less than 1980 mm (2030 mm is recommended), as protection for persons who have visual limitations.

(d) *A highly contrasting and cane-detectable floor surface at least 915 mm deep, shall be located at the head or foot of each flight of steps or stairs to warn persons who have visual limitations that a level change is pending. (Similar to 3.8.3.11.(1) of the code.)*

(e) Handrails or guards shall be contrasting in colour and project a minimum of 300 mm beyond the top and bottom riser to aid persons who have visual limitations.

(f) *The treads and risers shall conform with section 3.4.6.7.(1) of the B.C. Building Code.*

(h) *A handrail shall be provided in accordance with s. 3.4.6.4. of the B.C. Building Code.*

Turnstiles and Control Gates

32(a) Wherever turnstiles or other crowd control gates are used to manage the movement of people, such turnstiles shall either be of breakaway design to accommodate persons using wheelchairs/scooters or have an adjacent access gate that is wide enough to allow the passage of persons using wheelchairs/scooters or other mobility aids.

(b) Clearances at turnstiles or gates shall be a minimum of 860 mm clear width.

Interior Amenities

Coat Closets and Clothes Racks

- 33(a) In each major area or on each floor, 10% of all coat storage space shall be accessible and free of obstacles and be reachable and useable by persons using mobility aids such as wheelchairs/scooters.
- (b) Accessible closets and coat racks shall have coat rods and/or coat hooks fixed securely and mounted between 1200 mm and 1370 mm high.
- (c) At least one fixed shelf shall be provided in accessible sections of coat closets mounted no higher than 1420 mm. No base or lower shelf shall be installed in accessible closets.
- (d) Clear door openings for closets or coat racks shall be at least 810 mm wide to allow a frontal approach by persons using mobility aids.
- (e) Public check-in counters for coat storage located in entertainment facilities or other settings, shall include at least one section of lowered counter, approximately 765 mm wide and 865 mm high to allow easy access by persons using mobility aids.

Door and Cupboard Handles

- 34(a) Door pulls or latches shall be of the lever handled or 'D' type for easy use by persons with disabilities.
- (b) Door hardware shall be mounted no higher than 1065 mm.
- (c) Locks shall be included as part of the handset.
- (d) Sliding cupboard or door hardware shall be selected and mounted so that the clear door opening that remains is at least 860 mm wide.
- (e) Pocket door hardware shall include a 'D' type pull on the leading edge.

Equipment and Furniture

- 35(a) In selecting furniture or equipment for public and staff areas, care shall be taken to ensure that selected items and their layout will not constitute a hazard for persons who have visual limitations and that they are useable by persons with varying disabilities.
- (b) All items of furniture, equipment and planters etc., shall be positioned to one side of the normal path of travel.
- (c) All temporary items, including display stands, information boards, easels, and recycling bins shall be located to one side of the normal path of travel.
- (d) Loose seating, chairs or benches shall have seat heights between 405 mm and 460 mm, so that seniors or others can get in and out of them without difficulty.
- (e) Some seats shall be provided with both armrests and backrests to provide adequate support for frail individuals, seniors or persons with stability and/or transferring difficulties.
- (f) Tables and desks shall generally be selected with a working surface no higher than 785 mm and clear knee space of 700 mm high, by at least 760 mm wide between supports, to allow easy wheelchair access and use.

(g) Coffee and telephone tables, located in waiting areas and lounges, shall be no lower than 510 mm high and shall have an open base to ensure persons using mobility aids approach.

(h) Planters shall have strong cane-detectable bases.

Information and Service Counters

36(a) Counters used for information or service purposes shall have at least one section useable by persons in wheelchairs/scooters at a maximum height of 865 mm. The counter shall have no obstructions that adversely affect the ability of the public or staff to pass through information or have eye contact. Accessible sections of counters shall be a minimum of 760 mm wide, with knee space below of at least 250 mm deep by 700 mm high, to allow easy wheelchair/scooter approach and use.

(b) Where speaking ports are provided at public service locations including inquiry counters, and ticket sales desks; at least one such position shall have the speaking port no higher than 1065 mm for persons using mobility aids.

Lockers and Baggage Storage

37(a) In schools, recreation/transit facilities, or wherever public or private storage lockers are provided, at least some of the storage units shall be useable by persons using mobility aids.

(b) A minimum of 5% of spaces shall be accessible for people with disabilities.

(c) In storage or baggage lockers for people with disabilities the bottom shelf of the compartment shall be no higher than 1220 mm and no lower than 460 mm from the floor.

(d) Locks for accessible storage lockers shall be mounted at 915 mm, but no higher than 1065 mm. Locks shall be easy to operate by persons with limited manual dexterity.

(e) Numbers or names on lockers shall: be in distinct and legible lettering; be mounted no higher than 1525 mm; and be of either raised or recessed lettering. Lettering colour shall be highly contrasted from the background.

(f) Lettering or number size shall be between 13 mm and 19 mm high, for easy legibility by persons who have visual disabilities.

(g) Aisle spaces in front of lockers, baggage compartments and carousels shall be a minimum of 1370 mm deep to permit a forward or lateral approach by users with mobility aids.

(h) Baggage racks or carousels for suitcases shall have the platform surface no higher than 460 mm from the floor.

Mirrors

38(a) Mirrors located in public washrooms in municipally owned facilities shall be available to and mounted at suitable heights for use by persons in wheelchairs or scooters.

(b) *The lower edge of mirrors over vanities and washbasins in public washrooms shall be mounted no higher than 915 mm from the floor. Alternatively, a tilted mirror shall be provided.*

(c) *Where suitable mirrors cannot be mounted over basins, a separate full-length mirror is recommended. The lower edge of the mirror shall be mounted approximately 610 mm from the floor and extend to no less than 1830 mm high. Such mirrors shall be located where there is a clear floor area of 915 mm by 1370 mm deep in front to ensure access by persons using mobility aids.*

(d) Mirrors shall not be mounted immediately opposite doors/openings into washrooms or elevators as the reflections are confusing to persons who have cognitive limitations.

