Accessibility Committee Meeting
to be held via Zoom
Wednesday, November 29, 2023
at 12:00 p.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**

3. **New Business**

Laven   3.1   Round Table Committee Member Introductions

Anderson   3.2   Committee Orientation   1-17

Anderson   3.3   Appointment of Chair and Vice-Chair
                 <u>Recommendation:</u>
                 THAT the Accessibility Committee appoint _____ as the Committee Chair and _____ as Vice-Chair.

Anderson   3.4   2024-2026 Meeting Schedule
                 <u>Staff Recommendation:</u>
                 THAT the Committee set the 2024 meeting schedule and time as follows; January 10, April 10, July 10 and October 9, 2024 at 9:30 a.m.
                 AND THAT the Committee set the 2025 meeting schedule and time as follows; January 8, April 9, July 9 and October 8, 2024 at 9:30 a.m.
                 AND THAT the Committee se the 2026 meeting schedule and time as follows; January 14, April 8, July 8, 2026 at 9:30 a.m.

Desrosiers   3.5   Overview of Accessibility Plan   18-43

Desrosiers   3.6   Enabling Accessibility Fund Application

5. **Next Meeting**

    The next Accessibility Committee meeting is scheduled for January 10, 2024 at 9:30 am via Zoom and in-person.

6. **Adjournment**

Welcome

Accessibility Committee Members

November 29, 2023

Hayley Anderson, Legislative Assistant

penticton.ca

Select Committees

Select Committees are created under the *Community Charter* to provide an opportunity for members of the public to work collaboratively and provide advice on matters referred to them by Council through their Terms of Reference.

penticton.ca

Terms of Reference

- Outline important information, including:
  - Role of the Committee
  - Membership
  - Qualifications
  - Appointment and Term
  - Meeting Procedures
  - Conflict of Interest
  - Removal of Committee Member
  - Resignation
  - Confidentiality and Closed Meetings

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Rules of Procedure

Select Committees have the same rules and procedures as Council, these can be found in the Council Procedure Bylaw No. 2018-35.

The Corporation of the City of Penticton

Bylaw No. 2018-35

A Bylaw to regulate the proceedings of Council, Council Meetings and other Council reporting bodies

WHEREAS pursuant to the *Community Charter*, Council must, by bylaw, establish general procedures to be followed by Council and committees in conducting their business;

NOW THEREFORE BE IT RESOLVED THAT the Municipal Council of the City of Penticton, in open meeting assembled ENACTS AS FOLLOWS:

PART 1 – INTRODUCTION

Title

1.   This Bylaw may be cited as the "Council Procedure Bylaw No. 2018-35".

Definitions

2.   In this Bylaw,

        "City" means the City of Penticton;

        "City Hall" means Penticton City Hall located at 171 Main Street, Penticton, British Columbia;

Quorum

- The Terms of Reference notes how many members are needed for quorum.

- Once members have arrived, the Chair calls the meeting to order, if after 30 minutes there is no quorum, the meeting is adjourned and no business can take place.
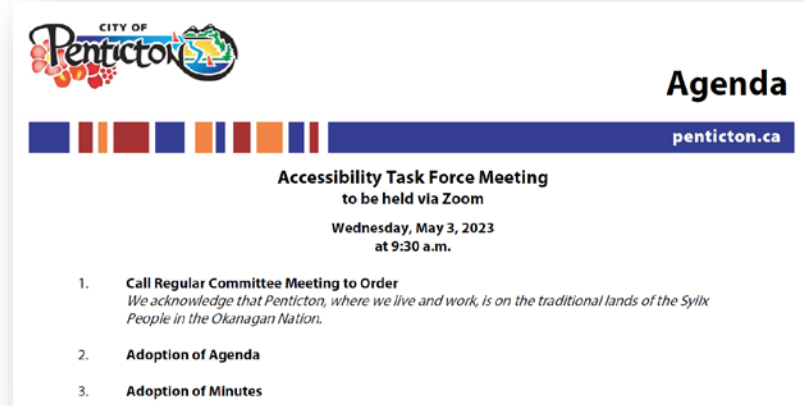
Half + 1

Open Meetings

- Committee meetings are open to the public.

- Meetings can be closed under section 90 of the *Community Charter*.

Come in, we're OPEN

- The Legislative Assistant will work with the Staff Liaison and the Committee Chair to set the agenda.

- The agenda is shared with the committee members and posted on the website prior to the meeting date.

Reports and Presentations

- It is important that Committee members have these in advance so they can review and be prepared to speak to the issue and vote on a motion.

- Reports should include a motion (recommendation) if staff is looking for the Committee to make a decision.

Decision Making

Committees make recommendations to Council by making a motion. Example:

THAT the Accessibility Committee recommend that Council…

- Any 'new' staff projects or work being proposed by the Committee needs to be approved by Council.

Roles and Responsibilities – Chair

- Responsible for controlling the flow and the conduct of the meeting in accordance with the Council Procedure Bylaw, Terms of Reference and when appropriate, Roberts Rules of Order.

- Serves as official spokesperson for the Committee. They do not state an official City position on any topic referred to the Committee.

- Develops and reviews the agenda in consultation with the Staff Liaison and Legislative Assistant prior to its distribution to the rest of the Committee members.

- Responsible for following up with a Committee member who has missed three or more consecutive meetings.

Roles and Responsibilities – **Committee Member**

- Responsible to meet with the group on a regular basis (frequency set out in the Terms of Reference) and participate in discussions involving matter that require community perspective and directive.

- Provide a "voice" for the general community by offering their opinion and directive in a recommendation to Council.

Roles and Responsibilities – **Council Liaison**

Represent Council at the Committee table and communicate back to Council on the Committee progress.

- Provides oversite of activities and technical expertise support and ensure that supporting material is included in the agenda.

- Responsible for providing financial background and analysis of the monetary impacts on the potential decision or a clear indication of the amount of budget involved that would assist the Committee in formulating workable recommendations.

- Will report back on items that the Committee recommended to Council.

Roles and Responsibilities – **Legislative Assistant**

- Works with the Staff Liaison and the Chair to compile the agenda to be circulated to Committee members.

- Assists the Chair with meeting management and parliamentary procedure.

- Responsible for taking minutes and circulate as required for approval, before being forwarded to Council.

- When a motion is raised on the floor that was not pre-prepared, they will work with the Chair to create an applicable motion to be voted on.
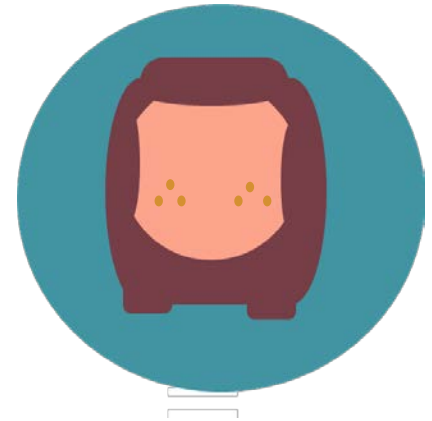
# Electronic Participation Expectation

- Meetings to be taken place electronically via Zoom or in person.

