

City of Kamloops

ACCESSIBILITY PLAN 2023

Prepared by the City of Kamloops



Canada's Tournament Capital





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Mary Putnam

ACKNOWLEDGEMENTS

City of Kamloops Chief Administrative Officer

The City of Kamloops is committed to working collaboratively and inclusively with community organizations and residents to reduce barriers for persons with disabilities and increase equitable access to municipal services, programs, employment, built environment, and transportation.

The City of Kamloops is proud of the 2023 Accessibility Action Plan, which was co-created between City staff and members of the community, including persons with lived experience. This includes a newly formed Accessibility Engagement Group with members from local organizations who serve persons with disabilities and community members with lived experience as persons with disabilities. City staff will continue to work with the Accessibility Engagement Group to ensure the action items identified in our 2023 Accessibility Plan are monitored and reported upon annually and reviewed after three years, as per the Accessible BC Act.


David Trawin, Chief Administrative Officer
City of Kamloops

City of Kamloops Accessibility Engagement Group

On behalf of the Accessibility Engagement Group, I thank everyone who contributed to the development of the City of Kamloops' 2023 Accessibility Plan. I also thank the members of the Accessibility Engagement Group for their hard work in reviewing and providing feedback on the Accessibility Plan.

In addition, I thank those who contributed to the development of the Accessibility Plan, which played an important role in getting as much community participation and input as possible.

This Accessibility Plan will guide the City over the next three years as we continue to strive for universal accessibility within its operations. It was developed through community consultation and thus should reflect what persons with disabilities who reside in Kamloops want with respects to accessibility in their city.

I thank the City of Kamloops for its commitment to accessibility and look forward, through collaborative work, in making all of the action items in the plan a reality.

Todd Harding

Todd Harding, Chair
Accessibility Engagement Group

City of Kamloops Accessibility Working Group Co-Chairs

We thank everyone who contributed to the development of the City of Kamloops 2023 Accessibility Plan—the agencies and community members of the Accessibility Engagement Group (see Appendix III for members), the Accessibility Working Group, and those who took part in the Accessibility Survey.

