

Accessibility and Inclusion

Moving Together Toward a More Accessible Kamloops



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Thank you to everyone who participated in the City's consultation process. This initiative enabled residents to share helpful and innovative ideas on what government, employers, and communities can do to reduce barriers and increase accessibility in our city. Incredible support was received during the consultation process from those in our community who live with disabilities, as well as those who work to support them.

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Community Agencies

Canadian Mental Health Association
Centre for Seniors Information
Children's Therapy and Family Resource Centre
Chris Rose Autism Centre
Canadian National Institute for the Blind
Inclusion Kamloops Society
Kamloops Aboriginal Friendship Society
Kamloops Brain Injury Association
Kamloops Immigrant Services
Oncore Seniors Society
People in Motion
White Buffalo Aboriginal and Métis Health Society

City of Kamloops

Community and Protective Services Department
Corporate Services Department
Development, Engineering, and Sustainability Department
Human Resources and Safety Department

Special thanks to:

- All of the City of Kamloops staff who contributed to the internal review of this plan to ensure that action items are achievable or have the potential to be achieved in the timelines established below.
- The Communications Services team for reviewing this report.

Executive Summary

This document reflects the voices of the hundreds of Kamloops residents who participated in the consultation process from March through October 2017. It combines the opinions, ideas, comments, and suggestions about how we, as a society, can increase accessibility and decrease barriers for people living with disabilities in Kamloops.

The consultation process was designed to give people multiple opportunities and ways to participate in order to make sure everyone had the chance to have their say. Participants were encouraged to be honest and open in their comments, both about what was working and where improvements could be made. The intent of the consultation process was to get people talking about issues important to the disability community, and people often came to the conversation with conflicting approaches and/or solutions to challenges.

Four themes emerged from this process:

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

The passion, concern, frustration, and hopefulness of people with disabilities and their families, friends, neighbours, and colleagues was clear throughout the consultation process. The opinions, ideas, and solutions captured in this document are diverse, rich, and insightful.

These are not comments from the leadership team, nor are they necessarily reflective of government, the business community, or the whole of the disability community. These are the words of residents who lent their voice to the conversation about increasing accessibility in Kamloops.

It should be noted that, in some instances, participants were not fully aware of the details of the programs, services, or supports that are currently in place. There are statements contained in this document that may not be factually accurate but that reflect comments made by participants. Any omissions or misrepresentations of ideas are unintentional. A summary of ideas shared is available in Appendix A.

Introduction

The City of Kamloops is pleased to present the Accessibility and Inclusion Plan. The ideas presented in this plan are intended to identify, prevent, and remove accessibility barriers that limit people with disabilities from participating fully in activities of daily living in Kamloops.

Almost everyone knows someone who is living with a disability—whether it is a friend, family member, neighbour, or co-worker. A disability will affect almost everyone at some point in their lives.

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 can always do better, and that's why we asked Kamloops residents for their input.

This action plan is designed around four building blocks that represent the themes that emerged from the consultation process. It includes the goals and actions that will move Kamloops forward as an accessible and inclusive city, and our vision includes being a model that other cities will follow. This will involve finding the right balance between providing supports to take care of daily needs while encouraging the greatest level of independence possible.

We can change attitudes, create new opportunities, and place an accessibility lens on all of our decisions. This will involve partnerships with all sectors, including government, business, non-profit organizations, and individual residents.

With your help, we will get there together.

United Nations Convention on the Rights of Persons with Disabilities

The provincial government has made a base commitment to support Canada's ratification of the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). As such, the Province has a responsibility to promote, protect, and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities and to promote respect for their inherent dignity.

The UNCRPD recognizes that disability is an evolving concept and that disability results from the interaction between persons with impairments and attitudinal and environmental barriers that hinder their full and effective participation in society on an equal basis with others.

The principles outlined in the UNCRPD are:

- respect for inherent dignity; individual autonomy, including the freedom to make one's own choices; and independence of persons
- non-discrimination
- full and effective participation and inclusion in society
- respect for difference and acceptance of persons with disabilities as part of human diversity and humanity
- equality of opportunity
- accessibility

- equality between men and women
- respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities

Canada was one of the first countries to sign the UNCRPD, which guarantees human rights for an estimated 650 million individuals with disabilities around the world.