- When electronically, so the Chair can determine if there is quorum, please keep camera on during meeting and mute yourself unless you are speaking.

Orientation Handout

- Provides basic information on the different roles and responsibilities.

- Covers similar information provided today – use it as a reference in the future!

- Attached in an email with the first Agenda package.
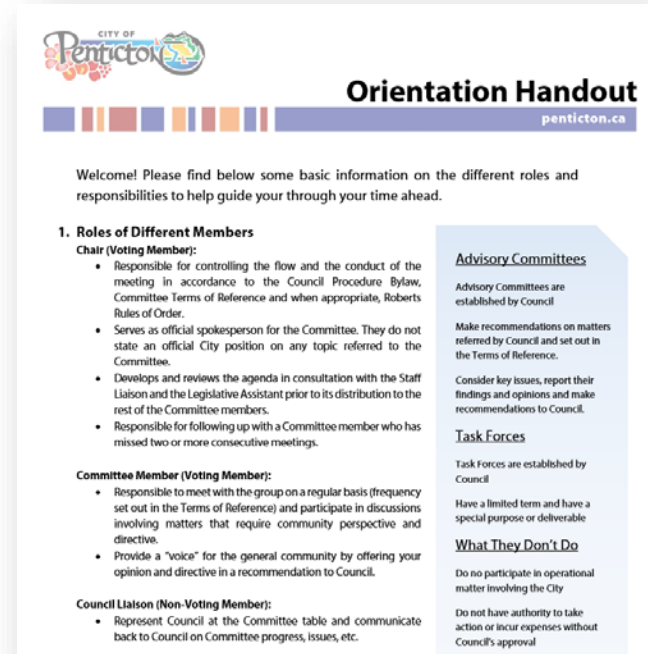
Questions?

Hayley Anderson, Legislative Assistant
committees@penticton.ca
250-490-2473

City of Penticton Accessibility Plan 2023-2026

Prepared By:

Social Development Department

Date:

August 2023

Table of Contents

City of Penticton Accessibility Plan 2023-2026

City of Penticton Accessibility Plan 2023-2026

1. Introduction

1.1 Land Acknowledgement

We acknowledge that our community is located on the traditional and unceded territory of the Syilx Okanagan People. We are thankful for the opportunity to live, work and play in this beautiful environment.

1.2 Acknowledgments

The Accessibility Task Force would like to thank and recognize all the Accessibility Task Force members, the community organizations and the residents who actively participated and thoughtfully contributed to the Accessibility planning and engagement process. In particular the Accessibility Task Force would like to thank Mike Prescott from Disability Alliance BC and Vittoria Spindor from CNIB for their contributions in the development of the City of Penticton 2023 – 2026 Accessibility Plan.

Accessibility Task Force members include:

Trisha Kaplan (Chair)   James Ludvigson
Kona Sankey (Vice Chair)   Heather Miller
Kristi Bauman   Grant Pattingale
Randy Boras   Leanne Williams
Victoria Jaenig

1.3 Executive Summary

In September 2022, the Province of British Columbia introduced new provincial legislation mandating municipalities to create a plan that provides clarity about accessibility requirements and outlines how to achieve barrier-free public access to all municipal services and facilities.

The *Accessible British Columbia Act* requires municipalities and other prescribed organizations to establish an accessibility committee, to create an accessibility plan that identifies barriers and proposes actions to remove and prevent barriers to municipal services and facilities. The *Act* also requires that the accessibility committee implement and maintain a public feedback mechanism to ensure the public has an opportunity to provide ongoing input. The City's Accessibility Plan must be completed by September 1, 2023. The *Act* stipulates that the plan must be updated a minimum of every three (3) years thereafter.

On May 3, 2023 the City of Penticton convened the Accessibility Task Force (the "Task Force") to carry out the required actions. This Task Force, chaired by Trisha Kaplan, included nine (9) members of the public, and was supported by City staff and Councillor Ryan Graham as the Council Liaison.

Through the planning process, the Task Force successfully identified over thirty (30) barriers and over forty (40) potential actions to remove and prevent these barriers. Specific priority accessibility areas include: *employment and staff, delivery of services, the built environment, and information and communication.*

1.4 About the Organization

As a city of 37,000 residents, Penticton has grown into a tourist town and bustling city while offering residents tremendous assets – including the South Okanagan Events Centre, the Community Centre, Cleland Community Theatre, the Trade and Convention Centre and a variety of parks and sports fields. Residents also enjoy state-of-the-art infrastructure, ensuring the quality of water is among the best anywhere, and benefit from being one of five municipalities in the province that operate its own electric utility.

There is something for everyone in Penticton, whether it's our lakes and beaches, wine and orchards, or the wide range of outdoor recreational activities that abound. Hop on your bike to discover award-winning wineries and trails with stellar views. Shop at the bustling outdoor market, peruse art galleries, enjoy festivals, or go skating at the outdoor rink. Ski champagne powder slopes or take in a hockey game or concert at the South Okanagan Events Centre.

Council has laid out four strategic priorities to provide a foundation as we continue to grow and develop: Safe and Resilient, Livable and Accessible, Vibrant and Connected, and Organizational Excellence. The pages that follow infuse action into those priorities as we build a stronger and more inclusive Penticton.

1.5 Our Accessibility Story

The Task Force entered this process wanting to lay down a foundation **for Penticton's accessible future.** Members have drawn on their own lived experiences to detail how much work remains to be done to improve accessibility. There are many ways to improve accessibility, and it was important that the guiding principles, vision and actions in this Plan be informed by the unique needs of Penticton.

Though this may be just an initial step towards preventing and removing accessibility barriers, we hope that our meaningful process to create this Plan provides a roadmap for other communities and organizations. Those who have served on the Task Force felt it was an opportunity to turn good intentions into meaningful changes that will impact everyday lives.

1.6 Message from Mayor Julius Bloomfield

When City Council was deciding on the four priorities that would guide Penticton for the next four years, it was important that the goals we set worked together to ensure our community was an inclusive one where every person felt like they could participate and take part in the life of the city.

A key aspect was ensuring Penticton was a livable and accessible community, one where obstacles are removed and replaced by equal access to services and amenities. The Accessibility Task Force was created to identify accessibility barriers that exist when community members are interacting with the City, and to make recommendations to remove those barriers when community members are interacting with the City.

Image: Mayor Julius Bloomfield

The task was intentionally broad and was designed to allow the nine Task Force members to highlight areas where we can improve on work already being done and also inform on areas where we need to increase our response.

What follows on the pages of this report is a blueprint on how to turn our priority – *a livable and accessible cit*y – into concrete action. It provides us with information from those who are facing the challenges, who want to be part of the community and have now told us how we can make that happen.

I want to thank the Task Force members for all the work they have put into getting us to this point. The committee membership was comprised of those who have lived experience and those who have a passion for creating an accessible Penticton. That knowledge and passion is reflected in this living document, and will ensure all our residents have fair and full access to City Services, programs and spaces.

