



CITY OF VANCOUVER

ADMINISTRATIVE REPORT

Report Date: July 11, 2005
Author: Lorna McCreath/
Monica Kay
Phone No.: 604.873.7799
RTS No.: 5380
CC File No.: 4209
Meeting Date: July 19, 2005

TO: Vancouver City Council

FROM: Director, Equal Employment Opportunity Program, in consultation with the Advisory Committee to the Accessible/Inclusive Cities and Communities Project

SUBJECT: Status of Accessible/Inclusive Cities and Communities Project (formerly "2010 Vision for Persons with Disabilities")

RECOMMENDATION

THAT Council receive the Report for information.

CITY MANAGER'S COMMENTS

The City Manager commends the Project team for the work it has carried out in Phase I of the Accessible/Inclusive Cities and Communities Project ("AICCP"), and the preparations underway for Phase II. The City Manager also supports the City continuing in a leadership role with this project through the Vancouver Agreement and 2010 Legacies Now, as an important component of the City's ongoing commitment to ensuring a sustainable and inclusive Olympics and Paralympics in 2010.

COUNCIL POLICY

There is no applicable Council Policy.

PURPOSE

The report serves to update Council with respect to the progress of the Accessible Inclusive Cities and Communities Project, formerly known as the "2010 Vision for People with Disabilities."

The report is submitted for Council's information.

BACKGROUND

The Accessible/Inclusive Cities and Communities Project originated through a Motion introduced to Vancouver City Council by Councillors Sam Sullivan and Tim Louis, which passed unanimously on October 14, 2003. The text of that Motion is attached as Appendix A.

DISCUSSION

The original October 14, 2003 Motion which gave rise to the AICCP was premised on two fundamental objectives:

- 1) To foster greater opportunities within the City of Vancouver and across British Columbia for people with disabilities, and
- 2) To harness the 2010 Winter Olympic Games as a catalyst for the creation of such opportunities.

During a series of community meetings to engage the public and expand upon the vision, Councillors Louis and Sullivan received overwhelming support from BC municipalities. The content derived from these public meetings provided the impetus to move forward, and an Advisory Committee (Appendix B) was subsequently struck, and a Project Co-ordinator hired to begin work on Phase 1 of the Project. Funding was obtained through the tripartite urban development Vancouver Agreement, with all three levels of government jointly contributing seed funding. Additional funding for Phase I of the Project was provided by 2010 Legacies Now, Western Economic Diversification Canada, and the Vancouver Agreement.

A major thrust of Phase 1 involved consultation with the disability community, which culminated in five key observations regarding accessibility and inclusivity in BC cities and communities:

1. there is no standardized means of gauging how British Columbia municipalities are doing in achieving their accessibility and inclusion objectives;
2. the business case for building accessible and inclusive communities is a powerful motivator;
3. the AICCP can best fulfill the intent of the original Vancouver City Council motion by working directly with communities across British Columbia
4. The eyes of the world will be on Vancouver and British Columbia over the next five years, and the AICCP is well-positioned to take advantage of the attention; and

5. As wide as the disability infrastructure spans, there is no unifying force, and as a result, communication, collaboration and advocacy tend to be disjointed.

The consultation process also identified a number of specific objectives for the AICCP:

1. To create and distribute a community motivational rating instrument;
2. To commission a business case for accessibility and inclusion;
3. To contact, coordinate and provide general assistance to every municipality in the province;
4. To use the 2006 World Urban Forum to highlight British Columbia's progress in building accessible and inclusive communities; and
5. To extend the AICCP, with the purpose of executing the above recommendations.

A guiding principle of the AICCP is to focus on inclusivity as well as accessibility - specifically, ensuring that the Project addresses not only issues of accessibility and physical disability, but also ensures the inclusion of all community members' needs. The focus is on enhancing the participation and contribution, as they are able, of all community members.

Phase 1 of the AICCP culminated in the spring of 2005, with issuance of a summary Report entitled: "The Accessible/Inclusive Cities and Communities Project," which is attached as Appendix C, and a two-day Conference on January 24-25, 2005 to develop the motivational ratings instrument. The final pre-design draft of the motivational ratings instrument - "Measuring Up - Communities of Inclusion and Accessibility" - is attached as Appendix D. At present, the motivational ratings instrument is in the hands of a designer, for final presentation formatting. Upon completion of final formatting, the ratings instrument will be tested on focus groups from a variety of municipalities.

Goals for Phase II of the project include:

- Preparation of a BC-specific business case for inclusion and accessibility;
- Follow-through on all recommendations included in the Phase I Report;
- Preparation of a business version of the ratings instrument;
- Distribution of the ratings instrument to municipalities across BC
- Promotion of the ratings instrument at the World Urban Forum, and events leading up to the World Urban forum, and the 2010 Olympics/Paralympics
- Provision of contact and assistance to all BC municipalities in integrating the ratings instrument into the fabric of community planning;
- Establishment of a core funding base to carry the AICCP to 2010; and
- Development of a strategy to move the AICCP to the national level.

Partial funding for Phase II of the AICCP has been obtained from the Vancouver Agreement, and 2010 Legacies Now, along with funding from the private sector. 2010 Legacies Now will co-ordinate and oversee Phase II. A posting has been drafted for the position of Phase II Director/Project Co-Ordinator, with the goal of a recruitment process to occur during July

and August, and a position start date of September 1, 2005. Further potential funding opportunities for Phase II are also being explored.

To date, the AICCP has met with extremely positive responses from municipal representatives. As of the close of Phase I, the AICCP has been officially endorsed by over forty municipalities, with many others still expected to be formally involved. In addition, the AICCP constitutes one of the largest unifying initiatives within the BC disability community. Recently, the federal government has also expressed an interest in making the AICCP a national initiative.

FINANCIAL IMPLICATIONS

There are no financial implications.

PERSONNEL IMPLICATIONS

There are no personnel implications.

ENVIRONMENTAL IMPLICATIONS

There are no environmental implications.

SOCIAL IMPLICATIONS

There are no social implications.

CONCLUSION

The information contained in this Report, including Appendices, is intended to provide Council with a review of the history and progress of the AICCP. Further information and updates on the progress of Phase II may be obtained from staff as developments occur.

* * * * *

Text of motion passed unanimously by Vancouver City Council on October 14, 2003:

“Establishment of 2010 Vision for British Columbians with Disabilities

Mover: Councillor Tim Louis

Seconder: Councillor Sam Sullivan

WHEREAS, the 2010 Olympic and Paralympic Games should benefit all British Columbians and provide long term legacies;

AND WHEREAS, citizens with disabilities support the creation of a vision for a province that welcomes and includes the participation and presence of all people with disabilities in all aspects of the community;

AND WHEREAS, by the year 2010, British Columbians want the world to appreciate British Columbia as a jurisdiction where the contributions of all citizens are enabled and welcomed;

THEREFORE BE IT RESOLVED THAT, Vancouver City Council send a letter to the Premier of British Columbia asking that the Government of British Columbia endorse the effort to create, in partnership with other municipalities in British Columbia, a 2010 Vision, and to take a lead role in its development;

AND BE IT FURTHER RESOLVED THAT, Vancouver City Council endorses the development of a 2010 Vision for British Columbians with disabilities;

AND BE IT FURTHER RESOLVED THAT, STAFF REPORT BACK ON OPTIONS FOR HOW THE City of Vancouver could participate in the creation of this 2010 Vision;

AND BE IT FINALLY RESOLVED THAT, Vancouver City Council write to all other municipal governments in British Columbia asking that they endorse the creation of this Vision, and ask for one member of their respective Councils to serve as a contact person.”

Advisory Committee, Accessible/Inclusive Cities and Communities Project

Stephanie Cadieux, BC Paraplegic Association

Brian Dolsen, 2010 Legacies Now

Al Etmanski, Planned Lifetime Advocacy Network

Paul Gauthier, PACT Consulting

Bruce Gilmour, Nominee, Advisory Committee on Disability Issues, City of Vancouver



**THE ACCESSIBLE / INCLUSIVE
CITIES AND COMMUNITIES PROJECT**

DRAFT REPORT

Presented by:

**PATRICE PRATT,
PROJECT COORDINATOR,
THE ACCESSIBLE / INCLUSIVE CITIES
AND COMMUNITIES PROJECT**

AND

**JONATHAN ROSS /TDH STRATEGIES
(<http://www.tdhstrategies.com>)**

JANUARY, 2005



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

TABLE OF CONTENTS

I	FOREWORD BY PATRICE PRATT	2
II	EXECUTIVE SUMMARY	4
III	BACKGROUND	6
IV	THE CATALYST OF THE OLYMPICS	8
V	DEFINING ACCESSIBILITY AND CITIZENSHIP	9
VI	REACHING OUT: THE CONSULTATION PROCESS	11
VII	ASSESSING THE ACCESSIBILITY LANDSCAPE	13
VIII	AVOIDING THE TRAP OF DUPLICATION	15
IX	OBSERVATIONS	17
X	RECOMMENDATIONS	23
XI	CONCLUSION	26
XII	APPENDIX 1	27
XIII	APPENDIX 2	28
XIV	APPENDIX 3	30
XV	APPENDIX 4	33
XVI	REFERENCES	45



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

FOREWORD BY PATRICE PRATT

The Accessible/Inclusive Cities and Communities Project is a grass-roots, community-based initiative that is poised to change the face of British Columbia, and being a part of it has been a fascinating experience. My efforts to positively impact the lives of people with disabilities in this province have been a constant part of my life for some time, however, and my role as project coordinator over the past six months is simply the culmination of over twenty-five years of personal passion.

My journey with disability issues began on December 14, 1978 when my daughter, Jordana, was born. During those early years, she cried for six hours every night, could not maintain a healthy weight, and was consistently misinterpreted by doctors who would write "*failure to thrive*" on her charts.

I didn't know what was "wrong" with Jordana until many years later when she was diagnosed with Williams Syndrome, a rare disorder (1 in every 20,000 births) that results in developmental delays and an array of serious medical and development concerns.

Knowledge was the key, and with it came my refusal to sit back helplessly, committing instead to improving the lives of Jordana and all people with disabilities. I was one of the founders of the *Canadian Association for Williams Syndrome*, and organized an international conference on the condition at UBC in 1997. Both as a parent and an activist, I have learned first hand the systemic difficulties that are encountered by people with disabilities, and take great pride in the fact that Jordana was the first 'Williams kid' to ever graduate from a Canadian high school.

