

ADMINISTRATIVE REPORT TO COUNCIL
ON
2023 ACCESSIBILITY PLAN

PURPOSE

The purpose of this report is to seek Council's authorization to adopt the 2023 Accessibility Plan (Attachment "A").

COUNCIL STRATEGIC PLAN

This report supports Council's strategic priorities and areas of focus regarding:

- **Safety and Security**
 - Social Supports: We intentionally collaborate with key partners to create innovative solutions that respond to and address the community's needs.
 - Built Environment: We create diverse community spaces for people to safely travel through, gather in, and experience our community.
- **Governance and Service Excellence**
 - Community Engagement: We promote purposeful, available, and innovative engagement opportunities to ensure a range of voices are heard, thus informing decisions, creating transparency, and cultivating relationships.
 - Service Excellence: We promote the continuous development of staff and encourage innovation in process and service delivery.
- **Livability and Sustainability**
 - Recreation and Culture: We prioritize the development of amenities to cultivate diverse and equitable opportunities for recreation, arts, and culture.
 - Healthy Community: We foster an environment that supports and promotes healthy living through community, recreation, and social connection.
 - Inclusivity: We reduce barriers for underrepresented groups to bring inclusivity, diversity, and fairness to our community.
 - Mobility: We improve accessibility for our citizens by intentionally creating a safe, well-connected city for people of all ages and abilities using various modes of transportation.

SUMMARY

The City has made equity, diversity, and inclusion a priority and has a goal of being one of the most accessible, inclusive cities in Canada. In addition to our commitment to diversity and other equity-seeking communities, we will ensure the City meets or exceeds the requirements of the *Accessible BC Act*.

RECOMMENDATION:

That Council authorize the adoption of the 2023 Accessibility Plan (Attachment “A”).

SUPPORTING COUNCIL AND CORPORATE DIRECTION

- 2018 Accessibility and Inclusion Plan
- Council Strategic Plan 2019–2022
- Recreation Master Plan
- Transportation Master Plan

DISCUSSION

The City is committed to being an accessible and inclusive city. 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*.

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 do the following:

- establish an accessibility advisory committee with the following requirements:
 - at least half of the members should be persons with disabilities or represent disability-serving organizations
 - the committee should have Indigenous representation
- develop an accessibility plan
- create a feedback mechanism for residents to report on accessibility issues

The preliminary plan must be developed in collaboration with the full committee, and it should be available to the public for comment through a public feedback mechanism.

The City's internal Accessibility Working Group reviewed the 2018 Accessibility and Inclusion Plan to identify action items that have been completed, are in progress, and are yet to be completed. The community was invited to participate in the development of the 2023 Accessibility Plan through the following:

- The Accessibility Engagement Group, which is made up of local organizations with programs or services for persons with disabilities, community members who identify as persons with disabilities, and Indigenous representation.
- An accessibility survey, which was available online and in paper format at City Hall, Kamloops Museum and Archives, the Tournament Capital Centre, and Westsyde Pool and Fitness Centre. The Accessibility Working Group co-chairs provided in-person opportunities at the Tournament Capital Centre Fieldhouse, two farmers' markets, and both library locations to promote the survey and answer any questions.

The 2023 Accessibility Plan includes 64 action items that fall within five themes:

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

Progress on implementing the actions within the 2023 Accessibility Plan will be reported annually, and the plan will be reviewed and updated after three years, as required by the *Accessible BC Act*.

SOCIAL IMPLICATIONS

The City's goal is to be among the most progressive cities in Canada for people with disabilities—a place where disabilities are not barriers to living full lives and contributing to the community. We will work collaboratively with the community to continue to move Kamloops forward as an accessible and inclusive city. This will involve finding the right balance between providing supports to take care of daily needs and encouraging the greatest level of independence possible.

We will borrow the notion of “nothing about us without us” from the persons with disabilities community as we work together to address barriers to inclusion and accessibility.

IMPLEMENTATION PLAN

The City will focus on these action items over the next three years, at which time, the 2023 Accessibility Plan will be reviewed and updated.


B. J. McCorkell
Community and Protective
Services Director

Author: B. Chobater, Community Development
Coordinator

Reviewed by: J. Fretz, Civic Operations Director


Approved for Council

BC/kjm

Attachment

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





Shubham Divecha

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.

DRAFT



Canada's Tournament Capital

City of Kamloops  British Columbia, Canada

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City of Kamloops

ACCESSIBILITY PLAN 2023 APPENDICES

Prepared by the City of Kamloops

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COMMUNITY ENGAGEMENT

The 2023 Accessibility Plan was developed as a collaboration between City staff and the community.