(e) Tinted mirrors or patterned mirror surfaces shall not be installed as they present distorted images for some seniors and persons with low vision.

(f) Lighting over mirrors shall be of an even quality and not act as a source of direct or reflected glare.

Platforms/Daises

39(a) Platforms or daises, provided for display or presentation purposes, shall be accessible to and useable by persons with mobility aids.

(b) Permanent or temporary ramps shall be available for persons with mobility limitations and should be located so as not to constitute a tripping hazard for persons who have visual limitations.

(c) The surface of ramps shall be non-slip and the junction with the floor shall be no greater than a 13 mm rise.

Windows and Window Hardware

40(a) In buildings with operable windows, the opening sections shall be easy to reach and be capable of being operated by persons using mobility aids.

(b) Sill heights shall ideally be no higher than 760 mm from the floor to allow vision out

by persons using mobility aids or by persons who are confined to their beds.

(c) Horizontal transoms in windows shall not be mounted between 1070 mm and 1200 mm, so that they do not interrupt the eye level of seated persons.

(d) Window opening hardware shall be mounted no higher than 1065 mm, where possible.

(e) Window opening hardware shall be of the lever handle type.

(f) In residential suites, opening units of windows should be designed to deflect direct drafts away from the occupants whenever possible.

(g) Window blinds, drapes or louvers shall have operators, controls, and pull cords etc., that are accessible to persons using mobility aids by being in an open approachable space, mounted no higher than 1200 mm.

Interior Systems and Controls

41 All Building Systems shall be designed to accommodate the needs of people with varying disabilities. The needs of persons with vision or hearing loss shall be particularly considered, with respect to lighting and acoustic design. Seniors and others needs, respecting personal comfort and safety, also require special consideration.

Acoustics

42(a) The acoustical environment of public buildings and spaces shall accommodate the unique needs of persons who have visual or auditory limitations and who may need to differentiate essential sounds from general background noise.

(b) Floor finishes, wall surfaces and ceilings shall be selected so that occasional noise is not unduly amplified, allow foot steps to be heard by persons with visual limitations but may add confusion for persons with auditory disabilities.

(c) Design changes shall be implemented where possible to ensure that impact sounds from secondary corridors are different in quality from sounds in major routes.

(d) Ceiling shapes shall be designed so that echoes do not occur.

(e) Public address and call systems shall be capable of being zoned to key areas, rather than blanketing all areas of a building at all times.

Audible Signals

43(a) Essential audible signals, such as fire-alarm signals or elevator arrival call systems,

shall be loud/distinct enough to be heard above normal ambient sounds by persons with sensory disabilities.

(b) Fire alarm signals in public buildings shall be designed to alert seniors and persons with sensory disabilities, that (1) there is a problem, and (2) when to evacuate the building.

(c) Audible alarm signals shall be accompanied by visual alarms, as an aid to persons who are deaf, deafened or hard of hearing. For persons who have both visual and auditory limitations, portable-vibrating alarms shall be provided.

(d) In all municipal buildings and institutions providing services or programs to seniors and persons with disabilities, a two-stage emergency alarm system shall be installed, with distinctive (i.e., pulses or intermittent) audible pedestrian signals for each stage (see paragraph b) above).

Automatic Door Openers

44(a) Individuals with varying disabilities shall be able to enter or exit the building safely and easily.

(b) At main entrances and at other accessible entrances to public buildings and institutions, automatic door openers or assisted door openers on both the exterior entrance and the related vestibule doors shall be provided.

(c) Where interior doors in public buildings providing access to essential services, programs, work or support areas are required to have closers as part of general fire-safety requirements, power assisted openers shall be installed.

(d) The controls for power assisted doors shall be located clear of the door swing where there is sufficient approach space, in areas where there is a minimum clear floor space of 1065 mm by 1525 mm for access by persons using mobility aids. Controls shall be mounted between 1000 mm and 1100 mm high from floor measured from the centre of the control, preferably not on door jambs.

(e) Where automatic detection systems are used, (such as pressure sensitive mats or light beams) the layout of the mats or light beam coverage shall ensure that persons using mobility aids (e.g., wheelchairs/scooters), seniors or persons with visual limitations have time to clear the opening safely, before the door closes again.

(f) Lateral guards shall be provided where automatic exterior doors swing open toward oncoming pedestrians or are located in busy interior areas. Guards shall extend a minimum of 305 mm beyond the swing of the door on both sides of the opening, to provide a warning to persons with visual limitations.

Card Access Systems and Security Systems

45(a) Card access systems shall be suitable for use by persons with varying disabilities, including persons with limited manual dexterity, visual disabilities or difficulty with reaching.

(b) Card entry systems shall be wall/post mounted, between 1000 mm and 1100 mm from the floor measured from the centre of the control card entry system.

(c) Where keypads or other encoded entry/exit systems are used, the buttons shall be raised, mounted on a high contrast background and include raised numerals or letters in a constant array.

(d) Where keypad systems are door or jamb mounted, there shall be enough space to allow a person using a mobility aid to approach and use the keypad and the door safely.

(e) Card systems selected shall have cards that are easy to use by persons who have visual limitations, either by using a distinct colour or texture on one side, or by using raised numbers, letters and Braille to ensure easy orientation and use.

Communication Systems

46(a) General communication systems shall be accessible to, useable and understood by persons with various sensory limitations.

(b) All essential two-way communication systems, utilizing voice input or output, shall also include a digital display for persons with auditory or voice limitations.