This strategy was built on the foundation of these UNCRPD principles.

Gathering Input

From March to October 2017, the City went through a comprehensive public consultation process to provide people with disabilities and other residents the opportunity to share their thoughts on what government, businesses, and communities can do to reduce barriers and increase accessibility for people living with disabilities.

The consultation process was designed to give residents and staff the opportunity to participate in a variety of ways. Everyone was encouraged to be honest and open in their comments about what was working and where improvements could be made. The process's intent was to get people talking about issues that are important to the disability community.

The consultation process included:

- An online survey that asked residents about what is good, what needs improving, and how they might be able to help. The survey was filled out by 550 people. The survey was communicated and distributed through the following methods:
 - different community partners that work with people with disabilities
 - all of the Council advisory committees
 - a press release
 - advertising through the local newspaper (*Kamloops This Week*), the *Seniors Connector*, and the *Kamloops Self Advocate Newsletter* (a newsletter for people with diverse abilities)
 - social media, including Facebook and Twitter
 - radio ads
 - a posting on the City of Kamloops website
 - hard copies of the survey were provided when required
- Community Conversations were held in eight locations, with a total of approximately 60 people attending.
- Consultations were held with every department in the City's organization—Community and Protective Services; Development, Engineering, and Sustainability; Corporate Services; Civic Operations; Human Resources and Safety; and Communications and Community Engagement.
- The City held a Community Conversations Final Forum for residents to learn about the feedback that was received and the themes that emerged from the Community Conversations and survey.

Building Blocks for Accessibility

This section outlines the goals and action items recommended in order to foster a more accessible and inclusive Kamloops.

These recommendations are the result of reviewing the input that was gathered, as outlined in the previous section. Each action item indicates the agencies, organizations, and/or City departments that will need to be engaged to implement a particular action. Lead and support roles are also identified.

Acronyms are used for the sake of brevity; please refer to the list below for reference.

Municipal Departments

AMD - All Municipal Departments (this will be used when every City department is potentially involved in leading or supporting an action item)

CCE - Communications and Community Engagement

CO - Civic Operations

CPS - Community and Protective Services

CS - Corporate Services

DES - Development, Engineering, and Sustainability

HRS - Human Resources and Safety

City Council Committees

DAC - Diversity Advisory Committee

MACPD - Mayor's Advisory Committee for Persons with Disabilities

SAC - Seniors Advisory Committee

SPC - Social Planning Council

YCFAC - Youth, Children, and Families Advisory Committee

External Agencies

ASSP - Adaptive Sports at Sun Peaks

CAN - Canucks Autism Network

CSI - Centre for Seniors Information

CMHA - Canadian Mental Health Association

CNIB - Canadian National Institute for the Blind

CRTCA - Chris Rose Therapy Centre for Autism

CTFRC - Children's Therapy and Family Resource Centre

EA (various) - External Agencies (various) (this will be used when a large number of agencies are involved in leading or supporting an action item)

FCULC - First Canada ULC

FTFC - Family Tree Family Centre

GHP - Gardengate Horticulture Program

ABIS - Acquired Brain Injury Services (Interior Health)

IKS - Inclusion Kamloops Society

KAFS - Kamloops Aboriginal Friendship Society

KASA - Kamloops Adapted Sports Association

KBIA - Kamloops Brain Injury Association

KCBIA - Kamloops Central Business Improvement Association

KIS - Kamloops Immigrant Services

KSA - Kamloops Self Advocate

KTRA - Kamloops Therapeutic Riding Association

KWCC - Kamloops White Cane Club
NSBIA - North Shore Business Improvement Association
ODG - Open Door Group
PIM - People in Motion
RES - Residents
RHF - Rick Hansen Foundation
SD73 - School District No. 73 (Kamloops/Thompson)
TCS - Thompson Community Services
TK - Tourism Kamloops
VK - Volunteer Kamloops
WBAMHS - White Buffalo Aboriginal and Métis Health Society
YMCA-YWCA - Kamloops Community YMCA-YWCA

In this report, each action item is prioritized as short-term, long-term, or ongoing.