In October 2022, the City of Kamloops established an internal Accessibility Working Group. The Group consists of City staff with representation from all divisions. Four subcommittees were established, each with co-chairs. See Appendix I – Internal Accessibility Working Group.

The subcommittees reviewed the 2018 Accessibility and Inclusion Plan to identify completed action items and those to be considered for the 2023 plan. In addition, a list of action items from other municipal plans and best practices were presented to the internal Accessibility Working Group for consideration. Final items were decided upon based on need, feasibility, and impact, and 64 action items were categorized into five areas of focus.

The community was invited to participate in the development of the 2023 Accessibility Plan. On March 14, 2023, Kamloops City Council supported the creation of an external Accessibility Engagement Group. The Accessibility Engagement Group is made up of local organizations that have programs or services for persons with disabilities, community members who identify as persons with disabilities, and Indigenous representation. The terms of reference for the engagement group can be found in Appendix II. Members are listed in Appendix III

The community was also invited to complete an accessibility survey, which was available online and in paper format at City Hall, Kamloops Museum and Archives, the Tournament Capital Centre, and Westsyde Pool and Fitness Centre. The Accessibility Working Group co-chairs also provided in-person opportunities at the Tournament Capital Centre Fieldhouse, two farmers' markets, and two Thompson-Nicola Regional Library locations to promote the survey and answer questions.

Results from the Accessibility Survey supported the action items that were developed. Specific actions and details were catalogued for future reference.

The action items were reviewed by the external Accessibility Engagement Group for its feedback. The list was then revised and presented to the internal Accessibility Working Group for its feedback.

APPENDIX I

Internal Accessibility Working Group

Accessibility Working Group Members:

- Chief Administrative Officer (David Trawin)
- Communications and Community Engagement
 - Acting Communications Manager (Kristen Rodrigue)
- Human Resources and Safety
 - Equity, Diversity, and Inclusion Coordinator (Tymmarah Mackie)
 - Human Resources Supervisor (Kristina Rios)
 - Human Resources Advisor (Kaylee Gillespie)
- Community and Protective Services
 - Recreation, Social Development, and Culture Manager (Barb Berger)
 - Recreation, Health and Wellness Supervisor (Linda Stride)
 - Museum Supervisor (Julia Cyr)
- Civic Operations
 - Parks and Civic Facilities Manager (Jeff Putnam)
 - Assistant Operations Manager (Joe Luison)
- Corporate Services
 - Finance (Daljit Padda)
 - Procurement (Loralee Baceda)
 - Information Technology (Danielle Cameron)
 - Information and Privacy (Denise Anderson)
- Development, Engineering, and Sustainability Services
 - Community Planning Manager (Julie McGuire)
 - Building and Engineering Development Manager (Jason Dixon)
- Committee Recorder/Note Taker (Lorena Harrison)

Working Group Subcommittees and Co-Chairs:

- Accessible Services and Programs
 - Recreation, Health and Wellness Supervisor (Linda Stride)
 - Acting Communications Manager (Kristen Rodrigue)
- Accessible Built Environment
 - Parks and Civic Facilities Manager (Jeff Putnam)
 - Assistant Operations Manager (Joe Luison)
- Accessible Transportation
 - Community Planning Manager (Julie McGuire)
 - Transportation Manager (Purvez Irani)/Transportation Engineer (Samuel Pollock)
- Accessible Employment
 - Human Resource Supervisor (Kristina Rios)
 - Human Resource Advisor (Kaylee Gillespie)

APPENDIX II

Accessibility Engagement Group Terms of Reference

1. DEFINITIONS

1.1 In these Terms of Reference:

- a) "Community Charter" means the Community Charter, SBC 2003, c.26, as amended from time to time.
- b) "Council" means the municipal Council for the City of Kamloops.
- c) "Director" means the person duly appointed from time to time as the Community and Protective Services Director and any person delegated to assist in carrying out their duties under these Terms of Reference.
- d) "Standing Committee" means the Community Protective Services Committee.
- e) "Working Group" means the internal City of Kamloops Accessibility Working Group.

2. ESTABLISHMENT

- 2.1 The Accessibility Engagement Group is established as a non-statutory body to assist and support the Working Group as of March 14, 2023.

