

For more information, or to submit a best practice community example, please contact:

Marylyn Chiang, Policy Analyst Healthy Communities Committee Union of BC Municipalities

Phone: 604-270-8226 ext. 110

Fax: 604-270-9116

Email: mchiang@ubcm.ca

Matt Herman

Director, Injury Prevention & Healthy Built Environment Ministry of Healthy Living and Sport

Phone: 250-952-2781

Email: Matt.Herman@gov.bc.ca

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Written By: Rebekah Mahaffey (2010 Legacies Now) in collaboration with:

Alice Miro (Formerly) Smart Growth BC

Danyta Welch, Marylyn Chiang and Natalie Laframboise (Graphic Designer) Union of BC Municipalities

Matt Herman, Robin Burgess, and Winnie Yu BC Ministry of Healthy Living and Sport

Laurie Ringaert Measuring Up The North Initiative

As well as with the feedback of:

- Cathy LeBlanc, Ministry of Community and Rural Development
- Elaine Gallagher and Faye White, Age-Friendly Communities Implementation Team
- Erin Evans, North Peace Literacy Alliance
- Emese Szucs and Karen Thompson, Social Planning Research Council of BC
- Members of the Age-Friendly Leaders' Partnership
- Nancy Henderson, (Formerly) Social Planning Research Council of BC
- Pam Moore, Healthy Community Environment, Interior Health Authority
- Tina Atva, MCIP (Designated Member for feedback), Planning Institute of British Columbia

Introduction: Official Community Plans

Official Community Plans (OCPs) shape the way our communities are built. An OCP is a statement of goals and policies that provides an overall framework for decisions, over a period of five more years, on a range of areas relating to local governance such as planning, landuse, housing, building and other development, social policies and programs, environmental conservation, and neighborhood character. For more information on BC's Local Government Act, including required and optional OCP topic areas, visit the Ministry of Community and Rural Development's Local Government Division webpage at: www.cd.gov.bc.ca/lgd.

A powerful way to improve accessibility and inclusion for everyone in your community over the long-term is to consider the experiences of people with disabilities and older people when developing or updating an OCP. For example, including a policy in the OCP which states that all new public buildings must be built using Universal Design principles supports local governments

Definitions of Key Terms

Accessibility: Refers to homes, buildings, public spaces, technology, programs and support services (etc.) being free of barriers, enabling all people to use them independently.

Disability: A general term referring to a range of activity limitations and participation restrictions experienced by individuals; can be visible or invisible, short-term or long-term.

Inclusion: Welcoming and enabling participation from everyone so that all members of a community feel included and that they belong.

Healthy Communities: Communities and neighborhoods that are designed in a way which encourages community members to make healthier life choices.

Plain Language: An approach to writing and developing communication materials so that they are understandable by as many people as possible.

Universal Design: Refers to the design approach of environments, products and services that are usable by all people regardless of age, size or ability.

Most local governments in BC undertake a major redevelopment of their OCP every five to ten years. However, OCPs can be updated at any time to meet the emerging needs of the community, allowing local governments who are interested in improving accessibility and inclusion to take action. Here are some suggested guidelines, accompanied by examples from local governments around the province, for how to make your local government's OCP age-friendly and disability-friendly. This is a guiding document that you will need to adapt or expand to fit the needs of your community.

Age-friendly, Disability-friendly Guidelines

Guideline #1:

Include a commitment to accessibility and inclusion in the overall vision or mission section of the OCP.

Guideline #2:

Actively invite the participation of people with disabilities and older people in the development or revision of the OCP as well as in all other local government public participation processes. Include disability and senior-serving organizations, individuals, family members and other related groups and individuals.

Guideline #3:

Include goal statements in the OCP on key topics that have been shown to positively influence the quality of life of people with disabilities and older people, and to contribute to the development of healthy communities for everyone.

Guideline #4:

Complete an age-friendly and disability-friendly assessment of your community to discover what already works around accessibility and inclusion and what needs improvement.