Mayor Julius Bloomfield
City of Penticton

1.7 Message from Accessibility Task Force Chair

On behalf of Penticton's Accessibility Task Force, I am pleased to share the new Accessibility Plan with you.

When BC created the Accessible BC Act in 2021, it required each municipality to create an accessibility committee, develop an accessibility plan and establish a framework for public feedback. This presented the City of Penticton with the opportunity to reflect on the work they had already undertaken to improve accessibility, identify barriers that still exist, and define a strategy for their removal.

Image: Trisha Kaplan

The Accessibility Task Force was made up of citizens who have lived experience across a variety of disabilities, as well as others with a deep passion for creating a more inclusive community. Currently, one in five (1 in 5) Canadians lives with a disability, and this is growing as our population ages. With new feedback options in place, I encourage you to share your experiences and suggestions on areas for improvement.

Penticton is a vibrant community to live in, a top tourist destination and a popular retirement community, and everyone interacts with municipal services, programs and spaces. It is so important that everyone be able to fully participate in all that Penticton offers, and we hope that this Accessibility Plan will lead the work to achieve a fully accessible community!

Trisha Kaplan
Accessibility Task Force Chair

1.8 Definitions

In this document:

"Accessibility Plan" refers to the plan created by the Accessibility Task Force and ultimately adopted by Penticton City Council.

"Accessibility Task Force" refers to the council committee made up of 9 members of the public who participated in the development of the Accessibility Plan.

"The Act" refers to the Accessible British Columbia Act.

"Areas of Accessibility" refer to areas in which barriers to accessibility can exist, such as employment and staffing, delivery of services, the built environment, information and communications, transportation, health, education and procurement.

"Barrier" refers to anything that hinders **a person's** full and equal participation in society. Barriers can be caused by architectural and structural builds, attitudes, beliefs and social biases, information and communication, the physical environment, technology and policies and practices.

"City" refers to the Corporation of the City of Penticton.

"Disability" refers to an inability to participate fully and equally in society as a result of the interaction of disability and a barrier.

"The Plan" refers to the City of Penticton's Accessibility Plan 2023-2026.

"Task Force" refers to the Accessibility Task Force.

2. About the Task Force

The *Act* mandates all municipalities and prescribed organizations to have an accessibility committee **and that this committee be involved in developing the organization's accessibility plan.** Council endorsed the Terms of Reference of the Accessibility Task Force, which was intended as a time-limited group with the purpose of developing the Accessibility Plan.

2.1 Task Force Members and Background

The *Act* requires that at least half of the Committee members are persons with disabilities or individuals who support them, or are from organizations that support, persons with disabilities. It also requires that at least one member of the committee is an Indigenous person and that the committee reflects the diversity of persons in British Columbia. Council appointed nine committee members to an Accessibility Task Force.

Members of the Task Force shared a commitment to serve their community and an appreciation for the challenges many individuals experience while accessing community services and facilities. The City of

Penticton's Accessibility Task Force was made up of nine (9) voting members, one (1) Council Liaison (non-voting) and one (1) staff liaison (non-voting).

2.2 Focus of the Accessibility Task Force

The purpose of the Accessibility Task Force was to assist the City of Penticton in identifying barriers for **individuals who are interacting with the City's programs, services and spaces, and to advise the City of** Penticton on how to remove and prevent barriers for those individuals. They identified barriers within specific categories such as, architectural and structural builds, attitudes, beliefs and social biases, information and communication, the physical environment, technology and policies and practices. From there, they identified tangible actions that the City of Penticton could take to improve accessibility across City services.

2.3 Vision Statement

Additionally, the Accessibility Task Force endorsed a strategic vision statement to best describe the outcome that the City of Penticton envisions achieving with the Accessibility Plan. It is as follows:

> *The City of Penticton is committed to ensuring that residents of all abilities have equal and independent access to municipal services and aims to remove barriers to continually improve the accessibility of our community, ensuring that all residents and visitors experience the same quality of life throughout all seasons.*

A strategic vision statement ensures that the goals for accessibility are future-driven and continuously embraced by the City, regardless of external factors, circumstances or current trends. It is a commitment to a purpose and establishes how an organization, such as the City of Penticton, will focus on its mission.

3. Guiding Principles

3.1 Accessible BC Act Guiding Principles

Guiding principles are values that set a standard for how the Accessibility Task Force and the City will identify, remove and prevent barriers to accessibility. They are important as they set a tone for the approach of an organization towards its goals, and they assist in decision-making. Guiding principles shape the culture and behaviour of the organization and the work being done.

The Government of British Columbia adopted a set of guiding principles to steer the Provincial Accessibility Committee as they developed accessibility standards. The principles are: *inclusion, adaptability, diversity, collaboration, self-determination* and *universal design. The Act requires* that these principles be considered by municipalities in the development of their accessibility plans.

3.2 Accessibility Task Force Guiding Principles

In addition to the guiding principles set by the Government of British Columbia, the Accessibility Task Force devised their own set of principles in order to reflect the unique needs and conditions of the City

of Penticton. These guiding principles were identified as: *all-season accessibility, independence and dignity, safety and security, lived experience, user-centered approach* and *meaningful engagement.*

The intent of these principles was to guide the work of both the Accessibility Task Force as it identifies and prioritizes actions for the Plan, as well as for the City as it carries out the necessary work to create a fully inclusive and accessible community.

4. Consultations and Engagement

The Accessibility Task Force used the following approaches to engage the community and create **awareness about the City's commitment to develop an Accessibility Plan.** Although the short one (1) year timeframe set by the Province to form a committee and develop a plan did not allow for broad community involvement, the engagement completed did demonstrate a high degree of support for the work. The intent is for continued public feedback on both the Plan itself and the larger topic of inclusion and accessibility.

The Accessibility Task Force has acknowledged the importance of engaging the community and has recommended several opportunities for future engagement. A number of individuals, local **organizations and community groups will be interested in learning about the City's commitment to** improve barrier-free access and their involvement will be critical as the Plan is implemented (see Appendix A).

4.1 Accessibility Task Force

Nine community members were appointed by Council to develop the Accessibility Plan. A task force is an effective and collaborative engagement technique when gathering and reflecting diverse perspectives. Although this approach cannot replace the broader public involvement, it does help to build a sense of partnership within the community and promotes meaningful input, based on community perspectives and personal experiences.

According to the International Association of Public Participation (IAP2) and its Spectrum of Public Participation, this level of engagement is identified as a collaborative approach. The City supports the International Association of Public Participation (IAP2) and its Spectrum of Participation. The IAP2 philosophy and practices and is committed to involving the community in decisions that matter to them, whenever possible.

Promise to the Public (Collaborate): We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible. (Source: IAP2)

Two engagement exercises were held with the Accessibility Task Force to best understand barriers and actions for the Accessibility Plan.

