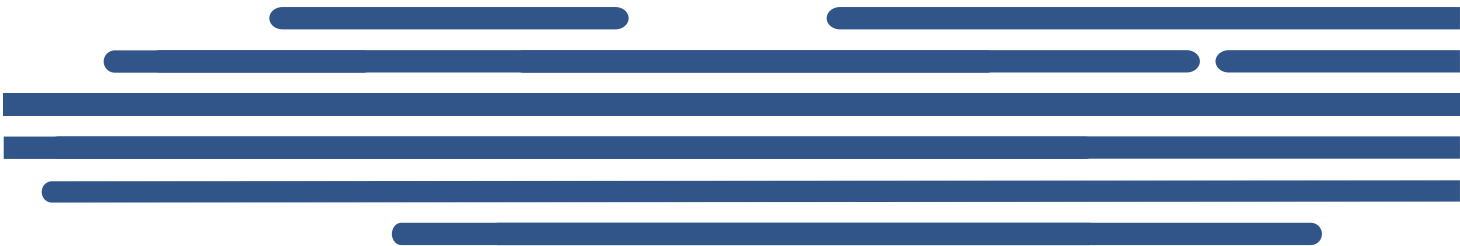


# Independent Community Meeting Facilitator Guide

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# About this Guide

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This guide includes a sample Agenda as well as some suggestions around ways to engage participants in conversations around the development of Accessibility Legislation for British Columbia.

Please feel free to treat these materials as suggestions only. For example, you may prefer to work directly from the *British Columbia Framework for Accessibility Legislation* document that has also been included in the package of materials provided. At the end of the day the goal is to ensure that you and the individuals that you represent can share your feedback in whatever way works best for you.

# Setting the Agenda

# Sample Agenda

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The sample Agenda on the following page provides one possible approach for setting the different themes and topics to be explored through your meeting.

In looking at the sample Agenda, you will see that there are five (5) different themes and topics to be explored. These themes reflect the types of themes and topics for discussion set out in the British Columbia Framework for Accessibility Legislation document.

The key themes or topics for discussion include:

Topic 1: Initial Reflections – What’s Important to You

Topic 2: The Proposed Approach – Scope, Definitions, Purposes and Principles

Topic 3: Accessibility Standards – Key Areas of Focus

Topic 4: Implementation Details – Measures to Ensure Compliance

Topic 5: Looking Beyond the Legislation- Seeking Cultural Change

These five (5) topics are the topics for discuss at the community meetings that have been set up across the Province.

Feel free to adopt a similar approach or list of topics for your meeting. Likewise, you may wish to develop other questions or to explore other themes or ideas based on the interests, insights or needs of those participating in your community meeting.

# Sample Agenda

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## AGENDA Community Meetings

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### Purpose of the meeting

- Begin a conversation about accessibility in British Columbia
- Get ideas about what accessibility legislation in B.C. could look like
- Develop legislation, standards and policies that support people with disabilities to live with dignity and to meaningfully participate in their community
- Build on and complement the new Federal Accessibility legislation
- Learn from the experiences of other Provinces who already have legislation in place as well as the lived experience of persons with disabilities in B.C.
- Share thoughts and test ideas about proposed standards and implementation details
- Learn more about what is important to British Columbians with disabilities in order to create the legislation and tools that are needed to make a meaningful difference

2:30	Call the Meeting to Order
2:30 to 2:45	Welcome, Introductions and Territorial Acknowledgement
2:45 to 3:15	Topic 1: Accessibility Through Legislation—What’s Important to You
3:15 to 3:30	Topic 2: The Proposed Approach—Scope, Definition, Purpose and Principles
3:30 to 4:00	Topic 3: Accessibility Standards—Key Areas of Focus
4:00 to 4:15	Topic 4: Implementation Details—Measures to Ensure Compliance
4:15 to 4:30	Looking Beyond the Legislation—Seeking Cultural Change
4:30 to 5:00	Wrap-Up and Report Back—Top three 3 insights or ideas to share from the day

# **TOPIC 1**

## **Initial Reflections**

### **What's Important to You**

# Initial Reflections

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## Thinking About Accessibility Legislation for British Columbia

### What's Important to You

The sample Agenda recommends that participants share their experiences and offer ideas about what they hope the proposed legislation can help to achieve in terms of promoting greater accessibility and inclusion in B.C.

