

## Accessibility Task Force Meeting to be held via Zoom and in-person in Room B City Hall, 171 Main Street

Wednesday, May 24, 2023  
at 11:00 a.m.

1. **Call Regular Task Force Meeting to Order**
2. **Adoption of Agenda**
3. **Adoption of Minutes**
  - 3.1 Minutes of the May 3, 2023 Accessibility Task Force Meeting 1-2  
Recommendation:  
*THAT the Accessibility Task Force adopt the minutes of the May 3, 2023 meeting as presented.*
4. **New Business**
  - 4.1 Appointment of Task Force Chair and Vice Chair  
Recommendation:  
*THAT the Accessibility Task Force appoint \_\_\_\_\_ as the Task Force Chair and \_\_\_\_\_ as Vice-Chair.*
  - 4.2 Disability Alliance of BC  
Delegation: Dr. Mike Prescott
  - Laven 4.3 Review of Supporting Information:
    - a) City of Penticton Accessibility Task Force Fact Sheet 3-4
    - b) *Accessible British Columbia Act* 5-14
    - c) BC's Accessibility Plan 15-66
    - d) Stats Canada Disability Fact Sheet 67
    - e) Barriers to Accessibility Fact Sheet 68-69
    - f) Huntsville, Ontario Accessibility Plan – example 70-92
  - Laven 4.4 Planning for future meetings:
    - Developing principles and objectives
    - Public engagement
5. **Next Meeting**

The next Accessibility Task Force meeting is scheduled for June 14, 2023 at 11:00am via Zoom.
6. **Adjournment**

# Minutes

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## Accessibility Task Force Meeting

To be held via Zoom  
Wednesday, May 3, 2023  
at 9:30 a.m.

**Present:** Kristi Bauman  
Randy Boras  
Trisha Kaplan  
Amanda Lewis  
Heather Miller  
Grant Pattingale  
Victoria Jaenig

**Council Liaison:** Ryan Graham, Councillor

**Staff:** Blake Laven, Director of Development Services  
Jamie Lloyd-Smith, Social Development Specialist  
Sarah Desrosiers, Social Development Coordinator  
Hayley Anderson, Legislative Assistant

**Regrets:** Leanne Williams  
Kona Sankey

1. **Call to Order**

The Staff Liaison called the Accessibility Task Force to order at 9:34 a.m.

2. **Adoption of Agenda**

**It was MOVED and SECONDED**

THAT the Accessibility Task Force adopt the agenda of May 3, 2023 as presented.

**CARRIED UNANIMOUSLY**

3. **Adoption of Minutes**

There are no minutes for adoption.

4. **New Business**

4.1 Committee Orientation

The Legislative Assistant provided a Committee Orientation presentation.

4.2 What to Expect

The Director of Development Services and Social Development Coordinator provided the Task Force with a presentation of the applicable legislation, goals and objectives of the Task Force.

4.3 Appointment of Task Force Chair and Vice Chair

The appointment of the Chair and Vice-Chair was moved to the next meeting.

4.4 Adoption of Meeting Schedule

**It was MOVED and SECONDED**

THAT the Accessibility Task Force resolve to meet the second and fourth Wednesday of each month at 9:30 am until the end of the Task Force term.

**CARRIED**  
**Amanda Lewis, Opposed**

**It was MOVED and SECONDED**

THAT the Accessibility Task Force change the meeting time from 9:30 am to 11:00 am.

**CARRIED UNANIMOUSLY**

5. **Next Meeting**

The next Accessibility Task Force meeting is scheduled to be held on Wednesday, May 24, 2023 at 11:00 am.

6. **Public Question Period**

7. **Adjournment**

**It was MOVED and SECONDED**

THAT the Accessibility Task Force adjourn the meeting held on May 3, 2023 at 10:55 am.

**CARRIED UNANIMOUSLY**

Certified Correct:

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Hayley Anderson  
Legislative Assistant

## City of Penticton Accessibility Taskforce Fact Sheet

Accessibility means that all people can take part in their communities through work, play and other daily activities. In September 2022, the province introduced new provincial legislation aiming to provide clarity about accessibility requirements. Municipalities and other prescribed organizations would have one year (September 2022 – September 2023) to establish an accessibility committee, create an accessibility plan, and implement and maintain a public feedback mechanism. The accessibility plan would aim to identify, remove and prevent barriers to accessibility. The accessibility plan would need to be updated every three years.

The Accessible British Columbia Act defines disability as **an ability to participate fully and equally in society as a result of the interaction of an impairment and a barrier**. The disability community is diverse and this definition was created to be broad in an effort to include as many individuals as possible.

### **As members of the Accessibility Taskforce of the City of Penticton, you will have two objectives:**

- Assist the City of Penticton to identify barriers to individuals in or interacting with the City, and
- Advise the City of Penticton on how to remove and prevent barriers to individuals in or interacting with the City.

### **You will do so by considering the following principles:**

- Inclusion
- Adaptability
- Diversity
- Collaboration
- Self-determination
- Universal design

### **Accessibility barriers can be identified in various areas such as:**

- Employment (hiring, workplace standards, etc.)
- Delivery of services (getting goods, services or programs)
- The built environment (buildings, places and spaces)
- Information and communications (human communication, technical communication, websites and documents)
- Transportation (buses, ferries, trains, etc.)
- Health (hospitals, clinics, services)
- Education (early childhood education, kindergarten to grade 12, post-secondary education, etc)
- Procurement (buying services)

Persons with disabilities face accessibility barriers in all aspects of society from using public transit, finding and maintain housing and employment, to accessing buildings. Accessibility barriers are found everywhere because we live in a world built by and for people without disabilities. By identifying, removing and preventing barriers to accessibility, we can create a city that is truly livable for all of its community members.

### **What is a barrier?**

According to the Accessible British Columbia Act, a barrier is anything that **hinders the full and equal participation in society of a person with an impairment**. It can be anything that stops people with disabilities from being included. Barriers can be caused by:

- The physical environment
- Architectural and structural builds
- Attitudes and beliefs
- Practices
- Policies
- Information and communication
- Technology
- Intersecting forms of discrimination

This Act is current to September 21, 2022

See the [Tables of Legislative Changes](#) for this Act's legislative history, including any changes not in force.

## **ACCESSIBLE BRITISH COLUMBIA ACT**

### **[SBC 2021] CHAPTER 19**

*Assented to June 17, 2021*

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**Part 1 — Interpretation****Definitions**

1 In this Act:

"**accessibility committee**" means a committee under section 9 [*accessibility committee*];

"**accessibility plan**" means a plan under section 11 [*accessibility plan*];

"**barrier**" has the meaning given to it in section 2 [*barriers*];

"**director**" means the director designated under section 21 [*director*];

"**disability**" means an inability to participate fully and equally in society as a result of the interaction of an impairment and a barrier;

"**impairment**" includes a physical, sensory, mental, intellectual or cognitive impairment, whether permanent, temporary or episodic;

"**Indigenous peoples**" has the same meaning as in the *Declaration on the Rights of Indigenous Peoples Act*;

"**provincial accessibility committee**" means the government's accessibility committee;

"**technical committee**" means a committee under section 15 [*technical committees*].

**Barriers**

2 (1) For the purposes of this Act, a barrier is anything that hinders the full and equal participation in society of a person with an impairment.

(2) For certainty and without limiting subsection (1), barriers can be

- (a) caused by environments, attitudes, practices, policies, information, communications or technologies, and
- (b) affected by intersecting forms of discrimination.

**Part 2 — Recognition and Accountability****Division 1 — Recognition****Minister to promote accessibility**

**3** (1) The minister must promote accessibility in British Columbia.

(2) Without limiting subsection (1), the minister may, subject to the regulations, pay a grant to a person for the purpose of identifying, removing or preventing barriers.

### **Recognition of AccessAbility Week**

**4** The prescribed week in each year is AccessAbility Week throughout British Columbia.

### **Recognition of sign languages**

**5** Sign languages are recognized as the primary languages for communication by deaf persons in British Columbia, including, without limitation,

- (a) American Sign Language, and
- (b) Indigenous sign languages.

## **Division 2 — Accountability**

### **Annual reports**

**6** (1) The minister must publish a report for each fiscal year of the government that describes the actions taken in that year by the minister and the provincial accessibility committee to implement this Act and the regulations.

(2) A report under subsection (1) for a fiscal year must be published by September 30 in the following fiscal year.

### **Independent reviews**

**7** (1) The minister must, by appointing a person in accordance with subsection (2), initiate a review of the effectiveness of this Act and the regulations

- (a) by March 31, 2026,
- (b) within 5 years after the first appointment, and
- (c) at least every 10 years thereafter.

(2) An appointment under subsection (1) must require the person appointed to

- (a) carry out the review in accordance with terms of reference, if any, specified in writing by the minister,
- (b) in carrying out the review, consult with representatives of at least the following groups:
  - (i) persons with disabilities;
  - (ii) individuals and organizations that support persons with disabilities;
  - (iii) Indigenous peoples;
  - (iv) individuals and organizations that are subject to or affected by Part 3 *[Accessible Organizations]*;
  - (v) individuals and organizations that are subject to or affected by the regulations, and

- (c) submit to the minister a report that sets out
  - (i) the findings of the review, and
  - (ii) the recommendations, if any, of the person appointed on how to improve the effectiveness of the Act and the regulations.
- (3) The minister must lay a report under subsection (2) (c) before the Legislative Assembly as soon as practicable and, promptly after doing so, must publish the report.

## **Part 3 — Accessible Organizations**

### **Application**

**8** This Part applies to the following organizations:

- (a) the government;
- (b) a prescribed organization and an organization in a prescribed class of organizations.

### **Accessibility committee**

**9** (1) An organization must establish a committee to

- (a) assist the organization to identify barriers to individuals in or interacting with the organization, and
- (b) advise the organization on how to remove and prevent barriers to individuals in or interacting with the organization.