Judith Snow, a prominent Canadian disability activist and founder of the *International Association for Inclusive Citizenship*, has said:

"All individuals, regardless of their differences, must be regarded as an unusual gift, not a burden, to the broader social structure. People must see that differences do not have to be fixed or cured. Instead, each individual's gifts must be discovered, accepted and shaped."¹

Whether we are born with a disability, as with Jordana and Vancouver City Councillor Tim Louis, acquire a disability later in life, as in the cases of Vancouver City Councillor Sam Sullivan and former Premier of British Columbia Mike Harcourt, or are simply encountering the realities of old age, we are all only temporarily able-bodied. As the 1991 BC Royal Commission on Health Care and Costs so aptly pointed out:



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

“Disability is somewhat of an equal opportunity situation. At any given time in our life any one of us could join this elite group.”²

Through my consultations with business interests, the academic community and disability organizations over the last six months, I have truly begun to understand that there is a tangible need for the contributions of people with disabilities. People with disabilities are a part of every community in Canada, and it is time to start recognizing the untapped possibilities and opportunities that their involvement could represent. With the 2010 Winter Olympic Games fast approaching, British Columbia has a spectacular platform to broadly expand its goals of accessibility and inclusion by fulfilling a commitment to hold the most sustainable games in history.

I am excited for what the future holds, and optimistic that the Accessible/Inclusive Cities and Communities Project will make British Columbia the model of accessibility, equality and inclusion for the rest of the world.

**Patrice Pratt
Project Coordinator
Accessible/Inclusive Cities and Communities Project**



EXECUTIVE SUMMARY

The Accessible/Inclusive Cities and Communities Project (AICCP) was begun as a result of a Vancouver City Council motion which aspired to create greater opportunities for people with disabilities in British Columbia. Much of the thrust behind the motion was grounded in taking advantage of the power of the 2010 Winter Olympic Games as a catalyst for change.

After receiving overwhelming support from municipalities across British Columbia, a project coordinator was hired to develop a strategic plan and produce a motivational rating instrument for municipalities to assess their overall accessibility.

In consideration of both the sustainability commitments made in the *Vancouver 2010 Bid Book*, as well as the creation of the *Inclusive Intent Statement* by the Vancouver Olympic Committee for the Olympic Games (VOCOG), the 2010 Winter Olympic Games is a galvanizing force which is extremely complementary to the objectives of the AICCP.

Accessibility and Citizenship are the two pillars in which the AICCP derives its purpose from. Understanding both the factors that contribute to creating an accessible community as well as the rights and responsibilities associated with being an active citizen are fundamental to any efforts directed towards improving the lives of people with disabilities.

The major thrust of the first phase of the AICCP was the consultation component, which occupied seventy-five per cent of the time invested by the project coordinator. A set of guidelines was developed in conjunction with the AICCP advisory committee to manage the initial scepticism of the disability community towards a new initiative such as the AICCP.

While Vancouver and British Columbia have much to be proud of in terms of accessibility accomplishments, there is still much work to be done before the province can be considered the most accessible and inclusive jurisdiction in the world. Still, the progress that has been achieved by municipalities across British Columbia provides a strong incentive to continue what has been begun in the first phase of the AICCP.

Many of the concepts that the AICCP is advocating have long histories with a multitude of already existing disability organizations. Thus, the first phase of the AICCP, including this report's observations and recommendations, has been shaped by one principle consideration: how can the AICCP contribute something new to the disability landscape?



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

In consultation with the advisory committee, the project coordinator has prepared five key observations in summary of the work that has been completed:

- 1) There is no standardized means of gauging how British Columbia municipalities are doing in achieving their accessibility and inclusion objectives.
- 2) Business considerations are a key motivator in building accessible and inclusive communities.
- 3) The AICCP can make the biggest impact by working directly with communities.
- 4) The AICCP is well-positioned to take full advantage of the global attention that will be directed towards British Columbia in the coming years.
- 5) Communications, collaboration and advocacy within the disability community tend to be disjointed by the lack of a unifying force.

Based on these five observations, the project coordinator with counsel from the advisory committee is forwarding five recommendations to be considered for action:

- 1) Within the first 6 months of 2005, the AICCP should create and distribute a community motivational rating instrument.
- 2) Within 6 months of the submission of this report, the AICCP should commission a business case for accessibility and inclusion.
- 3) Within 1 year of the distribution of the rating instrument, the AICCP should contact, coordinate and provide general assistance to every municipality in the province.
- 4) The AICCP should use the 2006 World Urban Forum to highlight British Columbia's progress in building accessible and inclusive communities.
- 5) Within the first 3 months of 2005, the AICCP should be extended to execute on the abovementioned recommendations.



BACKGROUND

The AICCP was conceived through the introduction of a motion to Vancouver City Council by councillors Sam Sullivan and Tim Louis (refer to Appendix 1).

The motion was premised on two fundamental objectives:

- 1) To foster greater opportunities within the City of Vancouver and across British Columbia for people with disabilities.
- 2) To harness the 2010 Winter Olympic Games as a catalyst for the creation of such opportunities.

While there is a healthy and diverse disability infrastructure that already exists in the province, the motion attempted to create a new lens in which to consider the broader implications of disability. New paradigms of opportunity and community have been created in British Columbia as a result of the Olympic Games being awarded to Vancouver, a fact that became abundantly clear after Councillors Louis and Sullivan engaged the public through a series of community meetings designed to expand upon their vision.

Central to their efforts was trying to find the right mix of services, supports and outcomes that would assist people with disabilities in achieving independence, productivity, integration, inclusion, and self-determination. As a result of these consultations, two streams of discourse emerged as identified priorities:

- 1) **Accessibility Agenda** – Accessibility objectives continue to expand as recognition of the burgeoning scope of disability continues to evolve (refer to Appendix 2). Correspondingly, the accessibility component was envisaged as encompassing strategies and solutions that would counteract the physical, attitudinal, and institutional barriers encountered by people with disabilities.
- 2) **Citizenship Agenda** – People with disabilities have both the capability and responsibility to exercise their citizenship. This concept of what it means to be a citizen relies on emphasizing belonging, rights, responsibilities, relationships and contributions over disability and handicap.

Within these broad categorizations, five sets of specific criteria were defined as essential components in the development of a plan of action:

- 1) Full accessibility and a barrier free environment
- 2) Financial security



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

- 3) The opportunity to live and be supported in one's own home
- 4) Funding that would enable people to make their own choices about daily living
- 5) Health and safety

The content that was derived from these public meetings provided enough impetus to proceed forward, and propelled Vancouver City Council to unanimously pass the original motion on October 14, 2003. The thrust of the resolutions contained within the motion were clearly directed towards British Columbia as a whole, and thus in partnership with the provincial government, the motion was subsequently distributed to every municipal council in the province.

The AICCP was met with extremely positive responses from municipal representatives, and has to this point been officially endorsed by over forty municipalities, with many others still expected to be formally involved. The widespread enthusiasm also generated significant interest from the federal government, and under the auspices of the tripartite urban development Vancouver Agreement, all three levels of government jointly contributed \$75,000 in seed funding support to hire a project coordinator. The job description called for both the development of a strategic plan and the creation of a motivational rating instrument for municipalities to assess their overall accessibility.

This report, as well as a conference to develop the motivational rating instrument for communities (slated to take place January 24-25, 2005, and discussed later in this report), completes the first phase of the AICCP.



THE CATALYST OF THE OLYMPICS

In recognition of the prominent role that the themes of “inclusion” and “citizenship” play in the *Vancouver 2010 Bid Book*, (the document that was crucial to securing Vancouver as an Olympic host), the AICCP is appropriate and timely.

The Vancouver 2010 bid commits the Vancouver Olympic Committee for the Olympic Games (VOCOG) to a “Sustainability Management System,” which “embrace[s] the economic and social components of sustainability in order to support balanced decision making, a long-term view, inclusiveness, equity and healthy communities.”³ Central to this pledge is the *Inclusive Intent Statement* produced by the VOCOG, which establishes five core values in which to proceed with the organization of the games: lasting community legacies, fiscal responsibility, sustainability, open communication, and inclusive representation.⁴

The bid book also commits the VOCOG to “draft key performance indicators and targets associated with each of the sustainability policy objectives.”⁵ This process is to be monitored closely, with all progress on the achievement of specific goals communicated publicly, and key stakeholders continuously consulted to improve and refine procedures.

Along the lines of these commitments and measures for accountability, the AICCP has been planned and carried out within a similar framework. The strategic plan was commissioned to ensure that people with disabilities are able to exercise full citizenship through active contributions. The project’s advisory committee has been balanced by a diverse mix of representatives from the disability community, the business community and government sectors. Finally, the development of the motivational rating instrument will ensure that performance across the province will be rated with consistency.

As a disclaimer, it is important to emphasize that the Olympics represent a galvanizing force for this project rather than the basis under which it is constrained or assessed. That is, the opportunities attached to the 2010 Winter Olympic Games has bestowed Vancouver, British Columbia and perhaps Canada as a whole with the spirit, political will and resources that are not only complementary to undertaking a project of this magnitude, but more importantly, functional in seeing various initiatives through to completion. Nonetheless, the impetus, execution and progress of the AICCP are entirely independent and distinct from the 2010 Winter Olympic Games.



DEFINING ACCESSIBILITY AND CITIZENSHIP

What defines an accessible community? What are the characteristics of full citizenship? Answering these two questions is essential to laying a foundation for the AICCP. Thus, in acknowledgement of work that has already been well researched and codified, this report chooses to defer to the Social Planning and Research Council of British Columbia (SPARC BC) and the organization Philia for their respective expertise on the subject matter.

SPARC BC (<http://www.sparc.bc.ca>) is a voluntary association which conducts research and planning towards the well-being of British Columbia's communities, working in partnership with these communities to build a just and healthy society for all.

SPARC BC further breaks down this concept in its 1996 report, *Making Space for Everyone – A guide to creating accessible communities*, which identifies four principles – independence, comfort, self-esteem, and security – that any successful community must incorporate into their accessibility plan.⁶

As understanding of disability has expanded, so too has the diversity of needs that a fully accessible community must meet. As SPARC BC notes, “an accessible community is an inclusive community,”⁷ meaning that all community members must be considered equally in the planning of public and private facilities.