The *British Columbia Framework for Accessibility Legislation* provides some background information related to the development of the legislation and some of the initial ideas for consideration.

As part of the consultation process and through the Independent Community Meetings, there is an interest in hearing from participants, their ideas about what is most important to them in terms of accessibility and inclusion in B.C. as well as potential outcomes from the legislation.

There are three (3) questions on the following page that you might wish to explore. You might want to take 15 to 20 minutes to go around the room and have participants share their ideas about what is important to them.

# Initial Reflections

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**?** Please describe your experiences with accessibility and inclusion.


**?** Thinking about your personal experiences, what is most important to you about accessibility and inclusion in B.C.?


**?** If there is one thing you hope the accessibility legislation will accomplish what would it be?




# **TOPIC 2**

**Proposed Approach, Scope,  
Definitions, Purposes and Principles**

# Proposed Approach

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There are four (4) different sub-themes in this section.

- The **Model for Legislation** (Framework document page 16);
- **Scope and Definitions** (Framework document pages 17 & 18);
- Proposed **Purposes** (Framework document page 19); and,
- Underpinning **Principles** (Framework document 20 & 21).

You might want to take a few minutes to review the proposed approach as set out in the Framework document and ask participants to share their ideas about the proposed approach or identify other ideas for consideration.

When you come to the proposed **purposes** and **principles** you might want to ask participants to reflect on the different statements set out in the Framework document and identify the purposes and principles that they believe are most important from their perspective.

It might be worth noting that the toolkit also includes coloured dots and individual ranking sheets. As a way of engaging participants, you may want to ask participants to rank the different statements in terms of the purposes and principles that they feel are most important (top 3).

As you complete the ranking exercise, ask participants to share their ideas about the different statements and the rankings they assigned.

Remember to collect the individual rankings and include this information as part of your report back. Some participant may feel that it is not possible to choose. This is also important feedback. As you go through the exercise, you might also ask participants if there are any ideas that are missing which should be added.

# Model for Legislation

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**The Framework document (page 16) describes the proposed model for legislation. As set out in the Framework document:**

*The Government of British Columbia envisions a broad alignment between federal and provincial accessibility legislation. It may provide people with disabilities, businesses and members of the community greater clarity about how the legislation works and what to expect. This would entail moving forward with enabling legislation that outlines objectives regarding accessibility and inclusion in British Columbia. The legislation would then provide the authority and tools necessary to achieve those objectives. Subsequently, accessibility standards and regulations would be developed in conjunction with persons with disabilities, experts and other stakeholders.*

# Model for Legislation

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**?** What do you think about the suggested model for the legislation?


**?** Do you have specific ideas for what you would like to see included in the legislation?


**?** Are there specific groups or stakeholders that need to be at the table?


# Definitions

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## Scope

The Government of British Columbia is committed to accessibility legislation that is inclusive of all persons with disabilities and would support the adoption of a broad and inclusive definition of disability consistent with the United Nations Convention on the Rights of Persons with Disabilities and the *Accessible Canada Act*.

### ***Accessible Canada Act***

Disability is defined as any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.

### **United Nations Convention on the Rights of Persons with Disabilities (U.N.C.R.P.D.)**

Disability is described as an evolving concept which results from the interaction between persons with impairments and attitudinal and environmental barriers that hinders their full and effective participation in society on an equal basis with others.

# Definitions

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**?** What do you think about the suggested scope and definition for the legislation?


**?** Do you have other ideas about the approach that should be taken?


# Purpose

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Accessibility legislation for B.C. could seek to achieve the following purposes:

1. **To support** Canada's ratification of the UNCRPD by promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and by promoting respect for their inherent dignity.
2. **To identify**, remove, and prevent barriers encountered by people with disabilities in their daily lives through the development, implementation, and enforcement of accessibility standards.
3. **To allow** persons with disabilities and other impacted stakeholders in the public and private sectors to work collaboratively towards the timely development of accessibility standards.
4. **To ensure** there are adequate mechanisms in place to track progress on accessibility.
5. **To promote** compatibility with the *Accessible Canada Act* and between federal and provincial accessibility standards.