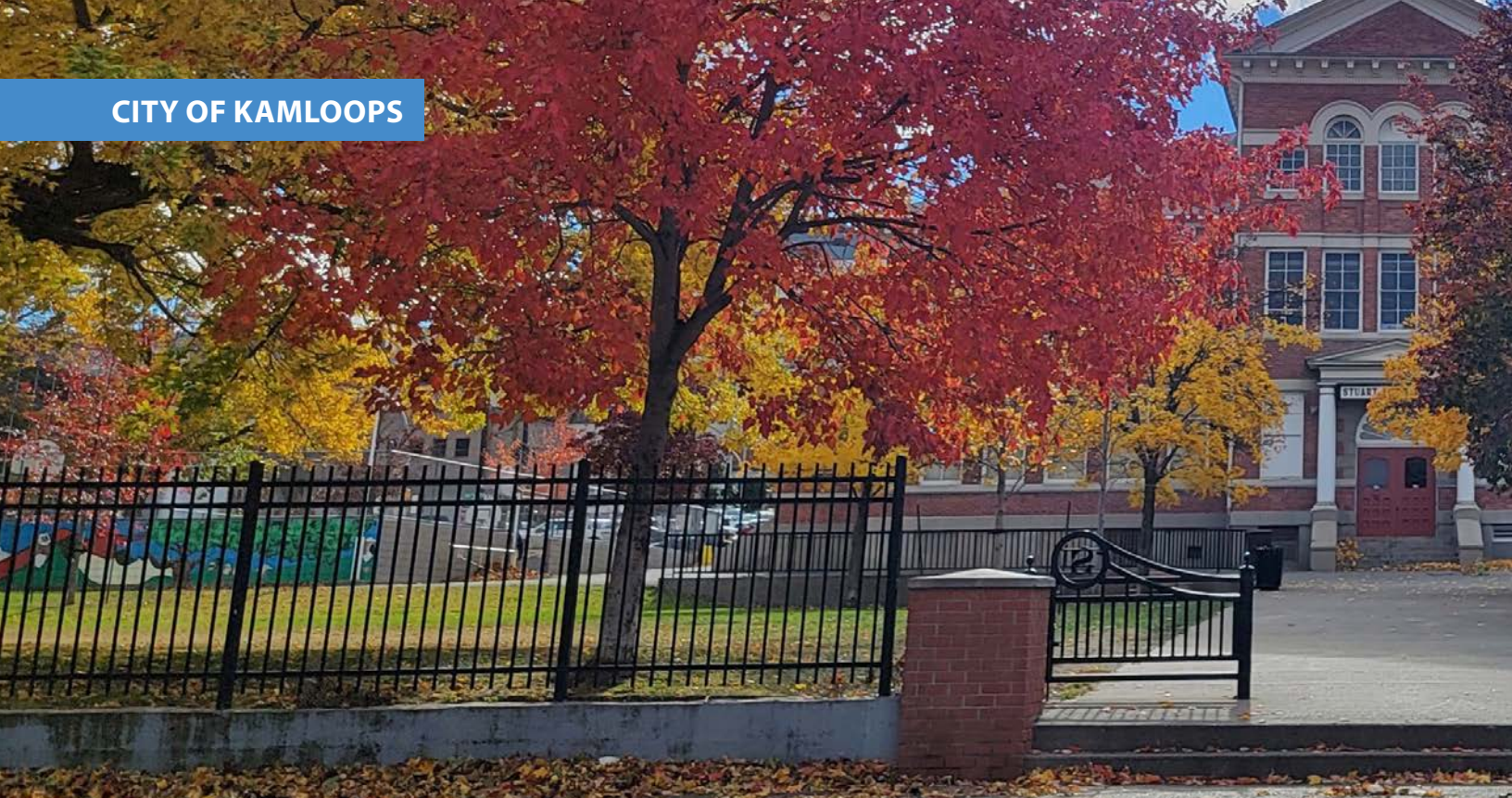
We also thank the Kamloops Regional Farmers' Market, the Strategic Health Alliance's Vascular Improvement Program, and the Thompson-Nicola Regional Library for allowing us to promote the Accessibility Survey at their locations in April and May.

The City of Kamloops 2023 Accessibility Plan is the product of collaborative efforts to be responsive to the needs of persons with disabilities and those with mobility challenges in our community. We are proud to have been part of its development and look forward to the work ahead.

Tymmarah Mackie Ben Chobater

Tymmarah Mackie and Ben Chobater, Co-Chairs
Accessibility Working Group





INTRODUCTION

The City of Kamloops has a goal of being one of the most accessible, inclusive cities in Canada. In addition to our commitment to diversity and equity-seeking communities, we will ensure the City meets or exceeds the requirements laid out in the Accessible BC Act. In 2018, the City of Kamloops adopted the 2018 Accessibility and Inclusion Plan, which was developed in collaboration with community organizations and members. The 2018 plan is available online at [Kamloops.ca/Publications](https://kamloops.ca/Publications).

Kamloops City Council's 2023-2026 Strategic Plan supports the new 2023 Accessibility Plan in the areas of:

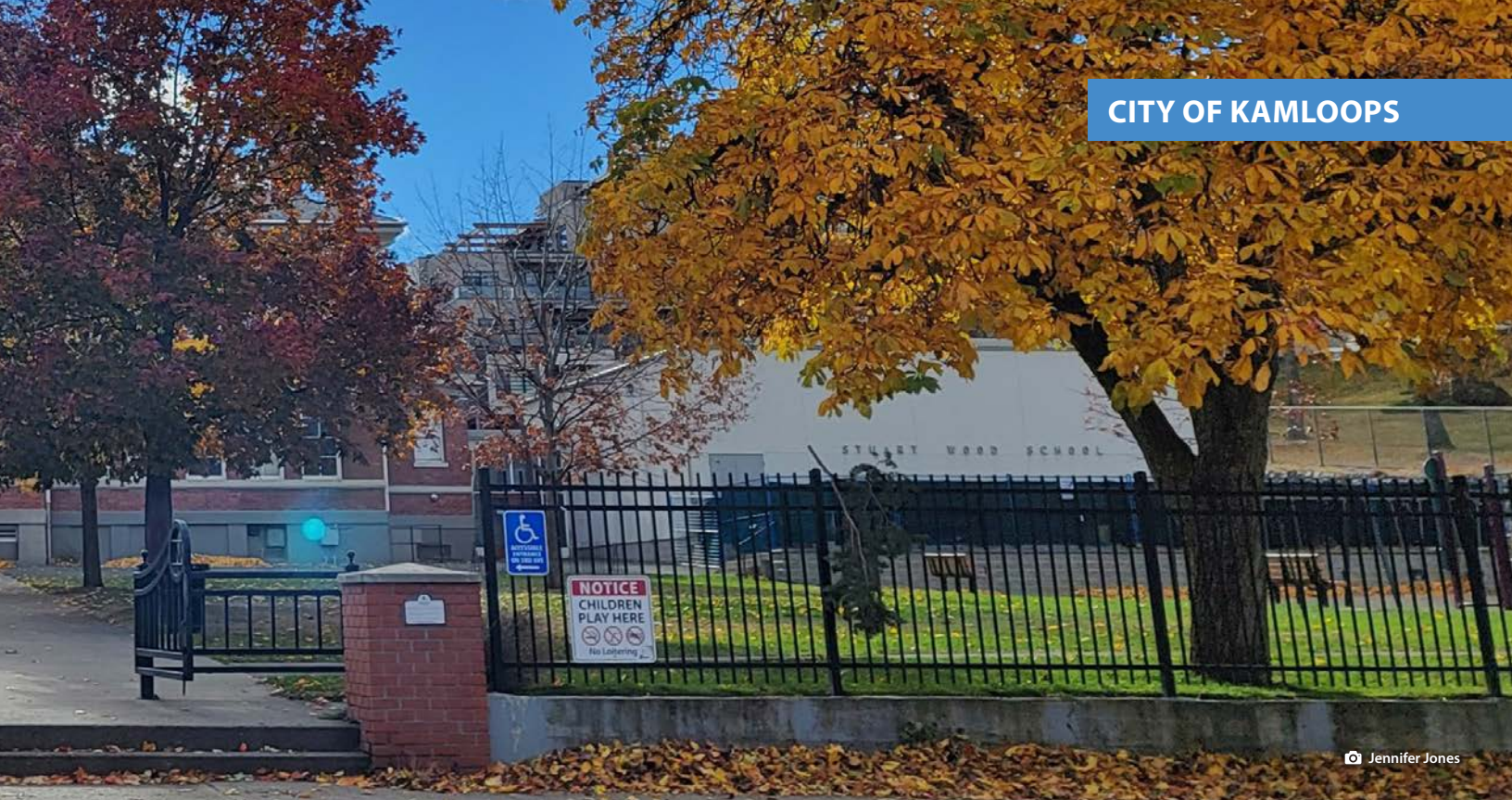
Safety and Security: The City of Kamloops takes action to ensure all residents feel safe and secure in our community.

- Safety
- Housing
- Social Supports
- Built Environment

Livability and Sustainability: The City of Kamloops fosters a high quality of life for an inclusive, diverse, and sustainable community.

- Recreation and Culture
- Healthy Community
- Inclusivity
- Mobility

Accessibility aims to reduce any barriers that hinder the full and equal participation of individuals with permanent, temporary, or episodic physical, sensory, mental, intellectual, or cognitive impairments. All residents are entitled to barrier-free activities, whether they are work, play, or other daily tasks. As an organization, our objective is to provide an equal opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability in an equally effective and equally integrated manner, with substantially equivalent ease of use. The overarching goal is to incorporate a lens that creates opportunities for accessibility in all that we do as a municipality.