3. PARTICIPANTS

- 3.1 The Accessibility Engagement Group is an engagement and subcommittee group consisting of City staff and representatives from the community with at least half the members identifying as persons with disabilities or representing organizations that provide services or programs to them.
- 3.2 50 per cent of the Group must be persons with disabilities or organizations that provide services or programs to them.
- 3.3 There is a requirement to have Indigenous representation within the Group.

4. ROLE AND RESPONSIBILITIES

- 4.1 The Accessibility Engagement Group is to assist and support the Working Group by, among other things:
 - a) providing input and feedback for the Working Group's activities
 - b) identifying opportunities to remove barriers to accessibility at the City of Kamloops
 - c) providing input into the City's new Accessibility Plan
- 4.2 The Accessibility Engagement Group will provide assistance and report to the Community Protective Services Committee on any matter falling within its mandate, as and when requested.
- 4.3 The Accessibility Engagement Group does not have any delegated authority of Council or the Standing Committee, authority to speak on behalf of Council or the Standing Committee, or power to authorize any actions on behalf of Council or the Standing Committee.
- 4.4 Being a non-statutory body without delegated authority, no action of the Accessibility Engagement Group will be binding on the City, unless Council specifically approves the action.
- 4.5 The Accessibility Engagement Group, in carrying out its role and responsibilities, must do so in accordance with all applicable federal and provincial laws as well as City bylaws, policies, and procedures.

5. MEETINGS

- 5.1 The Director is responsible for scheduling the meetings of the Accessibility Engagement Group and coordinating attendees. The Accessibility Engagement Group shall meet, at a minimum, four (4) times per calendar year or on an as-needed basis.
- 5.2 Members of the internal Accessibility Working Group will be considered liaisons to the Accessibility Engagement Group and may attend its meetings.
- 5.3 The Director will assign a staff person to record a summary of any topical discussion points raised at a meeting, as and when needed. Meeting summaries will be forwarded to the Community and Protective Services Committee.
- 5.4 The Accessibility Engagement Group will appoint a Chairperson annually to be in charge of the scheduled meetings.

APPENDIX III

Current Members of Accessibility Engagement Group

Chair: Todd Harding, Community Member

Todd Harding has been a strong advocate for persons with disabilities for the past 43 years since losing his sight in an automobile accident. Todd said, "I didn't know how bad it really was out there until I became disabled myself". He was a forest technician prior to his accident. Following the accident, he was the owner-operator of a trucking firm; the District Manager of the Canadian National Institute for the Blind; and for the final 30 years of his career, he was a contract manager for the federal (Service Canada) and provincial (Ministry of Social Development and Poverty Deduction) governments focusing on employment services.

Todd represented the disabled nationally on the National Human Rights and Race Relations Committee for the Canadian Employment and Immigration Union, which has 18,000 members. He also represented the disabled nationally on the Equal Opportunities Committee for the Canadian Labour Congress. He consulted on behalf of athletes with disabilities for four BC Summer Games (in four different communities), one BC Disabled Games, and one Canada Summer Games. He has also advocated provincially and locally through a number of committees, the most recent having been the Mayors Advisory Committee for Persons with Disabilities in Kamloops. He was a member for 24 years and the chair for 12.

Through his work on the Accessibility Engagement Committee as a community representative, Todd hopes to see ongoing improvements in accessibility, equity and human rights.

Brandi Allen, Centre for Seniors Information

Brandi Allen is the Executive Director for the Centre for Seniors Information (CSI Kamloops). She has a strong background in leadership and non-profit management. Her passion for social equality has allowed her to focus on creating and delivering programs and services to our aging population. She is an active volunteer with a national group that focuses on domestic violence awareness and provides 24 hour support services to survivors. She is committed to supporting our community and is excited to work with the City's Accessibility Engagement Group.

Christa Haywood-Farmer, Canadian Mental Health Association

Christa Haywood-Farmer is the Manager of Community and Vocational Integration with the Canadian Mental Health Association, Kamloops Branch. After 20 years within the social services field, Christa is known for her dedication and passion for supporting those impacted by mental health issues. She provides leadership to Canadian Mental Health Association Clubhouse staff and programs and oversees community education initiatives. Through these programs, she has been involved in the development and implementation of psychosocial rehabilitation programming and creating learning opportunities for the Kamloops community and region.

Christa is certified to teach mental health first aid through the Mental Health Commission of Canada, has facilitated a monthly support group for families of individuals diagnosed with mental health disorders, and contributed towards the development of a sexual exploitation working group.