(c) Communication systems shall include at least one unit in each array with volume enhancement for persons who have hearing limitations. Systems shall also include a coupling device for persons using hearing aids.

(d) At major information counters, enquiry and booking locations, a TTY telephone shall be installed.

(e) Where visual input or output displays are utilized, some consideration shall be given to the needs of persons who have visual limitations by providing an alternate or supplementary system, with an audio output.

(f) Where visual public communication systems or displays are utilized for public information purposes, an audio output, shall be installed. In addition, braille and large print copies shall be provided.

Controls and Operating Mechanisms

47(a) All controls and operating mechanisms shall be reachable and useable by persons with varying disabilities.

- (b) All controls, operating components or dispensing slots shall be mounted between 610 mm and 1200 mm from the floor, to allow easy access by persons using mobility aids.
- (c) Controls and operating mechanisms shall be clearly visible and identifiable by a distinct colour or tone compared to the background colour. The colour brightness or contrast shall be 70% or greater for best visibility for persons with visual limitations.
- (d) Instruction information detailing the use of key controls or operating mechanisms shall be clearly visible in large print text, on a highly contrasting background. Instructions shall be mounted close to key controls or operating mechanisms for easy identification by all users.
- (e) Lever type controls or raised push buttons, no smaller than 13 mm in diameter, shall be used.
- (f) All light switches, thermostats and fire alarm pull stations etc., shall be mounted no higher than 1200 mm.
- (g) All duplex receptacles shall be mounted no lower than 460 mm from the floor and no higher than 1065 mm.

Electrical Power

- 48(a) Electrical power shall be sufficient to allow supplementary lighting and communication devices to be added wherever needed to benefit various persons with disabilities who use the facility or site.
- (b) Emergency power shall be sufficient to ensure adequate emergency lighting levels, the use of elevators and other key operating components and/or systems during a power outage, in all major areas of the facility, along all paths of travel to exits and in all designated safe holding areas.

Fire/Emergency Systems and Signals

- 49(a) Fire alarm signals shall include both audible and visible components to alert persons with sensory limitations.
- (b) Audible signals shall provide distinctive sounds and be of sufficient power to be heard clearly above the ambient noise in the environment.
- (c) Audible signals for two-stage evacuation shall have distinct noises/sounds in each stage.
- (d) Announcements regarding fire-exiting procedures shall be loud enough to carry above ambient noise levels and be preceded by a distinctive sound, in order to alert building occupants.
- (e) Visible flashing signals shall be utilized and shall be tested to ensure that the signal does not trigger epileptic seizures.
- (f) Signals shall be mounted high on the walls and shall be easily visible against background colour and lighting.
- (g) In facilities serving persons who are blind or who have visual limitations, increased warning signage shall be provided.

Heating, Cooling and Ventilation Systems

disabilities. Where fluorescent or quartz light sources with a high blue content are used, they shall be offset with incandescent lights.

(d) Light fixtures with multiple pinpoints of high intensity light shall not be used, as they add an unnecessary source of glare and leave an after image on the retina for persons with low vision.

(e) Lighting shall be laid out to create even distribution at floor level, and to minimize pools of light or areas of shadow.

(f) The leading edges of stairs, steps, ramps or escalators shall be evenly lit to minimize tripping hazards. Low-level lighting shall also be installed in special locations, including theatres and sports arenas, to aid in safe navigation by all users.

(g) Lighting levels in elevator lobbies shall be similar to the lighting levels in elevator cabs in order to minimize tripping hazards. Lighting levels in elevator lobbies shall be no less than 100 lux, at the threshold of the elevator.

(h) Emergency lighting over interior stairs and ramps, in exits, or other paths of travel, shall be at least 100 lux at the walking surface and 50 lux in exterior locations.

(i) Lighting over directional or informational signage at public telephones, informational/service counters, automatic teller machines, or other keypad operations, shall be at least 200 lux (20 ft. candles) at the working or information surface.

(j) Lighting over lecterns, podiums, platforms or other speaker locations shall be capable of being enhanced, even when other lighting is dimmed, to permit lip-reading and a view of any of the hand actions used to communicate with persons who are deaf.

Listening Devices

53(a) An FM loop, or other assistive listening system, shall be used for all meeting rooms or assembly and entertainment areas, serving more than 35 persons. (see <http://www.hearingloop.org/> for more information)

(b) Where infrared assistive listening devices are used, ensure that no overhead incandescent lights cancel out the infrared signal at the receiver.

(c) In meeting areas, dimmer switches (or other transformer coils) shall be carefully located so as not to cause electro-magnetic interference with any audio induction loops.

(d) Where an FM loop system is used, portable headsets compatible with personal hearing aids shall be made available to persons who may require them.

(e) Larger meeting rooms shall be designed and furnished to allow a clear view of the speaker(s) at all times.

Public Address Systems

54(a) Public address systems shall be easy to hear above ambient background noise, without distortion or feedback, as an aid persons with hearing or visual limitations.

(b) Public address speakers shall be mounted above head-level and provide effective sound coverage in required areas such as corridors, assembly and

meeting rooms, recreational, entertainment and educational facilities, as well as in common use areas located in institutional settings.

(c) Public address systems shall be located so that information can be directed to key locations only, to minimize background noise in other areas of the building.

Special Facilities and Areas

Available Seating

55(a) At least 2% of seating in all municipally owned stadiums, auditoriums, theatres, gymnasiums, ice rinks, and opera houses shall be accessible to people with disabilities.

(b) Accessible seating shall be accessible in all price ranges and to accommodate preferences for seating at the front, middle or back of an auditorium or theatre.

Arenas

56(a) Sports arenas, including all coaching and playing areas, shall accommodate persons with varying disabilities, as well as persons who use mobility aids.