Status Category	Instruction for Summary Section
Short-term (S)	Capacity, resources, and/or partnerships needed are currently present or achievable, and implementation is possible within one to three years
Long-term (L)	Capacity, resources, and/or partnerships needed are not currently present or achievable; innovation and new approaches are required; and implementation is possible within eight to ten years
Ongoing (O)	Capacity, resources, and/or partnerships needed are currently present, and implementation is in progress or part of current work and will continue

The following four themes emerged from the consultation process:

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

Accessible Services and Programs

Goal: Provide City of Kamloops services and programs that are accessible for a full range of abilities

Action Item		Implementation (Lead/Support)	Priority
1.1 Accessible Services	<ul style="list-style-type: none"> continue to develop, deliver, and promote city services that accommodate different abilities 	<ul style="list-style-type: none"> AMD MACPD SAC 	O
1.2 Accessible Programs	<ul style="list-style-type: none"> continue to develop, deliver, and promote both integrated and adapted recreation programming for the community that accommodate different abilities 	<ul style="list-style-type: none"> CPS MACPD SAC 	O
1.3 Accessible Information for Services and Programs	<ul style="list-style-type: none"> develop communication materials that support a variety of formats and mediums to promote both City and community information for services and programs 	<ul style="list-style-type: none"> CCE AMD MACPD SAC 	O
1.4 Accessibility Awareness Training	<ul style="list-style-type: none"> continue to provide training for City of Kamloops staff on accessible customer service and best practices for interaction with people of different abilities 	<ul style="list-style-type: none"> HRS CPS MACPD SAC 	O
1.5 Mental Health First Aid Training	<ul style="list-style-type: none"> continue to provide training for City of Kamloops staff on mental health first aid 	<ul style="list-style-type: none"> CMHA HRS MACPD 	O
1.6 Accessible Website Services	<ul style="list-style-type: none"> ensure the City of Kamloops website meets recognized accessibility standards 	<ul style="list-style-type: none"> CCE MACPD 	S
1.7 Accessible Technology	<ul style="list-style-type: none"> work with community technology companies to showcase and test new accessibility applications utilizing best practices 	<ul style="list-style-type: none"> CS EA (various) MACPD 	O
1.8 Service and Program Design	<ul style="list-style-type: none"> continue to engage people with disabilities, the public, organizations, businesses, City of Kamloops staff, the Mayor's Advisory Committee for Persons with Disabilities, and the Seniors Advisory Committee in the design of new services and programs 	<ul style="list-style-type: none"> AMD MACPD SAC EA (various) 	O

Action Item		Implementation (Lead/Support)	Priority
1.9 Partner With Accessibility Focused Organizations	<ul style="list-style-type: none"> continue to partner and work with accessibility focused organizations (e.g. the Rick Hansen Foundation, Canucks Autism Network, People In Motion, KASA) to develop, deliver, and promote accessible services and both integrated and adapted programs 	<ul style="list-style-type: none"> EA (various) CCP CCE MACPD 	O
1.10 Consultation	<ul style="list-style-type: none"> continue to engage people with disabilities; the public; City staff; organizations; businesses; and Council committees to ensure various options for feedback are provided to accommodate different abilities 	<ul style="list-style-type: none"> AMD MACPD SAC DAC YCFAC EA (various) 	O

NOTE: **Accessible Technology** (Action Item 1.7) is important when working towards a more accessible and inclusive community, and this Action Item will apply to all four themes.

NOTE: **Consultation** (Action Item 1.10) is fundamental to all projects that require an accessibility lens, and this Action Item will apply to all four themes.