Under the April 14, 2022 Order of the Lieutenant Governor in Council, the City is a prescribed organization under the Accessible BC Act, and effective September 1, 2023, municipalities are required to:

- establish an accessibility advisory committee with the following requirements:
 - at least half of the members should identify as persons with disabilities or represent disability-serving organizations
 - the committee should have Indigenous representation
- develop a plan
- create a feedback mechanism

The 2023 Accessibility Plan includes 64 action items that fall within five areas of focus:

- Accessible Services and Programs
- Accessible Built Environment
- Accessible Transportation
- Accessible Employment
- General

Refer to the 2023 Accessibility Plan Appendices document for details on the community engagement process and lists of members of the internal and external groups involved in developing the plan, survey questions and a summary of the survey results.

The 2023 Accessibility Plan will be reported on annually to City Council and will be reviewed and updated after three years, as required by the Accessible BC Act.



RELATED LEGISLATION

Accessible BC Act

Effective September 1, 2022, over 750 public sector organizations will be required to establish an accessibility committee, an accessibility plan, and a tool to receive feedback on their accessibility. Municipalities are one of the prescribed organizations that must have these in place and posted on their websites by September 1, 2023.

Accessible BC Act:

<https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/21019>

Requirements for Local Governments Under the Accessible BC Regulation:

<https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/accessibility/legislation>

BC Human Rights Code

Physical and mental disabilities are protected under the BC Human Rights Code. Persons with physical or mental disabilities may not be discriminated against in the areas of:

- publications
- accommodation, service, and facility
- purchase of property
- tenancy premises
- employment advertisements
- wages
- employment
- unions and associations

Canadian Charter of Rights and Freedoms

National legislation exists that protects persons with mental and/or physical disabilities.

Equality Rights

Equality before and under law and equal protection and benefit of law

15 (1) Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or **mental or physical disability**.

Affirmative Action Programs

15 (2) Subsection (1) does not preclude any law, program or activity that has as its object the amelioration of conditions of disadvantaged individuals or groups including those that are disadvantaged because of race, national or ethnic origin, colour, religion, sex, age or **mental or physical disability**.



Pauline McKone

2023 ACCESSIBILITY PLAN

Purpose

Effective September 1, 2022, over 750 public sector organizations are required to establish an accessibility committee, an accessibility plan, and a build tool to receive feedback on their accessibility.

The City's 2023 Accessibility Plan is a coordinated and collaborative effort to create the most accessible organization possible.

The City's 2023 Accessibility Plan updates the work in the City's 2018 Accessibility and Inclusion Plan.

Guiding Principles

The Accessibility Engagement Group identified six guiding principles for developing the 2023 Accessibility Plan:

- Collaboration and Engagement
- Leadership and Accountability
- Practical and Achievable
- Inclusion
- Adaptability
- Respect

Objectives

Six objectives were established based on the following guiding principles:

Collaboration and Engagement

To ensure equitable access and opportunity for persons with disabilities and the organizations that serve them to participate in the planning, designing, and evaluation of municipal policies, practices, programs, and service delivery.

Leadership and Accountability

To demonstrate City leadership by embedding an accessibility lens in all daily operating practices of every department with the expectation to report on progress.

Practical and Achievable

To identify realistic, feasible, and measurable action items.

Inclusion

To create and promote a culture of inclusion for residents, visitors, and employees with diverse needs and abilities.

Adaptability

To listen and be responsive to changing accessibility needs, requirements, and innovations identified as best practices by the community and/or legislation.

Respect

To respect the rights, dignity, and independence of people with disabilities.



Areas of Focus

The following areas of focus were identified for the 2023 Accessibility Plan:

- Built Environment
- Programs and Services
- Employment
- Transportation
- General

Goals

Accessible Built Environment

Facilities and parks owned and maintained by the City of Kamloops are barrier free (e.g. accessible playgrounds and Tournament Capital Centre pool facilities).