Her commitment to the community flows into her present role as a representative on the Accessibility Engagement Group. Contributing to the development of the 2023 Accessibility Plan is a strong step towards creating a safe and accessible Kamloops.

Dave Eisan, Accessible Okanagan and The Spinal Cord Injury Association of BC

Dave Eisan represents the Spinal Cord Injury Association of BC and Accessible Okanagan. He has lived experience as someone who has been in a wheelchair for approximately seven years after being involved in a car accident. He is also a liaison between people with mobility issues and City Hall.

Dave joined the Accessibility Engagement Group to continue his advocacy for people with disabilities. He has always noticed their struggles getting around the city, and now that he is in a chair himself, he experiences those problems on a daily basis. Dave hopes to be able to improve accessibility for persons with disabilities, especially regarding transportation and built environment.

Dave Johnson, Kamloops Brain Injury Association

Dave Johnson is the Executive Director of the Kamloops Brain Injury Association. Born and raised in Kamloops, he worked in Kenya for 20 years with refugees, before returning to Kamloops with his young family. He greatly enjoys the association side of his work, getting to know survivors of brain injury and talking with them. Focusing on respect for each person and getting to know them as individuals has been delightful and far more effective than treating them as a category of person.

Dave is a member of the Kamloops West Rotary Club and serves on the Board of the BC Brain Injury Alliance.

Debora DeLyzer, Executive Director, People in Motion

Debora DeLyzer is the Executive Director of the Kamloops and District Society for People In Motion and proud to lead a small but mighty team. She is also on the BC Housing Accessibility Committee.

Debora has been in the workforce for 50 years with unique career experiences, including adjudicating Employment Insurance claims for fishermen in Newfoundland; Secretary to the Snowbirds in Moose Jaw; Human Resources and Administration at Canadian Forces Station Kamloops, Mt. Lolo; General Manager of Hudson's Bay Kamloops; and Ridgepointe at Pineview Independent Living.

People In Motion is by far her favourite opportunity, and Debora is renowned in the community for her advocacy on accessibility and inclusion. The invitation to join the Accessibility Engagement Group was an honour and recognition of the great work that People In Motion is providing to our community.

According to Debora, "Together we are creating a better tomorrow for people living with disabilities" and "a community where everyone can go everywhere!"

France Lamontagne, Executive Director, Kamloops Immigration Services

As the Executive Director of Kamloops Immigrant Services, France's unwavering commitment to diversity, social justice, and equal opportunities is a testament to her dedication to creating a more inclusive and accessible Kamloops for all.

Recognizing the vital role that accessibility plays in building an inclusive community, France felt it was important for her to sit on the City of Kamloops's Accessibility Engagement Group. She firmly believes that accessibility is a fundamental right for all individuals, regardless of their background or abilities.

With a strong background in working with diverse communities, France has played a pivotal role in supporting and empowering marginalized groups. For seven years, she served the Skeetchestn Indian Band, gaining valuable insights into the challenges faced by indigenous communities. Her experience over the past four years at Kamloops Immigrant Services has further deepened her understanding of the importance of creating an inclusive community for immigrants and refugees, ensuring their successful integration into society.

What France enjoys most is collaborating with local partners to ensure that together, we make a safe community where differences are celebrated, social justice is upheld, and equal opportunities are extended to all residents of Kamloops.

Greg Chartrand, Street Outreach, Kamloops Aboriginal Friendship Society

Greg Chartrand is the Street Outreach Worker for the Kamloops Aboriginal Friendship Society. He has a Bachelor of Social Work degree. Greg also works as a Tenant Support Worker and knows the importance of fair treatment and the full participation of all people. Greg has experience working with diverse groups who have been subject to discrimination.

Helping the City of Kamloops develop its 2023 Accessibility Plan is a great opportunity to learn about diversity, equity, and inclusion. Greg works with marginalized communities and shares the values of many organizations in Kamloops that aim to support people of different backgrounds, ethnicities, abilities, genders, and sexual orientations. The 2023 Accessibility Plan will help people with disabilities and promote social inclusion in Kamloops.

Being a member of the Accessibility Engagement Group has been a great learning experience. Greg hopes to carry this learning forward while working with the Kamloops Aboriginal Friendship Society and will continue to use an accessibility lens when working with diverse groups of people.

Kayla Davis-Schaak (she/her), Inclusion Kamloops

Kayla is a Community Support Worker with the Kamloops Society for Community Inclusion. She has lived in Kamloops her whole life and has spent the past few years completing her Bachelor of Social Work at Thompson Rivers University. She had the opportunity to complete both of her practicums with the Kamloops Society for Community Inclusion and loved it so, much she came on board as an employee.