(2) An accessibility committee must, to the extent possible, have members who are selected in accordance with the following goals:

- (a) at least half of the members are
  - (i) persons with disabilities, or
  - (ii) individuals who support, or are from organizations that support, persons with disabilities;
- (b) the members described in paragraph (a) reflect the diversity of persons with disabilities in British Columbia;
- (c) at least one of the members is an Indigenous person;
- (d) the committee reflects the diversity of persons in British Columbia.

### **Provincial accessibility committee**

**10** (1) The provincial accessibility committee is to consist of up to 11 members appointed by the minister in accordance with section 9 (2) [*accessibility committee*] and this section.

(2) An individual may be appointed under subsection (1) for a term of up to 4 years and may not be appointed for more than 2 consecutive terms.

(3) The provincial accessibility committee is subject to the direction of the minister.

## **Accessibility plan**

- 11** (1) An organization must develop a plan to identify, remove and prevent barriers to individuals in or interacting with the organization.
- (2) An organization must review and update its accessibility plan at least once every 3 years.
- (3) In developing and updating its accessibility plan, an organization must consider the following principles:
- (a) inclusion;
  - (b) adaptability;
  - (c) diversity;
  - (d) collaboration;
  - (e) self-determination;
  - (f) universal design.
- (4) In developing its accessibility plan, an organization must consult with its accessibility committee.
- (5) In updating its accessibility plan, an organization must
- (a) consider any comments received under section 12 [public feedback], and
  - (b) consult with its accessibility committee.

## **Public feedback**

- 12** An organization must establish a process for receiving comments from the public on
- (a) the organization's accessibility plan, and
  - (b) barriers to individuals in or interacting with the organization.

## **Part 4 — Accessibility Standards**

### **Division 1 — Accessibility Standards**

#### **Accessibility standards**

- 13** (1) The Lieutenant Governor in Council may make regulations respecting the identification, removal or prevention of barriers.
- (2) Without limiting subsection (1), the Lieutenant Governor in Council may make regulations under that subsection in relation to any of the following:
- (a) employment;
  - (b) delivery of services;
  - (c) the built environment;
  - (d) information and communications;

- (e) transportation;
- (f) health;
- (g) education;
- (h) procurement.

(3) For certainty, the authority to make regulations under this section is not limited by Division 2 [*Standards Development*].

## **Division 2 — Standards Development**

### **Standards development**

- 14** If the minister directs the provincial accessibility committee to develop a proposed accessibility standard, the committee must
- (a) develop the proposed accessibility standard in accordance with
    - (i) this Division and the regulations, if any, and
    - (ii) any general or specific directions of the minister, and
  - (b) submit the proposed accessibility standard to the minister.

### **Technical committees**

- 15** (1) The minister may establish a technical committee to assist the provincial accessibility committee to develop a proposed accessibility standard.
- (2) The minister may appoint any of the following to a technical committee:
- (a) members of the provincial accessibility committee;
  - (b) other individuals as the minister considers necessary or advisable.
- (3) A technical committee is subject to the direction of the provincial accessibility committee.

### **Consultations**

- 16** In developing a proposed accessibility standard, the provincial accessibility committee must consult with representatives of at least the following groups:
- (a) persons with disabilities;
  - (b) individuals and organizations that support persons with disabilities;
  - (c) Indigenous peoples;
  - (d) organizations that might be affected by the standard;
  - (e) ministries of the government that might be affected by the standard.

### **Accessibility principles**

- 17** In developing a proposed accessibility standard, the provincial accessibility committee must consider the following principles:
- (a) inclusion;

- (b) adaptability;
- (c) diversity;
- (d) collaboration;
- (e) self-determination;
- (f) universal design.

### **Relevant laws, standards and norms**

**18** In developing a proposed accessibility standard, the provincial accessibility committee must consider

- (a) relevant laws of British Columbia,
- (b) relevant standards enacted or proposed in other jurisdictions, and
- (c) the United Nations Convention on the Rights of Persons with Disabilities.

### **Rights of Indigenous peoples**

**19** In developing a proposed accessibility standard, the provincial accessibility committee must consider

- (a) the rights recognized and affirmed by section 35 of the [Constitution Act, 1982](#), and
- (b) the United Nations Declaration on the Rights of Indigenous Peoples.

### **Publication and recommendation of proposed standards**

**20** The minister must

- (a) publish a proposed accessibility standard developed and submitted under section 14 *[standards development]*, and
- (b) after making any changes to the proposed accessibility standard that the minister considers necessary or advisable, recommend to the Lieutenant Governor in Council that a regulation based on that standard be enacted under section 13 *[accessibility standards]*.

## **Part 5 and 6**

### **Not in force**

**21-27** [Not in force.]

## **Part 7 — General**

### **Accessible formats**

**28** A person who is required under this Act to publish a record must, on request, provide the record in a prescribed accessible format

- (a) at no charge, and
- (b) within a reasonable period of time.

### Remuneration of provincial committees

- 29** In accordance with the general directives of Treasury Board, the minister may
- (a) reimburse or pay an allowance to members of the provincial accessibility committee or a technical committee for reasonable travelling and out-of-pocket expenses necessarily incurred in carrying out their duties, and
  - (b) pay remuneration to
    - (i) members of the provincial accessibility committee, or
    - (ii) members of a technical committee who are
      - (A) members of the provincial accessibility committee, or
      - (B) persons with disabilities.

### Consultants and specialists

- 30** (1) The minister may, for the purposes of this Act, engage or retain consultants or specialists that the minister considers necessary and may determine their remuneration.
- (2) The *Public Service Act* does not apply to a person engaged or retained under subsection (1).

### Section 5 of *Offence Act* does not apply

- 31** Section 5 of the *Offence Act* does not apply to this Act or the regulations.

### Regulations

- 32** (1) The Lieutenant Governor in Council may make regulations referred to in section 41 of the *Interpretation Act*.
- (2) Without limiting subsection (1), the Lieutenant Governor in Council may make regulations as follows:
- (a) respecting any matter for which regulations are contemplated by this Act;
  - (b) respecting grants under section 3 [*minister to promote accessibility*], including, without limitation,
    - (i) restricting the purposes, amounts or recipients of those grants, and
    - (ii) respecting the terms and conditions on which the grants may or must be given;
  - (c) prescribing for the purposes of section 8 (b) [*application of Part 3*] a person, agency or other body or a class of persons, agencies or other bodies;
  - (d) respecting the establishment and functions of accessibility committees, the development, contents and form of accessibility plans and the process for receiving comments under section 12 [*public feedback*];

- (e) requiring persons to whom Part 3 [*Accessible Organizations*] does not apply to prepare plans described in section 11 (1) [*accessibility plan*] and respecting the development, contents and form of those plans;
- (f) respecting the development of proposed accessibility standards under sections 14 to 19 [*standards development, etc.*];
- (g) without limiting paragraphs (d) and (f), respecting what is to be considered in considering a principle referred to in sections 11 (3) [*accessibility plan*] or 17 [*accessibility principles*];
- (h) respecting monetary penalties under section 23 [*monetary penalties*], including, without limitation,
  - (i) prescribing a limitation period for imposing a monetary penalty and evidentiary matters in relation to that period,
  - (ii) subject to section 23 (3), prescribing the minimum or maximum amount of a monetary penalty that may be imposed for specified contraventions, or a manner of calculating those amounts,
  - (iii) authorizing administrative penalties to be imposed on a daily basis for continuing contraventions,
  - (iv) prescribing time limits for paying monetary penalties, and
  - (v) prescribing the consequences of failing to pay a monetary penalty, which may include, but are not limited to, imposing additional penalties;
- (i) respecting appeals under section 27 [*appeals to tribunal*], including, without limitation,
  - (i) prescribing a tribunal established or continued under another Act for the purposes of that section, and
  - (ii) applying provisions of the *Administrative Tribunals Act* to an appeal or the tribunal;
- (j) respecting publication of anything that is required to be published under this Act and prescribing formats as accessible formats for the purposes of section 28 [*accessible formats*].

(3) A regulation under this Act may do one or more of the following:

- (a) delegate a matter to a person;
- (b) confer a discretion on a person;
- (c) make different regulations in relation to different classes of persons, things, circumstances or other matters;
- (d) adopt by reference, in whole, in part or with any changes considered appropriate, a regulation, code, standard or rule
  - (i) enacted as or under a law of another jurisdiction in or outside Canada, or

(ii) set by a provincial, national or international body or any other code-, standard- or rule-making body

as the regulation, code, standard or rule stands at a specific date, as it stands at the time of adoption or as amended from time to time.

(4) The authority to make regulations under this section does not limit and is not limited by the authority to make regulations under section 13 *[accessibility standards]*.

## Commencement

**33** The provisions of this Act referred to in column 1 of the following table come into force as set out in column 2 of the table:

Item	Column 1 <b>Provisions of Act</b>	Column 2 <b>Commencement</b>
1	Anything not elsewhere covered by this table	The date of Royal Assent
2	Sections 11 and 12	By regulation of the Lieutenant Governor in Council
3	Sections 21 to 27	By regulation of the Lieutenant Governor in Council

# AccessibleBC: B.C.'s Accessibility Plan

2022/23–2024/25





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# Message from the Premier



Our government is taking action to create a more accessible and inclusive British Columbia. More physical, virtual, and attitudinal barriers need to be removed. Our province is better when everyone, regardless of ability, is able to participate fully.

AccessibleBC builds on our government's longstanding commitment to a diverse province that works for everyone. It complements existing government priorities, such as the commitment to inclusive economic growth in StrongerBC, the government's economic plan.

AccessibleBC is a significant advance in our ongoing work to implement our province's new accessibility act. We know there is still more to do. The proposed actions in this plan give us a starting point. We will adapt these priorities as we hear from people. In the spirit of **"Nothing About Us Without Us,"** we will continue to work with people with disabilities and the broader community to ensure the lived experience of people is at the heart of our work.