Guideline #5:

In the OCP commit to having a local government committee that can continue to provide feedback and direction to elected officials and staff on aging and disability issues.

Guideline #1: Include a commitment to accessibility and inclusion in the overall vision or mission section of the OCP.

By doing so you formalize and reinforce your community's dedication to becoming more accessible and inclusive for everyone.

Example:

"Saanich offers opportunities for balanced, active and diverse lifestyles. Housing, public services and amenities are affordable, accessible and inclusive...Community activities and events generate inter-generational and inter-cultural interest, participation, and social integration."

Excerpt from the District of Saanich Official Community Plan, 2008 (pgs. 2-1, 2-2): www.saanich.ca

Guideline #2: Actively invite the participation of people with disabilities and older people in the development or revision of the OCP as well as in all other local government public participation processes

Include disability and senior-serving organizations, individuals, family members and other related groups and individuals.

To make this participation successful it may be necessary to think about how to plan and organize accessible public events. It may also be helpful to organize a range of meetings at different times of day to allow as many people as possible to attend.

Use plain language, as well as alternative formats such as Braille and large text, when designing websites, surveys, questionnaires or other public written communications so that a wide range of people are able to participate. Additional information about accessible public event planning, plain language and alternative formats is available through the organizations and programs listed in the resources section of this document.

Example:

3.1 Participatory Planning

Goal 1: Involve all citizens and stakeholders in planning decisions...

- 3.1.3 Involve young people, seniors and others within the social makeup of the Village who might not normally express their views on planning matters.
- 3.1.4 Consult with and involve our disabled citizens in the planning processes of our Community.

Excerpt from the Village of Cumberland Official Community Plan, 2004 (Schedule A, pgs. 39-40): www.cumberlandbc.net

Guideline #3: Include goal statements in the OCP on key topics that have been shown to positively influence the quality of life of people with disabilities and older people, and to contribute to the development of healthy communities for everyone.

These topics are areas of community life that are commonly included within OCPs in BC. As such, they are not meant as a comprehensive list of all the areas of community life that contribute to the well-being of older people and people with disabilities but are rather topics that are within the roles and responsibilities of local government.

Arts and Culture

The cultural and artistic life of a community flourishes when people with disabilities and older people are able to fully contribute their skills and talents both as artists and as patrons. Social participation in arts and culture opportunities can also strongly influence individual health and well-being as well as fostering a greater sense of community.

Example:

"Objective: To encourage inclusive community participation in arts, culture and recreation...and provide opportunities for all Nanaimo residents and visitors to express creativity and enjoy leisure time through a wide range of programs, courses, activities and special events."

Excerpt from the City of Nanaimo Official Community Plan, 2008 (pg. 70): www.nanaimo.ca

Built Environment

An accessible and inclusive built environment, designed using approaches such as Universal Design, is one of the key building blocks of an age-friendly and disability-friendly community. Being able to move freely about a community, including through and within public buildings and public space, has a major impact on the mobility and independence of people with disabilities and older people. Barriers to access can discourage people from leaving their homes, which has a negative impact on an individual's health, quality of life and on their ability to contribute to their community. Additional information about Universal Design is available through the organizations and programs listed in the resources section of this document.

Example:

"Objective 5.7: Ensure accessibility is considered for planning and design of buildings, the public realm and public parks.

Policy 5.7.1: Develop universal design guidelines for the public realm, and ensure these are consistent with our other urban design goals.

Policy 5.7.2: Encourage universal design measures for private development in the public and private realms."

Excerpt from City of Langford Official Community Plan, 2008 (pg. 56): www.cityoflangford.ca

Committing in the OCP to following up on the implementation of these goals is also important in ensuring that accessibility and inclusion priorities are consistently acted upon. This can take place through accessible bylaw development, development application approval monitoring, and through other local government monitoring procedures.

Example:

"Institutional - Public and Community Services Policies

9.5.10 Review projects during the development application process to ensure that accessibility needs have been addressed."