The first was a Visioning Exercise. The Task Force was asked **"W***hat does an accessible Penticton look like to you?"* Accessibility Task Force members held a discussion around this topic and identified both barriers and solutions. Detailed notes were taken from the discussion and a content analysis was

subsequently performed on the comments to best understand, separate and categorize barriers and actions to remediate these barriers.

The second engagement exercise was the Prioritization Exercise. This comprised of rating both the importance of each item to people with disabilities as rated by the members of the Accessibility Task Force, and the feasibility, or ease of implementation, based on the knowledge of City of Penticton staff.

4.2 Citizen Survey

A Citizen Survey was made available to Penticton residents to gain public feedback on municipal matters that impact daily life. Four questions related to accessibility were asked in an effort to better **understand how barriers are impeding the public's use of City services and facilities. Important data was** collected, which has helped to inform the work and recommendations of the Task Force. A key finding was that there is very low public awareness about the need for barrier-free access in the community and the access challenges that some residents face (see Appendix B).

4.3 City of Penticton Website Feedback Page

The *Act* requires a mechanism for feedback on the Plan and on barriers in the community. As part of this initiative, a new page on the City of Penticton**'s website has been created to provide updates on the** Plan and provide a feedback mechanism for the public to report barriers and suggestions. To assist the public in finding the feedback webpage, the page is linked in several areas of **the City's website.**

4.4 Community Awareness

To promote community awareness about the Plan, and the role of the Accessibility Task Force, several communication methods were employed. Key aspects are outlined including communication objectives, key audiences, and delivery timelines. Strategies to support communication efforts included:

a. Accessible City Webpage: Content was updated, highlighting how the City is working toward greater accessibility for residents who interact with City services and facilities. The Accessibility Task Force is introduced in addition to the mandate to develop a draft Accessibility Plan by September 2023, as required by Provincial legislation. Details on how to provide public feedback is also outlined.

b. Feedback Form: An online feedback form was created and posted to the Accessible City Webpage inviting feedback based on personal experiences regarding the accessibility of City services and facilities. Questions and information gathered will focus on the identification of barriers and potential solutions to help remove and prevent further access challenges for users. From the period of July 14, 2023 – August 8, 2023, over 20 responses were collected.

c. Media Release: The **City's commitment to a "liveable and accessible community"** was highlighted in a media release. The media release introduced the Accessibility Task Force and its mandate to complete the Accessibility Plan. It also defined accessibility and outlined the scope of the Accessibility initiative, project timelines and how to get involved. The Accessible City webpage was promoted as an information source to learn more about barriers in our community.

d. Promote Task Force Members via Profiles: Voluntary profiles were created to showcase the Task Force members and to learn who they are, their background and interest in accessibility. Profiles are featured on the Accessible City webpage.

5. Accessibility Barriers

5.1 Identifying Accessibility Barriers

Barriers can be anything that hinders **a person's** full and equal participation in society. They can be anything that prevents people with disabilities from being included. Barriers can be caused by architectural and structural builds, attitudes, beliefs and social biases, information and communication, the physical environment, technology and policies and practices.

The following are accessibility barriers that were identified through the Accessibility Task Force's Visioning Exercise, the Citizen Survey and some preliminary barriers identified through the Accessibility Feedback Form. A robust process involving City staff and the Accessibility Task Force was used to prioritize actions based on importance and feasibility. The results are shown in Appendix C.

5.2 Accessibility Priorities

The following summarizes the outcomes of the Prioritization Exercise, conducted by the Accessibility Task Force, to determine the level of importance of each barrier and the ease of implementing a and improvement or removal of the barrier, as assessed by City staff.

Essential Priority – *High Importance and High Feasibility*

1. Require accessibility training for staff
2. Create an accessibility policy to protect and assist staff
3. Examine the City of Penticton website for accessibility and summarize findings
4. Offer live closed captioning during City Council meetings
5. Create an accessibility advisory list to consult on City projects for accessibility
6. Ensure accessibility features are piloted with people with disabilities
7. Examine bus stops for accessibility and summarize findings
8. Examine progress reporting mechanisms both internally and externally

Significant Priority – *High Importance and Medium Feasibility*

9. Create an accessible notification system for emergencies
10. Create accessibility policies for City projects
11. Advocate to BC Transit for accessible buses
12. Geo-map accessibility barriers in Penticton
13. Undertake a public education campaign about accessibility and disabilities
14. Examine City services for accessible alternatives and summarize findings
15. Examine the City of **Penticton's spaces for accessibility and summarize findings**
16. Hire people with disabilities

Moderate Priority – *Medium Importance and Medium Feasibility*

17. Install wayfinding in City buildings
18. Examine bike lanes for accessibility and summarize findings
19. Meaningfully engage with residents with disabilities on a continuous basis
20. Create an Accessible Independent Resident Policy

6. City of Penticton Action Plan 2023-2026

An accessibility plan provides a framework and actions to identify, remove and prevent barriers for all community members and visitors. The City of Penticton created its Accessibility Plan in consultation with the Accessibility Task Force. A high-level overview of the Plan are outlined below in Table 1. Details on how these actions were determined can be found in Appendix D.

Table 1: Employment and Staff

	Action	Details	Priority Level	Identified Barriers
1.1	Offer accessibility training for staff	Education about disabilities, accessibility and adaptation, and barriers to accessibility.	Essential	Policy and Practice
1.2	Create an accessibility policy to protect and assist staff.	Include ensuring that current policies are not causing harm and creating biases in staff against staff with disabilities.	Essential	Policy and Practice
1.3	Hire people with disabilities.	Include ensuring that hiring policies are effective for people with disabilities.	Significant	Policy and Practice / Attitudinal and Social

Table 2: Delivery of Services

	Action	Details	Priority Level	Identified Barriers
2.2	Examine the City of Penticton Website for accessibility and summarize findings.	Complete an accessibility audit.	Essential	Information and Communication / Technology
2.3	Advocate to BC Transit for accessible buses.	Communicate the findings of accessibility engagements to BC Transit.	Significant	Physical / Architectural and Structural

	Action	Details	Priority Level	Identified Barriers
2.4	Examine City services for accessibility alternatives and summarize findings.	Complete an accessibility audit.	Significant	Policy and Practice
2.5	Create accessibility policies for City projects.	The intent is a policy that requires accessibility to be integrated into City projects early and throughout the process.	Significant	Policy and Practice / Attitudinal and Social
2.6	Create an Accessible Independent Resident Policy.	The intent is to ensure that community members are able to use all City services independently and with dignity.	Moderate	Policy and Practice / Physical

Table 3: Built Environment

	Action	Details	Priority Level	Identified Barriers
3.1	Examine bus stops for accessibility and summarize findings.	Complete an accessibility audit.	Essential	Architectural and Structural / Physical
3.2	Ensure accessibility features are piloted with people with disabilities.	This is to ensure that accessibility features in the community are truly effective and serve their purpose.	Essential	Policy and Practice
3.3	Examine City spaces for accessibility and summarize findings.	Accessibility audit. This may include buildings, parks, beaches, roads, sidewalks, dog parks, etc.	Significant	Architectural and Structural / Physical
3.4	Install accessible wayfinding in City buildings.	This is the use of signage, colour and design elements to help occupants navigate a space.	Moderate	Architectural and Structural
3.5	Examine bike lane for accessibility and summarize findings.	Complete an accessibility audit.	Moderate	Architectural and Structural / Physical