John Horgan  
Premier of British Columbia



# Message from the Minister



The Accessible B.C. Act was the first bill I introduced in the Legislature following my appointment as Minister. I was so pleased to see this important bill come into force June 17, 2021. The new law provides the legal framework by which government, in partnership with people with disabilities and the broader community, will continue to work to identify, remove, and prevent barriers to the full and equal participation of people with disabilities in B.C.

We know the goals of this new Act can only be achieved if government and community continue to work together to realize a more accessible and inclusive future. That's why I am pleased to introduce AccessibleBC, government's accessibility plan for 2022-2025. Along with our work to establish government's new Provincial Accessibility Committee, and our ongoing work to improve channels for people to provide feedback to

government about accessibility, this plan outlines how government ministries will seek to continue to embed a commitment to accessibility into their work. AccessibleBC is a step forward, but we know there is still much to do. While this plan sets out high-level priorities for advancing accessibility, it will be critical that we continue to listen to the voices of people with disabilities to shape and guide our work.

While it's important that government lead the way, we also want to ensure that our shared work to make B.C. a more inclusive and accessible province extends beyond the work of core government. That's why effective September 1, 2022, hundreds of other public sector organizations will be required to establish accessibility committees, accessibility plans and an accessibility feedback tool. From local governments to educational institutions, from police forces to Health Authorities and beyond, this means that many of our most important public institutions will be coordinated with core government in its work to address barriers over the coming years.

In closing, I thank the members of our new Provincial Accessibility Committee for the valuable advice and input they have provided and will continue to provide, the dedicated public servants who have helped to coordinate the development of AccessibleBC, and the people around the province whose advice and input is helping to guide and shape our vision for a truly accessible and inclusive future.



Nicholas Simons  
Minister of Social Development and Poverty Reduction



# Message from Provincial Accessibility Committee Co-Chairs



We are thrilled to introduce AccessibleBC, government's accessibility plan for 2022-2025. As the inaugural co-chairs of B.C.'s Provincial Accessibility Committee, it is an honour to support B.C.'s efforts to become a more accessible and inclusive province.

We want to acknowledge and extend our gratitude to our fellow Provincial Accessibility Committee members. Every member brings diverse perspectives that are founded in their own lived experience of barriers as well as their experience supporting others in the disability community. The lived experience of people with disabilities across our province is immensely varied and, in addition to the advice of the Provincial Accessibility Committee, we know that it is critical that government continues to seek input from people with disabilities around the province as work to implement the Accessible B.C. Act progresses.

Members of the Provincial Accessibility Committee, ourselves included, are used to living in a world that was not built with us in mind. Whether it's a building that has stairs rather than a ramp, a bus stop a blind person cannot distinguish from a municipal sign, an official broadcast that is not translated to American Sign Language, a policy that is not explained in plain language, or any of the many other barriers people with disabilities encounter every day. The work being done to implement the Accessible BC Act keeps us moving in the right direction, but there is still so much more to do. We look forward with a sense of optimism but we also know that the vision of a more accessible and inclusive future will only be realized through our shared effort and determination.



Spring Hawes



Dan Coulter

# Annual Implementation Report 2021/22



Section 6 of the Accessible B.C. Act (the Act) requires the Minister of Social Development and Poverty Reduction to publish an annual report that describes the actions taken each fiscal year by the minister and the Provincial Accessibility Committee to implement the *Act* and its regulations.

The following information summarizes the steps to implement the Act and other actions by the Accessibility Directorate in 2021/22.

## Accessibility Directorate

In Fall 2021, government established the Accessibility Directorate, the team responsible to work across government and with people with disabilities and the broader community to implement the Act.

## **Provincial Accessibility Committee**

On December 3, 2021, the Minister of Social Development and Poverty Reduction appointed 11 individuals as the first members of the Provincial Accessibility Committee. Membership seeks to reflect the diversity of British Columbians and includes people with disabilities, individuals from organizations that support people with disabilities, people of colour, and Indigenous representatives.

The committee will meet at least four times a year. In 2021/22, the committee met in January and March of 2022. Jointly chaired by Dan Coulter, Parliamentary Secretary for Accessibility, and Spring Hawes, the committee's work will include advising government on the implementation of the Act, helping government prioritize accessibility standards and overseeing the process of developing standards in areas such as employment, education, transportation, and customer service.

## **Government's Feedback Mechanism**

As part of the work to implement the Act, government is developing a feedback mechanism for individuals to bring attention to barriers encountered in accessing government services. This new feedback mechanism

will help government in its work to identify and address barriers to the full and equal participation of people with disabilities in the province.

The Accessibility Directorate will work with the Provincial Accessibility Committee and other government partners to facilitate robust user testing before the feedback mechanism is launched.

Government aims to introduce the new feedback mechanism in Fall 2022. Once operational, the feedback received will help government in making its services more accessible and inform future accessibility plans.

In the interim people can provide comments at

***[accessibility@gov.bc.ca](mailto:accessibility@gov.bc.ca)***.

## **Government's Accessibility Plan**

In 2021/22, the Accessibility Directorate worked with the Provincial Accessibility Committee and with ministries across government to develop the first government accessibility plan 2022/23-2024/25.

## **Accessible B.C. Regulation**

The Accessibility Directorate consulted and engaged with over 800 public sector organizations and Indigenous partners from August to October 2021 to assess the

preparedness of public sector organizations to comply with Part 3 of the Act.

Beginning September 1, 2022, more than 750 public sector organizations have at least one year to establish an accessibility committee, an accessibility plan and a public feedback mechanism.

Government has provided \$3 million to support organizations in meeting legal requirements to achieve compliance. Funding will be administered by Disability Alliance BC.

## **Recognition of AccessAbility Week**

AccessAbility Week promotes inclusion and accessibility, while also celebrating the people in the disability community who are working to identify, remove, and prevent barriers to accessibility.

In 2021, the province proclaimed May 30 to June 5, 2021, as AccessAbility week, which coincided with National AccessAbility Week and National Indigenous AccessAbility Week.

As part of AccessAbility Week, government announced funding of \$500,000 in grants to be distributed by Disability Alliance BC for community-based accessibility projects.

In December 2021, 15 applicants received grants ranging from \$10,500 to \$40,000, depending on the size and scope of the project to promote accessibility. Funded projects ranged from art instruction and movement therapy to emergency response plans and bicycle programs for the deaf and hard of hearing.

In 2022, government adopted a regulation under the Accessible B.C. Act to prescribe the week for AccessAbility week starting on the last Sunday in May and commencing in 2022. This aligns with National AccessAbility Week under the Accessible Canada Act and with National Indigenous AccessAbility Week.

## **Preliminary work to prepare for the development of accessibility standards**

In March 2022, members of the Provincial Accessibility Committee discussed how to prioritize the development of accessibility standards. Their input will inform the Minister's decision on the sequencing of standards.

## Work with Advisory Committees

In 2021/22, the Accessibility Directorate supported the work of the following advisory committees:

- **Presidents Group:** A network of business leaders who are champions for more inclusive workplaces. They provide tools to employers to increase employment opportunities for people with disabilities.
- **Registered Disability Savings Plan Action Group:** The group works to increase long-term financial security for people with disabilities through uptake of the Registered Disability Savings Plan.
- **COVID-19 Disability Working Group:** A group of people with disabilities and disability advocates. The group provided expert advice and potential solutions during the pandemic. It is now disbanded.



# Introduction to B.C.'s Accessibility Plan



The Government of British Columbia is committed to being an inclusive province for all who live here. There are over 926,000 people living with some sort of disability in B.C. In June 2021, the Accessible B.C. Act became law and established a legal framework to identify, remove, and prevent barriers to the full and equal participation of people with disabilities. The new legislation is a significant step in the journey to becoming a truly accessible province.

Under the Accessible B.C. Act, the government is required to develop an accessibility plan and to update it at least once every three years. This plan was developed through cross-government collaboration and consultation with the Provincial Accessibility Committee. The committee will continue to provide advice to government as work to implement the plan progresses.

Accessibility principles that were considered during the development of this plan include: inclusion, adaptability, diversity, collaboration, self-determination, and universal design. These fundamental principles will also guide the Provincial Accessibility Committee as work to develop proposed accessibility standards begins.



## Spotlight: What are examples of barriers to accessibility?

**Attitudinal:** when people think and act based upon false assumptions, such as:

- Making decisions about people with disabilities without including them
- Not believing that a person with a disability can contribute to the workforce

**Physical:** when obstacles in an environment make access difficult, such as:

- Hosting inaccessible events or meeting spaces
- A washroom with an accessible stall but no automatic door opener

**Information or communication:** when people with disabilities are excluded because they use other ways to communicate, such as:

- Using small print or not providing large-print versions of material
- Videos, events, or meetings that do not have closed captions

**Systemic:** when an organization's policies, practices or procedures result in exclusion, such as:

- Not providing an American Sign Language interpreter or closed captioning
- Requiring a driver's licence for a job that could be reorganized to use another form of transportation

**Technology:** when technology can't be accessed by people with disabilities, such as:

- Websites, documents, or databases that are not accessible for screen readers
- Website graphs and charts that are posted without text to explain them

**Sensory:** when sensory information such as lights, sounds, smells, etc. prevent participation in the environment, such as:

- Co-workers wearing perfume in the workplace
- Use of fluorescent lighting in the workplace

# Actions to Date



The Government of British Columbia has a long-standing commitment to accessibility, diversity, and inclusion. Accessibility is an ongoing journey and over the last few years, we have taken a number of actions to make government services more accessible, including the following:

- Provided funding to 20 public post-secondary institutions and to service delivery partners in 2021 to support the success of learners with disabilities. [Lead: Ministry of Advanced Education and Skills Training]
- Launched Connecting British Columbia program to help pay for the infrastructure required to deliver high-speed internet connectivity to rural and remote areas. [Lead: Ministry of Citizens' Services]
- Launched the Accessibility and Inclusion Toolkit to serve as a key resource that provides step-by step instructions to government staff on how to create accessible digital content like websites, reports, and presentations. [Lead: Ministry of Citizens' Services]