Kayla has spent a lot of time in the community working with other community businesses and partners through her past role as a manager at a large local company. This is where her passion for people started as she got to know the wonderful people of Kamloops and had the opportunity to participate in a variety of community-based fundraisers and events.

Kayla practices from a strengths-based perspective focusing on a person-first and person-centred ideology. She is hoping to be a part of meaningful change by participating in the Accessible Engagement Group and hopes that her experience working with the Kamloops Society for Community Inclusion and her social work values provide another perspective to be considered when tackling accessibility in Kamloops.

Kelly MacDonald, Interior Health

Kelly MacDonald is a Community Health Facilitator in Population Health for Interior Health. She currently works as part of the Healthy Community Development team and supports Indigenous communities, municipalities, regional districts, and other partners to create opportunities for all people to live well. She has a Master of Arts degree from University of British Columbia and has worked in the non-profit and public service sectors on programs and projects related to social equity, accessibility and inclusion since 2009. Kelly is working with the City's Accessibility Engagement Group to support community development planning and practices that are equitable, just and result in positive health outcomes for everyone in Kamloops.

Mary-Ellen Milutinovic, Children's Therapy and Family Resource Centre

Mary-Ellen Milutinovic is the Executive Director of the Children's Therapy and Family Resource Centre. The Children's Therapy and Family Resource Centre is a Commission on Accreditation of Rehabilitation Facilities accredited non-profit agency that serves Kamloops and the Thompson Nicola region. She has worked in a leadership role with families and children for the past 32 years. Over the last 16 years, her focus has been supporting children with an identified need(s) and their families to build on their strengths and skills to enable successful participation in home, school, and the community. The Children's Therapy and Family Resource Centre believes and advocates that all children have the right to take part in their community by helping to find and remove negative circumstances and barriers.

Mary-Ellen hopes to bring an objective and positive view to support the development of a safe and accessible community that everyone can share and enjoy. In both her personal and professional life, she has witnessed the challenges of moving around an environment that is not user friendly to persons with a disability. Her goal is that, together, we can create equity for persons with disabilities.

Matthew Ellies, Vision Loss Rehabilitation Canada

Matthew Ellies is the Occupational Therapist and Manager, Healthcare Integration at Vision Loss Rehabilitation Canada in Kamloops.

Maureen Doll, Kamloops YMCA

Maureen Doll is the Interim General Manager of Community and Family Services at the Kamloops YMCA and the Kamloops Coordinator for the BC Community Response Networks, which brings awareness of elder abuse and neglect. Maureen has lived in Kamloops most of her life and is raising her family here. She has a Bachelor of Social Work and has worked primarily in the non-profit social service field for over 22 years.

In 2018, Maureen was the recipient of the Grassland Awards from the BC Association of Social Workers for her community development work. She has been an active member of the City of Kamloops Healthy Kamloops Collective and the Early Learning and Child Care Engagement group since their creation and appreciates the opportunity to work with the municipality of Kamloops, fellow non-profit organizations, people with lived experience with a disability, and fellow Kamloopians with the newly formed Accessibility Engagement group. Accessibility and inclusion are pivotal and fundamental rights for all members of society. The 2023 Kamloops Accessibility Plan is a step to ensuring this community can meet the needs of those who lives with diverse abilities.

Shelley McGuinness, Community Member

Shelley McGuinness moved to Kamloops from Surrey in October 2020, retiring from her work as a communications specialist in February 2021. She has an Master of Arts in English Literature as well as more recent work in social media marketing for business through University of British Columbia Continuing Studies. As a person with a severe hearing impairment who has relied on hearing aids and lip-reading to engage with others throughout her life, Shelley has a strong interest in communication challenges and the need to address them. In March 2021, Shelley received a cochlear implant. She appreciates being able to apply her experience and concerns as a deaf citizen to the work of the Accessibility Engagement Group and to assist the City of Kamloops in meeting its accessibility goals.

Shelley is a life member of the Wavefront Centre for Communication Accessibility in Vancouver and participated in its research on the effect of the COVID-19 pandemic on communication accessibility for adults with hearing loss.

Stu Wymer, Community Member

Stu Wymer has been living with C6 complete quadriplegia for the past 16 years following a motor vehicle accident when he was 30 years old. Stu has lived in Kamloops his whole life and has been a very active member of the community. You will often find him at the ice-racing track, Blazers games or attending special community events with his power assist wheelchair. Stu is a board member of Accessible Okanagan, a not-for-profit group that encourages people with diverse abilities reach their full potential by creating and promoting inclusive opportunities and events throughout the greater Okanagan community.