(b) Accessible seating locations shall have clear sight lines. The accessible seating space shall be a minimum of 900 mm wide by 1500 mm deep for side approach. At least two spaces shall be provided together in each location with direct access to an accessible aisle or passageway.

(c) Access panels, with a minimum of 865 mm clear entry width, shall be provided for all users to access the arena floor or ice surface.

(d) Changing/Locker Room accommodation for athletes or others shall be designed to accommodate all persons with disabilities, including users of mobility aids.

(e) Public washrooms shall be accessible to athletes, visitors, or staff with various disabilities.

(f) Staff accommodation and related support areas, offices or meeting rooms shall accommodate persons with mobility aids.

Municipally Owned Restaurants, Cafeterias and Cafes

57(a) Cafeterias, restaurants, cafés, bars, and/or other areas providing food or beverage services, shall be accessible to persons with varying disabilities, including persons using mobility aids.

(b) Accessible seating locations for persons using mobility aids shall be available in all areas or levels, providing food or beverage services.

(c) Aisle spaces between furniture, equipment and other fixed objects shall be wide enough, at least 1065 mm wide, to allow a person using mobility aids to pass. The narrowest aisle shall be at least 810 mm wide.

(d) Where counter service is provided, at least one section of the counter shall be no higher than 915 mm by 760 mm wide, to allow a person using a wheelchair or scooter to approach.

- (e) Where cafeteria or buffet style food services are provided, displays shall be accessible and mounted on surfaces no higher than 915 mm from the floor. Overhead display shelves shall be no higher than 1220 mm. Cutlery, condiments, and napkin containers shall be mounted no higher than 1065 mm from floor level.
- (f) Beverage dispensing areas shall be accessible to persons using wheelchairs or scooters with machines that are easy to operate with one hand.
- (g) Tray rails shall be as continuous as possible to allow persons using wheelchairs or scooters to slide a tray along easily.
- (h) Cashier locations shall include accessible aisles, a minimum of 915 mm wide with clear resting surfaces for trays etc. Surfaces shall be mounted no higher than 915 mm from the floor.
- (i) Where barriers and turnstiles are provided to control access, at least one accessible location shall be included at a minimum of 915 mm wide.

Gymnasium

- 58(a) Municipally owned gymnasiums, shall be accessible and useable by persons with varying disabilities.*
- (b) The main floor or exercise areas of gymnasiums shall be fully accessible to persons using mobility aids, including all related changing areas, showers, washrooms, and lockers.*
- (c) Seating areas provided as bleachers or galleries overlooking the gymnasium floor shall be accessible to persons using mobility aids.*
- (d) For persons who have visual limitations, care shall be taken to ensure that there are no obstacles in the gymnasium area that might constitute a hazard.*

Ice-rinks

- 59(a) Ice-rinks, whether indoors as part of an arena, or outdoors as part of a park's winter function, shall be accessible to and useable by persons with varying disabilities.*
- (b) All public amenities and viewing areas shall be accessible to persons who have varying disabilities including persons using mobility aids.*
- (c) All change rooms, washrooms, refreshment facilities shall be accessible.*

Libraries

- 60(a) All library areas, including checking areas, book stacks and reading/teaching spaces, shall be accessible to seniors and persons with varying disabilities.
- (b) Book return and check out area counters shall be designed to be accessible to persons using mobility aids, and will have induction loop systems for people with hearing impairments (see http://www.hearingloop.org/places_drivethru.htm).
- (c) Book stack areas shall have aisles at least 1065 mm wide.
- (d) Lighting at book stacks shall be mounted directly over the aisle space and provide a minimum of 200 lux at 915 mm above ground.
- (e) Study tables shall be designed to accommodate persons using mobility aids, with clear knee space of at least 700 mm high.

- (f) Shelving over study carrels, tables or study counters shall be no higher than 1220 mm to allow an easy forward reach over the working surface.
- (g) Acoustic quality in library, reading and study areas shall limit extraneous background noise, permitting comprehension by persons with limited hearing.

Meeting Rooms, Theatres and Assembly Areas

- 61(a) Meeting rooms and assembly areas in municipally owned buildings shall be designed to be accessible to persons with varying disabilities, including persons using mobility aids and persons with sensory limitations.
- (b) Accessible seating shall be distributed and integrated throughout seating areas of assembly rooms with different vantage points available to all persons with disabilities.
- (c) All entertainment and assembly areas shall be able to accommodate persons using various mobility aids.
- (d) All meeting and assembly areas shall be able to accommodate persons who have visual limitations, and will have FM loops or other assistive listening devices for people with hearing impairments (see Section 53(a)).

Swimming Pools

- 62(a) Municipally owned indoor swimming pools and related amenities shall be accessible to persons with varying disabilities.
- (b) All pool area floor surfaces shall be easy to clean, non-glare, non-slip and finished with a light colour finish.
- (c) For Public Swimming Pools a Unisex Change room/Washroom shall be provided so that assistance can be provided when needed, for persons of the opposite sex.
- (d) Ambient air temperature in pools shall generally be no lower than 25° C and no higher than 32° C.
- (e) Lighting over pool and deck areas, as well as in showers and changing areas, shall be a minimum of 200 lux at deck or floor surface. Fixtures over pool areas shall be selected and positioned to minimize reflected glare off the pool surface. Fixtures shall also be positioned for easy re-lamping.
- (f) Natural daylight in pool areas shall be controllable to minimize glare off the pool surface, especially from south and west sunlight.
- (g) Acoustic quality in the pool area shall minimize echoes and unnecessary noise, as a benefit to persons who are vision or hearing impaired.
- (h) Signage in pools shall be suitable for persons with low vision.
- (i) Exterior patios and landscaped areas adjacent to indoor pool areas shall be accessible to wheelchair users.