- Developed the Social Stewardship Policy and the Buildings for People Program working with the Rick Hansen Foundation to remove barriers in provincial government buildings and increase inclusivity. [Lead: Ministry of Citizens' Services]
- Provided paid internship with the BC Public Service for recent post-secondary graduates who self-identify as having a disability (Work-Able Internship Program). [Lead: Public Service Agency]
- Increased funding by \$10-million per year for medical benefits under the At Home Program, which provides medical equipment for children and youth with complex care needs. [Lead: Ministry of Children and Family Development]
- Expanded access to Supported Child Development and Aboriginal Supported Child Development programs to enable inclusive child care for approximately 2,000 additional children. [Lead: Ministries of Children and Family Development and Education and Child Care]
- Launched the Inclusive Child Care Toolkit, a user-friendly resource intended to support high-quality, inclusive practices in child care settings throughout British Columbia. [Lead: Ministry of Education and Child Care]

- Launched the Foundations of Inclusive Child Care Training, an online 20-hour course available free of charge to child care providers to support increased capacity for inclusive child care. [Lead: Ministry of Education and Child Care]
- Improved the accessibility of Employment Standards Branch offices in Langley, Victoria, Kelowna, Nanaimo, Prince George and Richmond. Improvements included automated door openers and lowered height of front counter desks. [Lead: Ministry of Labour]
- Enhanced public access rights and protections for people using a guide or service dog through legislative amendments. [Lead: Public Safety and Solicitor General]
- Improved the accessibility of supports and services offered to people on disability assistance from a Deaf and Hard of Hearing perspective. [Lead: Ministry of Social Development and Poverty Reduction]
- Increased investments in accessible tourism resulting in over 100 new or upgraded accessible tourism amenities since 2020 across the province. [Lead: Ministry of Tourism, Arts, Culture and Sport]

## Spotlight on COVID-19

Since March 2020, government has introduced measures in response to COVID-19 that are helping British Columbians with disabilities remain informed, supported and connected with others when they are seeking services. Here are some examples:

- Provided temporary income supplements for recipients of income and disability assistance. [Lead: Ministry of Social Development and Poverty Reduction]
- Supported the expanded use of virtual meeting technology (e.g., Zoom) to improve the province's ability to deliver virtual services during COVID-19 and beyond. [all ministries]
- Established a Mental Health School Start-up Working Group in partnership with the BC Centre for Disease Control to identify the impacts of the pandemic on K-12 education and developed a supporting resource for schools. [Lead: Ministry of Education and Child Care]

## **Spotlight on StrongerBC: A Plan for Today, a Vision for Tomorrow**

Released in early 2022, the StrongerBC Economic Plan is B.C.'s long-term plan to build an economy that works for all. The plan sets out to help fill one million jobs over the next 10 years by investing in skills training, building resilient communities and positioning B.C. as a world leader in a low-carbon economy.

The plan builds off the province's strong economic recovery and moves B.C. forward by setting out to tackle two of the province's biggest challenges – inequality and climate change.

By setting out to tackle inequality, the Province is supporting people and families across a range of initiatives to make life better and more secure. This plan will ensure household incomes will go further and those traditionally under-represented will have the supports needed for more opportunities in the workplace and our communities.

One of the missions under the plan is Supporting People and Families. That means:

- Investing in people and families to make life more accessible and affordable
- Delivering accessible services - like health care and child care
- Expanding accessible opportunities for education and training

A second mission, Building Resilient Communities, means:

- Helping communities thrive with modern, accessible infrastructure resilient to changes in the climate and the economy
- Building affordable, accessible housing, new schools and hospitals
- Making sure every community in B.C. has access to high-speed internet

## **Spotlight on the Declaration on the Rights of Indigenous Peoples Act Action Plan**

In March 2022, the Government released B.C.'s five-year action plan to implement the Declaration on the Rights of Indigenous Peoples Act. This plan outlines the long-term vision to achieve the objectives of the United Nations Declaration on the Rights of Indigenous Peoples.

The Ministry of Indigenous Relations and Reconciliation led the development of this plan in partnership with Indigenous peoples. The goals, outcomes and actions in this plan are the result of the extensive consultation and cooperation with Indigenous peoples.

All of government shares responsibility for the 89 actions in this plan. Among the actions is to support the identification, prevention, and removal of barriers for Indigenous persons with disabilities as part of the implementation of the Accessible British Columbia Act. This includes ensuring that the development of accessibility standards considers the rights recognized and affirmed by the U.N. Declaration.

## Spotlight on other government plans

Many other government initiatives complement the work underway to address accessibility barriers. Other relevant cross-government initiatives include:

- **TogetherBC:** B.C.'s first-ever poverty reduction strategy introduced in 2019 with targets to reduce both overall poverty and child poverty.
- **Where We All Belong: Diversity and Inclusion Strategy:** Where We All Belong seeks to ensure the B.C. Public Service is reflective of our province and inclusive of Indigenous peoples, minority communities, immigrants, persons with disabilities and the LGBTQ2S+ community.
- **Clean BC's Active Transportation Strategy:** The Active Transportation Strategy seeks to promote active transportation networks that are safe, accessible, and convenient for all.
- **A Pathway to Hope (Mental Health and Addictions Strategy):** A Pathway to Hope establishes a roadmap for making mental health and addictions care better for people in B.C.

# Moving Forward: Our Priorities for 2022/25

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This section lists government priorities for increasing accessibility from 2022/23 to 2024/25. In the spirit of 'nothing about us without us' government is committed to working in collaboration with people with disabilities and the Provincial Accessibility Committee to ensure that these priorities are aligned with the lived experience of people with disabilities.



## **Priority 1: Creating a Culture of Accessibility and Inclusion**

We will continue to work with partners across the province to increase awareness about accessibility and the Accessible B.C. Act, and to build capacity within government to foster a culture of inclusion to challenge the attitudinal barriers people with disabilities face.

Priorities include:

- Apply a Gender Based Analysis plus (GBA+) lens to assess how diverse groups may experience government policies, programs, and initiatives. [Lead: Ministry of Finance]

## Spotlight on the Gender Equity Office

- Gender equity is about removing barriers that stop people from reaching their full potential. Too often, women and gender diverse people experience unfairness. This is especially true when they also struggle with injustices and systemic oppression, including poverty, racism, ableism and/or homophobia and transphobia.
- When all British Columbians – regardless of their gender, race, class, sexual orientation or ability – can reach their full potential, our communities and economy are stronger, better places for everyone.
- The Gender Equity Office:
  - Ensures government's commitment to gender equality is reflected in government's budgets, policies, and programs.
  - Acts as the government's liaison for organizations concerned with gender equality and the advancement of women.

- Deliver and encourage staff to participate in awareness-raising events, including AccessAbility Week (May/June), Disability Employment Awareness Month (September), Registered Disability Savings Plan Awareness Month (October), Indigenous Disability Awareness Month (November) and the International Day of Persons with Disabilities (December 3). [Lead: Public Service Agency]
- Develop a Being Accessible Strategy to create awareness, foster a culture of accessibility, and enhance capacity for the Public Service Agency and agency representatives to deliver more accessible services. [Lead: Public Service Agency]
- Support accessibility leadership in the public service through the Employee Accessibility Advisory Council and the Accessibility Community of Practice. Members of these groups include public servants interested in staying current on best practices for accessibility and inclusivity. [Lead: Public Service Agency and Ministry of Citizens' Services]

## Priority 2: Information and Communications

Designing webpages that cannot be read by screen readers or not having information available in American Sign Language (ASL) are examples of barriers to accessibility. We will take steps to ensure persons with disabilities can receive and understand information and communications delivered by the Government of British Columbia. Priorities include:

- Increase the number of virtual service offerings for justice (e.g., access to the Virtual Indigenous Justice Centre for Indigenous communities) and housing-related services (e.g., creation of a fully digital intake process for housing dispute resolution services between tenants and landlords). [Lead: Ministry of Attorney General and Minister responsible for Housing]
- Funding partnership with the Government of Canada to connect all remaining rural households in the province to high-speed Internet by 2027. [Lead: Ministry of Citizens' Services]

- Redesign government online public services and webpages to make them more streamlined and accessible. Make sure government websites meet Web Content Accessibility Guidelines, level AA. [Lead: Ministry of Citizens' Services]
- Remove barriers to identity verification process of the BC services card, which provides access to government services for B.C. residents. [Lead: Ministry of Citizens' Services]
- Improve accessibility of public information about BC Parks, including reformatting and updating content to plain language. [Lead: Ministry of Environment and Climate Change Strategy]
- Modernize requirements for local governments' public notices so they reach the greatest number of people in their communities. [Lead: Ministry of Municipal Affairs]
- Support the enhancement of public library collections by increasing the numbers and formats available and look for opportunities to improve access to libraries. [Lead: Ministry of Municipal Affairs]
- Work with First Nations and local governments to improve the design of emergency plans to consider

the needs of people with disabilities. [Lead: Ministry of Public Safety and Solicitor General: Emergency Management BC]

- Improve the accessibility of the online My Self Serve portal used by people receiving income and disability assistance. [Lead: Ministry of Social Development and Poverty Reduction]

## Priority 3: Buildings, Infrastructure and Public Spaces

Lack of curb cuts, automatic door openers, elevators or dim lighting can make buildings hard to navigate for people with disabilities. We will continue working to make government buildings, offices, and public spaces more accessible. Priorities include:



## **Spotlight on public engagement about accessibility in the BC Building Code**

- The Attorney General and Minister Responsible for Housing is leading work on the next version of the BC Building Code, working with the Parliamentary Secretary for Accessibility to ensure that it includes changes that will make new buildings more accessible for all people.
- In Fall 2021, government conducted an 11-week public engagement to seek feedback on accessibility barriers and opportunities to inform development of proposed BC Building Code accessibility requirements.
- Government will continue to work with industry representatives, partners, and the public to develop harmonized and enhanced accessibility requirements for national and provincial buildings codes.
- We will seek feedback on proposed accessibility code changes and will also coordinate education outreach to industry professionals to support implementation of new code requirements.