Accessible Programs and Services

Design and deliver accessible programs and services to persons with disabilities (e.g., adapted programs in the Activity Guide with clear communication in various formats).

Accessible Employment

Employment opportunities and accommodations are available for City of Kamloops staff and new applicants with disabilities (e.g., adapted tools, flexible work hours, employment partnership programs, and accommodations during the hiring process).

Accessible Transportation

Develop strategies and policies to provide accessible transportation for persons with disabilities, seniors, and other citizens with unique needs (e.g., sidewalks, curb cuts, snow clearing, and accessible bus stops).







THREE-YEAR ACTION PLAN

BUILT ENVIRONMENT					
#	Action	Department(s)	Measurement of Success	Budget	Timeline
1	Offer opportunities for staff to experience some of the issues that persons with disabilities face on a daily basis. (e.g. using wheelchairs, vision/hearing impairments)	HRS, ADM	Activity conducted, staff participation, reported increased awareness.	Division budget	1 year
2	Explore grant program through the Canadian National Institute for the Blind to make a building 100% inclusive for people with vision impairments.	CO, ADM	Understand what the requirements are for funding, applied (if appropriate).	TBD	1 year
3	Ensure staff are aware of and referencing the current BC Building Code, BC Accessibility Handbook (2020), Rick Hansen Design Guide, and other standards and guides in the design of infrastructure projects.	DES, CO	Accessibility lens is applied to discussions about development projects.	Vary per project	Per project
4	Assess current state for improvements that need to be made to coordinate future projects of City-owned and operated facilities; streets; open spaces; and other City-owned and operated, publicly accessible locations. To be done in consultation with the Accessibility Engagement Group when possible.	CO, DES	Assessment is complete.	Staff time, consulting cost - TBD	3 years
5	Opportunities to improve accessibility will be considered on all retrofit projects.	CO	Number of completed retrofit projects with improved accessibility.	Vary per project	Per project
6	Accessibility lens will be used when communicating service disruptions (e.g. social media, image descriptions).	CO, ADM	Reporting that communications are more accessible.	Staff time	Per project

BUILT ENVIRONMENT

#	Action	Department(s)	Measurement of Success	Budget	Timeline
7	Strongly consider options to incorporate Rick Hansen Foundation Accessibility Certification™ (60–79% level) for all new municipal facilities.	CO, DES	Number of projects that achieve Rick Hansen Silver certification level.	Vary per project	Per project
8	Install tactile walking surface indicators at time of retrofit/improvements to the area.	CO, DES	Number of new tactile walking surfaces installed.	Department budget	Per project
9	Improve inclusion and consultation with persons with disabilities when making changes, acquiring assets for public use, and designing infrastructure.	CO, DES, ADM (support), CPS, HRS (engagement group)	Persons with disabilities are consulted when appropriate.	Staff time	1–3 years
10	Maintain accessible elements in public spaces through monitoring and regularly planned maintenance of accessible elements.	CO	Work is updated in Civic Operations annual reviews.	Staff time	1–3 years
11	Notify the public and prioritize remediation and response to the public when temporary disruptions of accessible elements in public spaces occur.	CO, ADM	Increased awareness of implications of barriers and improved response reported.	Staff time	1–3 years
12	Work with the Accessibility Engagement Group to identify policy options that would improve accessibility on city streets and sidewalks.	DES	Policies are updated, city streets and sidewalks are reported to be more accessible.	Staff time	1–3 years
13	Review and address, when possible, the challenges faced by persons with disabilities living in a winter city.	CO, DES, ADM, CPS	Actions items completed that improve accessibility.	Division budget	1–3 years
14	Code City-owned and maintained multi-use pathways according to trail width, composition, gradients(s), and/or level of difficulty and integrating this information into an accessibility geographic information system (GIS) map.	CO, CS (support)	All nature trails include relevant accessibility information.	Division budget	1–3 years