Accessible Parks Bylaw

1. The standards outlined in this bylaw shall be implemented in all new parks and public facilities.
2. The standards outlined in this bylaw shall be implemented in existing municipal parks in accordance with the priorities outlined in the municipal accessibility plan.

Special viewing technology – technology such as telescopes.

Special Viewing Locations – location where one can view landmarks, special features, wildlife, entertainment and sports activities.

Campgrounds

- (a) Municipal campgrounds shall include at least 3% accessible campsites close to essential amenities, such as washrooms and showers.
- (b) Accessible campsites shall be level with adjacent grades, be of a firm free draining surface, and include adjacent accessible parking.
- (c) A firm surface, roadway, or path shall be available between the accessible campsite, accessible washrooms, and showers or other campground amenities.
- (d) Accessible campsites shall include an accessible hydro outlet to allow recharging of batteries for electric mobility aids.

Docks

- (a) Fishing, boating, or swimming docks shall be accessible to persons with varying disabilities.
- (b) Paths, boardwalks and/or other routes to docks shall be made of level and firm material that provides direct access without changes in elevation. Where inclined routes are unavoidable, the gradient shall be no greater than 1:20.
- (c) Grades steeper than 1 in 20 shall be designed as a ramp, with a slope gradient no greater than 1:12.
- (d) Handrails shall be provided on both sides of ramps at 1:12 gradient.
- (e) Elevation changes of 205 mm or less shall be ramped at 1:8.
- (f) Where dock surfaces are located more than 460 mm above the normal water surface, a suitable guardrail shall be provided.
- (g) Where dock surfaces are 205 mm or less above the water, a contrasting stand up edge of at least 150 mm high is recommended, on all exposed sides.
- (h) Steps down into the water for swimming areas or/at docks shall include handrails on both sides, extending to a minimum of 610 mm above the dock surface, and returned down to the dock.
- (i) Steps shall provide a safe entering position for persons with limited vision or stability.

Grandstands and Viewing Areas

- (a) Where exterior grandstands and viewing areas are provided, accessible seating spaces for persons using mobility aids should be available in all price ranges.
- (b) At least 2% of all seating areas shall be designed to accommodate persons using mobility aids and located to provide a clear view of event.
- (c) *Clear floor space for a person using a wheelchair shall be a minimum of 900 mm wide by 1550 mm deep without reducing required aisle space for side approach and 1200 mm long for front or rear entry.*
- (d) At least two spaces shall be provided side by side in each accessible location to allow for a companion.
- (e) Wheelchair seating areas shall be made of level, firm and of non-slip material.
- (f) Where guardrails, handrails or fences separate viewing areas from performance areas, care shall be taken to ensure that sight lines are appropriate.
- (g) Fixed seating, benches, or loose seating areas shall include some seating with back supports and arm rests individuals with limited stability.
- (h) Seat heights shall be no greater than 460 mm above floor level and no less than 405 mm.
- (i) Viewing areas at scenic lookouts shall be accessible to persons using various mobility aids such as wheelchairs or scooters.
- (j) The ticket office, refreshment and other facilities shall be accessible.

Outdoor Swimming Pools and Wading Pools

- (a) Outdoor swimming and wading pools shall be accessible to persons of varying ages and disabilities.
- (b) Swimming pools shall be generally of "level-deck" design to allow easy entry and exit to the pool. Where a stand up edge is provided around the perimeter of the pool, it shall be a recommended minimum of 205 mm high, and no higher than 405 mm. The top edge should be of 305 mm wide to allow for a seated person.
- (c) Pool boundaries shall be clearly defined by a textural change and be of a bright colour or sharp contrast (e.g.: 70% light reflectance difference) to both the water surface and the surrounding paving as an aid to persons with visual limitations.
- (d) All materials and finishes used on the pool perimeter, on the deck or on paved areas surrounding the pool, shall be of firm, non-slip materials.
- (e) Pool perimeter tile or finishes shall be easy to clean and non-abrasive, to minimize skin damage, with rounded edges at all pool boundary locations.
- (f) The walls and floors of swimming pools shall have a light coloured finish for increased safety.
- (g) Adequate drainage shall be provided on the pool deck to remove water quickly at all times.
- (h) Drainage tile, scuppers, or trenches shall be designed to minimize accidental tripping and have no openings greater than 13 mm.

- (i) Pool depth markings as well as 'SHALLOW END' and 'DEEP END' signage shall be in highly contrasting colours and of sufficient size that is easily visible to persons with low vision.
- (j) Where diving boards or platforms are provided, they shall be clearly marked and protected so that persons with visual limitations do not accidentally walk below.
- (k) Handrails should be provided on both sides of access steps into the pool, and extend at least 300 mm onto the pool deck.
- (l) Swimming pools, lanes, or lane markers should be in highly contrasting colours. Tie-off devices for lane markers shall be located where they do not constitute a potential tripping hazard.
- (m) Starter blocks (for competitive racing) shall be capable of being securely fixed in place without posing a tripping hazard.
- (n) Storage of safety gear or other equipment around the pool shall be positioned where it does not constitute a hazard to persons with visual limitations.
- (o) Lifeguard chairs or other pool related structures shall be painted in highly contrasting colours.
- (p) In public swimming pools, where there is no autonomous access for persons with disabilities, some provision for transferring persons from wheelchairs into the water shall be available. Wherever possible, permanent ramps are preferred to portable lifts.
- (q) Built-in ramps into pools shall be sloped at 1:12, have handrails on both sides, and be positioned where it does not interfere with swimming lanes.
- (r) Wading pool access shall be safe and gradual so that children with disabilities can be assisted into the water easily and/or use a wheelchair to enter.