Table 4: Information and Communication

	Action	Details	Priority Level	Identified Barriers
4.1	Examine progress reporting mechanisms both internally and externally.	This is to ensure that both community members and internal staff are kept up to date on the items of the Accessibility Plan.	Essential	Information and Communication

4.2	Offer live closed captioning during City meetings.	Both online, on Zoom, and on the TVs in the Council Chambers.	Essential	Information and Communication / Technology
4.3	Create an advisory list to consult for City projects for accessibility review.	This list will consist of local individuals who have lived experience with disability and who will be available to internal staff to provide feedback on City projects.	Essential	Information and Communication
4.4	Geo-map accessibility barriers in Penticton.	This would be similar to the CommuniTREE Plan Map, where residents can pinpoint places in Penticton that are accessible and not-accessible.	Significant	Information and Communication / Technology
4.5	Create an accessible notification system for emergencies.	Looking at where we can bolster our notification systems for people with different kinds of disabilities.	Significant	Information and Communication / Technology
4.6	Undertake a public education campaign about accessibility and disabilities.	Meant to remove biases and attitudinal barriers within the community.	Significant	Information and Communication / Attitudinal and Social
4.7	Meaningfully engage with residents with disabilities on a continuous basis.	The feedback mechanism required in the Act will play a role in this, but may include other strategies for an open line of communication between the City and Penticton residents with accessibility needs.	Moderate	Information and Communication

7. Feedback Mechanism

The *Act* requires the City to establish a process for receiving comments from the public on both:

a. The Accessibility Plan
b. Barriers **faced while using the City'**s services, programs or spaces

7.1 How to Give Feedback

Recommendations for ongoing feedback mechanisms include:

a. **Feedback form avaible on the City's website**: *www.penticton.ca/our-community/living-here/accessible-city*
b. Paper copies available at City facilities for completion
c. Feedback mechanism on City app
d. Online interactive map of City facilities where barriers can be identified by the public (in development)

7.2 How Feedback Will Be Integrated Into the Plan

The Accessibility Task Force highlighted the importance of establishing the Plan as a "living document," meaning a document that can be continually edited and updated. It was acknowledged that opportunities to incorporate ongoing feedback into the Plan will help establish meaningful consultation. Public feedback will be collected by the **City's** Social Development Department and shared with internal staff and the Accessibility Committee that will be created.

7.3 Engagement

The Accessibility Task Force recommends several opportunities for broader public engagement, including:

a. Host a larger public event or trade show every three years upon the renewal of the Plan to discuss progress and get insight for the future recommendations.
b. Conduct interviews with people in the community who are accessing City facilities.
c. Ensure that ongoing engagements include both the voices of those with disabilities, and organizations who support people with disabilities.

8. Monitoring and Evaluation

Although the City is required to review and update the Plan at least once every three years, the Accessibility Task Force underscored the importance of monitoring progress on an annual basis. This will be produced on an annual basis and delivered at the first meeting of the Accessibility Working Group of the fiscal year.

The City will conduct a review and evaluation of the Accessibility Plan every three years from adoption (Sept. 2026). This Plan will be made public on the Accessible City webpage. The recommendation of the Accessibility Task Force is to have a quarterly standing committee to monitor progress of the Plan and to provide ongoing feedback. The ongoing Accessibility Committee will help produce annual report card on the Plan, including an update on the progress of each action.

Appendix A – Local Disability-Serving Organizations and Groups

For those in need of support, please visit https://helpseeker.org/ to find local resources.

The Task Force helped determine some of the key local disability-serving organizations and groups for continued engagement:

- 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 Community Resources
- 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 of the South Interior

2023 Citizen Survey - Random Sample : Survey Report for **01 June 2023** to **19 July 2023**

Q1 **The City is developing an Accessibility Plan to identify and remove barriers to our services and facilities. Do you or does...***
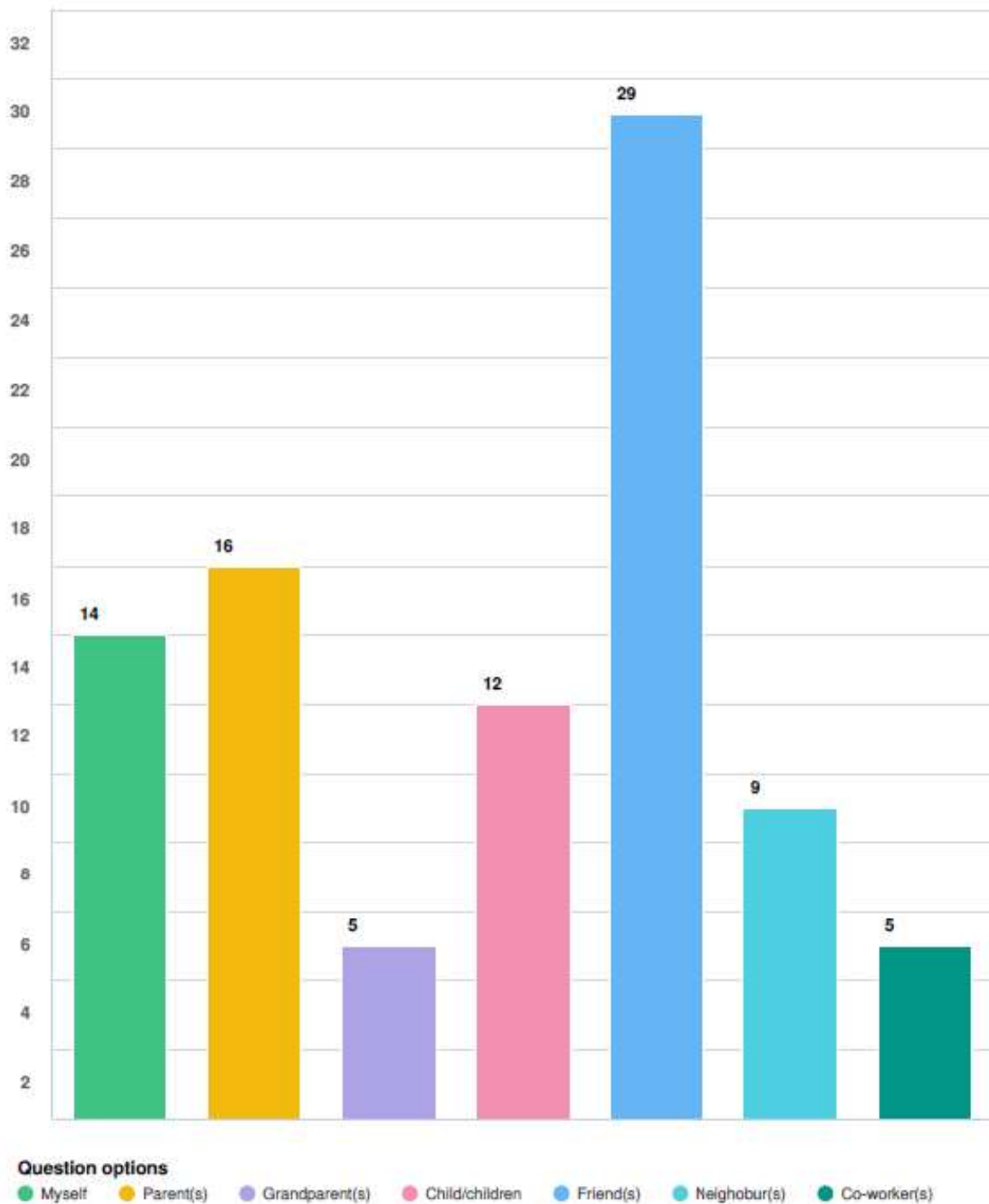