BUILT ENVIRONMENT

#	Action	Department(s)	Measurement of Success	Budget	Timeline
15	Compile accessibility information on all public washroom facilities and integrate it into an accessibility GIS map. Make it available in a PDF format for screen readers or text breakdown.	CS, CO (support)	Information is updated.	Division budget	1 year
16	Compile information about accessible infrastructure in parks, at pedestrian crossings, and at public facilities and integrate it into an accessibility GIS map. Make it available in a PDF format for screen readers or text breakdown.	CO, CS (support)	A comprehensive map and/or list of all accessible features within the city is available.	Consultant costs (\$50,000+)	3+ years
17	Increase public awareness of the accessibility services, subsidies, grants, etc. (promote and use the 211 program).	DES, ADM (support), CPS	Number and total value of subsidies promoted by the City of Kamloops.	Staff time	1–3 years
18	Work with Tourism Kamloops to promote accessible tourism opportunities.	ADM	Tourism Kamloops promotes accessible tourism opportunities.	Staff time	1–3 years



PROGRAMS AND SERVICES

#	Action	Department(s)	Measurement of Success	Budget	Timeline
1	Establish a centralized list of accessible City of Kamloops services and programs to be included on the City's website.	ADM	A list of accessible City of Kamloops services and programs on the City's website.	Staff time	1 year
2	Increase representation of persons with disabilities in City of Kamloops publicity/communication materials.	ADM	Images in City publication and communication materials are inclusive.	Staff time	1–3 years
3	Review best practices for accessible recreation publications, programs, and supports (e.g. Activity Guides, ARCH Program) and continue to update and improve these programs and services based on funding and resources. Work with the Accessibility Engagement Group to review best practices.	CPS	Publications are accessible for all people and are reported to be so. Create a checklist as to what "accessible" means.	Staff time	2 years
4	Work with external partners to increase accessibility of the geographic information system (GIS) platform used by the City.	CS	GIS platform is reported to be accessible by persons with disabilities.	Staff time, division budget	1–3 years
5	Ensure City of Kamloops employees and Kamloops residents have easy access to financial policies, processes, and information and seek ongoing opportunities to improve clarity with plain language and accessible formats.	CS	City policies and other documents are in plain language and accessible formats.	Staff time	2 years (?)
6	Formalize and implement accessible public consultation requirements to ensure all consultation activities are accessible and inclusive.	ADM	Guidelines are in place to ensure public consultations and activities are accessible and inclusive.	Staff time	2 years

PROGRAMS AND SERVICES

#	Action	Department(s)	Measurement of Success	Budget	Timeline
7	Provide training to public-facing staff to improve customer service around accessibility and best practices when serving persons with disabilities (e.g. working with clients who have guide dogs).	HRS	Public facing staff receive training and report that it is useful in their work.	Staff time, consulting cost	2 years
8	Continue developing accessible programs in partnership with community organizations serving persons with disabilities or local chapters of provincial and national organizations.	CPS	Number of additional accessible City of Kamloops programs.	Staff time	1–3 years
9	Provide annual assessment and tax notices in alternative formats upon request and promote this option.	CS	Number of requests for alternative formats of documents.	TBD	2 years
10	Continue development of secure web services to enhance access to and comprehension of property assessment and tax information.	CS	Accessibility of property assessment and tax information reports indicate improvements.	TBD	3 years
11	Enhance building evacuation plans and drills to include processes (visual and audible) and instructions for evacuation of employees and visitors of all abilities. Provide training to employees on these processes and communicate to visitors.	HRS	Evacuation plans include processes and instructions for evacuation of employees and visitors of all abilities and this is communicated to responsible staff	Staff time	2 years
12	Review and incorporate accommodations for persons with disabilities into our customer service practices.	CPS, HRS	Additional training and education provided for customer service best practices.	Consulting cost	2 years