Parks and Parkettes

- (a) Public parks, parkettes, and playgrounds shall be designed to be used by people with varying abilities/disabilities and with universal access principles in mind.
- (b) Entrance gates, parking areas, paths and walkways through the park shall be fully accessible to persons using mobility aids.
- (c) Play areas and recreational equipment, or other amenities shall generally be designed to be accessible to and useable by children with varying abilities/disabilities.
- (d) Park benches or seating areas shall be readily available for children and older persons. Benches and seating areas shall be accessible to a variety of users.
- (e) All garbage containers, light standards, or other obstructions shall be located to one side of all paths and/or active playing areas, as an aid to children with visual limitations.
- (f) Park amenities (such as washrooms) shall be accessible in accordance with the relevant sections of this bylaw.

Play Spaces

(a) A certain number of play spaces shall be designed to be inclusive for all children, including those with varying abilities/disabilities. This prioritization will be based on programming needs, community input, and a physical analysis of sites.

(b) An accessible route to the play space from accessible parking spaces. An accessible route is defined as a pathway specifically designed to provide access for individuals with disabilities, including those who use wheelchairs or mobility devices, with a minimum clear width distance of 1500 mm (1675 mm preferred) and a maximum slope of 1:20. Ramps are needed wherever the slope exceeds 1:20. The maximum slope for a ramp is 1:12 (1:15 preferred), and the recommended minimum width of 1015 mm (between handrails), for a maximum sloped distance of 9 m. Landings are to have a minimum 2% cross-slope to allow adequate drainage and would accommodate changes of direction or rest sites as needed on accessible routes.

(c) An accessible resilient surfacing compliant with current Canadian Safety Association Standards, and any applicable referenced portions of the current American Society for Testing and Materials Standard Specifications for Impact Attenuation of Surface Systems Under and Around Playground Equipment (ASTM 1292) and Determination of Accessibility to Surface Systems Under and Around Playground Equipment (ASTM 1951). An accessible surfacing is to be firm, stable and slip resistant enough to be accessible by individuals using mobility aids or wheelchairs. The surface needs the ability to drain rapidly to avoid ice or water accumulation.

(d) Play areas separated by age appropriate equipment, including a junior area for use generally for children under 5 years of age and a senior area for use generally for children/youth 5-12 years of age.

(e) A diversity of play components chosen carefully to engage multiple senses, develop skills and encourage social interaction. Play components are to be linked to an accessible route through the playground. One of each type of play component is to be accessible and a minimum of 50% of all play components should be accessible for small playgrounds (10 or less play components), or 75% for larger playgrounds.

Picnic Areas

(a) Picnic areas shall be accessible to all people regardless of age or disability.

(b) Some picnic tables and benches shall be located near accessible paths and walkways for persons using mobility aids.

(c) Accessible picnic tables or benches shall be available in a variety of sunny and shady locations.

(d) The design of picnic tables shall allow persons using mobility aids to approach them from one or both ends and provide adequate knee and armrest clearance.

(e) Garbage cans, barbecues and woodpiles located adjacent to accessible picnic areas, shall be approachable and useable by persons using mobility aids.

(f) Grades in accessible picnic areas shall be no greater than 1:30.

(g) Some accessible parking spaces shall be located within 30 m of accessible picnic areas.

Sports, Fields and Spectator Areas

(a) Public sports fields, parking areas, entrances and spectator areas shall be accessible to persons with varying disabilities.

(b) Controlled access points shall be designed to accommodate the free movement of wheelchairs or scooters via an adjacent gate at minimum 915 mm wide.

(c) Level, accessible seating areas should be provided beside sports fields for both spectators and athletes with disabilities.

Terraces and Patios

(a) Exterior terraces and patios shall be accessible to people with disabilities.

(b) Access from exterior doors to interior areas shall be level or have sloped thresholds no greater than 13 mm.

(c) Where grade differences of 150 mm or less occur, short ramps of 1:7.5 can be created. Grade differences more than 150 mm, ramps of 1:12 will be required.

(d) Terraces or patios shall be of firm level materials laid to drain at slopes of not more than 1:50. Joints in patio/terrace materials shall not exceed 6 mm wide.

(e) Patios or terraces that are 600 mm or more above grade shall have suitable guards. The top rail of such guards or handrails shall be designed so that a seated person can clearly see below the rail.

(f) Where patios or terraces are 205 mm to 460 mm above grade, a cane detectable stand up edge, 150 mm or higher, shall be provided. Alternatively, a planter box or bench could be used as an aid to persons with visual limitations.

Trails and Footbridges

(a) Where pedestrian or bicycle trails are provided, trails shall be laid out with accessible pedestrian paths and footbridges that are suitable for persons using various mobility aids.

(b) If trails include slopes greater than 1:20, alternate routes shall be provided nearby wherever possible and should include steps and ramps.

(c) Where steps, ramps or footbridges are required, the surface of the bridge should be of non-slip materials and the bridge should include suitable handrails and/or guards.

(d) Slopes on bridges shall not exceed 1:20 (5%).

Viewing Areas

(a) Where special viewing locations are provided, these areas shall be accessible to persons using wheelchairs, scooters or walkers.

(b) Where special viewing technology is provided, then such instruments shall include lowered mounting heights suitable for use by children or persons in wheelchairs or scooters.

Waterfront Areas

- (a) Waterfront areas in public parks, recreation facilities or wilderness locations, shall be laid out to accommodate persons using wheelchairs, scooters, and walkers, as well as persons with visual limitations.
- (b) Accessible parking areas, entrances, paths and/or lookout areas shall be suitable for persons with varying disabilities.
- (c) Accessible seating shall be located nearby.
- (d) Accessible parking shall be provided in a convenient and nearby location.