Accessibility issues must be considered as a spectrum rather than as individual entities, because collectively they shape a community's “accessibility quotient,”⁸ which has a direct impact on the disability criteria ascertained through Councillors Louis' and Sullivan's public consultations – barrier free environments, financial security, housing options, healthy lifestyles and adequate support services.

Philia (<http://philia.ca>) is a national dialogue on citizenship through which communities are challenged “to welcome and encourage the contributions of people who have traditionally been marginalized.”⁹

Philia regards the role of citizen as one of the most important societal roles, and defines citizenship to consist of three key components: rights, responsibilities and access.

- 1) Rights of belonging, of access to justice and due process, of mutual recognition and approval of our distinctiveness, uniqueness and differences both as individuals and groups.



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

- 2) Responsibilities to respect and care for each other; to commit to the well being of the community, to contribute to the health and vitality of our communities, to engage in creating a vital society.
- 3) Access to the forums, institutions, associations and public spaces where citizens meet, discuss, share, work, contribute, play and socialize.¹⁰

This is a very important interpretation of citizenship, because it places equal weight on the give and take of what being a citizen is all about. Just as people deserve to be welcomed and included, they also have an inherent societal duty to contribute and share their gifts with their fellow citizens.

People with disabilities do not necessarily need to be treated specially, but must have barriers removed and the corresponding supports available in order to exercise the same rights and freedoms as other citizens and be able to contribute to society.



REACHING OUT: THE CONSULTATION PROCESS

The lion's share of this project was devoted to seeking out meaningful and ongoing input from representatives of the broad disability community and other key stakeholders throughout the province. Towards this end, the AICCP achieved some of its most important progress to date.

The extension of this project to the expansive disability community, business interests, the tourism industry and the non-profit sector was a very delicate matter that had to be handled with caution and grace.

Accordingly, a set of guiding principles was carefully prepared with the advisory committee to establish a suitable protocol for engagement:

- 1) Project Introduction** – As a brand new initiative integrating into the disability landscape, explanation of inception and purpose had to be offered as widely as possible. First impressions, particularly within the scope of this project, are indelible, and initial contact had to demonstrate the right mix of support and deference.
- 2) Information Aggregation** – An abundance of information has already been produced by both the disability community and various organizations dealing with specific issues involving people with disabilities. Accessing this material was important to acquiring a comprehensive understanding of the current landscape, and subsequently determining an appropriate purpose and function for the AICCP.
- 3) Good Will & Co-operation** – Integral to the success of this endeavour was opening up communication lines by conveying the kind of information and involvement being sought, finding out how the strategic plan could best reflect the obstacles and challenges currently being encountered, and most importantly, imparting the message that the purpose of dialogue was not to reinvent the wheel or encroach on ongoing efforts, but rather to provide a new outlet of support.
- 4) Advice & Consultation** – There is no substitute for the familiarity gained through experience, and so accessing strategies on how to proceed was a very important component of the outreach efforts. Not only does this approach honour the expertise of the various organizations already in place, but also provides invaluable contacts, ideas and guidance to further



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

develop a workable process.

- 5) Political Unity** – Ultimately, engagement with the various groups and organizations was designed to build paths towards long lasting partnerships and alliances. Because of the widely applicable nature of this project, the stated objectives most often fit directly or indirectly within the mandate of every entity that was consulted, and thus it was logical to take advantage of any and all common ground to demonstrate the strength of shared intent.

Early meetings with this project's advisory committee as well as the Advisory Committee on Disabilities (City of) Vancouver (ACDIV) determined a list of organizations that were essential to connect with since it was necessary to incorporate all categories of disability and key external interests into the mix. The summer months proved useful in covering a substantial amount of ground, as normally busy agendas were much more relaxed and practical. By late fall, 600 business cards had been distributed through an array of meetings, conferences, events, presentations and speaking engagements (refer to Appendix 3 for the complete list of the relationships that have been established thus far).

Reaction to this project was mixed at first. People with disabilities and organizations that advocate and provide services in the field have been working tirelessly for many years, facing growing funding challenges and the pressures of increasing need. The disability community has witnessed enough new organizations/initiatives, changes in government and unfulfilled promises to feel a healthy skepticism towards 'the new kid on the block' and a frustration with new projects or programs offering cooperation and assistance. These individuals and organizations do not want to be patronized by another action plan promising answers and solutions, nor do they want to feel threatened that their limited resources might be challenged by the emergence of yet another competing cog in the disability infrastructure.

The project coordinator and the advisory committee came to appreciate this apprehension early on, and used the above-listed guidelines to overcome it by generating excitement and support for the project. More important, however, was the evolution of a fundamental understanding that the key to acceptance, continuance, and ultimately, success will rest on how this project is differentiated from the existing landscape.



ASSESSING THE ACCESSIBILITY LANDSCAPE

Both Vancouver and British Columbia as a whole have many specific accessibility accomplishments to be proud of. This bodes well for this project, which hopes to take the next step towards establishing the province as the most accessible jurisdiction in the world.

Whether referring to accessible transportation, progressive building codes, accessible leisure, recreational opportunities or innovative housing, Vancouver is “the most accessible city in the world,” according to *We’re Accessible*, a global newsletter for travelers with disabilities.¹¹

The Vancouver International Airport (YVR) is widely considered as one of the most barrier-free airports in the world, and far exceeds the national and provincial building code standards for people with hearing, visual or mobility impairments. A list of YVR’s accessible terminal features include:

- ticket and service counters with amplified handsets
- low mouthed flight information monitors designed for easier view with high-contrast typeface
- visual paging monitors and public address systems displayed in written form
- information kiosks equipped with closed-captioned decoders
- tactile guidance maps of the terminal building
- accessible public telephones and services for the deaf
- accessible washrooms, facilities for services dogs are to be built in the near future¹²

In 1990, Vancouver became the first city in Canada to provide scheduled bus service to people with disabilities. Nearly seventy-five per cent of all Lower Mainland buses are accessible, with plans to have all routes covered by 2007.¹³ All rapid transit SkyTrain stations, except Granville Street, are also accessible. In addition, custom door-to-door transportation is available through the HandyDART service, ferries between Vancouver and Victoria are fully accessible, and there are more wheelchair-accessible taxis than any other city in Canada. There are more than 14,000 sidewalk wheelchair ramps in downtown Vancouver, and thus motorized wheelchairs are a common sight.¹⁴

Most major attractions in Vancouver and the surrounding region are accessible. This includes a long list of options that allow people with disabilities to take



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

advantage of the city's natural beauty, including the seawall and wheelchair accessible trolley rides in gorgeous Stanley Park, gondola rides up Grouse Mountain, and recreational opportunities like disabled skiing and horseback riding offered through the BC Sport and Fitness Council for the Disabled.

Communities across British Columbia are also involved in organized efforts to offer greater accessibility to people with disabilities. As part of the Community Accessibility Contacts Initiative (CACI), which is a SPARC BC sponsored project, municipalities around the province are collectively involved in addressing accessibility challenges through communication, information sharing and partnerships with each other.

SPARC BC also produces the *Access Links* booklet annually, which serves as a "living reference tool for community leaders looking for ways to effectively address accessibility issues."¹⁵ The publication contains profiles of every municipality in the province which provide descriptions, issues, and contacts detailing the efforts taking place to improve accessibility for people with disabilities in each respective community (refer to Appendix 4 to view these summarized profiles).

By no means do these accomplishments suggest that Vancouver and British Columbia have achieved full accessibility, as the motivation behind this project clearly indicates. Guide dogs and assistance dogs are still frequently barred from the confines of taxis. The provision of community living services is still disjointed and inadequate when measured against population share. Employment opportunities are still largely restricted for people with disabilities. Availability of disabled parking spaces is still limited in scope and widely abused by able-bodied drivers.

The fact that so many of British Columbia's municipalities are actively involved in the expansion of local accessibility, however, provides strong impetus to continue what has been begun in the first phase of the AICCP.



AVOIDING THE TRAP OF DUPLICATION

The Vancouver Agreement's initial "2010 Vision for People with Disabilities" project description provided a cursory direction of what was expected from the AICCP, both in terms of process and deliverables. In addition to the already referenced strategic plan and motivational rating instrument, there was a call for the:

"...implementation of a vision of a community where all people with all types of disabilities can take their place as citizens in their communities, where all people with disabilities can make contributions to their communities as they are able; and where these contributions are welcomed and recognized."¹⁶

The all-encompassing nature of this objective, however, does not fully acknowledge the integration and progress that has been achieved by the diverse segments of the disability community. With an extensive and entrenched support network for people with disabilities in place, countless organizations are already advocating for these priorities.

Philia, for example, promotes community-based dialogue to encourage the full citizenship and participation of people with disabilities and the optimization of "the unique and underutilized contributions of Canadians with disabilities."¹⁷

The BC Coalition of People with Disabilities (<http://www.bccpd.bc.ca>), for its part, is set up "to facilitate the full participation of people with disabilities in all aspects of society and to promote independence."¹⁸

The BC Association for Community Living (<http://www.bcaccl.org>) not only encourages interaction between people with disabilities and the community as a whole, but also "support[s] activities dedicated to building inclusive communities that value the diverse abilities of all people."¹⁹

These examples represent only a tiny slice of the diverse infrastructure that is currently available to people with disabilities. As a direct result of the AICCP's consultation phase, the expansiveness of the disability landscape became abundantly clear.

It was never the aim of the founding Vancouver City Council motion, nor the function of this first phase of the vision, to impinge on the efforts and activities best carried out by the experts already engaged on the ground.

People with disabilities have established relationships with these organizations, whose declared mandates have done an admirable job of encompassing and



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

representing their specific constituencies. Therefore the message of this project had to be one that was welcomed by a wide range of people with varying priorities and points of view.

Consequently, in examining the original intent behind the 2010 Vision for People with Disabilities, there was really only one question that steered the construction of this strategic plan:

What is the 2010 Vision for People with Disabilities going to add to the lives of people with disabilities?



OBSERVATIONS

With such an established assemblage of organizations representing such a broad composite of resources, services and overall support, the AICCP had to look for ways it could contribute something new to the equation.

The consultation process provided a comprehensive understanding of the systemic deficiencies that exist as impediments to reaching full accessibility and inclusion. From the many physical barriers that limit mobility, to societal stigmas caused by a lack of information, to the difficulties in accessing sufficient health care services due to bureaucratic red tape, there are organizations already in existence that are well informed and fighting to overcome these obstacles.