52 (20.5%)

202 (79.5%)
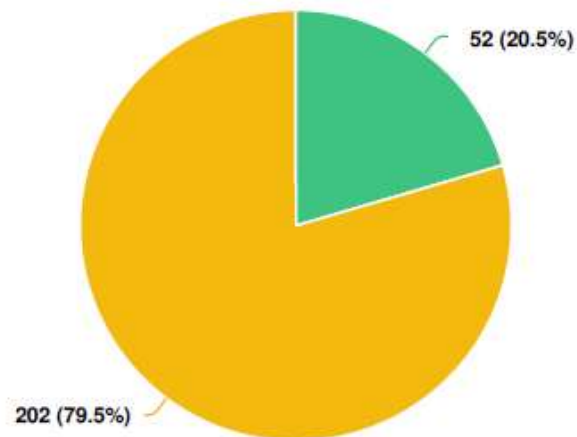
Question options
● Yes ● No

Optional question (254 response(s), 68 skipped)
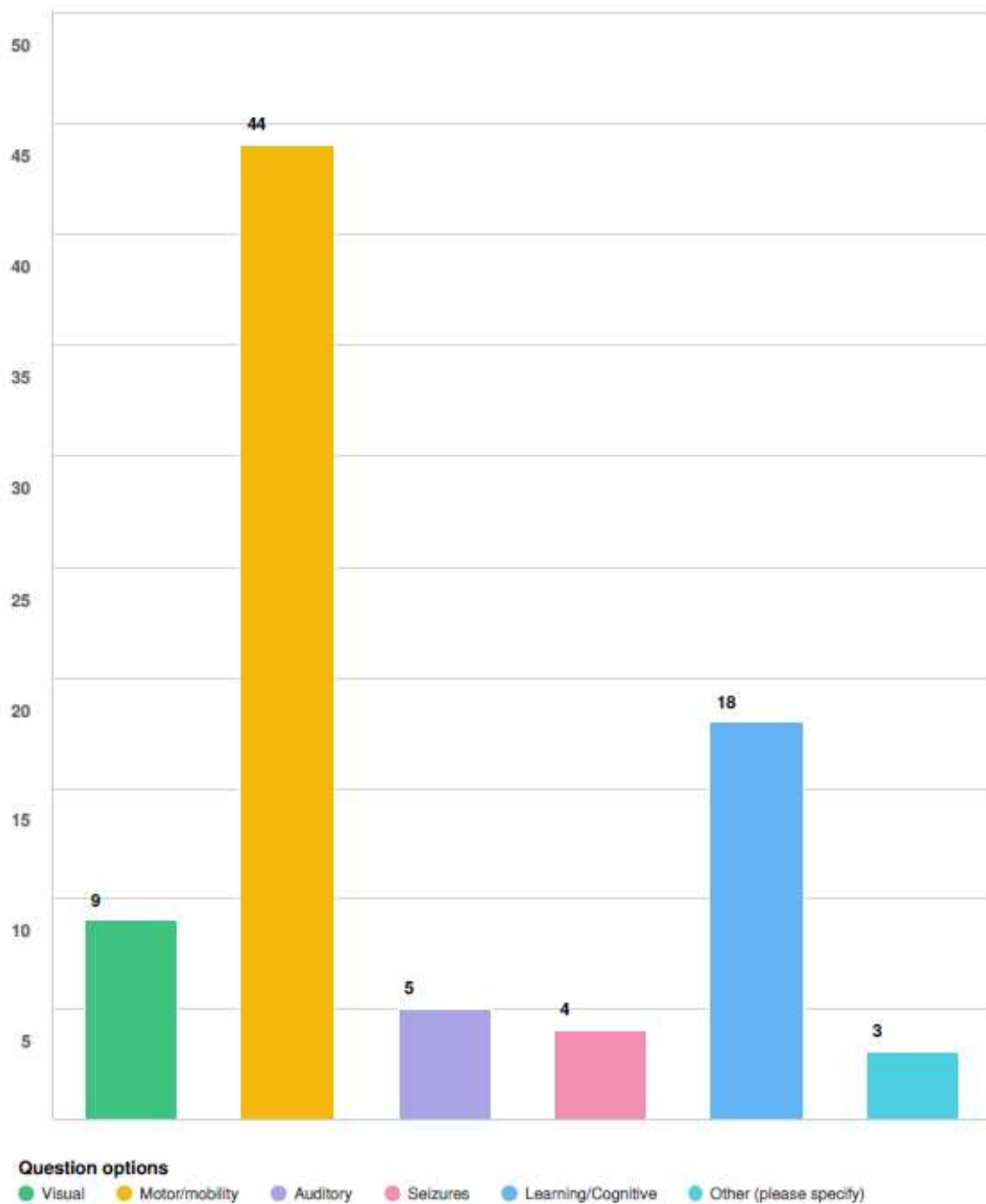*Question type: Radio Button Question*

*The full question: The City is developing an Accessibility Plan to identify and remove barriers to our services and facilities. Do you or does anyone in your family or social network have accessibility needs?

Q2 Who do you know that has accessibility needs? Please check those that apply.

Question options

● Myself ● Parent(s) ● Grandparent(s) ● Child/children ● Friend(s) ● Neighobur(s) ● Co-worker(s)

Optional question (51 response(s), 271 skipped)
Question type: Checkbox Question

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Q3 **What are the accessibility needs? Please check those that apply.**

Question options

● Visual ● Motor/mobility ● Auditory ● Seizures ● Learning/Cognitive ● Other (please specify)

Optional question (52 response(s), 270 skipped)
Question type: Checkbox Question

City of Penticton Accessibility Plan 2023-2026

Q5 | Which of the following age groups do you fall into?

