

Accessibility Task Force Meeting
 to be held via Zoom and in-person in Room A
 City Hall, 171 Main Street
 Wednesday, June 28, 2023
 at 11:00 a.m.

1. **Call Regular Committee Meeting to Order**

We acknowledge that Penticton, where we live and work, is on the traditional lands of the Syilx People in the Okanagan Nation.

2. **Adoption of Agenda**

Recommendation:

THAT the Accessibility Task Force adopt the agenda for the Regular Task Force Meeting held on June 29, 2023 as presented.

3. **Adoption of Minutes**

3.1 Minutes of the June 14, 2023 Accessibility Task Force Meeting

1-3

Recommendation:

THAT the Accessibility Task Force adopt the minutes of the June 14, 2023 meeting as presented.

4. **New Business**

Lloyd-Smith

4.1 Review of Timeline

Kleb

4.2 Engagement Update

4.3 Leanne's Presentation

4-7

Desrosiers

4.4 Validating Guiding Principles, Identified Barriers and Suggested Actions

8-12

Staff Recommendation:

THAT the Accessibility Task Force support _____, _____ and _____ as the guiding principles of the Accessibility Plan;

AND THAT the Accessibility Task Force support _____, _____ and _____ as the identified barriers of the Accessibility Plan.

Desrosiers/
Prescott

4.5 Prioritization Exercise

5. **Next Meeting**

The next Accessibility Task Force meeting is scheduled for July 12, 2023 at 11:00am via Zoom and in-person.

6. **Adjournment**

Accessibility Task Force Meeting

to be held via Zoom and in-person in Room A
City Hall, 171 Main Street
Wednesday, June 14, 2023
at 11:00 a.m.

- Present:** Trisha Kaplan, Chair (in person)
Kona Sankey, Vice-Chair (in person)
Kristi Bauman (in person)
Randy Boras (in person)
James Ludvigson (in person)
Heather Miller (in person)
Grant Pattingale (in person)
Leanne Williams (in person)
- Council Liaison:** Ryan Graham, Councillor
- Staff:** Blake Laven, Director of Development Services (in person)
Sarah Desrosiers, Social Development Coordinator (in person)
JoAnne Kleb, Communications and Engagement Manager (in person)
Hayley Anderson, Legislative Assistant (in person)
- Regrets:** Victoria Jaenig

1. **Call to Order**

The Chair called the Accessibility Task Force to order at 11:00 a.m.

2. **Adoption of Agenda**

It was MOVED and SECONDED

THAT the Accessibility Task Force adopt the agenda of June 14, 2023 as amended by moving 4.3 to 4.4 and adding 4.3 – Interest Group Identification.

CARRIED UNANIMOUSLY

3. **Adoption of Minutes**

It was MOVED and SECONDED

THAT the Accessibility Task Force adopt the minutes of May 24, 2023 as presented.

CARRIED UNANIMOUSLY

Kona Sankey joined the meeting at 11:04 am.

4. **New Business**

4.1 Plan Development Timeline

The Director of Development Services provided the Task Force with a presentation on the Plan Development timeline. The timeline included endorsing the structure of the Accessibility Plan, providing feedback on the proposed Accessibility Plan, and final endorsement of the Accessibility Plan.

James Ludvigson joined the meeting at 11:16 am.

4.2 Engagement Strategy

The Communications and Engagement Manager provided the Task Force with an update on the proposed engagement strategy.

The engagement strategy included considerations of the scope and timeframe of the plan, including the short timeframe and the scope of City of Penticton facilities and services. The goals of the engagement being to fulfil the legislative requirements and to lay a foundation for future engagement. Key engagement strategies including raising awareness of the work being done by the committee, gather input to understand the challenges residents encounter, identify possible interest groups, provide a central resource and location for residents to learn and provide input long-term and determine how feedback will be collected after September 1, 2023.

Raising awareness of the Committee will come from social media committee member profiles, news releases with key milestones and a report to Council of committee outcomes.