Accessible Built Environment

Goal: Kamloops continues to increase and improve accessibility in our community

Action Item		Implementation (Lead/Support)	Priority
2.1 Accessible City-owned and Leased Customer Service Buildings	<ul style="list-style-type: none"> continue to ensure all City-owned and leased customer service buildings are accessible (where practical, given heritage constraints) 	<ul style="list-style-type: none"> DES CO MACPD SAC EA (various) 	L
2.2 Accessible Design Standards	<ul style="list-style-type: none"> continue to review the BC Building Code to ensure the City is working with the most up-to-date requirements for accessibility 	<ul style="list-style-type: none"> DES MACPD SAC 	O
2.3 Accessible Facility Audits	<ul style="list-style-type: none"> Continue to conduct and review facility audits focused on universal design improvements and implement based on ongoing maintenance or as part of capital improvements being made. 	<ul style="list-style-type: none"> CPS CO 	O

Action Item		Implementation (Lead/Support)	Priority
2.4 Alternate Funding Sources	<ul style="list-style-type: none"> Continue to apply for available grant money to support universal design improvements (e.g. Enabling Accessibility Fund) 	<ul style="list-style-type: none"> CPS AMD 	O
2.5 Accessible Public Spaces	<ul style="list-style-type: none"> continue to make public spaces accessible (e.g. trails; beach access routes; parking; service counters; and fixed waiting areas, eating areas, play spaces, and paths of travel) 	<ul style="list-style-type: none"> DES CO MACPD SAC EA (various) 	O
2.6 Snow Removal	<ul style="list-style-type: none"> continue to coordinate with City staff, organizations, businesses, and residents to promote, prioritize and ensure timely snow removal 	<ul style="list-style-type: none"> CO CCOM KCBIA NSBIA MACPD SAC RES EA (various) 	S
2.7 Curb Letdowns	<ul style="list-style-type: none"> continue to prioritize, design, and implement curb letdowns on sidewalks and walkways to ensure walkability for different abilities 	<ul style="list-style-type: none"> DES MACPD SAC RES 	O
2.8 Audible Traffic Signals	<ul style="list-style-type: none"> continue to prioritize and implement audible traffic signals at controlled intersections for persons with visual impairment 	<ul style="list-style-type: none"> DES MACPD RES 	S
2.9 Commercial Opportunities	<ul style="list-style-type: none"> explore opportunities to partner with agencies, organizations, businesses, and residents to create strategies to promote accessibility for businesses 	<ul style="list-style-type: none"> CCOM KCBIA NSBIA CPS CCE DES MACPD 	O
2.10 Planning and Development and Capital Projects	<ul style="list-style-type: none"> continue to engage people with disabilities, the public, organizations, businesses, the Mayor's Advisory Committee for Persons with Disabilities, and the Seniors Advisory Committee in project designs 	<ul style="list-style-type: none"> DES CO MACPD SAC EA (various) 	O

Action Item		Implementation (Lead/Support)	Priority
2.11 City of Kamloops Future Planning	<ul style="list-style-type: none"> continue applying an accessibility lens to development, updates, and reviews of the City’s Official Community Plan, Transportation Master Plan, Pedestrian Master Plan, and all other relevant official plans as they are developed 	<ul style="list-style-type: none"> DES AMD MACPD SAC EA (various) 	O
2.12 Partner With Accessibility Focused Organizations	<ul style="list-style-type: none"> work with accessibility-focused organizations (e.g. the Rick Hansen Foundation) to reduce barriers in the built environment 	<ul style="list-style-type: none"> EA (various) DES CO MACPD SAC 	O

Accessible Transportation

Goal: Kamloops continues to maintain and improve accessible transportation options