- Continue to retrofit and enhance the accessibility of courthouses. [Lead: Ministry of Attorney General and Minister responsible for Housing]
- Provide support to people with disabilities to adapt their homes to improve accessibility through the BC Rebate for Accessible Home Adaptations. [Lead: Ministry of Attorney General and Minister responsible for Housing]
- Identify, prioritize, plan and implement investments to enhance the accessibility of government spaces. Improved access to washrooms and inclusivity will be a focus of this work. [Lead: Ministry of Citizens' Services]
- Work on accessibility upgrades in all front country parks and partner with community groups to purchase adaptive equipment (e.g., Trail Riders, Mobi-Mats, handcycles or adaptive kayaks). [Lead: Ministry of Environment and Climate Change Strategy]
- Continue working to incorporate accessibility criteria into procurement policies and practices. [Lead: Ministry of Finance]

- Promote accessibility in buildings by having accessibility as an eligibility criterion to receive funding for capital projects under the grant programs for local governments and not-for-profit organizations. [Lead: Ministry of Municipal Affairs]
- Incorporate contemporary design and accessibility improvements when renovating or replacing outdated BC Corrections' facilities. For example, the Nanaimo Correctional Centre Replacement Project is expected to be completed in 2024. [Lead: Ministry of Public Safety and Solicitor General]
- Work with local governments and the disability community to ensure the safe operation of shared mobility devices like electric scooters. [Lead: Ministry of Transportation and Infrastructure]
- Continue to provide funding for Indigenous and local governments to build more integrated and active transportation systems based on principles of universal design. [Lead: Ministry of Transportation and Infrastructure]

## Priority 4: Employment in the B.C. Public Service

The people working in the B.C. Public Service should reflect the diversity of British Columbians. We will continue our commitment to identify, remove, and prevent barriers to employment with the Government of British Columbia. This applies to both people with disabilities seeking a career within the government and existing employees with disabilities.

- Implement “Where We All Belong”, our 3-year Diversity and Inclusion strategy to ensure the public service is reflective of the province and inclusive of Indigenous peoples, minority communities, immigrants, persons with disabilities, and the LGBTQ2S+ community.  
[Lead: Public Service Agency]
- Create a centralized system to better support hiring managers and job applicants of the B.C. Public Service with respect to accessibility and accommodation.  
[Lead: Public Service Agency]

- Provide learning, coaching, and mentorship to employees who face barriers to help them achieve gainful employment through the Work-Able Internship Program. Work-Able is a 12-month paid internship with the B.C. Public Service for recent (within the last three years) post-secondary graduates who self-identify as having a disability. [Lead: Public Service Agency]
- Outreach to disability-service organizations to promote jobs within the B.C. Public Service. [Lead: Public Service Agency]
- Review and, where needed, update current policy and procedures respecting the duty to accommodate and other accompanying human rights obligations. Ensure training and support is available for staff and hiring managers. [Lead: Public Service Agency]

## **Priority 5: Delivery of Goods and Services**

Over 926,000 people in British Columbia have some sort of disability. The B.C. government will continue to advance policies, procedures, and tools to ensure people with disabilities have equitable access to goods and services delivered by the Government of B.C.

- Modernize the suite of programs administered by StudentAid BC to address barriers for learners with disabilities to access post-secondary education. These programs provide eligible students with financial assistance, assistive services and equipment, and targeted institution support programs. [Lead: Ministry of Advanced Education and Skills Training]
- Introduce family connections centres to allow families to have accessible and inclusive services for children and youth with support needs without a referral or diagnosis. [Lead: Ministry of Children and Family Development]
- Redesign the Specialized Homes and Support Services initiative to improve access to key prevention and early intervention support for children and youth, including respite, low-barrier stabilization, emergency care, and long-term specialized care. [Lead: Ministry of Children and Family Development]
- Continue to deliver Workforce Development Agreement programs to provide accessibility supports, adaptive technology, and other means for overcoming barriers to participation of people with disabilities in either training or employment. This includes WorkBC Employment Services, Community and Employer Partnerships, the Annual Earnings Exemption, the Skills Training for Employment

Persons with Disabilities program, and the Industry Training Authority's pre-apprenticeship program. [Lead: Ministry of Social Development and Poverty Reduction and Ministry of Advanced Education and Skills Training].

- Invest in tourism training grants to provide greater access to post-secondary and trades training opportunities for students. Applications from under-represented groups will be prioritized: Indigenous, immigrant or refugee students, students in rural or remote locations, and students with accessibility needs. [Lead: Ministry of Tourism, Arts, Culture and Sport]
- Continue to support people with disabilities working across all sectors of B.C.'s creative economy, for example through weighted criteria and prioritization in funding allocations for Amplify BC's programs. [Lead: Ministry of Tourism, Arts, Culture and Sport]
- Increase access to funding for emerging and equity-seeking B.C. filmmakers, including people with disabilities through the Equity and Emerging Development Program. [Lead: Ministry of Tourism, Arts, Culture and Sport]

- Continue the After School Sport and Arts Initiative which provides free sport, physical activity, and creative arts opportunities for students who face barriers to participation through dedicated accessibility funding. [Lead: Ministry of Tourism, Arts, Culture and Sport]
- Promote B.C. as an inclusive and welcoming destination for everyone through the Strategic Framework for Tourism in B.C. The framework supports the tourism industry in creating or adapting tourism products, services and experiences that are inclusive and accessible to everyone. [Lead: Ministry of Tourism, Arts, Culture and Sport]
- Work closely with Destination BC and industry partners including go2HR to address labour shortages in the tourism industry by promoting the hiring of persons with disabilities, new immigrants, youth, and vulnerable populations. [Lead: Ministry of Tourism, Arts, Culture and Sport]

# Conclusion



Bringing the Accessible B.C. Act into law in 2021 shows our government's commitment to accessibility. However, in many ways, this legislation represents the start of a much larger process and marks the next step in building an inclusive province that works for all of us.

The importance of government leading the way was something we heard loud and clear during our public consultations in 2019. AccessibleBC shows how government is working towards the goal of a truly inclusive and accessible B.C. over the next three years. As new priorities emerge we will adapt.

We're committed to support the full and equal participation of people with disabilities in their communities. Our government looks forward to engaging with you in the months and years ahead as we continue our work to build a barrier-free B.C.

# Appendix 1: Summary of Priorities



## Priority 1: Creating a Culture of Accessibility and Inclusion

- Apply a Gender Based Analysis plus (GBA+) lens across government
- Deliver and encourage staff to participate in awareness-raising events on accessibility
- Develop a Being Accessible Strategy to foster a culture of accessibility and enhance capacity for the Public Service Agency
- Support accessibility leadership in the public service

## Priority 2: Information and Communications

- Increase the number of virtual service offerings for justice and housing-related services
- Connect all remaining rural households in the province to high-speed Internet by 2027
- Redesign government online public services and webpages to make them more streamlined and accessible
- Remove barriers to identity verification process of the BC services card
- Improve accessibility of public information about BC Parks
- Modernize requirements for local governments' public notices
- Improve access to libraries and support enhancing library collections
- Ensure that emergency plans include the needs of people with disabilities
- Improve the accessibility of the online My Self Serve portal

## Priority 3: Buildings, Infrastructure and Public Spaces

- Continue to retrofit and enhance the accessibility of courthouses
- Provide support to people with disabilities to adapt their homes to improve accessibility
- Enhance the accessibility of government spaces whenever possible
- Work on accessibility upgrades in BC Parks' front country parks
- Incorporate accessibility criteria into procurement policies and practices
- Have accessibility as an eligibility criterion for local governments and not-for-profit organizations to receive funding
- Incorporate contemporary design and accessibility improvements for B.C. Corrections' facilities
- Ensure the safe operation of shared mobility devices, like e-scooters
- Build more integrated and active transportation systems based on principles of universal design

## **Priority 4: Employment in the B.C. Public Service**

- Implement “Where We All Belong”, our 3-year Diversity and Inclusion strategy
- Create a centralized system to better support hiring managers and job applicants of the B.C. Public Service with respect to accessibility and accommodation
- Provide learning, coaching, and mentorship to employees with disabilities through the Work-Able Internship Program
- Outreach to disability-service organizations to promote jobs within the B.C. Public Service
- Review and update current policy and procedures respecting the duty to accommodate

## **Priority 5: Delivery of Goods and Services**

- Modernize the suite of programs administered by StudentAid BC to address barriers for learners with disabilities to access post-secondary education

- Introduce family connections centres in early 2023 to allow families to have accessible and inclusive services for children and youth with support needs
- Redesign the Specialized Homes and Support Services initiative to improve access to key prevention and early intervention support for the safety and well-being of children and youth
- Provide accessibility supports, adaptive technology, and other means for overcoming barriers to participation of people with disabilities in either training or employment
- Support people with disabilities working across all sectors of B.C.'s creative economy
- Increase access to funding for emerging and equity-seeking B.C. filmmakers
- Provide free sport, physical activity, and creative arts opportunities for students who face barriers
- Promote B.C. as an inclusive and welcoming destination for everyone through the Strategic Framework for Tourism in B.C.
- Promote the hiring of persons with disabilities to address labour shortages in the tourism industry
- Provide better access to tourism training grants for students

# Appendix 2: Implementation Timeline

	Year 1					Year 5				Year 10
<b>Culture Change</b>	Awareness, collaboration and capacity building initiatives with stakeholders and the public									
<b>Requirements for the B.C. Government</b>	Build tool to provide feedback to government									
	Develop Government's accessibility plan	Government accessibility plan released				Second Government accessibility plan released			Third Government accessibility plan released	
	Develop regulations prescribing organizations									
	Establish the Provincial Accessibility Committee									
<b>Monitoring and Evaluation</b>		Government Annual Report released every year				First Independent Review		Government Annual Report released every year		Second Independent Review
		Compliance and Enforcement								
		Develop First Standard	Implementation - (Phased approach)							
<b>Standards Development</b>		Develop Second Standard								
			Develop Third Standard	Implementation - (Phased approach)						
			Develop Fourth Standard							
				Develop Fifth Standard	Implementation - (Phased approach)					
				Develop Sixth Standard						
										Implementation - (Phased approach)
										Develop Seventh Standard
										Develop Eighth Standard







# MEASURING DISABILITY

IN CANADA



The **2017 Canadian Survey on Disability (CSD)**<sup>1</sup> collected data on experiences of persons with disabilities.