Stu is also a member of Kamloops Adapted Sport Association. He is both a coach and an athlete in wheelchair basketball and wheelchair rugby. He has competed internationally and has been a mentor to many. Stu volunteers his time sharing his knowledge and experiences using a wheelchair with children in schools and with PacificSport summer camps. He also volunteers with the Praxis Spinal Cord Institute teaching clinicians at BC Interior hospitals about living with a spinal cord injury, including the opportunities and environmental challenges presented in everyday life.

Stu was featured in a documentary, Reinventing the Wheel, a movie about a community of unique wheelchair-users as they guide a newly injured individual through his first year of life as a paraplegic. He is a leader in the community and an expert on turning adversity into opportunity.

Wanda Carisse, Chris Rose Therapy Centre for Autism

Wanda Carisse is the Executive Director of the Chris Rose Therapy Centre for Autism in Kamloops.

Ben Chobater, Community Development Coordinator, City of Kamloops

Ben Chobater is the Community Development Coordinator for the City of Kamloops and one of the co-chairs of the City's Accessibility Working Group. Ben currently works as part of the Social and Community Development team and supports neighbourhood associations, food security, literacy, accessibility, recreation, and transportation initiatives for the municipality, and he works with other partners to develop opportunities for all residents of Kamloops.

He has a Bachelor of Education Degree from the University of Alberta, holds a journeyman certificate in telecommunications, has worked in both the private and public sectors providing a broad understanding of the challenges and strengths found within many different communities, and has been a part of programs and projects related to accessibility and inclusion since 2011.

Tymmarah Mackie, Equity, Diversity, and Inclusion Coordinator, City of Kamloops

Tymmarah (Tymm) Mackie is the Equity, Diversity, and Inclusion Coordinator at the City of Kamloops and one of the co-chairs of the City's Accessibility Working Group. She has a Master of Arts in Intercultural and International Communication and has been involved in equity, diversity, and inclusion work since 2006 when she got involved in the Welcoming and Inclusive Communities Committee in Grande Prairie.

Tymm worked as the Program Manager of Welcoming and Inclusive Communities at Alberta Municipalities and a Human Resources Specialist for the Cities of Red Deer and Lethbridge, and she has done equity, diversity, and inclusion consulting for other municipalities, Service Canada, post-secondary institutions, security companies, and non-profit organizations. Tymm was on the Red Deer Accessibility and Inclusion Community Advisory Committee, the National Advisory Committee for the Coalition of Inclusive Municipalities with the Canadian Commission for UNESCO, and was a civilian member of the Alberta Hate Crimes Committee.

Tymm aims to bring meaningful change for equity-seeking populations through collaborative, inclusive, and innovative efforts. Her work helping the City of Kamloops develop its 2023 Accessibility Plan is one way she hopes to create equity for persons with disabilities. She is a person who lives with an invisible disability.

APPENDIX IV

Let's Talk Page – Accessibility

LetsTalk.Kamloops.ca/AccessibilityPlan was the main online platform to provide awareness and engagement for the 2023 Accessibility Plan. Created in April 2023, the page hosted project information and updates, timelines, engagement dates, key documents, public survey, and ask a question forum.

Let's Talk Kamloops is the City of Kamloops' online engagement platform. It hosts key projects for public engagement and is structured to measure engagement based on actions that site visitors take.

During the project, the page received 679 unique visitors. Of those visitors:

- 540 were visitors who had visited the project page at least once
- 274 were informed visitors who viewed the project page and viewed a key date, document, or file or clicked on a link
- 130 visitors were engaged by directly contributing to the survey or asking a question

Once the Accessibility Survey was made available, a newsletter was sent to the Let's Talk Kamloops database. The invitation to participate in the survey was distributed to 2,102 email addresses. Of those emails, 1,479 were opened, and 272 individuals clicked on an email item.

Accessibility Plan Awareness

In addition to the online project page a variety of tools were used to provide awareness of the project to the community and to encourage participation in the accessibility survey.

- news release
- City Page
- social media
- digital display on screens at City Hall, Westsyde Pool and Fitness Centre, Tournament Capital Centre, and the Canada Games and Aquatic Centre
- handouts
- City staff intranet



Figure 1: Sample of graphic used for City lobby screens and on screen at the Canada Games Aquatic Centre



Figure 2: Sample of social media graphic

Social Media Channels

In conjunction with traditional media tools and using Accessibility Engagement Group connections, the Accessibility Plan project and survey were promoted on social media to solicit engagement from the community.