PROGRAMS AND SERVICES

#	Action	Department(s)	Measurement of Success	Budget	Timeline
13	Municipal Chief Election Officer to ensure accessibility and independence without secondary assistance.	CS	Additional options available for next municipal election.	Staff time	3+ years
14	Municipal elections information sessions offered virtually.	CS	Virtual information sessions available for next municipal election.	Staff time	3+ years



EMPLOYMENT

#	Action	Department(s)	Measurement of Success	Budget	Timeline
1	Educate City of Kamloops staff involved in the hiring process to improve accessibility of the recruitment process.	HRS	Complete/incomplete.	Staff time	1 year
2	Identify barriers in the recruitment process and remove and adjust to the greatest extent possible.	HRS	Recruitment process is updated and more accessible.	Dependent on identified solutions	2 years
3	Ensure training offered to employees is accessible to the greatest extent possible.	HRS	Staff report that their accessibility needs are being accommodated for training sessions.	Dependent on required accommodation	1 year
4	Invite Accessibility Engagement Group to review modified work scheduling letter of understanding and working from home agreement.	HRS	Accessibility Engagement Group has reviewed the documents and provided input for consideration and documents are updated as required.	Staff time	1 year
5	Increase City of Kamloops staff awareness about local disability support organizations.	HRS	Complete/incomplete.	Staff time	2 years
6	Explore and develop accessibility employment partnerships for meaningful work integrated throughout the organization.	HRS	Researched and actioned accessibility employment partnerships and have persons with disabilities hired in meaningful work.	Staff time	3 years
7	Review onboarding package to ensure accessibility (i.e. benefits package overview, key expectations, and organizational breakdown).	HRS	Onboarding package has been reviewed by Accessibility Engagement Group and adjustments made as required.	Staff time	1 year

EMPLOYMENT

#	Action	Department(s)	Measurement of Success	Budget	Timeline
8	Collect statistics of employees with disabilities and compare with Census Canada statistics (to be conducted on a voluntary basis).	ADM	New data sets available for analysis.	Staff time	2 years
9	Establish employee resource group for employees who are persons with disabilities.	HRS	Employee resource group established.	Staff time	2 years



TRANSPORTATION ACTIONS

#	Action	Department(s)	Measurement of Success	Budget	Timeline
1	Evaluate transit infrastructure for adherence to BC Transit Infrastructure Guidelines (e.g. stops and exchanges).	DES	Complete/not complete.	Staff time	2 years
2	Work with BC Transit to expand accessible transit service hours.	DES	Total annual accessible transit service hours.	Annual operating agreement with BC Transit	1–3 years
3	Advocate to BC Transit for additional transit services for special events.	DES	Increased transit services for special events.	Staff time	1–3 years
4	Develop and deliver an awareness campaign for snow removal contractors about the importance of snow removal in commercial areas, at pedestrian intersections and in accessible parking areas (speak with Civic Operations Department).	CO, ADM (support)	Contractors have a clear understanding of snow removal requirements to ensure accessibility, positive public feedback.	Staff time	TBD
5	Include accessibility considerations and implications in the City of Kamloops Transportation Master Plan and Official Community Plan through consultation with the community and the Accessibility Engagement Group.	DES	Complete/not Complete.	Staff time, consulting cost	2+ years
6	Upgrade traffic signals with audible signals.	DES, CO (?) - TBD	Number of audible traffic signals installed.	Capital costs - TBD	Per project
7	Research feasibility of a pilot community support driver program or accessible ride sharing service.	CPS, DES	Complete/not complete.	Staff time	2+ years
8	Advocate for continued driver training (BC Transit) for securing wheelchairs on the bus.	DES	Positive public feedback, improved customer service.	Staff time	1–3 years