0 (0.0%)

69 (27.1%)

75 (29.4%)

111 (43.5%)
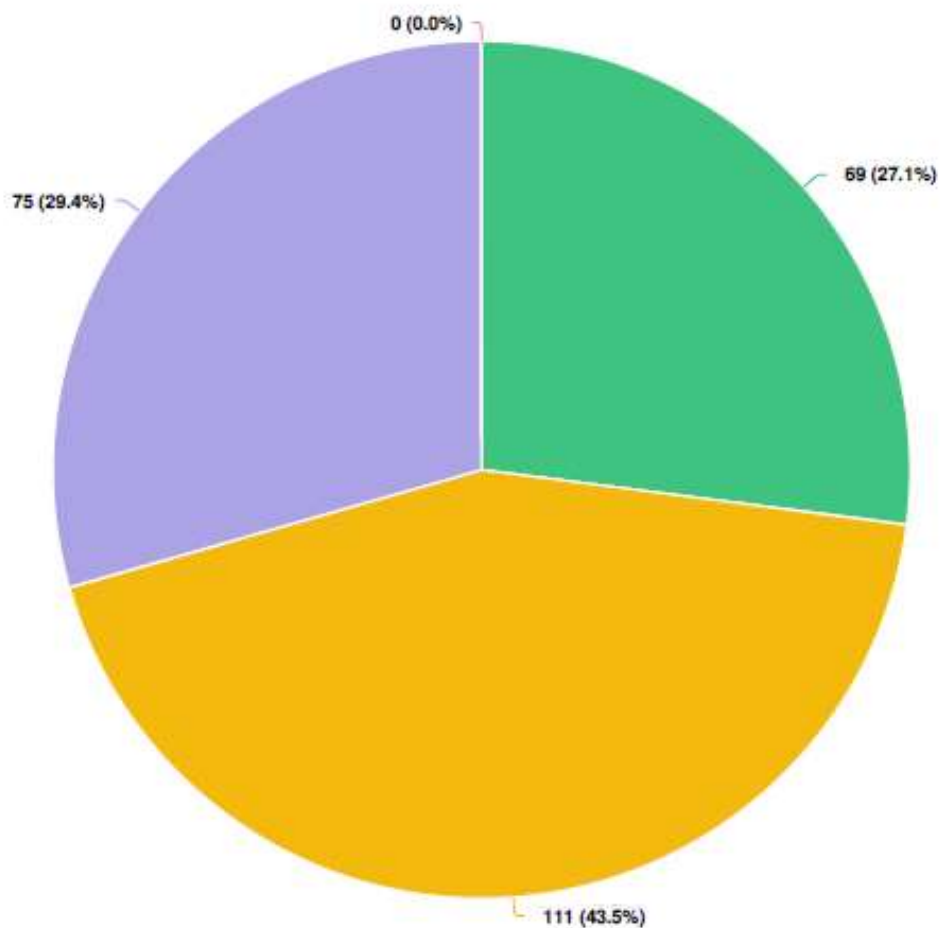
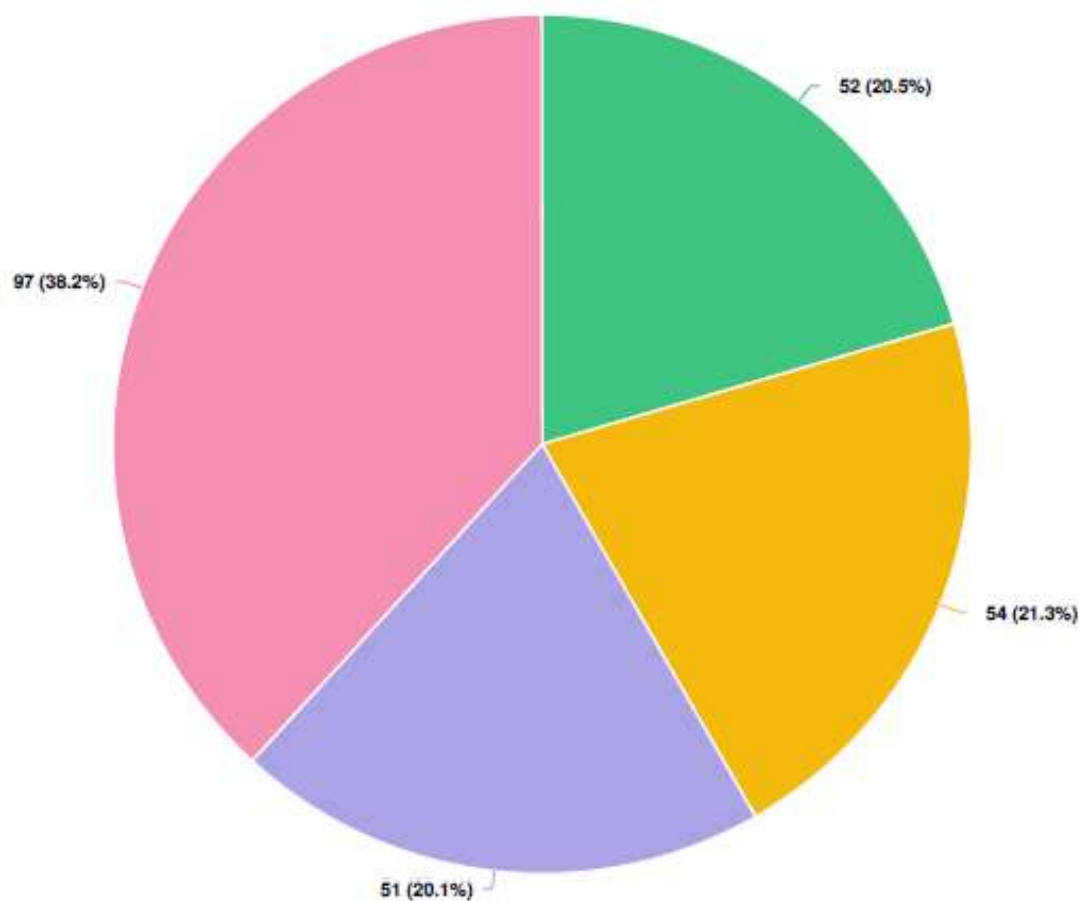**Question options**

● 65+   ● 40-64   ● 19-39   ● Under 19

Optional question (255 response(s), 67 skipped)
Question type: Radio Button Question

City of Penticton Accessibility Plan 2023-2026

Q6 How many years have you lived in the City of Penticton?