If the word "vision" is used to define the work being undertaken by this project, there is an associated responsibility to make examinations and forward suggestions that are more macro in scope.

Within this understanding, the project coordinator, with counsel from the advisory committee, has designated five observations as the basis from which to move forward:

1) There is no standardized means of gauging how British Columbia municipalities are doing in achieving their accessibility and inclusion objectives.

As documented in Appendix 4, there are ongoing efforts within municipalities across the province that are working towards providing full accessibility and inclusion for people with disabilities. SPARC BC's compiled research has identified four categories by which to categorize the surveyed communities:

- 1) Municipalities with an advisory committee
- 2) Municipalities with a formalized relationship with a community group
- 3) Municipalities without an advisory committee
- 4) Other municipalities

While this survey is useful in measuring annual progress in each respective community, it is extremely difficult to compare and contrast individual successes and challenges due to a lack of standardized criteria. While one community might have tackled the problems of physical impediments like a lack of curb cuts, ramps or available parking spaces, other communities might have focused on public outreach to encourage greater awareness and support for disability issues.



Municipalities make changes at different speeds and in different directions based on a number of factors, including budget, individual community priorities, previous progress and population composition. Now, while this approach is logical in terms of finding solutions that fit appropriately to each respective community, it is one that also renders any progress for British Columbia as a whole difficult to manage.

The only way for the province's municipalities to collectively move forward with such ambitious objectives is through the encouragement of continuity. Whether large or small, every community should be able to seamlessly assess their levels of accessibility and inclusion through a common set of standards and principles.

2) The business case for building accessible and inclusive communities is a powerful motivator.

The accommodation of disability is too often framed as an act that should be driven by an adherence to equality, fundamental rights, and moral obligation. While this type of reasoning might truly reflect a genuine compassion that exists towards people with disabilities, there are powerful arguments that can be used to advance accessibility and inclusion proposals from a business perspective, that being the bottom line.

The marketplace dictates that gaining a competitive advantage is almost always the most expedient catalyst for change, and the emerging reality of disability is one of great opportunity on many different levels.

In November, 2001, the Government of Ontario commissioned a report for its Paths to Equal Opportunity initiative entitled *The Business Case for Accessibility: How Accessibility-Awareness Strengthens Your Company's Bottom Line*. Three conclusions were forwarded as the fundamental linkages between accessibility and competitiveness:

- Persons with disabilities give business a new competitive edge
- Attracting people with disabilities as employees and customers is a win/win strategy
- The business case for accessibility leads to the opportunity to create a business plan for accessibility, which allows companies to capitalize on the productivity and consumer spending power of this segment of the market.²⁰

According to the report, people with disabilities are responsible for an astonishing \$25 billion in annual consumer buying power in Canada alone, and subsequently



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

have an influence on a huge secondary market of friends and family (estimated to be between 12-15 million others).²¹

People with disabilities also represent an unheralded, yet largely productive workforce that can yield solutions for the substantial labour shortages expected in British Columbia in the coming decades. According to the *2010 Winter Games Labour Supply and Gap Analysis* report, as a result of an aging population, participation within the BC labour force is estimated to drop from 72.8% in 2001 to 67.3% in 2015.²²

This statistic becomes even more daunting when contrasted with the fact that the Winter Games is estimated to generate an 8.4% increase in labour demand, while major capital projects such as the RAV line and the expansion of the Sea-to-Sky highway to Whistler are expected to increase labour demand by nearly 6%.²³ In 2001, there were 300,000 working age persons with disabilities in British Columbia, and only 44% of these people were actually employed.²⁴ The Government of British Columbia has recognized these statistics and taken a positive step forward with the *WorkAble Solutions* initiative (<http://www.workable-solutionsbc.ca>), which provides a unique employment resource for persons with a disability, employers, and Human Resource professionals in British Columbia.

There also seems to be a disconnect between the myths surrounding the requirements of accommodating employees with disabilities and the immense impact those employees can have on corporate workforces. Major corporations like Dupont have had great success in hiring persons with disabilities, decisions which have positively impacted the available pool of employees, increased staff retention rates, and decreased absenteeism. Thirty years of internal surveys and conducted by Dupont demonstrated that employees with disabilities did their jobs well, had excellent attendance records, were diligent in observing safety standards, and helped to maintain the firm's overall competitive position.²⁵

Based on the dramatic demographic trends that Canada is poised to experience (the growth of the seniors' population will account for close to half of the growth of the overall Canadian population in the next four decades²⁶), the tourism industry is also keenly aware of the attractive market potential that people with disabilities represent. The AICCP has been in close contact with Tourism Vancouver throughout the development of the strategic plan, and has received enthusiastic support for accessibility initiatives that would help Vancouver and British Columbia increase their appeal to the disability travel market.

There is still much to learn about how British Columbia can take full advantage of the economic impact that people with disabilities can have on the province.



3) The AICCP can best fulfill the intent of the original Vancouver City Council motion by working directly with communities across British Columbia.

In navigating through the disability landscape over the past six months, the AICCP has been guided and shaped by understanding the roles that it should not or cannot fulfill just as much as it has by discovering the functions it is best suited to carry out.

The AICCP will never have the capability to serve as a funding mechanism for activities, programs or campaigns related to disability. The AICCP cannot be designed as an entity with a designated membership, as it must be constituted as an entity relevant and applicable to as many people, groups and sectors as possible. The AICCP will not be focused on contributing to research and discourse relating to disability, areas that have the expertise of many organizations already entrenched in a wide range of disciplines.

As mentioned earlier, the motion to launch the AICCP received widespread support from municipalities across the province after receiving unanimous approval from Vancouver City Council. Accordingly, any future manifestation of the AICCP should largely be premised on the first resolution of this motion, which states:

"THEREFORE BE IT RESOLVED THAT, Vancouver City Council send a letter to the Premier of British Columbia asking that the Government of British Columbia endorse the effort to create, in partnership with other municipalities in British Columbia, a 2010 Vision, and to take a lead role in its development;"²⁷

An organization like SPARC BC has been interacting with communities across British Columbia for over thirty-five years, and the AICCP can significantly add to these efforts in three specific ways:

- 1) Creating a system of consistency for British Columbia communities and their goals of accessibility and inclusion
- 2) Assisting in accessing resources directly or indirectly related to the 2010 Winter Olympic Games into these communities in order to achieve these goals
- 3) Establishing timelines and targets, and working with communities to meet and exceed them

By following these guidelines, the AICCP can focus its efforts and activities as closely as possible to the original intent of the Vancouver City Council motion.



4) The eyes of the world will be on Vancouver and British Columbia over the next five years, and the AICCP is well-positioned to take advantage of the attention.

Much of the impetus behind the Vancouver City Council motion is directly related to the kind of British Columbia that is desired as a result of hosting the Olympics. More specifically, the motion references the fact that the province wishes to be globally recognized as inclusive to all inhabitants:

“AND WHEREAS, by the year 2010, British Columbians want the world to appreciate British Columbia as a jurisdiction where the contributions of all citizens are enabled and welcomed”²⁸

The reasoning behind this desire for recognition is multi-purposed. Ensuring that the eyes of the world are focused on the progress the AICCP achieves is a powerful force in motivating action among elected officials and the business community. Being internationally renowned for fostering an accessible and inclusive society will further cement British Columbia's position as a desirable destination for travellers with disabilities. Most prominently, however, the Vancouver Olympic Organizing Committee has a long list of commitments and legacies that have been pledged around the promise of the staging the most sustainable and inclusive Olympics in history, and the involvement of people with disabilities is paramount to living up to these commitments.

The 2010 Winter Olympics is only one of many international events scheduled to be hosted by British Columbia over the coming years, and the most exciting and relevant to the AICCP is the World Urban Forum, which is slated to be held in Vancouver in 2006.

The Second Session of the World Urban Forum focused on the theme “*Cities: Crossroads of Cultures, Inclusiveness and Integration?*” this past September in Barcelona, Spain. The 2006 edition of the World Urban Forum will mark the 30th anniversary of the first Habitat conference (which led to the creation of the United Nations Human Settlements Programme (UN-HABITAT), the organization that administers the forum, and will “showcase a range of different challenges and meaningful solutions while recognizing the diversity of our situations.”²⁹

This framework is perfectly suited for involvement by the AICCP, and the forum is an immense opportunity to not only communicate the project's mandate and work to thousands of delegates representing national governments, local authorities and non-governmental organizations, but more importantly, to offer a made-in-BC take on what it means to live in an integrated and inclusive society.



5) As wide as the disability infrastructure spans, there is no unifying force, and as a result, communication, collaboration and advocacy tend to be disjointed.

As already demonstrated throughout this report, the disability landscape is vast and offers a great deal of specialization and expertise on a wide range of subject matter. There are groups that concern themselves with support for specific conditions, groups that work directly with various levels of government, and still others that try to create more sustainable roles in society for people with disabilities. As a result of this extensive network, however, few organized mechanisms have been put in place to inspire coordination in and amongst the disability community.

Approximately seventy-five per cent of the time invested into this project was allocated to seeking out the various entities, establishing working relationships with them, and extracting pertinent information. This process proved to be an effective exercise towards understanding the maze that can be encountered when people with disabilities try to access already existing support networks.

Without disrupting the niches that disability organizations have established for themselves, better coordination in such areas as awareness and exposure, fund raising, public policy advocacy or the leveraging of resources would benefit from a centralized project that encompasses a targeted approach to tackling such issues in communities across British Columbia. The AICCP is based on the assumption that all sectors of society are interested in making our communities more accessible and inclusive by utilizing all available resources.

The City of Vancouver motion has now been officially adopted by over 40 municipalities across British Columbia, and expectations have been raised through the consultation efforts of this project. Both from a logistical standpoint, and as a rallying cry to indicate that the province is really serious about its accessibility and inclusion agenda, the concept of creating a permanent, unifying presence would have a major impact on the disability community as a whole.



RECOMMENDATIONS

Based on the abovementioned observations, the project coordinator, again with counsel from the advisory committee, is forwarding the following five recommendations for consideration.

1) Within the first 6 months of 2005, a community motivational rating instrument and associated strategy should be developed and subsequently distributed to every municipality in the province.