# Purpose

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**?** What do you think about the objectives and suggested purpose of accessibility legislation for B.C.?


**?** Do you have any ideas about other areas of focus that the legislation should cover?




# Purpose

Please review the purpose statements listed below and place a dot beside the three (3) purpose statements that you believe are most important in terms of the legislation to be developed

	<b>Individual Ranking</b>
<p>❓ <b>TO SUPPORT</b> Canada’s ratification of the UNCRPD by promoting, protecting and ensuring the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and by promoting respect for their inherent dignity.</p>	
<p>❓ <b>TO IDENTIFY</b>, remove, and prevent barriers encountered by people with disabilities in their daily lives through the development, implementation, and enforcement of accessibility standards.</p>	
<p>❓ <b>TO ALLOW</b> persons with disabilities and other impacted stakeholders in the public and private sectors to work collaboratively towards the timely development of accessibility standards.</p>	
<p>❓ <b>TO ENSURE</b> there are adequate mechanisms in place to track progress on accessibility.</p>	
<p>❓ <b>TO PROMOTE</b> compatibility with the <i>Accessible Canada Act</i> and between federal and provincial accessibility standards.</p>	

# Principles

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**INCLUSION:** All British Columbians, including persons with disabilities, should be able to participate fully and equally in their communities.

**ADAPTABILITY:** Accessibility legislation should reflect that disability and accessibility are evolving concepts that change as services, technology, and attitudes change.

Ensuring that B.C. is an inclusive and accessible province will require ongoing commitment from government in partnership with the disability community and other stakeholders.

**DIVERSITY:** Every person is unique. People with disabilities are individuals with varied backgrounds. Individual characteristics including race, gender, sexual orientation, religion, and lived experience greatly inform the experiences of individuals. Accessibility legislation should acknowledge the principle of intersectionality and the diversity within the disability community.

**COLLABORATION** Promoting accessible communities is a shared responsibility and everyone has a role to play.

Legislation should create opportunities for government, community, and business to work together to promote access and inclusion.

**SELF-DETERMINATION:** Accessibility legislation should seek to empower people with disabilities to make their own choices and pursue the lives they wish to live.

# Principles

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**?** What do you think about the list of principles outlined in the Framework document?


**?** Are there other principles you feel should be included?


**?** If you had to choose the principle that is most important to you, which would you choose?


# Principles

Please review the principle statements listed below and place a dot beside the three (3) principle statements that you believe are most important in terms of the legislation to be developed.

	<b>Individual Ranking</b>
<p><b>?</b> <b>INCLUSION</b> All British Columbians, including persons with disabilities, should be able to participate fully and equally in their communities</p>	
<p><b>?</b> <b>ADAPTABILITY</b> Accessibility legislation should reflect that disability and accessibility are evolving concepts that change as services, technology, and attitudes change.  Ensuring that B.C. is an inclusive and accessible province will require ongoing commitment from government in partnership with the disability community and other stakeholders.</p>	
<p><b>?</b> <b>DIVERSITY</b> Every person is unique. People with disabilities are individuals with varied backgrounds. Individual characteristics including race, gender, sexual orientation, religion, and lived experience greatly inform the experiences of individuals. Accessibility legislation should acknowledge the principle of intersectionality and the diversity within the disability community.</p>	
<p><b>?</b> <b>COLLABORATION</b> Promoting accessible communities is a shared responsibility and everyone has a role to play.  Legislation should create opportunities for government, community, and business to work together to promote access and inclusion.</p>	
<p><b>?</b> <b>SELF-DETERMINATION</b> Accessibility legislation should seek to empower people with disabilities to make their own choices and pursue the lives they wish to live.</p>	

# **TOPIC 3**

## **Accessibility Standards— Key Areas of Focus**

# Key Areas of Focus

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## Accessibility Standards

The Government of British Columbia envisions accessibility legislation that would support the development, implementation and enforcement of accessibility standards. These standards could cover a variety of areas including:

- Service Delivery
- Employment
- The Built Environment
- Information and Communication
- Transportation

There might be other areas as well. This section explores more fully the types of standards that are needed and that should be considered in the development of accessibility legislation for B.C.