Question options

● 1-5 years   ● 6-10 years   ● 11-20 years   ● 21+ years

Optional question (254 response(s), 68 skipped)
Question type: Radio Button Question

<p align="center">Appendix C: Summary of Barriers</p>

Accessibility barriers can hinder a person's ability to be fully engaged with their community and can have a detrimental impact on one's sense of belonging and daily life. The themes below represent some of the primary barriers that were collected using athe Visioning exercise conducted by the Task Force and other engagement tools, including a Citizen Survey and Accessibility Feedback Form. During the Visioning exercise, the Task Force and the City staff had more detailed conversations, as they assessed the various barriers and considered what an accessible Penticton would look like. Ideas to remediate or remove barriers were discussed and actions were identified to reduce or remove the existing barriers impeding public access to some **of the City's services and facilities.**

Architectural and Structural

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

Accessibility Feedback Form

- No ramp at Leir House
- Limited accessible public washrooms
- No ramp at the Koi Pond
- Handicap parking spots throughout the City are not accessible
- Handicap parking spots are not replaced during events
- Crosswalks transition onto sidewalk curb not accessible
- SOEC lacks benches inside and outside

Attitudinal and Social

- City staff could be discriminated against because of their accessibility needs
- City staff are not informed about disabilities and accessibility
- Accessibility considerations are 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

- 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 alternative pedestrian routes for temporary construction projects
- There are no closed captioning at City Council meeting live stream
- Community members require assistance to be informed on City events and recreation programs

- There is no streamlined way for the community to give feedback to the City on how accessible their services and spaces are
- There is no accurate map showing where bus stops are
- There are no American Sign Language (ASL) translators working at the City
- City of Penticton website not accessible and difficult to navigate

Physical

- Community member need to ask for help to access certain spaces
- Sidewalks are not always cleared during the winter, limiting all-season accessibility
- Beaches are not wheelchair/mobility accessible
- Dog parks are not accessible or mobility-friendly
- Machines that clean the beaches are not able to go over ramps
- No secure drop off spots at City events
- Limited access to Skaha Lake
- No wheelchair, scooter or walker access to the water at Okanagan or Skaha parks
- Few accessible foods in vending machines

Technology

- The City of Penticton website does not have accessibility features

Policy and Practice

- There are limited part-time job opportunities for staff
- There is no mandatory training for City staff about disabilities and accessibility/staff are not trained to handle accessibility-based complaints and requests
- Recreation programs are not offered at a cost which is aligned with Persons with Disabilities Assistance 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 enough incentives to build accessible spaces

Appendix D: Prioritization Exercise Results

Priorities

The Accessibility Task Force and City staff first reviewed and rated each action according to its importance to community members with accessibility needs. The actions were assessed using a rating spectrum from 1 (low importance) to 100 (high importance), with 1 being very important and 100 being not as important. Importance could include the sense of urgency, the level of impact to the community and the degree of priority.

These same actions were next considered in an internal departmental review according to its feasibility. The actions were assessed using a rating spectrum from 1 (low feasibility) to 100 (high feasibility), with 1 being very feasible and 100 being very unfeasible. Feasibility could involve financial costs, available human resources and time to complete.

It is important to note that the same number could be used more than once if certain items are deemed to have the same level of importance and feasibility by the Task Force and staff. Each item was then plotted on a matrix based on the numbers provided by the Accessibility Task Force and the City of Penticton staff. This matrix included 4 quadrants and an area for margin (see Figure 1).
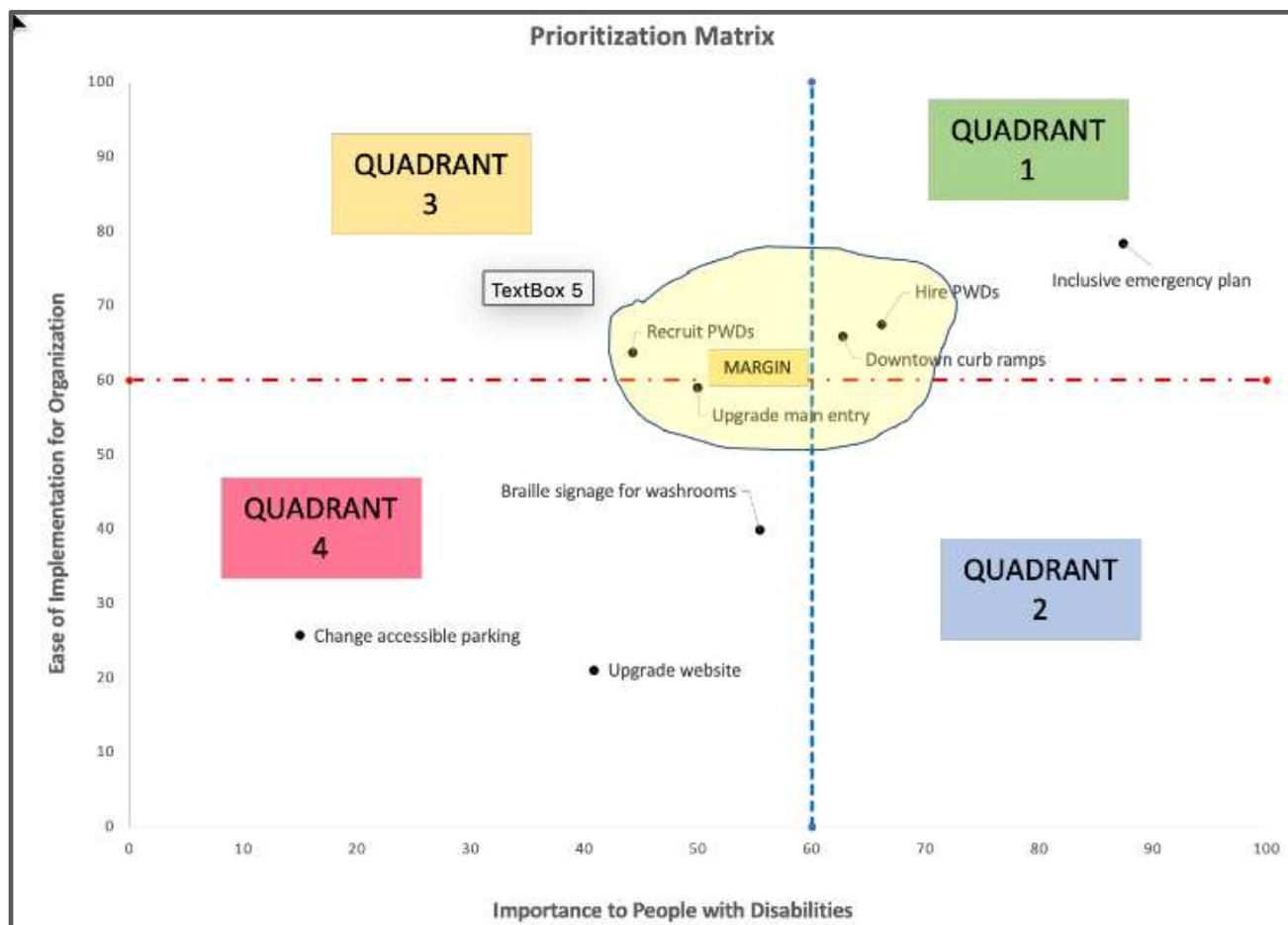

Figure 1: Visual plot of Prioritization Matrix

City of Penticton Accessibility Plan 2023-2026

Quadrant 1 identified the actions that were rated as high importance to the Task Force members and the actions which were highly rates as the most feasible for the City to implement.

Quadrant 2 identified items which were rated as high importance but less feasible. These items may create opportunities for innovation.

Quadrant 3 identified items which were rated as low importance but more feasible. These may be items to target at a later stage in the Plan.

Quadrant 4 identified items which were rated as both low important and low ease of implementation. It will be important to review whether these items impact certain groups disproportionately.

The margin will identify actions which are just below certain cut-off threshold and therefore should be reviewed.