As part of this first phase of the AICCP, an Accessible/Inclusive Community Conference has been scheduled for January 24-25, 2005. Led by Sue Todd of Solstice Sustainability Works Inc. and Roger Jones of World Accessibility Marketplace Inc., the gathered stakeholders will develop a motivational rating instrument that communities can employ towards achieving their accessibility and inclusion objectives. Councillor Sam Sullivan, Councillor Tim Louis, and former Premier Mike Harcourt will play key roles in engaging the more than forty participants representing disability organizations, municipalities, the business community and government who are slated to attend.

Ideally, the rating instrument will serve to:

- Celebrate community achievement
- Inspire others
- Motivate ongoing improvement
- Be easy to understand and apply
- Stimulate community self-evaluation
- Reflect existing research and best practices
- Honour the contributions of people with disabilities
- Engage all sectors of a community
- Nurture relationships between citizens with disabilities and the rest of the community
- Promote awareness of the mutual benefits of accessible and inclusive communities

Upon completion of the conference, the rating instrument will be developed and finalized, and subsequently distributed to every municipality in the province.

2) Within 6 months of the submission of this report, a BC-specific business case for accessibility and inclusion should be commissioned.

While this report has relayed the huge economic potential of people with disabilities, there is limited qualitative and quantitative data available on the exact areas, applications and effects of these opportunities within British Columbia.



THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005

In view of the economic windfall expected in the region due to the 2010 Winter Olympic Games, and the associated labour shortages also forecast for so many sectors of the economy, a business case for accessibility and inclusion is a logical next step as part of the AICCP. In fact, this idea has generated such enthusiastic responses from the project coordinator's consultations that such an endeavour is expected to be attractive to several potential partners.

The business case would build a stronger understanding of the largely untapped resources represented by people with disabilities, and thus serve as a powerful tool in advancing the priorities and other areas of work undertaken by the AICCP.

3) In the one year following the distribution of the rating instrument, contact, coordination and general assistance should be offered to every British Columbia municipality to encourage its integration and implementation into the fabric of community planning across the province.

With the amount of time, effort and resources being invested into the development of a community motivational rating instrument, it is essential that the AICCP continue to be involved in ensuring that this tool is put to proper use.

With the development of such an instrument comes the responsibility of providing the appropriate support for those wanting to adopt it. Whether that role encompasses education, assistance, strategic advice, or even additional resources, the contact that has been established with municipalities in the first phase of the AICCP must be maintained and cultivated.

The project coordinator feels that one year is an ample amount of time to properly introduce the rating instrument, plan around its implementation, and provide preliminary assessments of what is and isn't working within communities.

Another proposal that should be considered following the completion of one year of consultations is an annual accessibility summit that would gather disability organizations, government agencies, policy experts, business leaders, community activists and people with disabilities to disseminate information and education about each other, exchange ideas, and jointly coordinate towards achieving the most accessible communities possible. Such a summit could see the creation of an annual award in which municipalities from across the province compete to showcase how their citizens with disabilities are participating and contributing to community life.



4) The AICCP should use the 2006 World Urban Forum to showcase and highlight exemplary examples of accessibility and inclusion from across British Columbia, with a particular focus on the development and implementation of the rating instrument.

The 2006 World Urban Forum is the ideal medium to promote AICCP to the rest of the globe. By the time of the forum, the AICCP and rating instrument will be well entrenched in communities across the province, and the progression from conceptualization to execution will be an example of British Columbia's preparation towards hosting the Olympics.

The possibilities for how to properly engage delegates and representatives are endless, from presentations and displays to tours, performances and resource packages. Yet regardless of the manifestation of the AICCP's participation in the 2006 World Urban Forum, a presence is necessary to share British Columbia's groundbreaking efforts with the world.

5) Within the first 3 months of 2005, the AICCP should be extended with the purpose of executing on the abovementioned recommendations.

For the recommendations contained in this report to have any chance of succeeding, there must be a stand-alone organizational entity devoted to seeing them through to fruition. In consideration of the magnitude of work involved with establishing the beginnings of the AICCP in this first phase, it is the opinion of the project coordinator that this project cannot progress without dedicated resources, particularly when it comes to staffing.

In addition to moving forward on the recommendations presented in this report, the creation of such a unit would be predicated on these fundamental principles:

- Promoting the vision of an accessible and inclusive province to all events and activities leading up to 2006 World Urban Forum, the 2010 Winter Olympics Games and beyond
- Advising the Vancouver Olympic Organizing Committee to ensure that Vancouver stages the world's most accessible and inclusive Olympics in history
- Supporting goals, objectives and activities of existing disability organizations
- Collaborating with all sectors of society to achieve accessibility and inclusion goals



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

CONCLUSION

The Accessible/Inclusive Cities and Communities Project has spent the past six months learning about the disability landscape, establishing and fostering relationships, and determining the best means to apply the vision put forward by Vancouver City Councillors Tim Louis and Sam Sullivan.

The progress that has been made over the course of the first phase of the project has been substantial and there is excitement about moving forward. As a result, expectations have been raised in many organizations and individuals across British Columbia.

It is the hope of the project coordinator and the advisory committee that this report contains a substantial case and compelling recommendations to see the continuation of the Accessible/Inclusive Cities and Communities Project.



APPENDIX 1

This is the complete text from the motion passed unanimously by Vancouver City Council on October 14, 2003:

Establishment of 2010 Vision for British Columbians with Disabilities

Mover: Councillor Tim Louis
Seconder: Councillor Sam Sullivan

WHEREAS, the 2010 Olympic and Paralympic Games should benefit all British Columbians and provide long term legacies;

AND WHEREAS, citizens with disabilities support the creation of a vision for a province that welcomes and includes the participation and presence of all people with disabilities in all aspects of the community;

AND WHEREAS, by the year 2010, British Columbians wan the world to appreciate British Columbia as a jurisdiction where the contributions of all citizens are enabled and welcomed;

THEREFORE BE IT RESOLVED THAT, Vancouver City Council send a letter to the Premier of British Columbia asking that the Government of British Columbia endorse the effort to create, in partnership with other municipalities in British Columbia, a 2010 Vision, and to take a lead role in its development;

AND BE IT FURTHER RESOLVED THAT, Vancouver City Council endorses the development of a 2010 Vision for British Columbians with disabilities;

AND BE IT FURTHER RESOLVED THAT, staff report back on options for how the City of Vancouver could participate in the creation of this 2010 Vision;

AND BE IT FINALLY RESOLVED THAT, Vancouver City Council write to all other municipal governments in British Columbia asking that they endorse the creation of this Vision, and ask for one member of their respective Councils to serve as a contact person.



APPENDIX 2

DEFINING DISABILITY

Statistics Canada currently accepts the International Classification of Functioning, Disability and Health (ICF), which refers to disability as “the interrelationship between body functions, activities and social participation, while recognizing that the environment provides either barriers or facilitators.”³⁰ With such expansive criteria, a disability can be physical, sensory, or mental, could have emerged from birth, developed in childhood, or taken shape later in life, and has the ability to produce varying effects and challenges.

The ICF was developed by the World Health Organization in 2001 to emphasize health and functioning rather than one’s disability. In an earlier definition introduced in 1980, “disability began where health ended; once you were disabled, you were in a separate category.”³¹ In updating and expanding the terminology, there are two key corrections to make note of.

First, the ICF now takes into consideration one’s ability to function as a contributing member of society. From a public policy perspective, this is a far more useful research tool to measure a person’s capabilities, irrespective of which particular impairment he or she is stricken with.

Second, it acknowledges that every human being has the capability of deteriorating health, thereby universalizing the likelihood of developing a disability. Disability does not discriminate, which in turn makes it an issue applicable to the entire human condition rather than specific to a minority of the population.

According to Statistics Canada:

Seniors constitute the fastest growing population group in Canada. In 2001, it was estimated that 3.92 million Canadians were 65 years of age or older, a figure that is two thirds more than in 1981. As the “baby boomers” (born between 1946 and 1965) age, the seniors population is expected to reach 6.7 million in 2021 and 9.2 million in 2041 (nearly one in four Canadians). In fact, the growth of the seniors’ population will account for close to half of the growth of the overall Canadian population in the next four decades.³²*

These growth figures are alarming when cross referenced against Statistics Canada’s 1991 Health & Activity Limitation Survey (HALS), which determined that 27.1% aged between 55 and 64, 36.9% aged between 65 to 74, 56.8% aged between 75 and 85, and 83.8% older than 85, had a disability (NOTE: it should



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

be pointed out that these figures derived from HALS are far less comprehensive than those compiled through the 2001 Participation and Activity Limitation Survey (PALS 2001), which was implemented after Statistics Canada came under criticism for its limited explanation of disability). By 2010, baby boomers hitting retirement age will constitute an additional 1.4 million working age Canadians that have some form of disability.³³

As of 2001, 3.6 million Canadians living in households reported having activity limitations, representing a disability rate of 12.4%.³⁴ In British Columbia, this figure jumps to 14% of the province's population.³⁵ The most deceptive aspect about these statistics, however, is that they only reflect those people living in a household. This methodology therefore leaves a significant segment of those suffering from disabilities entirely out of the equation. As an example, these figures do not take those living in institutions into consideration. They also do not include those with a disability who have no fixed address. Within the framework of the ICF, this represents thousands of people from across the city, and indeed, the province as a whole.

Disability is a far more applicable term than even a decade ago, and over the coming years, is a consideration that will affect every Canadian either directly or indirectly.



APPENDIX 3

This is a compilation of the organizations, agencies and individuals that the project coordinator has met with directly over the last six months. This list also includes the numerous groups that were encountered as a result of participation in various conferences, events, presentations and speaking engagements.