Instagram, Facebook, Twitter, and LinkedIn were used in various ways to share the news release and to create awareness of the survey. The Instagram and Facebook stories features were used for 24-hour promotion on both the City of Kamloops and the City of Kamloops - Parks and Recreation accounts.

A total of 12,351 impressions were made online, reaching 8,903 account users on Facebook and Instagram.

Twitter posts resulted in 3,078 impressions with 17 clicks to LetsTalk.Kamloops.ca.

The LinkedIn news release resulted in 809 impressions with 19 clicks to the full news release content.

Accessibility Engagement Group

Organizations involved in developing the 2018 Accessibility and Inclusion Plan and other local organizations that serve persons with disabilities and persons with lived experiences were invited to take part in developing the new 2023 Accessibility Plan. The community at large was invited to get involved through a call for applications on the Let's Talk Kamloops Page, the City of Kamloops website, news release, and two inclusions in City Page (the City's weekly newspaper advertising page in Kamloops This Week). A total of 23 applications were received, and 3 members with lived experience as persons with a disability were chosen.

The City of Kamloops' Accessibility Working Group's co-chairs provided a presentation to the Tk'emlúps te Secwepemc Council members on January 31, 2023, and invited their participation in the engagement group. Tk'emlúps te Secwepemc Council was supportive and interested in being involved. The Kamloops Aboriginal Friendship Society and the Two Rivers Métis Society were also invited to take part.

The Accessibility Engagement Group is made up of 16 people from community organizations and the community at large with lived experience as well as two City of Kamloops staff. See Appendix III.

Figure 3: Accessibility Handout



The Accessibility Engagement Group held four meetings to review the 2023 Accessibility Plan action items. Members were happy with how comprehensive the Accessibility Plan was and provided direction to reword some of the actions to make them more appropriate. These recommendations were shared with the Chairs of the working group subcommittees for their approval.

The final draft of the 2023 Accessibility Plan was presented to the Accessibility Engagement Group for its final approval before being presented to City Council.

Accessibility Survey

The Accessibility Survey was created and shared through the Accessibility project page on LetsTalk.Kamloops.ca. The survey was designed with accessibility in mind; however, it is recognized that not all people access information in the same way. Paper copies of the survey were made available at four City facilities—City Hall, Kamloops Museum and Archives, Tournament Capital Centre, and Westsyde Pool. See Appendix IV for the survey questions.

The purpose of the survey was to invite the community's input on the development of the City of Kamloops Accessibility Plan. The survey invited feedback into identifying barriers and opportunities in relation to the four areas of focus: Accessible Services and Programs, Accessible Built Environment, Accessible Transportation, and Accessible Employment. The survey also asked key demographic questions such as age and how one identifies with accessibility.

In-Person Availability

Five information booths were set up to provide opportunities for the public to learn about the development of the 2023 Accessibility Plan and to complete the Accessibility Survey. The booths were located in the Tournament Capital Centre Fieldhouse during Interior Health's Vascular Improvement Program initiative on April 25, 2023; the Kamloops Regional Farmers' Market on April 29 and May 3, 2023; and the Downtown and North Shore libraries on May 6, 2023.

Survey Summary

The survey was completed by 130 people. Survey responses were reviewed by the Accessibility Working Group and the Accessibility Engagement Group to identify action items not already included in the draft of the 2023 Accessibility Plan.

It was very important that persons with disabilities had a say about the work the City of Kamloops is doing on accessibility, so we asked respondents to identify if they were persons with disabilities, visible or invisible, to ensure those impacted by the work were heard. Of those surveyed, 27.69% identified as a person with a visible disability, 36.92% identified as a person with an invisible disability, and 23.08% were parents/guardians/caregivers of someone with a disability.

All comments and suggestions from the Accessibility Survey were considered, and while not all are incorporated into the 2023 Accessibility Plan, the time and thoughtfulness of the respondents is greatly appreciated. Some of the suggested action items have been completed or are currently underway (e.g. increasing the number of covered bus shelters). Other ideas were out of the scope of the City's work, such as recommendations to make improvements to businesses or other organizations.

Through continued consultation and collaboration, we will work towards a more accessible, inclusive Kamloops for all.

Key Findings from the Survey

Community input was sought from April 17 to May 7. Survey responses were collated and reviewed to determine if public input was captured within the draft actions and to refine as required.