The CSD is based on a social model of disabilities, which considers disability to be the result of **the interaction between a person's functional limitations and barriers in the environment**, including social and physical barriers that make it harder to function day to day. Data from the 2022 CSD will provide updated information on persons with disabilities in Canada; results will be available in 2023.

In 2017, **6.2 million (22%)** Canadians aged 15 and older had a disability.

**24%**  
Women

**20%**  
Men



**13%**

Youth aged  
15 to 24



**20%**

Working-age  
adults aged  
25 to 64



**38%**

Seniors aged  
65 and older

The majority of people have **two or more types** of disabilities:

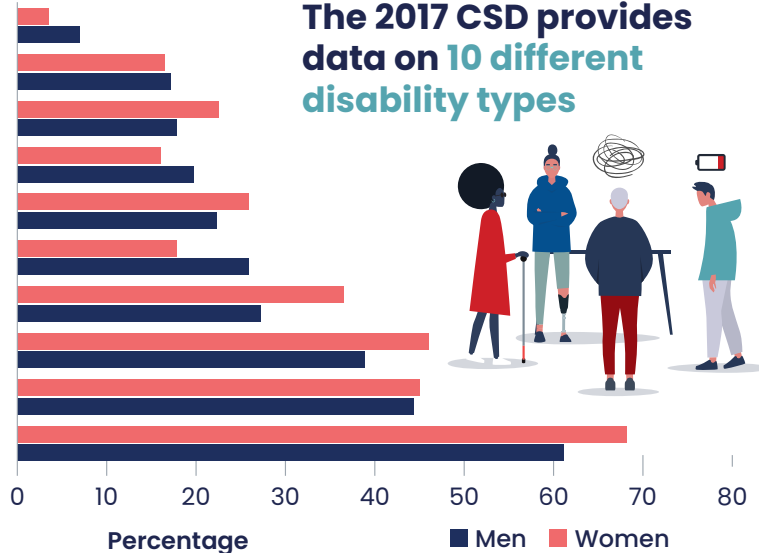
**29%**

One disability  
type

**71%**

Two or more  
types of  
disabilities

Developmental  
Memory  
Dexterity  
Learning  
Seeing  
Hearing  
Mental health-related  
Mobility  
Flexibility  
Pain-related



The CSD used the Disability Screening Questions to identify **four classes of disability severity**. The severity score is determined by both the **intensity** and **frequency of activity limitations**.

The name assigned to each class is intended to facilitate use of the severity score and is not a label or judgment about the person's level of disability.

## Proportion of people with a disability, by disability severity

Very severe

**22%**

Severe

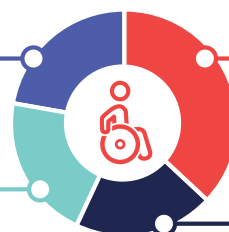
**21%**

Mild

**37%**

Moderate

**20%**



<sup>1</sup>For more information, see the *Canadian Survey on Disability, 2017: Concepts and Methods Guide* on the Statistics Canada website.

Source: Statistics Canada, 2017 Canadian Survey on Disability.

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## Fact Sheet: Understanding Barriers to Accessibility

Persons with disabilities face accessibility barriers in all aspects of society from using public transit, finding and maintain employment, to accessing buildings. Humber College is committed to providing a learning, working, and living environment that is barrier-free.

### What is a barrier?

A barrier is an obstacle or anything that prevents a person with a disability from fully participating in in all aspects of society because of their disability.

There are many different types of barriers. Barriers can be visible, invisible, physical, attitudinal, technological, information and communication barriers. Provided below are examples of six types of barriers that a person with a disability may encounter.

Types of Barriers	Definition	Examples of barriers
<b>Architectural/Structural</b>	This barrier may result from the design of the building, shape of rooms, size of doorways, or width of hallways	Hallways and doorways that are too narrow for a person using a wheelchair, electric scooter or walker or poor lighting for people with vision loss
<b>Attitudinal/Social</b>	This barrier occur when bias and stereotypes about persons with disabilities impede their full participation in all aspects of society	thinking that because a person's disability is not visible they do not have a genuine disability and therefore do not require an accommodation
<b>Physical</b>	This barrier refer to objects added to the environment, such as doors, windows, elevators, furniture, bathroom hardware, etc	counters that are too high for a person or door knobs that are difficult for people with arthritis to grasp

<b>Information or communications</b>	This barrier make it difficult for people to receive or send information	A person with vision loss may not be able to read printed materials, read signs, locate landmarks, or see a hazard or a person with an intellectual disability may not understand information that is not expressed in plain language
<b>Technology</b>	This barrier occur when technology cannot be modified to support an assistive device	An internet website or a webpage that does not support screen-reading software or does not provide alternative text for images
<b>Systemic, Policy or Practice</b>	This barrier can result from an organization's policies, practices and procedures if they restrict persons with disabilities or the lack of awareness of existing laws regulations that require programs and activities be accessible to people with disabilities	A hiring process that only permits applicants to submit their resume through an online application system and the organization does not offer any alternatives to the online application process

## What can you do to create a more inclusive campus?

If you encounter an accessibility barrier on Humber's campuses, we encourage you to let us know using [Humber's Community Identification Barrier Form](#).

Feedback can also be provided directly by email at [humanrights@humber.ca](mailto:humanrights@humber.ca) or phone, 416.675.6622 ext 4425.

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## 2018-2022 Accessibility Plan

***Updated: September 29, 2020***

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## 1.0 Introduction

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The Ontarians with Disabilities Act (ODA) 2001 was passed by the Provincial Government in December of 2001 and the Accessibility for Ontarians with Disabilities Act (AODA) 2005 was passed in June of 2005. The AODA lays out a comprehensive road map to make Ontario accessible to all people through the development, implementation, and enforcement of new, mandatory accessibility standards for some of the most important aspects of people's lives.

While the government is moving forward to implement the AODA, there will be a transition period where government and the broader public sector will continue to meet their obligations under the Ontarians with Disabilities Act, 2001 (ODA). These obligations will remain in effect until they are repealed and replaced by standards under the new Act.

Under the AODA, the Province has developed regulations to ensure that standards are developed to address accessibility within the areas of customer service, transportation, employment and Information & Communication. Requirements within these regulations and methods of addressing these requirements have been identified within the Town of Huntsville's 2018-2022 Accessibility Plan.

On January 1, 2013, the Government of Ontario achieved another milestone in implementing the Accessibility for Ontarians Disabilities Act, 2005 (AODA). The Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) was amended to include accessibility requirements for the Design of Public Spaces (Accessibility Standards for the Built Environment). Beginning in 2015, public and private sector organizations will have to meet accessibility requirements when constructing and maintaining new or redeveloped elements of public spaces including:

- Recreational trails and beach access routes
- Outdoor eating areas for public use
- Outdoor play spaces (such as playgrounds)
- Exterior paths of travel (such as walkways across parks or between buildings)
- Accessible on and off street parking
- Service counters and waiting areas

The Town of Huntsville is committed to meet the obligations outlined in the amended regulation and will work towards incorporating these requirements into the Town of Huntsville Accessibility Plan.

The purpose of these Acts is to improve the opportunities for persons with disabilities and to provide for their participation in the identification, removal, and prevention of barriers to their full participation in the life of the Province.

The Municipal obligations under the ODA include the following:

- All Municipalities are required to prepare an updated Accessibility Plan on an annual basis. It is a public document and is used to consult with persons with disabilities;
- Municipalities of 10,000 or more residents are required to establish Accessibility Advisory Committees and a majority of their Members must be people with disabilities.

The purpose of preparing an Accessibility Plan is to highlight the measures the Town will take during the coming year, to identify, remove and prevent barriers to people with disabilities. The measures that the Town has taken to reduce these barriers to date can be found in the “Accessibility Accomplishments to date” document.

The content of an accessibility plan must include these five requirements:

1. Report on the measures the organization has taken to identify, remove and prevent barriers to people with disabilities.(Found in the “Accessibility Accomplishments to date document”)
2. Describe the measures in place to ensure that the organization assesses its acts/by-laws, regulations, policies, programs, practices and services to determine their effect on accessibility for people with disabilities.
3. List the policies, programs, practices and services that the organization will review in the coming year to identify barriers to people with disabilities.
4. Describe the measures the organization intends to take in the coming year to identify, remove and prevent barriers to people with disabilities.
5. Make the accessibility plan available to the public.

Further to these requirements under ODA, AODA stipulates that the Accessibility Plan must be:

- A multi-year document
- Posted on the Town's website
- Provided in an accessible format upon request
- Reviewed and updated at least once every five years.

The Town of Huntsville has committed to a five year plan that is reviewed annually as recommended by the AAC.

### **1.1. Barrier Recommendations**

This Accessibility Plan includes the recommendations proposed by the Accessibility Advisory Committee (AAC) as well as any legislative requirements. Each item identified within the plan is subject to budget approval.

### **1.2 Key Contact**

Crystal Best-Sararas, Deputy Clerk

- Telephone: (705) 789-1751 Ext. 2258
- Fax: (705) 789-6689
- E-mail address: [crystal.paroschy@huntsville.ca](mailto:crystal.paroschy@huntsville.ca) or [accessibility@huntsville.ca](mailto:accessibility@huntsville.ca)

## 2.0 Organization

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The Town of Huntsville organizational structure is similar to those adopted by most municipalities throughout Ontario and allows the Town to ensure that the Corporation can meet the needs and expectations of the community.