2010 LegaciesNow Society
Acorn Canada
Advisory Committee on Disability Issues
Burnaby Association for Community Inclusion (BACI)
BC Aboriginal Network on Disability Society
BC Blind Sports
BC Council for Families
BC Federation of Labour
BC Government and Service Employees' Union
BC Human Resources Management Association
BC Hydro
BC Special Olympics
BroadCom Canada Ltd.
Canadian Abilities Foundation
Canadian Barrier Free Design Inc.
Canadian Business for Social Responsibility
Canadian Mental Health Association
Canadian National Institute for the Blind
Center for Tourism Policy & Research
City of Vancouver
City of Vancouver - Community Services
City of Vancouver - Office of the City Clerk
City of Vancouver - Office of the Mayor
City of Vancouver, Streets Design Branch
Coast Foundation Society (1974)
Coast Mental Health Foundation
Demal Services Inc.
Developmental Disabilities Association
Douglas College
Fast Track to Employment
Food & Service Resource Group
Fraser Health Authority
Government of British Columbia - Ministry of Small Business & Economic
Development, Ministry of Human Resources, Minister's Council on Employment
for Persons with Disabilities
Government of Canada – Department of Canadian Heritage, Department of
Indian and Northern Affairs Canada (Federal Treaty Negotiation Office,



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

British Columbia Region)
Harcourt Enterprises, Inc.
Hey-way'-noqu' Healing Circle for Addictions Society
Information and Advocacy Network
Information Outreach Ltd.
Leadership Vancouver
London Metropolitan University
Loreth Associates
Lotte & John Hecht Memorial Foundation
Mainstream Association for Proactive Community Living
Microboard Association
Mission Association for Community Living
Multiple Sclerosis Society of Canada
Neil Squire Foundation
Office of the Advocate for Service Quality
Office of the Minister of Public Works and Government Services, Minister's
Regional Office
Onni Group of Companies
Open Learning Agency
ORW
PhoenixRising Solutions
Polaris Employment Services
Rick Hansen Man In Motion Foundation
S.D. #34 (Abbotsford)
Sharing Our Futures Foundation
Simon Fraser University
Simon Fraser University - Graduate Urban Studies Program
Simon Fraser University Childcare Society
Social Planning & Research Council of BC (SPARC)
Society for Disability Arts and Culture
Solstice Consulting
Surrey Tourism & Convention Association
The Canadian Council on Rehabilitation and Work
The Canadian National Institute for the Blind (CNIB)
Tourism Vancouver
TransLink
University of British Columbia
University of British Columbia - Campus Planning & Development
United Way of the Lower Mainland
United Way Fraser Valley
VanCity Savings Credit Union
Vancouver 2010
Vancouver 2010 - LegaciesNow Society
Vancouver Board of Parks & Recreation



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

**Vancouver Chinatown Revitalization Committee
Vancouver Coastal Health
Vancouver Foundation
Vancouver General Hospital
Vancouver Park Board
Vancouver Public Library
Vancouver Resource Society
VANOC
Vella Microboard Association
Volunteer Burnaby
West Coast City & Nature Sightseeing
West End Seniors' Network
Western Institute for the Deaf & Hard of Hearing
Workers' Compensation Board of BC**



APPENDIX 4

The following list of community accessibility summaries has been taken directly from SPARC BC's 2003/04 Community Accessibility Contacts publication *Access Links* (http://www.sparc.bc.ca/accessibility/documents/access_links.pdf).

1) Municipalities with an advisory committee

City of Burnaby

The Burnaby Access Advisory Committee has worked to review accessibility of the local Metrotown shopping centre, and has produced three editions of the *Burnaby Access Guidebook*. The committee has also advised Council about amendments to zoning bylaws related to designated parking for people with disabilities.

The committee does public awareness campaigns about accessibility in Burnaby, monitors the need for audible pedestrian signals and curb cuts, administers the annual Accessibility Renovations program for city facilities.

The Burnaby Access Advisory Committee is developing the development of accessible housing guidelines in conjunction with the City of Burnaby housing committee. The committee will also review the adequacy of accessible transportation in Burnaby, and will continue to monitor the need for audible pedestrian signals, curb cuts, sidewalk improvements and public volume control telephones. They will establish a priority list of access renovations to city facilities.

Colwood, Langford, Highlands & Metchosin (4 communities)

The committee has designed the new Bear Mountain Arena to be accessible, improved access to the West Shore Parks and Recreation societies, and works to improve access for people with disabilities.

They plan to work on BC Transit accessibility and parking rules for people with disabilities. They are also looking at a senior's medical equipment assessment project.

City of Coquitlam

The Mayor's Committee is very active in evaluating new buildings in the community to ensure accessibility. The committee is also engaged in annual accessibility awards each June. They participate at the annual Teddy Bear Picnic



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

to promote accessibility in the community. They support children and youth with disabilities in recreational programs by providing staff.

The committee maintains an ongoing dialogue with city departments to address any accessibility related issues that arise.

Town of Creston

Creston has implemented curb cuts, designated parking spots for people with disabilities, audible pedestrian signals at traffic lights, and accessible town facilities. They plan to continue their present policies into the future to ensure accessibility for community members with disabilities.

City of Duncan

Duncan has installed audible pedestrian signals and implemented scooter and wheelchair access around utility poles. They support disability awareness week each year. Duncan has also processed a Streets Bylaw, which provides for the issuance of \$15 per month Disabled Employee Parking Exemption Permit, that allows employees with disabilities to park for extended periods in two hour parking zones. The staff has also supported requests from the advisory committee for the City to install ten new wheelchair ramps each year at a cost of over \$600 per ramp, and have developed a priority list for installing those ramps.

City of Kamloops

Committee members articulate concerns on local building code issues with city staff and council. They have advocated for curb cuts, audible traffic signals, and disability awareness programs. The committee operates an 'adopt-a-bus-bench' or 'curb' program for snow clearing in the winter. There have been accessibility improvements made to several public bathrooms in Kamloops. The committee plans to continue working on awareness of accessibility issues.

Township of Langley

The Township of Langley is addressing accessibility for people with disabilities in several ways. The committee discussing a proposal to modify some intersections to increase curb cuts and enhance community accessibility. They are ensuring accessibility provisions in the Building Code are followed, and are working to improve accessibility at existing developments.



District of Maple Ridge and District of Pitt Meadows

The committee develops recommendations relating to transportation, facilities design, upgrades and parking issues. It is working with various district departments to improve accessibility and plans an accessibility simulation event within the community.

City of New Westminster

New Westminster has installed audible crosswalk signals and crosswalk signals that count down numerically. The City continues to implement curb cuts and is working to make washrooms accessible in recreation facilities. The committee is working to establish an accessibility policy. They plan a program to increase accessibility to facilities and public areas.

City of North Vancouver, District of North Vancouver, City of West Vancouver

The North Shore Advisory Committee has developed a set of pedestrian access guidelines. They have contributed to a taxi bylaw for accessible cabs, as well as the implementation of audible pedestrian signals. The committee is involved in the construction and renovation of buildings in their communities to ensure accessibility is maintained and improved.

The North Shore Advisory Committee plans to continue having input into construction and renovations and is developing an advocacy role related to municipal issues.

City of Penticton

The City of Penticton and the Advisory Committee introduced a temporary parking permit program for people with disabilities. They have done an accessibility audit of city buildings, and published a manual entitled *Accessibility Penticton*. The committee successfully lobbied for an elevator in City Hall, and provided input into an arena renovation and fitness room upgrade.

The Advisory Committee plans to have input into waterfront planning, downtown planning, downtown parking plans, library and museum design.

City of Prince George

SNAC works on 'Falls Prevention', as well as improving access at various civic buildings with handrails and electronic door openers, and are developing and ensuring the use of a building access checklist. The committee reports that local



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

building inspectors have noticed more acceptance of accessibility concerns by designers and project managers. The committee has proposed changes and improved maintenance of sidewalk standards, and has advocated for better access to local pools.

SNAC is planning to work with other organizations and civic departments to improve accessibility. They are planning to develop access to a multiplex for people with disabilities.

Town of Sidney

The Advisory Committee has added accessibility provisions to the local building bylaw. Sidney has added audible pedestrian signals to intersections, and curb cuts. The committee regularly reviews proposed developments and advocates for accessibility in the community.

Town of Smithers

The Disabled Advisory Committee has helped to implement a curb cut program. Smithers has increased the number of parking spaces for people with disabilities and added audible pedestrian signals at intersections. The Disabled Advisory Committee has been recreated as a part of the town's commitment to accessibility. Smithers is planning a new municipal office that will be accessible.

District of Sooke

The Taskforce was formed to address parks accessibility in Sooke. They have formed an access policy for Sooke and outlying area parks, especially natural, passive undeveloped parks. The Taskforce is testing the surface material on their Oceanfront Trail with the goal of making the entire trail accessible to people with mobility impairments. They are reviewing access issues, advertising and other issues for parks in the area.

The Taskforce plans the placement of park benches in wheelchair friendly designs, and intends to gather input from people with disabilities for future improvements.

City of Vancouver

SACDI has recommended changes to bylaws, policies and practices governed by Vancouver City Council. These changes include building codes, transportation and taxi licensing, and the ratio and width of parking spaces for people with disabilities. They have also formed strong working relationships between the



THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005

community of people with disabilities and city staff resulting in staff regularly consulting with them on all issues concerning people with disabilities.

SACDI plans to increase public consultations on disability issues. They also plan to network with some Lower Mainland civic advisory groups. They wish to integrate a 'disability lens' as a normal civic practice, and to broaden the scope of SACDI membership to include all five disability groups (physical, emotional, psychological, intellectual and sensory).

2) Municipalities with a formalized relationship with a community group

Town of Princeton

The BC Paraplegic Association's representatives plan to work with the town of Princeton to improve the accessibility of various sites in the community.

City of Williams Lake

People in Motion, in cooperation with BC Housing, constructed a 22-unit complex with full accessibility. They also built a walkway to aid tenants in accessing the shopping areas of Williams Lake.

3) Municipalities without an advisory committee

Village of Alert Bay

Alert Bay has implemented parking spaces for people with disabilities, ramps at all public buildings, and curb cuts to sidewalks. They have a boardwalk that was built to be accessible.

City of Armstrong

The City of Armstrong has instituted curb cuts for accessibility in every project, including residential neighborhoods. They require parking spaces for people with disabilities in development zoning, and those in place are enforced.

Village of Ashcroft

Ashcroft has a paved walkway so that pedestrians and motorized carts can safely access medical and social services.



Village of Burns Lake

Burns Lake has undertaken an informal survey of accessibility issues. They are seeking funding to improve accessibility in the community, and have set aside funds to improve the accessibility of the Village office.

Village of Cache Creek

Cache Creek Community Hall improvements include a ramp and designated parking for people with disabilities. All new sidewalks include corner curb cuts. Cache Creek has audible walk signals at all light controlled intersections.

City of Castlegar

Castlegar has numerous curb cuts and plans to continue upgrading sidewalks as needed.

City of Courtenay

Courtenay has implemented audible pedestrian signals and installed wheelchair ramps and parking for people with disabilities. Courtenay has accessible pedestrian crosswalk buttons, and has an ongoing wheelchair ramp program.