Excerpt from the City of Duncan Official Community Plan, 2007/Amended Sept. 2008 (pg. 54): www.duncan.ca

Land Use

A built environment that is mixed-use, compact, walkable, and that provides a range of transportation options has been shown to improve chronic disease risk factors such as physical activity rates and access to healthy foods. By including considerations of accessibility and inclusion into this framework, options for healthier living are extended to all members of a community, increasing the overall benefit.

For example a neighbourhood that has short blocks, houses a range of services (e.g. banks, doctor's offices etc.) and amenities (e.g. recreation centres, restaurants etc.), and that provides a range of transportation options (e.g. walkable distances, bus service, bike lanes etc.) encourages residents and visitors to be active and enjoy their communities while leaving their cars at home. When this same neighbourhood is designed to be accessible, with inclusive services and amenities, people with disabilities and older people are also encouraged to be active and enjoy their communities to the fullest without relying on motorized transport.

Example:

"The focal point of the community, a healthy, vibrant Town Centre boosts morale and stimulates investment. Policies of the Plan which continue to direct commercial, institutional and indoor recreational uses to the Town Centre will strengthen this area. Medium density developments have been encouraged near the Town Centre as this can create a more vibrant atmosphere, strengthen existing businesses and encourage new commercial growth.

An additional means of supporting the Town Centre is to permit dwelling units above the ground floor of existing commercial businesses. In this way, the orientation of the street remains commercial but the Town Centre is then injected with people. This in turn enhances the Town Centre by promoting new development though intensification as well as promoting accessibility for seniors and encouraging more pedestrian trips. The intention is to create a village atmosphere that will benefit local shop owners, promote safety, and be an attractive environment in which to live, work and play.

Excerpt from the District of Tumbler Ridge Official Community Plan, 2005 (pg. 20): www.tumblerridge.ca

Economic Capacity

A community's economic capacity, as well as its available labour pool, can be increased through accessible and inclusive business practices that include older people and people with disabilities both as employees and consumers. Access to economic participation opportunities can be very important for individual self esteem, sense of self-worth and economic viability. As well, local economies are benefited by the associated increased spending power of older persons and persons with disabilities, as well as that of visitors to the community who may have accessibility needs.

Local governments can support this by working collaboratively with local business to develop a positive environment for diverse community economic development, create incentives for accessibility upgrades, and through the operation of a flexible and innovative business regulatory framework.

Example:

"Policy: Support the retention and recruitment of an adequate labour pool by ensuring access to appropriate and affordable housing and other necessary support services such as child and elder care."

Excerpt from the District of Saanich Official Community Plan, 2008 (pg. 5-10): www.saanich.ca

Emergency Preparedness

In emergency situations, people with disabilities and older people have a different range of needs than other members of the public. This is true in all stages and aspects of emergency preparedness including communication, evaluation, post-evaluation assistance and recovery. It is vital that the needs of people with disabilities and older people be considered in the development of local government emergency preparedness policies and plans in order to ensure the safety and security of everyone in a community.

Example:

In cooperation with the Comox Valley Emergency Program, which functions as a partnership between members of the Comox Valley Regional District, the Town of Comox has undertaken a process to extend their emergency planning processes to include people with disabilities and older people. Using a 'train the trainer' approach Comox is developing an emergency training workshop for interested individuals and community organizations. This training program will also inform the larger regional approach to disaster management.

For more information on the Town of Comox, visit: www.comox.ca

Housing

Access to a range of safe, affordable and visitable housing options, both public and private, is vital to the well-being, health, independence and quality of life of older people and people with disabilities. Housing that is designed to be adaptable and visitable enables older people to age in place and ensures that people with disabilities can remain in their community of choice. Although senior specific and disability specific housing is one option, also incorporating universal design principles into policies relating to market housing will ensure that the needs of the whole community are met for the future.

Visitable housing is housing that is designed with a basic level of accessibility to enable everyone to be able to visit other people's homes. Additional information about adaptable and visitable housing is available through the organizations and programs listed in the resources section of this document.