It was MOVED and SECONDED

THAT the Accessibility Task Force endorse the public engagement plan as presented.

CARRIED UNANIMOUSLY

4.3 Interest Group Identification

The Committee identified a list of interest groups for the Accessibility Plan.

4.4 Visioning Exercise

The Social Development Coordinator lead the Task Force in an exercise to identify accessibility barriers faced within the Community.

5. **Next Meeting**

The next Accessibility Task Force meeting is scheduled to be held on June 28, 2023 at 11:00 a.m.

6. **Adjournment**

It was MOVED and SECONDED

THAT the Accessibility Task Force adjourn the meeting held on June 14, 2023 at 12:40 p.m.

CARRIED UNANIMOUSLY

Certified Correct:

Hayley Anderson
Legislative Assistant

OKANAGAN INCLUSION
ACCESSIBILITY PLAN 2023-24

Overview

Okanagan Inclusion (OI) is committed to conform to all aspects of the British Columbia Accessibility Act and the Human Rights Code and strives to ensure that all locations owned or operated by OI provide barrier free services, and employment. OI recognizes that key principles to accessibility are independence, dignity, integration and equality.

The purpose of the Accessibility Plan is to identify and address accessibility issues at locations owned, leased or operated by OI. OI is dedicated to identifying and removing barriers that limit and restrict the ability of the clients we support from fully accessing OI programs and the community. This plan is designed to summarize the following:

- Those barriers that were removed or otherwise addressed by the organization in the past, specifically over the course of the last fiscal year
- Those barriers that have been identified and the organization intends to address and those that may not be able to be addressed at this time. An explanation as to where the organization is at with respect to addressing the barrier is given for each item.

This list is intended to be dynamic with additions and updates being added throughout the year. The plan will be reported annually.

Types of Barriers

Architectural – any physical factor that makes accessibility difficult. Examples include: narrow doorways and hallways, stairways, ramps, bathrooms that are not physically accessible, poor lighting, alarms, etc.

Environmental – a characteristic of a setting that compromises service delivery. This may include excessive noise, flickering lighting and/or fragrances or specific foods which may cause an allergic reaction.

Attitudinal – a preconceived attitude (usually negative) that people have towards people with a disability

Financial – anything that may mean, at an organizational level, that a service is restricted or eliminated due to a lack of sufficient finances.

Employment – flexibility in the workplace – voice recognition technology, etc.

Communication – anything that inhibits information being accessible and understandable. Examples may include: the absence of devices available to clients or personnel to be able to be understood by others, or promotional materials that are not present in formats that are easily understandable.

Technology – materials in different languages, user friendly website

Transportation – clients are unable to reach or participate fully in services due to the lack of available and suitable transportation.

Community Integration – anything that may limit a client’s ability to fully access their community in a way of their choosing

In addition to these barriers, other barriers that are not easily categorized may also be identified.

Identification of Barriers

In order to identify any accessibility barriers in the organization, the following methods are implemented:

- Staff and clients identify any potential barriers in staff meetings or Person- Centred Plans
- Information regarding accessibility obtained through Complaints/Concerns
- Any general observations or discussions

Communicating the Accessibility Plan

A paper copy of this plan is located at Okanagan Inclusion, 527 Ellis Street, Penticton and 427 – 7th Ave, Keremeos.