City of Cranbrook

Cranbrook has installed wheelchair ramps in downtown sidewalks, as well as parking stalls for people with disabilities. They have audible pedestrian signals at crosswalks for the visually impaired, and plan to incorporate accessibility measures into all new projects

Village of Cumberland

No description provided.

City of Dawson Creek

Dawson Creek has initiated a program of curb cuts. They built a ramp into City Hall in 2002, and they plan to install an elevator in 2004. Where practical wheelchair ramps have been added and washrooms made accessible.

Township of Esquimalt

Esquimalt has an Access Awareness Walk Program. It has formed an accessibility committee for a recreation centre revitalization project.



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

City of Fernie

Sidewalks in Fernie have curb cuts for wheelchair access. Fernie is developing a plan to make all city facilities barrier free within the next five to ten years.

Town of Gibsons

Gibsons has installed a switchback trail down to their waterfront trail to make it more accessible. They have new sidewalks in Gibsons Landing, as well as dedicated parking spaces for people with disabilities. They are considering a small transit system to take people from Lower to Upper Gibsons and around the community.

Town of Golden

Golden has raised awareness of disability issues in the community, and made council chambers accessible. Discussion is currently underway about installing accessible public washrooms downtown.

City of Greenwood

Greenwood has parking and wheelchair access to the Community Hall. They replaced the ramp at City Hall for wheelchair access, and built an access ramp to the band shell in the City Park. There are accessible washrooms in the City Hall, and they plan to make the community art club accessible for people with disabilities.

Village of Hazelton

No description provided.

District of Hope

No description provided.

District of Hudson's Hope

Hudson's Hope is improving access to municipal buildings for people with disabilities. They also clear snow from the driveways of seniors for no charge in the winter. Hudson's Hope is planning major renovations at the municipal office, which include an elevator to all floors. The new swimming pool has a 'beach' style entry which is more accessible.



District of 100 Mile House

100 Mile House addresses accessibility issues in long-term planning of new subdivisions. This planning requires curbs and sidewalks to be accessible, and requires accessibility in new and rebuilt infrastructures.

Village of Kaslo

Kaslo has ensured that their sidewalks are wheelchair accessible with curb cuts.

City of Kimberley

Kimberley ensures all developments are constructed to standards.

District of Lake Country

Lake Country addressed accessibility during the building of the municipal offices. The Community Accessibility Liaison plans to continue bringing accessibility concerns to Council when they arise.

City of Langley

Langley ensures that facilities are maintained at a high level of accessibility.

District of Lillooet

Lillooet has upgraded sidewalks in the downtown core for easier and safer accessibility. The recreation and the community centres are accessible. Lillooet requires that new projects be accessible, which includes appropriate washroom access and counter height.

District of Logan Lake

Logan Lake has standard wheelchair access on new constructions, sidewalks and public buildings.

District of Mackenzie

No description provided.

Village of Masset

Masset responds to specific requests such as the creation of new parking spaces



for people with disabilities, and implementing curb cuts. They ensure that new construction by the Village such as a new health care facility will be accessible.

Village of New Denver

New Denver has accessible washrooms in the Village Park. They have curb cuts on the sidewalks and wheelchair ramp access to the community hall.

Village of Port Alice

Port Alice has wheelchair ramps, parking spaces for people with disabilities, walkways, and accessible washrooms. The local Lions Club is currently working on providing a sidewalk and ramp to connect the hospital and the seniors' centre.

Town of Port McNeil

Port McNeil has improved sidewalk access with curb cuts. They have painted all steep edges yellow at the request of the Canadian National Institute for the Blind.

City of Prince Rupert

Prince Rupert has curb cuts, and wheelchair ramps into municipal buildings.

Village of Radium Hot Springs

The Village of Radium will be rewriting a zoning bylaw to address issues of accessibility in the new official community plan.

City of Richmond

There is an informal Advisory Committee to Council titled the Richmond Committee on Disability. The City has worked to identify and improve bus stop locations for accessibility, established a resource centre for people with disabilities and put in place a reporting process for outdoor hazards such as uneven sidewalks.

District of Saanich

Saanich has recently created a thorough and complete 'adaptable housing policy' that ensures accessibility in all future constructions. This includes zoning amendments, design guidelines, and specifics that help create a more accessible community.



District of Salmon Arm

Salmon Arm ensures wheelchair accessibility in their sidewalk improvements. They have audible pedestrian crossing signals, accessible public benches, and parking stalls for people with disabilities.

Township of Spallumcheen

The Municipal office is accessible, as are the washrooms. There are few other municipal facilities because Spallumcheen is a large, rural municipality with a small population. Spallumcheen has major renovations planned for the civic arena (which is jointly owned with the City of Armstrong) and accessibility will be addressed in the design process.

District of Sparwood

Sparwood has curb cuts on sidewalks and additional parking for people with disabilities at the recreation centre. They have had a lift installed at the local arena, new ramps, and a bell system added at the front doors to the municipal office. They continue to address accessibility as issues are brought forward by the public and department heads.

City of Trail

The City has installed wheelchair ramps on city downtown sidewalks and high traffic areas. City facilities, including washrooms, are accessible for people with disabilities. They plan the installation of automatic door openers in the recreation facility.

City of Victoria

Building Code compliance is required on all new and renovated buildings in Victoria.

Village of Warfield

No description provided.

4) Other municipalities

City of Abbotsford

Village of Anmore

Village of Belcarra

Municipality of Bowen Island



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

**District of Campbell River
District of Central Saanich
Village of Chase
District of Chetwynd
City of Chilliwack
Village of Clinton
District of Coldstream
Town of Comox
District of Delta
District of Elkford
City of Enderby
Town of Fort Nelson
District of Fort St. James
City of Fort St. John
Village of Fraser Lake
Village of Fruitvale
Village of Gold River
City of Grand Forks
Village of Granisle
Village of Harrison Hot Springs
District of Houston
District of Invermere
City of Kelowna
District of Kent
Village of Keremeos
District of Kitimat
Town of Ladysmith
Town of Lake Cowichan
Village of Lions Bay
Village of Lumby
Village of Lytton
City of Merritt
Village of Midway
District of Mission
Village of Nakusp
City of Nanaimo
City of Nelson
District of New Hazelton
Village of McBride
Village of Montrose
District of North Cowichan
District of North Saanich
Corporation of the District of Oak Bay
Town of Oliver**



**THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005**

**Town of Osoyoos
City of Parksville
District of Peachland
Village of Pemberton
City of Port Alberni
Village of Port Clements
City of Port Coquitlam
District of Port Edward
District of Port Hardy
City of Port Moody
Village of Pouce Coupe
Town of Qualicum Beach
City of Quesnel
City of Rossland
District of Powell River
City of Revelstoke
Village of Salmo
Village of Sayward
District of Sechelt
Sechelt Indian Government District
District of Sicamous
Village of Silverton
Village of Slocan
District of Squamish
District of Stewart
District of Summerland
City of Surrey
Village of Tahsis
District of Taylor
City of Terrace
District of Tofino
District of Tumbler Ridge
Village of Telkwa
District of Ucluelet
Village of Valemount
District of Vanderhoof
District of Wells
Resort Municipality of Whistler
City of Vernon
City of White Rock
Town of View Royal
Village of Zeballos**



REFERENCES

- ¹ Planned Lifetime Advocacy Network, "PLANfacts V. 13, No. 2 (Fall 2003): 5," *Plan website*, <http://www.plan.ca/publications/pdf/pf%20fall%202003.pdf> (accessed 13 October 2004).
- ² British Columbia Royal Commission on Health Care and Costs, *Closer to Home* (Victoria: Crown Publications, 1991).
- ³ Vancouver 2010 Bid Corporation, "Bid Book 2010 Volume 1: 30," *2010 Commerce Centre website*, <http://www.2010commercecentre.gov.bc.ca/content/documents/BidBook2010Volume1.pdf> (accessed 17 November 2004).
- ⁴ Vancouver Olympic Committee for the Olympic Games, "Inclusive Intent Statement," *Vancouver Agreement website*, <http://www.vancouveragreement.ca/Attached%20Documents/INTENT%20STATEMENT%20FINAL.pdf> (accessed 17 November 2004).
- ⁵ Vancouver 2010, *Bid Book*.
- ⁶ SPARC BC, *Making Space for Everyone: A guide to creating accessible communities* (Vancouver: Community Text Tools, 1996), 2.
- ⁷ *Ibid*, 3.
- ⁸ *Ibid*.
- ⁹ Philia, "About Us," *Philia website*, http://philia.ca/about/about_us.htm (accessed 14 December 2004).
- ¹⁰ Philia, "Caring Citizen," *Philia website*, http://philia.ca/Caring_citizen/caring_citizen.htm (accessed 14 December 2004).
- ¹¹ Ken and Penny Bartel, "We're Accessible Quarterly Newsletter," *Frommer's website*, <http://www.frommers.com/destinations/vancouver/0171020008.html> (accessed 14 December 2004).
- ¹² Tourism Vancouver, "Vancouver International Airport," *Tourism Vancouver website*, http://www.tourismvancouver.com/media/vancouver_information/special_needs_travelers.cfm#airport (accessed 14 December 2004).



THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005

¹³ Tourism Vancouver, "City Transportation," *Tourism Vancouver website*, http://www.tourismvancouver.com/media/vancouver_information/special_needs_travelers.cfm#airport (accessed 14 December 2004).

¹⁴ Frommer's, "For Travellers with Disabilities," *Frommer's website*, <http://www.frommers.com/destinations/vancouver/0171020008.html> (accessed 14 December 2004).

¹⁵ SPARC BC, "Access Links: Community Accessibility Contacts 2003/04: 5," *SPARC BC website*, http://www.sparc.bc.ca/accessibility/documents/access_links.pdf (accessed 13 October 2004).

¹⁶ AICCP Advisory Committee, *2010 Vision for People with Disabilities Project Coordinator job description*.

¹⁷ Philia, "About Us."

¹⁸ BC Coalition of People with Disabilities, *BC Coalition of People with Disabilities website*, <http://www.bccpd.bc.ca/s/Home.asp> (accessed 14 December 2004)

¹⁹ BC Association for Community Living, "What is the BC Association for Community Living," *BC Association for Community Living website*, <http://www.bcacl.org/index.cfm?act=main&call=A420FC2A> (accessed 14 December 2004).

²⁰ Bill Wilkerson, "The Business Case for Accessibility: How Accessibility-Awareness Strengthens Your Company's Bottom Line (November, 2001), Executive Summary: 4-6," *Government of Ontario – Paths to Equal Opportunity website*, <http://www.equalopportunity.on.ca/userfiles/item/23549/BusAccess.pdf> (accessed 13 October 2004).