Action Item		Implementation (Lead/Support)	Priority
3.1 Promote Accessible Transportation	<ul style="list-style-type: none"> continue to develop and promote information (in various formats to accommodate different abilities) for multiple modes of accessible transportation that includes bus services, handyDART, taxi services, and pedestrian routes 	<ul style="list-style-type: none"> FCULC CCE DES EA (various) 	S
3.2 Accessible Transportation Vehicles	<ul style="list-style-type: none"> continue to support BC Transit and FirstCanada ULC in providing fully accessible bus fleets 	<ul style="list-style-type: none"> FCULC DES 	O
3.3 Accessible Transportation Alternatives	<ul style="list-style-type: none"> continue to work with BC Transit, FirstCanada ULC, taxi services, and external agencies to test technology and best practices that accommodate various abilities 	<ul style="list-style-type: none"> FCULC DES PIM MACPD 	O
3.4 Affordable Transportation Programming	<ul style="list-style-type: none"> explore options for affordable transportation programming 	<ul style="list-style-type: none"> CPS DES EA (various) 	S
3.5 Accessible Bus Stops	<ul style="list-style-type: none"> continue to prioritize, design, and implement bus stop accessibility and safety to encourage transit 	<ul style="list-style-type: none"> DES CO FCULC 	O

Action Item		Implementation (Lead/Support)	Priority
	use by implementing the transit objectives within the Transportation Master Plan (2017)	<ul style="list-style-type: none"> • MACPD • RES 	
3.6 Snow Removal	<ul style="list-style-type: none"> • continue to coordinate with City staff, organizations, businesses, and residents to prioritize and ensure timely snow removal from bus stop locations 	<ul style="list-style-type: none"> • FCULC • CO • CCOM • KCBIA • NSBIA • MACPD • RES • EA (various) 	S
3.7 Snow Removal	<ul style="list-style-type: none"> • continue to promote neighbours helping neighbours citizen engagement, including promoting the Snow Angels program 	<ul style="list-style-type: none"> • CPS • CCOM • RES • EA (various) 	O
3.8 Project Design	<ul style="list-style-type: none"> • continue to engage people with disabilities, the public, organizations, businesses, the Mayor's Advisory Committee for Persons with Disabilities, and the Seniors Advisory Committee in project designs 	<ul style="list-style-type: none"> • DES • CO • MACPD • SAC • EA (various) 	O
3.9 City of Kamloops Future Planning	<ul style="list-style-type: none"> • continue applying an accessibility lens to development, updates, and reviews of the City's Official Community Plan, the Transportation Master Plan, the Pedestrian Master Plan, and development of all other relevant official plans 	<ul style="list-style-type: none"> • DES • MACPD • SAC • EA (various) 	O
3.10 Partner With Accessibility Focused Organizations	<ul style="list-style-type: none"> • continue to work with accessibility focused organizations (e.g. the Rick Hansen Foundation) to develop best practices and reduce barriers to transportation 	<ul style="list-style-type: none"> • EA (various) • FCULC • DES • CO • MACPD • SAC 	O

Accessible Employment

Goal: Continue to support labour participation for people with disabilities

Action Item		Implementation (Lead/Support)	Priority
4.1 Accessible Information for Employment Opportunities	<ul style="list-style-type: none"> develop and promote accessible information for employment opportunities to accommodate different abilities 	<ul style="list-style-type: none"> HR CCE CNIB 	S
4.2 Accessible Documents for Employment Opportunities	<ul style="list-style-type: none"> develop documents for employment opportunities in various formats to accommodate different abilities 	<ul style="list-style-type: none"> HR CCE CNIB 	S
4.3 Support Local Employment Services and Organizations	<ul style="list-style-type: none"> continue to support and promote work opportunities for people with different abilities offered through provincial bodies and local non-profit agencies 	<ul style="list-style-type: none"> ODG IK MACPD 	O
4.4 Partner With Accessibility Focused Organizations	<ul style="list-style-type: none"> continue to partner and work with accessibility-focused organizations (e.g. the Rick Hansen Foundation) to reduce barriers to employment 	<ul style="list-style-type: none"> DES CO MACPD EA (various) 	O

Implementation and Reporting

It is recommended that the Accessibility and Inclusion Plan be reviewed every two years to ensure that the goals and action items within the document are still relevant. The review will also provide an opportunity to note which action items have been achieved and are now concluded; which are still ongoing; and which, if any, are not likely to be achieved prior to the ten-year review and update. Action items have been given short-term, long-term, and ongoing prioritization based on the level of capacity, resources, and partnerships currently available to make implementation viable. If necessary, the priority level of certain action items may need to be adjusted or modified, or the action item may need to be removed from consideration.