Participants should be asked to share their stories and experiences about the different areas. Are there other areas that should be added? Participants should also be asked to identify the key areas of focus that they believe are most important in terms of the development of accessibility legislation and standards for British Columbia.

# Accessibility Standards

Take a few minutes to talk about the different service areas and the types of service improvements or enhancements that are needed:

<b>?</b> SERVICE DELIVERY (e.g. health services, customer services, education)
<b>?</b> EMPLOYMENT (e.g. hiring and retention)
<b>?</b> THE PHYSICAL/BUILT ENVIRONMENT (e.g. entranceways, parks, sidewalks, parking)
<b>?</b> INFORMATION & COMMUNICATION (websites, print material, emergency information)
<b>?</b> TRANSPORTATION (e.g. buses, ferries, taxis)
<b>?</b> OTHER AREAS FOR CONSIDERATION

# Accessibility Standards



Based on your experience, are there other service areas or standards that should be considered?

**❓ OTHER AREAS FOR CONSIDERATION**


**❓ OTHER AREAS FOR CONSIDERATION**


**❓ OTHER AREAS FOR CONSIDERATION**




# Accessibility Standards

Based on your experience, how would you rank these areas in terms of importance? Which of the different areas and services standards rank within your “top 3” priorities…?

	Ranking
<b>?</b> SERVICE DELIVERY (e.g. health services, customer services, education)	
<b>?</b> EMPLOYMENT (e.g. hiring and retention)	
<b>?</b> THE PHYSICAL/BUILT ENVIRONMENT (e.g. entranceways, parks, sidewalks, parking)	
<b>?</b> INFORMATION & COMMUNICATION (websites, print material, emergency information)	
<b>?</b> TRANSPORTATION (e.g. buses, ferries, taxis)	
<b>?</b> OTHER AREAS FOR CONSIDERATION _____ _____	

# Accessibility Standards

Please indicate the importance of improvements or the need for standards in the different areas, and the difference this would make in your life, or in the lives of those close to you.

	Very Important	Important	Neither important nor unimportant	Somewhat unimportant	Not at all important
❓ SERVICE DELIVERY					
❓ EMPLOYMENT					
❓ THE PHYSICAL/BUILT ENVIRONMENT					
❓ INFORMATION & COMMUNICATION					
❓ TRANSPORTATION					

# **TOPIC 4**

## **Implementation Details**

### **Measures to Ensure Compliance**

# Measures to Ensure Compliance

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The Framework document (page 25) sets out different models for governance. As well, pages 27 to 31 in the Framework document describe different possible incentives or measures to help ensure compliance once the legislation is in place.

The Framework document describes a mix of voluntary or mandatory measures as well as other types of possible incentives or penalties. Participants are asked to look at the different measures or incentives and offer suggestions around the approach they feel will best ensure the types of outcomes needed.

The list of potential measures or incentives is included below. You might want to ask participants to rank the list of possible measure from those they consider to be most effective to those which they believe will be less effective. There are different approaches (e.g. some participants like to rank the top 3 or top 5 measures while others like to rank the entire list)

**The following is the list of potential measures that have been identified.**

- Accessibility plans and progress reports,
- Information and resources to highlight leading practices adopted elsewhere,
- Recognition and awards for accessibility leaders or communities demonstrating exemplary practices,
- Funding programs and financial incentives to improve accessibility,
- Financial incentives for accessibility leaders,
- Requirements for accessibility plans and progress reports,
- New channels for feedback for employees, customers and members of the public,
- Community hubs offering resources, tools, training and support,
- Publications and information about known barriers to accessibility,
- Mandatory standards,
- Voluntary standards,
- Accessibility inspections,
- Mediation,
- Financial penalties for non-compliance,
- Legislative reviews and public reporting,
- Other.