BARRIERS IDENTIFIED 2023-24

Location	Barrier Identified	Type of Barrier	Actions to be Taken/Responsible Person	Completion Date/Timelines
	Priority (A, B, C?) Cost? Where will funds come from			

****Reasonable accommodations identified/requested: : None during this period.**

BARRIERS IDENTIFIED 2023-24

Location	Barrier Identified	Type of Barrier	Action Completed	Completion Date

Accessibility Taskforce: Visioning Exercise Results

June 23, 2023

1. Guiding Principles
 2. Proposed Vision Statement
 3. Identified Barriers
 4. Areas of Accessibility - Suggested Actions
 5. Groups of Interest
 6. Proposed Priorities
-

1. Guiding Principles

Accessible BC Act Guiding Principles

- Inclusion
- Adaptability
- Diversity
- Collaboration
- Self-Determination
- Universal Design

Accessibility Taskforce Guiding Principles

- Four-season Accessibility
- Independence and Dignity
- Safety and Security
- Lived Experience
- User Centered Approach
- Meaningful Engagement

2. Proposed Vision Statement

The City of Penticton is committed to ensuring that residents of all abilities have equal access to municipal services and supports a culture of collaboration to continually improve the accessibility of our community, ensuring residents and visitors of all abilities experience the same quality of life, in all four seasons.

3. Identified Barriers to Accessibility

Architectural and Structural (4)

- Washrooms are not safe or accessible for all individuals
- City buildings are not fully accessible
- City Buildings do not have appropriate wayfinding
- Post locations for crossing are not uniform and there is no way to know where they are

Attitudinal and Social (6)

- City Staff can be discriminated against because of their accessibility needs
- City staff are not informed about disabilities and accessibility
- Accessibility lens is only applied retroactively
- Community members in Penticton are not educated on accessibility and disabilities
- There is an assumption that there are no accessibility needs unless someone speaks up
- People with disabilities are required to ask for help to access services

Information and Communication (7)

- Community members are not informed or kept up to date on what the City is doing in terms of accessibility
- Community members are not informed about alternate routes for temporary construction projects
- There is no closed captioning at City Council meetings – online or in person on the screen
- Community members require assistance to be informed on City events and recreation programs
- There is no streamlined way for the community to give the City feedback on how accessible their services and buildings are
- There is no accurate map of where bus stops are
- There are no ASL translators working at the City

Physical (5)

- Community members need to ask for help to access certain spaces
- Sidewalks are not cleared during the winter, limiting all-season accessibility
- Beaches are not wheelchair/mobility accessible
- Dog parks are not accessible and mobility-friendly
- Machines that clean the beach are not able to go over ramps

Technology (1)

- City of Penticton website does not have accessibility features

Policy and Practice (6)

- There are limited part-time job opportunities for staff
- There is no mandatory training for City staff about disabilities and accessibility
- Recreation programs are not offered at a cost which is aligned with PWD and income assistance
- Accessibility lens is not embedded in policies and practices
- Accessibility features are not tested and validated by people with accessibility needs
- Developers and builders do not have incentives to build accessible spaces

4. Areas of Accessibility – Suggested Actions

Employment and Staff (6)

- Offer more part-time City jobs that do not require full-time hours
- Ensure that there are accessibility policies to protect and assist staff
- Offer training for City staff on accessibility and disabilities and prioritize staff who interact with members of the public
- Attract staff who have accessibility knowledge and experience
- Hire people with disabilities
- Hire people with disabilities to test out and validate accessibility features, such as the City's website

Delivery of Services (10)*

- Offer services that have been created/altered with accessible alternatives
- Ensure that an accessibility lens is applied to all services and projects at its inception, not retroactively
- Ensure that all City services can be accessed independently by residents
- Ensure that public washrooms are fully accessible
- Audit the City of Penticton's website to ensure full accessibility
- Ensure that accessibility features are piloted and tested by people with disabilities
- Ensure that public council processes, such as applying to be a council committee member, are fully accessible
- Ensure that people with disabilities are consulted for City projects that may affect them
- Ensure that City meetings are planned with a recognition that some staff may have accessibility needs
- Educate the public about accessibility barriers and features throughout the City

*As identified in the Terms of Reference, this Taskforce will not participate in operational matters respecting the City of Penticton. This resulted in the removal of four suggested actions: (1) Offer programs that are financially aligned with Persons with Disabilities and income assistance, and (2) offer showering rates at the community center, (3) offer exemptions for accessible builders and developers, (4) ensure that sidewalks are cleared of snow and salted to allow for all-season accessibility.