Example:

"Goal: The City will help ensure that the needs of people with special and affordable housing requirements are met...[elaboration of the goal] The City will continue to facilitate the development of housing to meet specific identified needs. Housing for seniors that contains support services is an identified need. Also, the construction of housing units in townhouse and apartment projects that can be physically adapted to meet the needs of those with special requirements will be encouraged, as will a range of unit sizes, from additional smaller unit opportunities in Town Centre areas to larger units for families in other areas."

Excerpt from City of Burnaby Official Community Plan, 1998 (section 4.2): www.burnaby.ca

Parks and Natural Spaces

Access to parks, trails and other natural spaces is an important factor in providing accessible and inclusive recreation and leisure opportunities for older people and people with disabilities that in turn influences the development of healthy life choices. Green spaces are also important in fostering a connection between community residents and the natural environment, supporting the development of a healthier, more livable city.

Example:

"4.3.2 Accessibility:

The facilities and other amenities provided by the City must take into consideration the ability of all members of the community to access and enjoy them.

Policies: a) The City requires that public access be provided along key waterfront lands in order to achieve a linked multi-use trail system between major parks, greenbelts, dikes and other recreational features throughout Pitt Meadows. {excerpt from policy}"

Excerpt from the City of Pitt Meadows Community Plan, 2008 (pg. 31): www.pittmeadows.bc.ca

Public Transportation

Access to public transportation options for older people and people with disabilities is very important for being able to safely and comfortably carry out daily tasks such as working, going to school, shopping or going to appointments. Access to accessible and affordable transportation is also vital in being able to participate in the social, cultural, and recreational life of a community, which decreases the risks of isolation and increases options for positive physical and social interactions.

Example:

"The movement of people and goods is essential to the economic and social well-being of Chilliwack...Objective: To provide access to transportation services for all citizens and to promote accessibility."

Excerpt from the City of Chilliwack Official Community Plan, 1998 (section 4.4.8, pgs.74-75): www.gov.chilliwack.bc.ca

Recreation

Access to affordable, inclusive recreational opportunities is important in addressing isolation and in fostering the physical and psychological health and well-being of older people and people with disabilities. As well, accessible recreation promotes community integration by encouraging shared activities among different groups, and a mutual exchange of ideas and socializing between community residents.

Example:

"Through Active Saanich and Active Aging, Saanich is aiming to create a community where people are encouraged to live healthy and active lives. Key strategies involve focusing on high-risk populations and the non-involved (e.g. children and youth, girls and young women, older adults, Aboriginal people, people with disabilities, and the economically disadvantaged), and improvements to the built environment that encourage and support mobility and social interaction.

Policies: Review recreational programming and facilities, as necessary, to ensure they are meeting current and emerging needs and; Ensure recreation facilities and programs are accessible to people of all ages, ethnicity, incomes, and abilities."

Excerpt from the District of Saanich Official Community Plan, 2008 (pg. 5-15): www.saanich.ca

Guideline #4: Complete an age-friendly and disability-friendly assessment of your community to discover what already works around accessibility and inclusion and what needs improvement.

Consider including the recommended actions from this assessment as an attachment to the OCP. From here, local governments can prioritize projects for action in further detail and commit to improvements with appropriate funding allocations. It may also be helpful to consistently report on accessibility and inclusion improvements in your local governments' annual report as a way of tracking progress.

When completing community assessments, local governments may find it helpful to focus on one or two areas of community life. For example, a local government may choose to begin by assessing the built environment and transportation services in order to focus available resources, both human and financial, and to channel community participation towards a clearer set of goals. Completing an assessment is an excellent way for local governments who are in-between

Example:

As part of its efforts to become an accessible and inclusive community for everyone, the City of Quesnel completed a community assessment. Emerging from this process were three recommendations to Council:

"Recommendation #1: The City of Quesnel recognizes and supports the Quesnel Accessibility Advisory Committee in its efforts to reach the vision of making Quesnel the most disability-friendly and senior-friendly community in the north.