Wilderness and Conservation Areas

- (a) Wilderness areas open for public enjoyment shall include accessible parking areas, entrances, paths, trails, and footbridges that will accommodate persons using various mobility aids.
- (b) Ensure that rest areas and/or lay-bys shall be provided with suitable seating to accommodate seniors.
- (c) Where special lookout locations or wildlife viewing areas are included, ensure that clear signage is provided nearby.
- (d) A tactile map shall be provided of all trails and features at the start of the trail and periodically along the trail for people who have visual limitations.

Public Address Systems

- (a) When public address systems are installed, systems shall be selected that minimize distortion and provide a full spectrum of sound. Loudspeakers shall be located in positions that cover the desired area adequately without feedback and they shall be mounted on posts to ensure that the output close to speakers is at acceptable levels for nearby audience members.
- (b) Where significant information, including emergency information, is to be announced, a clear warning signal shall be provided before the announcement, to alert persons who are hard of hearing.
- (c) Where large outdoor concerts are regularly performed, every attempt shall be made to include a FM loop, or other suitable systems, for persons who are hearing impaired.

Signage and Way Finding

- (a) A comprehensive exterior signage and way-finding system is required at every major site or facility, to assist visitors with varying disabilities to locate appropriate parking and accessible entrances.
- (b) The street address and/or building/facility name shall be clearly visible from the street or public laneway.
- (c) Lettering size shall be legible at typical viewing distances.
- (d) Signage generally shall be in bold sans-serif lettering on a highly contrasting background.
- (e) Building addresses or identifying signage at street level, whether it is mounted in landscaped areas or on posts, shall be high enough to be clearly visible even with snow piled nearby.
- (f) Pedestrian, vehicular, and emergency routes shall all be clearly identified.

(g) One-way routes shall be clearly marked – both with paving markings and by post-mounted signs.

(h) The "International Symbol of Accessibility" shall be used to identify special amenities, such as accessible parking, accessible entrances, or accessible washrooms.

Garbage Cans and Recycling Bins

(a) Garbage Cans and Recycling Bins shall be accessible to persons with various disabilities and shall be permanently located to one side of any path or walkway so as not to encroach on walkway width.

(b) Garbage cans shall be securely mounted and be large enough to contain the anticipated amount of waste so that overflows do not cause a tripping hazard.

(c) Garbage cans in open areas such as parks, wilderness, beach or picnic areas shall be securely mounted on firm level pads.

(d) Waste receptacles or holders containing waste bins shall be clearly identified by suitable signs and/or colours.

(e) Where lids are provided on waste receptacles, they shall be easy to operate with one hand and have openings mounted no higher than 1065 mm from grade.

Accessible Parking Bylaw

This bylaw is entitled the Accessible Parking Bylaw, and is enacted pursuant to a municipality's power under s. 124(1)(d) of the *Motor Vehicle Act*.

Definitions

1.(a) Person with a disability – is a person who has a physical disability, illness or injury which results in the person needing extra space to exit an automobile, or the person cannot walk more than 100 meters; or the person is legally blind and meets any other criteria required to be issued a person with a disability parking permit by the Social Planning and Research Council of British Columbia.

(b) Person with a disability parking permit – is a document issued by the Social Planning and Research Council of British Columbia or another authorized body authorizing a person with a disability to park in a designated parking space for a person with a disability.

(c) Designated Parking Space for a Person with a Disability – is a space reserved for the exclusive use of a user of a person with a disability parking permit.

(d) Person with a Disability Parking Zone – a parking zone containing designated parking spaces for persons with a disability.

Designated Parking Space for a Person with a Disability

2. The dimensions for a designated parking space for a person with a disability shall be a minimum of 3700 mm wide, 5500 mm long with a clear pedestrian aisle of 1200 mm, and have a vertical clearance of at least 2.3 meters. Where two accessible parking spaces are adjacent, the pedestrian aisle may be shared, and should preferably be increased to 1500 mm.

3. The designated space shall (a) have a firm, slip resistant and level surface; (b) be located close, and be accessible, to an entrance conforming to the British Columbia Building Code 1998 as amended; (c) be clearly identified as being solely for the use of persons with disabilities, (d) designated signage will be located on a pole (minimum height should be 1.5 m high) and (d) will follow the requirements for signage located in the Motor Vehicle Act Regulations, Division 23, Schedule 2¹.

4. Designated parking spaces for a person with a disability shall be provided for according to the requirements of



¹ *Dimensions:* Minimum 30 x 60 cm. *Colour:* White background throughout, red top circle and centre slash, black centre "P", green bottom circle, black centre symbol, black arrows and black border. White, red and green reflectorized.

See http://www.qp.gov.bc.ca/statreg/reg/M/MotorVehicle/26_58/hidden_26_58-sched.htm#division23_schedule2

Section 2. Where necessary to enhance accessibility official x shall have the power to order that the requirements be exceeded and may rescind, revoke, amend and vary such orders.

5. The minimum number of designated parking spaces for a person with a disability is set out in the Table of Required Disability Parking Spaces at the end of this section shall be provided for the following uses:

(a) for multiple dwellings, live-work premises, retail uses, hospitals, health care offices, health enhancement centres, animal clinics, municipally owned parking lots, hotels, and churches, chapels, wedding chapel, funeral homes, places of worship, or similar places of assembly, and, all other uses not listed in Class B including, without limitation, office and cultural and recreational uses, the minimum number of disability parking spaces is set out in Column 1 of the Table of Required Disability Parking Spaces;

(b) for Special Needs Residential Facilities - Community Care - Class B and Seniors Supportive or Assisted Housing, the minimum number of disability parking spaces is set out in Column 2 of the Table of Required Disability Parking Spaces.