**Are there other measures or incentives to be considered?**


**Once you have completed the ranking, you may wish to ask participants to share their reasons for assigning a specific ranking.**

# Measures to Ensure Compliance

Which mix of measures do you feel will be most beneficial in terms of helping to promote and support accessibility and inclusion in B.C.? Should the focus be more incentive based or is there the need for penalties to ensure compliance? Rank the measures you feel will have the greatest impact.

	Ranking
① Accessibility plans and progress reports	
② Information and resources to highlight leading practices adopted elsewhere	
③ Recognition and awards for communities demonstrating exemplary practices	
④ Funding programs and financial incentives to improve accessibility	
⑤ Financial incentives for accessibility leaders	
⑥ Requirements for accessibility plans and progress reports	
⑦ New channels for feedback for employees, customers and members of the public	
⑧ Community hubs offering resources, tools, training and support	
⑨ Publications and information about known barriers to accessibility	
⑩ Mandatory standards	
⑪ Voluntary standards	
⑫ Accessibility inspections	
⑬ Mediation	
⑭ Financial penalties for non-compliance	
⑮ Legislative reviews and public reporting	

# Governance

## What is Governance?

Governance refers to the entities, such as people or organizations, who would ensure effective implementation, compliance, and enforcement of accessibility legislation and standards.

An effective governance structure would be essential to the success of accessibility legislation and standards. For example, accessibility legislation could create the following responsibilities:

**Accessibility Directorate:** responsible to oversee progress and provide information and tools to help organizations comply with legislation and standards.

**Standards Development Board:** responsible for the development and revision of accessibility standards. The Standards Development Board could include significant representation of persons with disabilities and the discretion to create technical committees comprised of persons with disabilities, experts, and other stakeholders, or to develop standards with the Canadian Accessibility Standards Development Organization (CASDO) or a similar entity.

**Accessibility Commissioner:** responsible for ensuring compliance and enforcement with accessibility legislation and reporting compliance and enforcement outcomes.

# Governance Models



## Governance

**?** What do you think about the different models or approaches to governance?


**?** Do you have ideas about other approaches to governance that you feel should be considered?




# **TOPIC 5**

## **Creating Cultural Change**

# Looking Beyond Legislation— Seeking Cultural Change

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## Breaking Down Barriers

There are more than 926,100 British Columbians over the age of 15 with some form of disability. This represents 24.7% of the population. As the population ages, the number of people with disabilities and the severity of their disabilities are likely to increase.

- ❓ **Reflecting on the conversation today, do you have suggestions around other actions or initiatives that should be considered and that could better promote and support a cultural of true accessibility and inclusion?**


- ❓ **Are there leading practices or examples you know from other jurisdictions or from your own experience that should be considered in the B.C. context?**


# **Final Reflections**

**Top 3 Ideas or Reflections to Share**

# Wrap Up

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In reporting back on the outcomes of your meeting, the final task is to ask participants to identify the top 3 ideas or insights that they would like to share from the day.

**❓ Number 1: Idea, insight/reflection to share from the day**


**❓ Number 2: Idea, insight/reflection to share from the day**


**❓ Number 3: Idea, insight/reflection to share from the day**


# Ways to Stay Engaged



# Other Ways to Participate

The opportunity to provide feedback on accessibility legislation will be open from **September 16 to November 29, 2019 at 4 p.m.**

Ways to Participate Include:

- Completing the online questionnaire
- Registering for 1 of 10 in-person community meetings
- Attending the virtual town hall on November 20th from 6:30 p.m. to 8:30 p.m.
- Sending your comments by email to [engageaccessibility@gov.bc.ca](mailto:engageaccessibility@gov.bc.ca)
- Providing comments by telephone at 844-878-0640 (toll-free)
- Applying for resources to support independent community conversations

For more information and to register for either an in-person session or for the virtual town hall, please visit: <https://engage.gov.bc.ca/accessibility>

# Ways to Stay Engaged



**❓ Are you interested in staying engaged and remaining part of the conversation?**

<b>Name:</b>
<b>Address:</b>
<b>City:</b>
<b>Postal Code:</b>
<b>Email:</b>

**❓ Is there other communication or information that you require to be fully and meaningfully engaged in this process?**


**❓ Do you have any final thoughts or feedback to share?**