GENERAL ACTIONS

#	Action	Department(s)	Measurement of Success	Budget	Timeline
1	Promote awareness of accessibility within the corporation and create a culture of acceptance and inclusion. Access educational programs provided through local organizations.	ADM, HRS	Number of programs, participation numbers, positive public feedback reflecting improvement.	Staff time, consulting costs	1–3 years
2	Promote awareness of the duty to accommodate under human rights legislation and related guidelines that staff must consider when assessing accommodation options for members of the public.	HRS	Participation numbers, policy development.	Staff time	2 years
3	Ensure funding for accessibility requirements/improvements is included in business cases for projects.	All, CS	Update budget template to include accessibility considerations.	Staff time	1–2 years
4	Develop an evaluation matrix to monitor progress and measure the success of the 2023 Accessibility Plan implementation.	CPS, HR, ADM - TBD	Matrix developed, progress reports.	Staff time	1 year
5	Provide status updates to the Accessibility Engagement Group on an annual basis and ensure updates are posted on the City's website.	ADM, CPS	Annual reporting to Accessibility Engagement Group.	Staff time	1 year
6	Establish a centralized location for all accessibility information on the City's website.	ADM	Complete.	Staff time	1 year
7	Promote accessible services, tools, and programs available for City of Kamloops staff and Kamloops residents.	ADM	Promotional materials developed.	Staff time	1–3 years
8	Evaluate information and signage (e.g. posters, pamphlets, videos) to ensure communication material is highly visible, is interpretive, and uses plain language.	All, ADM	Sign standards developed.	Department budget	1–3 years

GENERAL ACTIONS

#	Action	Department(s)	Measurement of Success	Budget	Timeline
9	Build a process to ensure Web Content Accessibility Guidelines 2 AA standards are incorporated into website operations.	ADM	Web Content Accessibility Guidelines 2.0 AA achieved	Staff time	1–2 years
10	Build a process to ensure accessibility practices are incorporated into social media operations.	ADM	Process developed guiding social media operations.	Staff time	1–2 years
11	Increase options to receive comments from the public on the City of Kamloops 2023 Accessibility Plan and barriers to individuals within or interacting with the City of Kamloops organization. (feedback mechanism).	All, ADM	Feedback mechanisms established.	Staff time	1 year
12	In co-operations with the Communications and Community Engagement Division, support and promote the creation of a list of accessible venues for in-person engagement activities and public meetings. Create and promote use of the accessibility checklist for event planning (provide accommodations upon request when possible - captioning, American Sign Language interpreters, large print, braille, etc.).	ADM	An inclusive meetings and spaces guide is developed and promoted.	Staff time	1 year
13	Conduct a review of the 2023 Accessibility Plan Actions every three years to track Kamloops' performance at serving persons with disabilities and to better understand accessibility challenges and barriers and potential improvements to how people live, work, and play.	CPS, HR, ADM - TBD	Review and updated future Accessibility Plan.	Staff time	3 years

GENERAL ACTIONS

#	Action	Department(s)	Measurement of Success	Budget	Timeline
14	Establish an Equity, Diversity, and Inclusion Recognition Award with accessibility as one of the criteria.	HRS	Award is established with criteria and opportunity to nominate employees, and departments for annual award.	Division budget	1 year
15	Promote all that we are already doing.	HRS, ADM	Increased promotion of accessibility initiatives through various City of Kamloops communication channels.	Staff time	1 year





NEXT STEPS

Implementation and Review Process

Each action item in the 2023 Accessibility Plan has a department(s) identified to be accountable for the work associated with completing the action item. The Accessibility Working Group will meet quarterly to update progress on the action items.

The community will be able to provide feedback on the 2023 Accessibility Plan through our online feedback mechanism. Feedback will be shared with the Accessibility Working Group as appropriate.

Reporting

Minutes for the Accessibility Working Group will be recorded and will be used to report back to senior leadership, and the Accessibility Engagement Group.

A progress report based on the identified measurements of success for each action item will be presented to Council and shared with the public on an annual basis.

At the end of 2026, a final report on the work will be prepared and shared with senior leadership, the Accessibility Engagement Group, Council, and the public.



Canada's Tournament Capital

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