Many of the Accessibility Plan actions were developed to allow for a number of more specific initiatives to fall within the scope of the action. For example, the Accessible Built Environment area of focus, the action “Work with the Accessibility Engagement Group to identify policy options that would improve accessibility on city streets and sidewalks” will encompass various initiatives to help improve accessibility within the transportation network, such as curb letdowns and audible traffic signals.

Survey responses are reflected within the Accessibility Plan actions, and all specific initiatives that fall within the scope of a broader action have been documented and will inform the City of Kamloops accessibility work moving forward.

APPENDIX V

Accessibility Survey Questions

Demographics Data

- 1) User Name
- 2) Email
- 3) What is your age?
 - Under 19
 - 19 to 34
 - 35 to 49
 - 50 to 64
 - 65 and up
- 4) Postal Code
- 5) Do you consent to receiving updates on various initiatives from the City of Kamloops?

Survey Data

- 1) If you do not wish to participate in this survey, please decline participation by clicking the disagree button below.
 - Agree
 - Disagree
- 2) Please check all that apply to you:
 - I identify as a person with a visible disability
 - I identify as a person with an invisible disability
 - I am a parent/guardian/caregiver of a person with a disability
 - I am a staff member of an organization that serves persons with disabilities
 - I am an interested community member in the topic of accessibility
 - Prefer not to answer
 - None of the above
- 3) What option best describes your age?
 - 19 or under
 - 20-29
 - 30-39
 - 40-49
 - 50-59
 - 60-69
 - 70-79
 - 80 or over
 - Prefer not to answer

- 4) If you have indicated that you support a person with a disability, what option(s) best describe their age. Select all that apply. If this question does not apply to you, please skip to the next question.

19 or under
 20-29
 30-39
 40-49
 50-59
 60-69
 70-79
 80 or over
 Prefer not to answer

- 5) What is your postal code?

Services and Programs

- 6) What are the barriers to accessing City services and programs?
 7) What would make them more accessible?
 8) Other comments related to City accessible services and programs:

Built Environment

- 9) What are the barriers to accessible built environment?
 10) What would make them more accessible?
 11) Other comments related to an accessible built environment:

Transportation

- 12) What are the barriers to accessible transportation?
 13) What would make them more accessible?
 14) Other comments related to accessible transportation:

Employment

- 15) What are the barriers to accessible employment?
 16) What would make them more accessible?
 17) Other comments related to accessible employment:

General

- 18) What else would improve accessibility at the City of Kamloops as an organization?

APPENDIX VI

Clarification of Mental Disorder

According to the World Health Organization, a mental disorder (illness) is “characterized by a clinically significant disturbance in an individual’s cognition, emotional regulation, or behaviour. It is usually associated with distress or impairment in important areas of functioning.”

The World Health Organization identifies anxiety disorder, depression, bipolar disorder, post-traumatic stress disorder, schizophrenia, eating disorders, disruptive behavior and dissocial disorders (oppositional defiant disorder), and neurodevelopmental disorders as the major mental disorders affecting people today.

The Accessibility Plan contains actions that target barriers for a number of neurodevelopment disorders, including the autism spectrum, intellectual disability, cerebral palsy, and impairments in vision and hearing. These disabilities will continue to be addressed through thoughtful environmental design and collaborative partnerships for programming and services with organizations like the Canadian Mental Health Association, Chris Rose Therapy Centre for Autism, Kamloops Brain Injury Association, the Centre for Seniors Information, Vision Loss Rehabilitation Canada, Children’s Therapy and Family Resource Centre, and others. These organizations are also members of the City of Kamloops’ Accessibility Engagement Group, which was established to help support the development of the Accessibility Plan and will continue as a City of Kamloops engagement group with scheduled meetings to provide expert feedback and support City staff efforts.

Other disorders, such as anxiety, depression, bipolar disorder, post-traumatic stress disorder, schizophrenia, etc. are addressed through medical interventions and lie mostly outside of the purview of the Accessibility Plan. However, the Accessibility Plan contains actions for the City to:

- continue developing and maintaining partnerships with organizations working in these areas (e.g. Canucks Autism Network, Canadian Mental Health Association, Kamloops Brain Injury Association)
- develop various formats and/or accommodations for programs, services, and communication
- 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

The City of Kamloops has also established and continues to update a rigorous set of tools and networks to support staff affected by these disorders.



Canada's Tournament Capital

City of Kamloops  British Columbia, Canada

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