To view the organizational structure or for further departmental information, please visit the Town of Huntsville website at [www.huntsville.ca](http://www.huntsville.ca)

### 2.1 Services Provided by Other Levels of Government

The Town of Huntsville is a lower tier municipality within the District Municipality of Muskoka. As a result, the District Municipality of Muskoka delivers certain services on behalf of the taxpayers of Huntsville which include, but are not limited to:

- Ontario Works
- Social Housing
- Children's Services
- Land Ambulance and Emergency Planning and Police Services
- Homes for the Aged
- Health Unit Matters
- Water and Sewer Services
- Waste and Recycling Services

As required under the Ontarians with Disabilities Act, the District Municipality of Muskoka will prepare its own Accessibility Plan covering those services delivered by the District.

Furthermore, the Ministry of Community and Social Services is responsible for the delivery of the Ontario Disability Support Program (ODSP). The ODSP is intended to meet the needs of people with disabilities and to help them become more independent. The ODSP has two parts:

1. Income Supports provides financial assistance to eligible people with disabilities.
2. Employment Supports provide people with disabilities the support needed to acquire and retain employment.

### **3.0 Plan Consultation**

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The Accessibility Plan has been developed and updated by Town Staff and the Accessibility Advisory Committee. The Accessibility Plan is reviewed annually in conjunction with the Budget process to ensure adequate funding is available for mandatory projects. The Staff member who can be contacted regarding any questions on this plan is Crystal Best-Sararas, Deputy Clerk. Please refer back to 1.1 Key Contact for further contact information.

### **4.0 Accessibility Advisory Committee (AAC)**

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Along with the legislative obligation, Huntsville formed its AAC in the spring of 2001. This Committee has been assigned the task of advising Council on all matters pertaining to persons with disabilities.

#### **4.1 AAC Vision for 2018-2022**

To advise the Town of Huntsville in its quest to become a place to visit, work and live that is accessible to all by continuing to:

1. Promote and educate the business community on the current five standards and the upcoming new standards that will be developed in the next five years under AODA, by:
  - Remaining current with respect to any changes or revisions to the standards as mandated by the AODA;
  - Liaising with the Business Improvement Area, the King William Group and the Chamber of Commerce;
  - Remaining current with all funding initiatives such as the Federal “Enabling Fund” offered to municipalities and to the private sector;
  - Making use of the media;
  - Offering to speak to clubs, staff and volunteers;
  - Assisting in workshops for small business, if requested.
2. Promote accessible housing and accessibility for business construction by:
  - Reviewing and making recommendations based upon Universal Design for all municipal Site Plan Applications for multiple residential, institutional, industrial and commercial development;

- Remaining current with respect to accessible affordable housing initiatives (e.g. the Affordable Housing Plan in Huntsville, etc.);
  - Providing input on the Town's Site Plan Guidelines and accompanying accessibility checklist to be used by the Town of Huntsville; and
  - Educating local builders, architects, planners and designers on the concept of Visitability, Flex Housing and Universal Design.
3. Promote accessible transportation throughout the Municipality by:
- Working with the provider and Town Staff to assess transit service to ensure that all potential riders have access;
  - Working with Town Staff to implement the recommendations and/or pilot projects, in relation to accessibility, resulting from a public transit review;
  - Working with the local taxi companies and Town Staff to work on a plan to provide accessible taxi's; and
  - Working with Town Staff on the completion of sidewalk repairs as identified by the Accessibility Advisory Committee in the Town's Sidewalks Needs Assessment Study, and updating the Sidewalk Study as required;
  - Working with Staff to assess all bus stops for accessibility and establish guidelines for design and practices for year round maintenance as mandated by AODA.
4. Promote accessible recreation by:
- Supporting the concept of playability for accessible play spaces;
  - Researching the possibility of alternative funding for the necessary accessibility improvements to accommodate regarding sledge hockey improvements at the Don Lough Arena;
  - Providing input, in regards to accessibility, on the Municipality's Leisure Guides and provide information on the transit system, the audible lights, and accessible features of all municipal buildings;
  - Working with Town Staff to assess whether there is a need to provide alternative recreation programming for people with a disability;
  - Working with Town Staff to ensure that all existing and any new programs are assessed for inclusiveness; and
5. Support the initiative for subsidized recreational programs being considered by all Muskoka municipalities, and to ensure the all programs take into account the needs of

persons with disabilities and those living in poverty. Promote inclusion by educating to help change attitudes, values and behaviour towards accessibility and disabilities by way of:

- The media such as radio interviews, written newspaper articles, etc.; and
- Presentations to groups

6. Promote the removal of all barriers by:

- Participating in the preparation of the Town's Accessibility Plan 2018-2022, and monitoring the completion of projects as specified in the plan;
- Participating in the preparation or review of other Accessibility Plans such as the District of Muskoka's Accessibility Plan;
- Monitoring the completion of various Ontario Municipalities Accessibility Design Guidelines in anticipation of adopting them for Huntsville. The Committee shall promote the adoption to municipalities within the District of Muskoka.

## **5.0 Identifying Barriers**

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This section of the Plan is dedicated to the identification of Barriers within municipal facilities and access to all municipal goods and services.

### **5.1 Barrier Identification Process**

Barrier identification is through any process of methodology used to determine what barriers exist and where the barriers are found. Examples of a barrier identification process include review of documents and publications, conducting public meetings, surveys and/or audits, the use of customer feedback forms and other mechanisms.

### **5.2 Types of Disabilities**

Barriers exist as a result of various forms of disability. In developing this Plan, the Town has considered the functional limitations associated with several different kinds of disability and the effects of these limitations on an individual's ability to perform everyday tasks:

- Physical Impairment
- Hearing Loss
- Speech Loss
- Vision Loss
- Deaf-blind
- Smell
- Taste Limitation
- Touch
- Intellectual
- Mental Health
- Learning
- Other – resulting from accidents, illnesses, and diseases

### **5.3 Types of Barriers**

AODA defines a barrier as: “a circumstance or obstacle that keeps people apart. For people with disabilities, barriers can take many forms including attitudinal, communication, physical, policy, programmatic, social, and transportation”.

Some barriers and an example illustrating that barrier follow: (Prepared by Jennifer Miller for AMCTO, 2007)

**Architectural Barriers:**

- Includes building design, shape and dimensions of rooms, width of doorways, stairways, inaccessible bathrooms.

**Attitudinal Barriers:**

- Inaccurate beliefs or perceptions about a person's ability;
- Someone who is abrupt, insensitive, impatient and uncomfortable with people slowed by a physical, language or developmental disability;
- Receiving WSIB (formerly known as WCB) is to be considered a disability.

**Communication Barriers:**

- The process of providing or sending, or receiving information such as difficulties receiving information in person or by telephone;
- Someone who speaks too quickly or unclearly;
- Use of language that is not understandable such as the use of complex words or jargon.

**Information Barriers:**

- Information is not available in an accessible format – large print, audio video, plain language, Braille, closed captioned video or computer diskette;
- Inadequate or incomprehensible signage – font, size, colour, location, or faded.

**Physical Barriers:**

- Additions to an interior or exterior environment such as doors, windows, furniture, planters, hardware, recreational or playground equipment, lighting, signage, use of colour, materials, etc.

**Systemic Barriers (Policies, procedures and practices):**

- Occur when practices or policies restrict participation. Often done unintentionally;
- Needing to fill out a (complex) form to get a service & not being able to because of a disability.

**Technological Barriers:**

- When a technology cannot be modified to support various assistive devices;
- Lack of visual alarms;
- Lack of TTY machines;
- Website is not accessible – no colour contrast or large print options, screen reader, cluttered appearance, difficult to navigate.

## **6.0 Town Accessibility/Diversity Barriers to be Addressed Across all Departments**

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### **6.1 Corporate Barriers**

#### **a) Access to Information & Service - Accessible Online Applications (Design, Development and Content) (IASR – Part II - Information and Communications s.14)**

Recommended Budget Year to be Addressed: Ongoing

Estimate for all Town of Huntsville online applications:

- Ongoing accessibility auditing and maintenance costs: unknown, cost is per application, and is dependent on individual vendor

Barrier Type: Technological

Department: Each department in ownership of; or that has signed a contractual agreement for an online application.

Method of Addressing:

- The Town of Huntsville shall make their online applications, as well as the content within, conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.
- Ongoing review and maintenance of the tools and content are required to ensure the application is meeting guidelines, objectives, best practices and legislated requirements.
- The Town will make every effort to work with contractors/owners of sites and applications, as well as their site development team(s) to ensure ongoing maintenance and compliance at (WCAG) 2.0 level AA.
- An Accessibility Information and Communication policy will establish internal standards.

### **6.2 Community Services Barriers**

#### **a) Access to MHP - Programs**

Recommended Budget Year to be Addressed: Ongoing

Estimated Project costs: N/A

Barrier Type: Communication, Information

Department: Muskoka Heritage Place

Method of Addressing:

- Staff will continue to work with individuals and groups to provide access to information on the site.
- Continue to research alternative methods of programming such as Multi-Sensory Tours as mentioned by John Rae, First Vice President, of the Alliance for Equality of Blind Canadians, in the Ontario Historical Society Bulletin.

**b) Access to the Canada Summit Centre**

**i. Lever style door handles (4 per year)**

Recommended Budget Year to be Addressed: Ongoing and to be included in 2021 budget

Estimated:

- Project costs: To be completed within the approved budget
- Ongoing operation costs: N/A

Barrier Type: Communication, Physical, Information

Department: Facility Management

Method of Addressing:

- Each year, facilities budget to replace existing door handles within the Canada Summit Centre. Staff will continue to include this each year as required.

**ii. Signage at all designated accessible viewing areas (7)**

Recommended Budget Year to be Addressed: Ongoing

Estimated Project costs: None at this time

Barrier Type: Communication, Physical, Information

Department: Facility Management

Method of Addressing:

- With the finalization of the Corporate Signage Policy, staff are determining what signage needs to be changed and/or added and will replace the signage upon budget approval.