TABLE OF REQUIRED DISABILITY PARKING SPACES

Required Number of Disability Parking Spaces

	Total Number of Parking Spaces	
	Column 1	Column 2
1	1 – 39	1
2	40 – 74	2 - 29
3	75 - 124	30 - 44
4	125 – 174	45 - 59
One additional Disability parking Space	for any portion of each additional 50 parking spaces	for any portion of each additional 15 parking spaces

6. Official x shall have the power, in order to address additional accessibility needs, to order any person, organization, corporation or legal entity to exceed the requirements of section 5 and may rescind, revoke, amend and vary such orders.

7. The municipality shall not issue any permit, licence, planning approval, or certificate to a person, organization, corporation or legal entity that official x of the municipality has determined has not complied with sections 2 to 6.

8. Sections 2 to 6 enter into force on the 3rd January 1st that occurs after the bylaw is approved by council.

Authority to issue and cancel permits

8. Council designates the Social Planning and Research Council of B.C as the organization responsible for issuing and canceling Person with a Disability Parking Permits according to their own criteria and regulations.

9. An application for a Person with a Disability Parking Permit may be made by or on behalf of a Person with a Disability to the Social Planning and Research Council of British Columbia.

10. All Disabled Parking Zones existing on the date of adoption of this bylaw are deemed to be authorized Disabled Zones established under this bylaw.

Use of the Person with a Disability Parking Permit

11. The Person with a Disability Parking Permit may be used only by the person to whom it is issued.

Offences

12. It is an offence:

(a) Punishable by a fine of \$100, for a person to stop, stand or park a vehicle in a Person with a Disability Parking Zone who does not display a valid Person with a Disability Parking Permit or a permit of a similar nature issued by another jurisdiction;

(b) Punishable by a fine of \$100 and, if the circumstances warrant, revocation of the Person with a Disability Parking Permit for a person to utilize the Person with a Disability Parking Permit and to park a vehicle in a Disability Parking Zone, if the person to whom the permit is issued is not present.

(b) Punishable by a fine of \$100, for a person to stop, stand or park a vehicle in a Person with a Disability Parking Zone that displays a valid Person with a Disability Parking Permit unless the vehicle is stopped, left standing or parked for the purpose of transporting a Person with a Disability.

Accessible Taxi Bylaw

1. Pursuant to s. 36(11) of the *Motor Vehicle Act*, council adopts the following as the *Accessible Taxi Bylaw*.

Definitions

2(a) "accessible taxi" means a taxi having a gross vehicle weight rating of not more than 4500 kg, which is designed and manufactured or converted for the purpose of transporting persons who use mobility aids and that meets the requirements of B.C. Reg. 26/58 of the *Motor Vehicle Act*, including how it may be amended, altered, replaced or revoked from time to time.

(b) "accessible taxi license" means a license that is issued to grant permission to a taxi company permit holder to operate an accessible taxi.

(c) "taxi license" means a license issued by the municipality which grants the recipient taxi company permit holder permission to operate an individual taxi.

(d) "Taxi company permit" means a permit issued by the municipality, which the taxi company must possess in order to apply for and receive an accessible taxi license or a taxi license.

(e) "Taxi operators license" means a license issued to a taxi or accessible taxi driver, which the driver shall have before operating a taxi or accessible taxi.

Municipal power to issue and revoke licenses

3(a) The municipality has the power to issue, grant, revoke, or seize a taxi license or an accessible taxi license.

(b) Each taxi or accessible taxi must have its own license.

Service Numbers

4(a) In order to receive and maintain a taxi company permit, 15 percent of a taxi company's fleet shall operate under an accessible taxi license.

(b) The municipality shall issue x taxi licenses and $x \cdot 15\%$ accessible taxi licenses.

Service Requirements

5 Every holder of a taxi company permit shall, upon telephone or other notification, and after the person has identified themselves as one who requires the service because of a handicap or who uses a wheelchair, scooter or other Mobility Aid, give priority of access to an accessible taxi to such customers, and must ensure that accessible taxis are available to primarily serve such customers' on demand transportation requirements at all times that a taxi service is provided to the public, including, but not limited to, high volume periods, and such special situations as, but not limited to, transit strikes.

6 The holder of a permit to provide a taxi service, shall insure that all requests for service, from a person or persons who have a disability or disabilities, and any person who may use a wheelchair, scooter, or other required or necessary Mobility Aid, are satisfied in a timely and efficient manner. For the purpose of this bylaw, timely and efficient shall mean the average time of response to customers requesting a taxicab.

7 The holder of a taxi company permit:

(i) shall ensure that each driver of an accessible taxi records, on a daily record, every trip

that involved the transporting of a person with a disability, stating in each case whether

such person used a wheelchair, a scooter or other Mobility Aid;

(ii) shall at all times carry liability insurance in the amount of \$5,000,000 that insures all drivers of such accessible taxis against all loss, damage, and claims arising out of, or in connection with, the loading, unloading or transporting of people with disabilities.

(iii) shall place or amend an advertisement in the Yellow Pages of the Telephone Directory providing information to residents of the City, and under the trade name under which the permit holder operates, indicating that the vehicle is capable to serve handicapped and wheelchair passengers and others who may use a Mobility Aid and that requests for service from these classes of persons shall receive priority over all other service requests.

Taxi Operators License

8 Each driver of a taxi must hold a valid taxi operators license.

9(a) A taxi operators license shall be issued after successfully completing the taxi training course.

(b) The taxi training course shall include at least 18 hours of advanced training designed to develop the driver's ability to transport people with disabilities and using mobility aids, driver safety including assault avoidance and awareness, collision prevention and advanced geography through the Taxihost Program Level 2 course for drivers provided by the Justice Institute of British Columbia, or other course approved by the municipality.

Enforcement

10 Non-compliance with any of the provisions of this bylaw shall be deemed to be an infraction of this bylaw and shall render the company liable to the penalty imposed by the municipality, or to suspension or cancellation of a license or permit.