Recommendation #2: The Strategic Plan developed by the Measure Up Quesnel Committee be included in the Official Community Plan of Quesnel.

Recommendation #3: The City of Quesnel will revise its vision and mission statements to include statements on accessibility, inclusion, and developing an age- friendly and disability-friendly community."

In Quesnel's current OCP (2007), references to this strategic plan have been incorporated as follows:

14.3.6 Accessibility: Recognize the Measure Up Strategic Plan as a tool for improving all means of transportation for people with a disability, seniors and the general public.

16.3 Policies: #21) Recognize the Measure Up Quesnel Strategic Plan as a tool for improving and promoting accessibility and inclusion in the Community.

Excerpts from Measuring Up Quesnel Strategic Plan, 2008 (pg. 5), and from the City of Quesnel Official Community Plan (pgs. 58 and 66). For more information on the City of Quesnel, visit: www.city.quesnel.bc.ca

Guideline #5: In the OCP commit to having a local government committee that can continue to provide feedback and direction to elected officials and staff on aging and disability issues.

If your local government already has a similar existing committee, include a statement of support for their work in the OCP, including the appointment of an elected official to the committee, who will keep Council or Board up to date on the committee's activities.

In some local governments it may be preferable to form a single, joint committee that discusses these issues together. However, in other local governments it may be preferable to have two committees that separately discuss issues related to aging and disability. What works best for your community will depend on the local context, and the structure of any pre-existing committees.

Reserving a certain number of seats for people with disabilities and older people on other local government committees is also recommended to ensure that the perspectives of older people and people with disabilities are included in all planning and projects. This avoids segregation and helps bring a consistent accessibility and inclusion lens to all local government operations including ensuring that any amendments to the OCP are considered with these issues in mind.

This integration can additionally be strengthened by actively inviting disability and senior-serving organizations, individuals, family members and other related groups and individuals to take part in all local government public participation processes. Ongoing communication, with a range of alternative formats available, regarding the results of this participation is also important for engaging the community to improve accessibility and inclusion over the long-term.

Example:

As part of the District of West Vancouver's continuing efforts to become an accessible and inclusive community for everyone, the District has developed and endorsed an 'accessibility policy' which provides a framework for all the District's activities. While not yet a part of the District's OCP, this policy includes a commitment to supporting and maintaining a committee to provide continual direction and input to staff on these issues:

continued on next pag

Example continued

"{excerpt from policy}: The District of West Vancouver is committed to implementing, maintaining and enhancing accessibility for all by demonstrating a leadership role in meeting the needs of all community members for whom accessibility is a concern...

- 1.1 Council endorses the following initiatives for implementation:
- A) The District of West Vancouver:
 - I. Recognizes and plans for people with diverse means, needs, and abilities, and continually assesses the potential to maximize accessibility for all within the range of programs, services and infrastructure and ensures financial planning includes the allocation of budget(s) to achieve accessibility initiatives;
 - II. Supports and adopts the provision of accessible building design;
 - III. Promotes safe and accessible environments for the public;
 - IV. Ensures the Pedestrian Access Guidelines are used and updated as best practices; and,
 - V. Ensures that means of civic participation are accessible for all people, including the accessibility of public meeting spaces.
- B) The North Shore Advisory Committee on Disability Issues (ACDI):
 - I. Reviews development applications referred by staff;
 - II. Provides input prior to and during the design and/or upgrading of public facilities and spaces;
 - III. Meets annually with senior staff from all municipal divisions and other community members with expertise in accessibility issues. This meeting needs to occur prior to and/or during each division's budget consideration schedule. The purpose of this annual meeting is to review current and future accessibility initiatives for the District of West Vancouver; and,
 - IV. Meets annually with appropriate senior West Vancouver Transit and related municipal staff, and other community members, to provide input into public transit services and municipal infrastructure that supports the continuous improvement of an available and accessible transit system.