**iii. Signage for automatic door access to the top level of the Jack Bionda Arena**

Recommended Budget Year to be Addressed: Ongoing

Estimated Project costs: None at this time

Barrier Type: Communication, Physical, Information

Department: Facility Management

Method of Addressing:

- With the finalization of the Corporate Signage Policy, staff are determining what signage needs to be changed and/or added and will replace the signage upon budget approval. There is currently temporary signage in place.

**c) Access to the Ice at the Don Lough Arena**

Recommended Budget Year to be Addressed: Upon funding for total project

Estimated:

- Project costs: \$86,000.00 (2010 estimate)
- Ongoing operation costs: Unknown

Barrier Type: Physical

Department: Facility Management

Method of Addressing:

- The AAC has identified this as a long term vision. Staff will watch for alternative funding for the necessary accessibility requirements (boards, sliders, concrete work, and flooring) to accommodate sledge hockey.

**e) Access to Council Chambers Elevator**

Recommended Budget Year to be Addressed: Undetermined

Estimated Project costs: None at this time

Barrier Type: Physical

Department: Facility Management

Method of Addressing:

- Alternative solutions are being researched, such as the possibility of removing the elevator and installing a lift or a ramp. (Building Department looking to see if this could be done - possibly need professional advice i.e. Architect Engineer.)
- This matter is under review by the Town Hall Working Group

**f) Access to Services – Directional Signage**

Recommended Budget Year to be Addressed: Ongoing as signs are repaired, replaced or purchased new

Estimated Project costs: None at this time

Barrier Type: Information

Department: Facility Management

Method of Addressing: With the finalization of the Corporate Signage Policy, staff are determining what signage needs to be changed and/or added and will replace the signage upon budget approval.

**6.3 Corporate Services Barriers**

There are no Corporate Services barriers identified at this time.

**6.4 Development Services Barriers**

**a) Access to Websites (Design and Development) (IASR – Part II - Information and Communications s.14)**

Recommended Budget Year to be Addressed: Ongoing Annual

Estimated for Town website, Algonquin Theatre website, Muskoka Heritage Place website:

- Ongoing accessibility auditing and maintenance costs: \$5,000-\$8,000

Barrier Type: Technological

Department: Marketing

Method of Addressing:

- The Town of Huntsville websites have been upgraded to meet the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level AA standards, as of the launch date (go-live) of each website.
- WCAG 2.0 is composed of requirements and best practices (guidelines for achieving objectives) to meet the WCAG standards. Best practices are regularly amended as new ones are identified and developed.

- Auditing and scanning technologies also continue to improve and can more easily identify issues now, than when the websites launched. This results in ongoing maintenance needs for accessibility.
- Amongst changes to best practices, objectives and requirements, the website technology that is already developed and in place, must continue to be maintained at a Level AA standard.
- An annual budget will be implemented to address changes which may arise during the lifespan of each website, and would require a fix.
- The Town will make every effort to work with site development team(s) to ensure ongoing maintenance and compliance at WCAG 2.0 level AA.
- An Accessibility Information and Communication policy will establish internal standards.

**b) Access to Websites (Content) (IASR – Part II - Information and Communications s.14)**

Recommended Budget Year to be Addressed: Ongoing

Estimate for Town website, Algonquin Theatre website and Muskoka Heritage Place website:

- Ongoing accessibility maintenance costs for content: Staff time to maintain, \$2,860 annual Siteimprove subscription (Huntsville Public Library is included in this cost) which covers automatic auditing and suggestive content fixes for maintaining Level AA accessibility compliance

Barrier Type: Technological

Department: Marketing and other departments that have editing access to content on a website

Method of Addressing:

- The Town will make every effort to create accessible content that complies with (WCAG) 2.0 level AA.
- An Accessibility Information and Communication policy will establish internal standards.

**c) Site Plan Guidelines**

Recommended Budget Year to be Addressed: 2021

Estimated:

- Project costs: None
- Ongoing operation costs: None

Barrier Type: Architectural and Physical

Department: Building/Planning

Method of Addressing:

- When updating the comprehensive zoning by-law, site plan as a separate application will no longer be required. The Community Planning Permit system will incorporate the site plan process. Staff will consult with the Accessibility Advisory Committee to insure Accessibility considerations and compliance with the current Ontario Building Code, the Design of Public Spaces - AODA and the Town's Official Plan.
- An accessibility checklist will be developed by the Accessibility Advisory Committee to assist staff in their review of all site plans.

## **6.5 Operations and Protective Services Barriers**

### **a) Access to Sidewalks and Intersections in the Urban Area**

Recommended Budget Year to be Addressed: Ongoing

Estimated:

- Project costs: Per the approved transportation infrastructure budget
- Ongoing operation costs: Per the approved transportation infrastructure budget

Barrier Type: Physical

Department: Roads

Method of Addressing:

- The Sidewalk Needs Assessment, 2019 as amended, reviewed accessible barriers such as missing curb cuts, trip hazards, heaves, missing sidewalks and other obstructions. These hazards will be addressed by the Roads staff on an ongoing basis.

### **b) Access to Service (Transit) – Transit Study**

Recommended Budget Year to be Addressed: Currently under Council Review and pending budget approval

Estimated Project costs: Varied depending on direction provided

Barrier Type: Physical/ Information & Communication

Department: Public Works

Method of Addressing:

- On October 26, 2017 the Accessibility Advisory Committee supported staff's recommendation to hire a consultant to complete a Transit Review Study.

**c) Access to Service (Transit) – Hours of Service (IASR – Transportation s.70)**

Recommended Budget Year to be Addressed: Under review and pending budget approval

Estimated:

- Project costs: Varied depending on direction provided
- Ongoing operation costs: Varied

Barrier Type: Physical

Department: Roads

Method of Addressing:

- This item is currently under Council review. Recommended changes will ensure AODA compliance is met.

**d) Access to Service (Transit) – Duties of Municipalities (bus stops/shelters) (IASR s. 78)**

Recommended Budget Year to be Addressed: Ongoing

Estimated:

- Project costs: Per the approved budget
- Ongoing operation costs: Per the approved budget

Barrier Type: Physical, Communication

Department: Roads

Method of Addressing:

- Consultation with the AAC will take place to identify which bus stops are to be renovated. This item is currently under Council review. Recommended changes will ensure AODA compliance is met.

**e) Access to Town Dock at 20 Park Drive**

Recommended Budget Year to be Addressed: Currently under Council Review

Estimated:

- Project costs: None at this time
- Ongoing operation costs: None at this time

Barrier Type: Physical

Department: Parks

Method of Addressing:

- The AAC has made a motion to Council to direct staff to design and construct safe and accessible pedestrian access.
- Council is reviewing the 2011 Memorial park Master plan to address immediate and long term items.

**f) Access to Port Sydney Beach – Mobi Mat**

Recommended Budget Year to be Addressed: When funding becomes available

Estimated:

- Project costs: None at this time
- Ongoing operation costs: None at this time

Barrier Type: Physical

Department: Parks

Method of Addressing:

- The AAC has requested staff purchase and maintain a Mobi Mat for Port Sydney beach when funding becomes available

**g) Access to Trails – Hunter's Bay Trail**

Recommended Budget Year to be Addressed: When funding becomes available (to apply under the Trans Canada Trails mandate to improve the accessibility of the Trail across Canada)

Estimated:

- Project costs: None at this time
- Ongoing operation costs: None at this time

Barrier Type: Physical

Department: Parks

Method of Addressing:

- The AAC has passed a motion requesting staff repair the current section at the entrance of Lakeshore Blvd of the Hunter's Bay trail

#### **h) Access to Lion's Lookout**

Recommended Budget Year to be Addressed: Ongoing and pending suggestions from the Accessibility Advisory Committee

Estimated:

- Project costs: None at this time
- Ongoing operation costs: None at this time

Barrier Type: Physical

Department: Parks

Method of Addressing:

- The AAC has passed a motion requesting accessible picnic tables and access to the legend map and view of the Town. Staff will work with the Accessibility Advisory Committee to address the barriers.

### **6.6 Human Resources Barriers**

There are no Human Resources Barriers identified at this time.

### **6.7 Huntsville Public Library Barriers**

#### **a) Signage Audit of the Huntsville Public Library**

Recommended Budget Year to be Addressed: Undetermined

Estimated:

- Project costs: Unknown at this time

Barrier Type: Information, Communication

Department: Library

Method of Addressing:

- Staff is currently working on a Corporate Signage Policy based on CNIB guidelines, the CSA standards and best practices of other municipalities in Ontario.
- Library Staff will be auditing all Library facilities and signage will be upgraded as required.

- Library Facility Audit will wait until 2021 as state of the future of the building is unknown as well as the space staff will be working in the near future.

#### **b) Collection Development Plan**

Recommended Budget Year to be Addressed: 2021

Estimated:

- Project costs: To be determined
- Ongoing operation costs: to be determined.

Barrier Type: Information

Department: Library

Method of Addressing:

- The Library will be creating a new collection development plan that will include goals for accessible materials. Automatic release plans with materials vendors will be revised to include any amendments to existing plans.
- Library does have large print material, audio books, Daisy Readers for loan and items with closed captions. As stated above we will work with vendors to see what a Auto release plan would look like in regards to cost an augmenting the plan.

#### **c) Programming Policy & Plan**

Recommended Budget Year to be Addressed: 2021

Estimated:

- Project costs: To be determined
- Ongoing operation costs: to be determined

Barrier Type: Information, Systematic

Department: Library

Method of Addressing:

- The Library will be revising the Programming Policy and Programming Plan to include accessibility options for participants of all ages. We will also include a review of marketing plans.
- We will work with and seek advice from the Town's programming department to ensure we are in line with recommendations they are moving forward with.

**d) Sign Language**

Recommended Budget Year to be Addressed: 2021

Estimated:

- Project costs: To be determined
- Ongoing operation costs: to be determined

Barrier Type: Communication

Department: Library

Method of Addressing:

- The Library will investigate training opportunities for Library staff to enable them to communicate with users at the central service desk and at programs.
- We will reach out to other libraries for examples of how they are working with those who have communication barriers.