Built Environment (12)

- Ensure that sidewalks are safe for all types of motilities – including regularly fixing cracks and curbs
- Ensure that all public facilities are fully accessible and safe for all
- Offer accessible picnic tables in public parks
- Ensure that appropriate alternate routes are provided during temporary construction projects affecting roads and sidewalks
- Ensure that all public beaches are wheelchair and mobility accessible and have ramps that go all the way to the water which are easily identifiable. For example, consider the use of portable roll-out mats

- Install wayfinding in City buildings and ensure that they have been validated by community members who are most likely to use them
- Ensure that dog parks are mobility-friendly and accessible
- Create sensory spaces in the community
- Build proper railing around the community
- Fix traffic post locations for crosswalks to ensure they are uniform in their locations
- Ensure that bike lanes can be safely crossed at bus stops
- Ensure that bike lanes do not affect the ability of buses to pull into a bus stop

Information and Communication (11)

- Release quarterly 'report cards' on accessibility progress at the City
- Create an accessible navigation tool for bus stops
- Communicate when and where construction will be happening and what alternate pedestrian routes will be available for community members with accessible mobility needs
- Offer live closed captioning for online Council Committee meetings, as well as in person meetings on the ceiling screens
- Offer "audio calendars" of city events and recreation programs
- Share information about public spaces and City buildings on the website to preempt the need for community members to call to understand how to navigate these spaces
- Create a public feedback mechanism so that community members can continuously offer feedback about accessibility to the City
- Create an accessible notification system for emergencies
- Geo-map accessibility barriers in the community of Penticton
- Meaningfully engage with people with disabilities on a continuous basis
- Create an advisory list of community members with disabilities and advocates to consult for City projects

Transportation (1)

- Communicate with BC Transit to share and discuss accessibility barriers for Penticton community members, such as offer audio services on the bus announcing the current bus stop location

Education

- None identified

Procurement

- None identified

Health

- None identified

5. Groups of Interest

- Aging Well Penticton
- Agur Lake Camp
- ARC Programs
- BCG Okanagan
- Canadian Council of the Blind (CCB)
- Canadian Hearing Services
- Canadian Institute for the Blind
- Canadian Mental Health Association (CMHA)
- Canadian Red Cross
- Community Living British Columbia
- City of Penticton Staff
- Dragonfly Pond Family Society
- Foundry BC
- Ministry of Children and Family Development (MCFD)
- Ministry of Social Development and Poverty Reduction
- Neil Squire Society
- Okanagan Similkameen Neurological Society (OSNS)
- OneSky
- Pain BC
- Partners in Resources (PIERS)
- Penticton and Area Access Centre
- Penticton and District Society for Community Living (PDSCL)
- Penticton Excel
- Penticton Indian Band (PIB)
- Penticton Paddle Sport Association
- Service Clubs
- South Okanagan Similkameen Brain Injury Society (SOSBIS)
- Special Olympics
- Spinal Cord Injury BC (SCI BC)
- Trans-Canada Trail (TCT)
- White Cane Group
- WorkBC
- YMCA

6. Proposed Priorities for the Accessibility Plan

At the last meeting, the Accessibility Taskforce was asked to consider what an accessible Penticton looked like to them. During this discussion, numerous barriers and tangible actions that the City could take were identified. Based on the frequency and types of barriers and actions suggested, a draft list of priorities have been proposed for discussion. They are:

1. *Built Environment*
2. *Information and Communication*
3. *Delivery of Services*
4. *Employment and Staff*

These areas of accessibility align with the City's scope of work, capacity and feasibility, and were inferred to be considered high priority through the Taskforce's discussion.

The remaining suggested actions in the accessibility areas of transportation, education, procurement and health could be absorbed into the 4 priority areas, if the group were to decide so.

This will be up for further discussion at the next meeting.