For more information on the District of West Vancouver, please visit: www.westvancouver.ca

Age-Friendly:

Age-Friendly Cities, World Health Organization

• Works with multiple partners worldwide to support and guide the development of age-friendly cities: www.who.int/ageing/en

Age-Friendly Communities Initiative

 Resource for learning and accessing tools about Age-friendly Communities in British Columbia: www.seniorsincommunities.ca/

Centre on Aging, University of Victoria

• A multidisciplinary university research centre established to advance knowledge in the field of aging in order to assist seniors, their families, those working with seniors, health-care providers and the government in meeting the challenges and potentials of an aging society: www.coag.uvic.ca

Global Age-Friendly Communities, International Federation on Aging

• A resource for information on the range of major projects from around the world that respond to Action on Ageing: www.agefriendlycommunities.org

HealthLink BC

Emergency preparedness information for older persons:

www.healthlinkbc.ca/healthfiles/hfile103c.stm www.healthlinkbc.ca/healthfiles/hfile103a.stm www.healthlinkbc.ca/healthfiles/hfile103b.stm

Seniors' Healthy Living Secretariat, Ministry of Healthy Living and Sport

 Has a broad stewardship role for implementation of the Seniors' Healthy Living Framework across government and with other important partners: www.hls.gov.bc.ca/seniors/

Seniors' Mental Health Policy Lens Toolkit, Mental Health Commission of Canada

• Guides the analysis of policies and programs from a seniors' mental health perspective, and to identify any unintended negative impacts on seniors:

www.mentalhealthcommission.ca/ENGLISH/Pages/Seniors.aspx.

A Portrait of Seniors in Canada (2006), Statistics Canada

Provides a statistical overview of seniors across Canada:
 www.statcan.gc.ca/ads-annonces/89-519-x/index-eng.htm.

Best Practices:

Livable Communities: An Evaluation Guide, American Association of Retired Persons Public Policy Institute

 A guide for building a healthy livable community from the perspective of older persons: www.aarp.org/research/ppi/liv-com/

Canadian Standards Association

• Standards and implementation tools such as handbooks, guidelines and "Smart" Standards available for order on a variety of topics including accessible design for the built environment and inclusive design for an aging population: www.csa.ca/cm/home

Centre for Universal Design

 An information, technical assistance, and research center that evaluates, develops, and promotes accessible and universal design in housing, commercial and public facilities, outdoor environments, and products: www.design.ncsu.edu/cud/

Concrete Change

 A resource of tools, handbooks and information on visitable housing, or housing that is designed to easily allow people with disabilities to live in and visit: www.concretechange.org

Official Community Plan, City of Duncan

 A best practice example of an OCP that incorporates accessibility and inclusion throughout: www.duncan.ca

Official Community Plan, District of Saanich

 A best practice example of an OCP that incorporates accessibility and inclusion throughout: www.saanich.ca

Measuring Up The North Initiative

Creating livable, age-friendly, disability-friendly, universally designed, inclusive communities
that benefit all citizens and visitors. Information and resources are available for download on
a wide variety of accessibility and inclusion topics: www.measureupthenorth.com

Outdoors Spaces Universal Design Guidelines, District of Maple Ridge & City of Port Moody

A set of guidelines for builders, developers, contractors and local government staff to develop
design and construction for outdoors spaces using Universal Design principles:

www.mapleridge.ca

Safer Futures

• Works to create and maintain community environments which promote safety of women and children in public places, in work places and in their homes:

www.saferfutures.org

Universal Design Policy, City of Winnipeg

A best practice policy which uses Universal Design principles to put people first, providing
the same opportunity for accessing services, landscapes, buildings and information to young
and old, with or without disabilities regardless of life circumstances:

winnipeg.ca/ppd/Universal_Design.stm

Disability-Friendly:

Access Transit Office, TransLink

• Ensures that accessible transit is integrated into all TransLink transit plans, projects and programs: www.translink.ca/en/Rider-Info/Accessible-Transit/Access-Transit.aspx

Accessible Transportation Unit, Transport Canada

Provides leadership in the development and promotion of strategies and policies that seek
to provide accessibility to the national transportation network without undue obstacles for
persons with disabilities, seniors, and other citizens with unique needs:

www.tc.gc.ca/pol/en/acc/accf/menu.htm

accessWORKS

 A consortium of disability missioned organizations dedicated to advancing the economic inclusion of persons with disabilities in British Columbia. A range of information is also available on alternative communication formats, appropriate employment accommodations and more: www.accessworks.ca/index.php

BC Building Code – Building Access Handbook, Ministry of Housing and Social Development

• Outlines building requirements for persons with disabilities including illustrations and commentary: www.housing.gov.bc.ca/building/publications.html

BC Coalition of People with Disabilities

 Information and advocacy about a variety of initiatives and projects that benefit people with disabilities in BC, including several on inclusive emergency preparedness planning: www.bccpd.bc.ca

BC Community Accessibility Network (BC CAN), Social Planning Research Council of BC:

• An email mailing list that connects communities to share, celebrate and take action to build accessible communities: www.sparc.bc.ca/join-the-bc-can-network

Canadian Centre on Disability Studies

• A consumer-directed, university affiliated centre dedicated to research, education and information distribution on disability issues: **www.disabilitystudies.ca**

Measuring Up, 2010 Legacies Now

The Measuring Up program engages people with a range of disabilities, local government, the
business sector and other grass-roots community leaders to collaboratively assess and improve
local accessibility and inclusion. Information and resources are available for download on
how to complete community assessments, how to plan accessible public events, how to use
plain language and much more: www.2010legaciesnow.com/measuring_up/

Participation and Activity Limitation Survey (2006), Statistics Canada

• Provides a statistical overview of people with self-reported disabilities across Canada: www.statcan.gc.ca/bsolc/olc-cel/olc-cel?lang=eng&catno=89-628-X.

Healthy Communities:

BC Healthy Communities

• Uses an integrated approach to improve the quality of life by addressing the determinants of health and by building capacity within communities: www.bchealthycommunities.ca

Built Environment and Active Transportation Initiative, BC Recreation and Parks Association

• Information and resources are available for download on how our buildings, parks and transportation networks can be better designed to encourage alternative forms of transportation and increased levels of physical activity:

www.physicalactivitystrategy.ca/index.php/beat/

Child and Youth Friendly Cities, Society for Children and Youth of BC

 Information and resources available for download on youth-friendly assessment tools, best practices and other related topics: www.scyofbc.org

Heart and Stroke Foundation of Canada

• Making the link between a healthy built environment, physical activity and heart disease rates: www.heartandstroke.com

Healthy Built Environment, Interior Health

• Uses an integrated approach to improve human health by creating a healthier built environment, which encourage people to lead healthy lives and promote community planning and design which prevents potential environmental and social threats. A variety of resources, toolkits and presentations are available:

www.interiorhealth.ca/health-and-safety.aspx

Community Planning:

Smart Growth BC

 Information available for download, including toolkits and other resources, on how to create healthy, livable sustainable communities: www.smartgrowth.bc.ca/

Smart Planning for Communities, Fraser Basin Council

 Assists local and First Nations governments in addressing their long-term sustainability challenges by providing resources and tools for planning socially, culturally, economically and environmentally sustainable communities:

www.fraserbasin.bc.ca/programs/smart_planning.html

Social Planning and Research Council of BC

 Works together with communities on accessibility, social inclusion, and community planning through research, public education, consulting services and community development.
 Information and resources are available for download including accessibility articles, model accessibility bylaws, dialogue reports, guidebooks, and toolkits: www.sparc.bc.ca/

Union of BC Municipalities

• The common voice for local government in BC which supports local governments through a variety of services and policy positions to provide the best service possible to their communities: www.ubcm.ca