²¹ *Ibid.*

²² Roslyn Kunin & Associates, Inc., "2010 Winter Games Labour Supply and Gap Analysis (September 2003): 36," *BC Ministry of Skills, Development & Labour website*, www.labour.gov.bc.ca/skills/2010_labour_supply.pdf (accessed 14 December 2004).

²³ *Ibid.*, 19.

²⁴ Workable Solutions, "Taking Action on Employment for Persons with Disabilities in BC," *Workable Solutions website*, <http://www.workablesolutionsbc.ca> (accessed January 11, 2004).



THE ACCESSIBLE/INCLUSIVE CITIES AND COMMUNITIES PROJECT
JANUARY, 2005

²⁵ Various Major American CEOs, "An Open Letter on Employment from Major U.S. Corporate Executives," *The International Centre for Disability Resources on the Internet website*, [http://www.icdri.org/DD/an open letter on employment .htm](http://www.icdri.org/DD/an_open_letter_on_employment.htm) (accessed 13 October 2004).

²⁶ Health Canada, "Canada's Aging Population - Demographic profile of Canada's aging population," *Government of Canada Depository Services Program website*, http://www.phac-aspc.gc.ca/seniors-aines/pubs/fed_paper/fedreport1_01_e.htm (accessed 30 October 2004).

²⁷ Tim Louis & Sam Sullivan, "Notice of Motion, Vancouver City Council, July 29, 2003," *Philia website, Caring Citizen – Government*, http://www.philia.ca/Caring_citizen/caringcitizenolympics.htm (accessed 13 October 2004).

²⁸ Ibid.

²⁹ UN-HABITAT, "Second Session of the World Urban Forum, Barcelona, 13-17 September 2004 – Executive Summary: 6," *UN-HABITAT website*, http://www.unhabitat.org/wuf/2004/documents/wuf_exec_summary.pdf (accessed January 11, 2004).

³⁰ Social Development Canada, "Disability in Canada: Appendix A – Information on PALS," *Social Development Canada website*, <http://www.sdc.gc.ca/asp/gateway.asp?hr=/en/hip/odi/documents/PALS/PALS010.shtml&hs=pyp> (accessed 13 October 2004).

³¹ World Health Organization, "Towards a Common Language for Functioning, Disability and Health: The International Classification of Functioning, Disability and Health (2002): 4," *World Health Organization website*, <http://www3.who.int/icf/beginners/bg.pdf> (accessed 13 October 2004).

³² Health Canada, "Canada's Aging Population."

³³ Wilkerson, "The Business Case."

³⁴ Statistics Canada, "A profile of disability in Canada 2001 – Prevalence of disability in Canada," *Statistics Canada website*, <http://www.statcan.ca/english/freepub/89-577-XIE/canada.htm> (accessed 13 October 2004).

³⁵ Ibid.

Measuring Up: Communities of Inclusion and Accessibility

Table of Contents

Part 1: Ready	1
Introduction.....	1
Envision this: A day in BC in 2010	2
Part 2: Set	3
A Framework for Dialogue and Action on Accessibility and Inclusivity	3
<i>The Elements of the Framework</i>	6
Support Services.....	6
Access to Information.....	6
Economic Participation.....	6
Community Contribution.....	6
<i>Community Achievement Levels</i>	7
<i>Dialogue and Action</i>	7
How to use this tool	8
<i>Glossary</i>	8
Part 3: Go!	9
Community Achievement Levels	9
Support Services	9
<i>Dialogue</i>	10
<i>Action</i>	10
1. Personal supports.....	10
2. Fully accessible and inclusive built environment	11
3. Transportation	11
4. Housing choice.....	12
5. Safety	12
6. Emergency preparedness.....	13
7. Education	13
Access to Information	14
<i>Dialogue</i>	14
<i>Action</i>	14
1. Universal signage and way-finding	15
2. Plain language	15
3. Multiple formats.....	15
4. Accurate portrayals	16
Economic Participation	16
<i>Dialogue</i>	17
<i>Action</i>	17
1. Employment.....	17

2. Skills development	18
3. Business development.....	18
4. Marketing products and services	19
Community Contribution	19
Dialogue.....	20
Actions.....	20
1. Social contribution.....	20
2. Cultural contribution	21
3. Recreation/sport contribution	21
4. Environmental contribution	22
Part 4: Resources	22
General Resources.....	22
Resources for improving Support Services	24
1. <i>Personal supports</i>	24
2. <i>Accessible and inclusive built environments</i>	25
3. <i>Transportation</i>	25
4. <i>Housing Choice</i>	26
5. <i>Safety</i>	26
6. <i>Emergency preparedness</i>	26
7. <i>Education</i>	27
Resources for Improving Access to Information.....	27
1. <i>Universal signage and way-finding</i>	27
2. <i>Plain Language</i>	27
3. <i>Multiple formats</i>	28
4. <i>Accurate Portrayals</i>	28
Resources for improving Economic Participation.....	28
1. <i>Employment</i>	28
2. <i>Skills development</i>	29
3. <i>Business development</i>	29
4. <i>Marketing products and services</i>	30
Resources for improving Community Contribution	30
1. <i>Social contribution</i>	30
2. <i>Cultural contribution</i>	30
3. <i>Recreation/sport contribution</i>	31
4. <i>Environmental contribution</i>	31

Measuring Up: Communities of Inclusion and Accessibility

[Notes to designer –

1. references to “We” have been avoided since it’s not yet clear who is behind this tool. If this is clarified, I suggest you edit the document to insert more active verbs.
2. In references section, suggest you put references in alphabetical order to avoid any implication of ranking
3. Similarly, in numbering sections, try to avoid appearance of relative importance – all are important.]

Part 1: Ready...

Introduction

The ‘Measuring Up’ tool has been designed to assist municipalities and communities in British Columbia assess the degree to which their citizens with disabilities are active participants in community life.

Active participation has two dimensions: Accessibility and Inclusion. Accessibility means recognizing, reducing and removing any physical, or structural, barriers that prevent individuals with disabilities from actually being present in community. Inclusion adds another critical dimension - the degree to which the contributions of all citizens are welcomed and enabled. As Rick Hansen has said, "It's not enough to get in the theatre. You should be able to get on stage."

There are three assumptions behind the Measuring Up tool.

- One: the health, well being and strength of our society requires the presence and participation of *all* citizens.
- Two: *everyone* has an important contribution to make to civic life, and a responsibility to do so.
- Three: welcoming the presence and participation of people with disabilities – as well as others who have been marginalized or isolated – will revitalize our communities and strengthen our communities. In other words everyone benefits when everyone participates.

The purpose of this tool is to stimulate communities to evaluate, through engagement with community members, how accessible and inclusive the community is now and to set goals for improvement. As this is the pilot version, your feedback will be very helpful in fine-tuning this tool. To ensure that your experience with the tool can be considered in subsequent versions, please provide feedback by [INSERT DATE] to [INSERT CONTACT].

The Measuring Up tool has four parts. This introductory part describes the context and vision for the tool. Part two provides the underlying framework, guidance for using it and a glossary of terms. Part three sets out the community achievement levels for each aspect of inclusivity and accessibility, and Part four provides examples of the kinds of resources available to communities to help you reach your goals.

Envision this: A day in BC in 2010

It's 8 a.m. and Ellie has been up for three hours already, getting ready for her big day. Today she will take her place at the council table in this northeast BC community for the first time since the municipal election. It's not only excitement and pride that had Ellie up at dawn. Ellie's full time attendant, hired by Ellie to suit her needs and schedule, was also up early to help Ellie get ready for her morning meeting. Now Ellie is rolling to her van and wondering which of her favourite coffee shops she'll stop in at on the way. Any one of them could accommodate her wheelchair and they all know how she likes her latté.

A few hundred kilometres southwest, Hantao is also an early riser. His breath forms an icy cloud as he powers up the last hill of the training circuit. Since the Canadian Paralympic ski team blew away the competition last February, Hantao has been more motivated than ever to lock up his place on the national team for 2014. Skiing at his right shoulder is Tim, describing the route ahead in short breaths. Having the funding to train full time with Tim doesn't give Hantao any advantage over the other Canadian hopefuls. They are all funded too.

It's 10:30 and Manjit leaves a lower mainland credit union with a smile on her face, having secured an increase in the operating loan for her organic flower business. The credit union was impressed with her business plan and her track record so far. Manjit sends a mental message of thanks to the circle of entrepreneurs from the deaf community who encouraged and mentored her. She is also grateful to the credit union staff who volunteered at the business planning course put on by the community college – the college provided full translation services of course. The discounted interest rate offered by the credit union certainly helped her profit forecasts, but any bank or credit union would have matched it to win her business.

The sun is high in the Okanagan when Sara bursts out the classroom door with her friends for some lunch time fun in the playground. If the other kids once thought Sara was different, they show no sign of it now. Sara will tell anyone who asks that she is going to be a vet and no one doubts her resolve or ability. Her teacher and learning assistant frequently call on her to share her knowledge of animals with her classmates.

It's late afternoon in a small village on the coast of Vancouver Island as Frank sips tea in a reflective mood. Tomorrow his son Alex will be married in a traditional ceremony to Judy, a lovely young lady he met at the recreation centre. Some people were surprised when the two announced their engagement a year ago. After all, both of them have health challenges. Things sure have changed, Frank thinks. Now young people like Alex and Judy can make their own choices, knowing that there are supports for them – in healthcare, housing and work. He sips again. Alex has made a good choice, he thinks.

While most people are heading home for dinner, Stephen is on his way to work in a Fraser Valley community. Five years ago the fact that he didn't have a vehicle would have made this difficult, but so much has changed. At the intersection he presses the crossing signal and almost immediately traffic comes to a halt. Minutes later the lift equipped mini-bus shows up and he is joking with some of the other regulars on this route. Stephen enjoys his job as a cashier at the warehouse style store. He glides easily into position at his cash station where the counter and terminal height are just right for him. Stephen's employer says hiring Stephen was one of the smartest things he's done. When they retrofitted Stephen's cash station to suit his needs they found that many of their customers, especially the older ones, liked using the lower counter and wider aisle. They have since renovated most of the other cash stations and their market share has never looked better.

It's 8:00 p.m. in the Kootenays and Andrée-Lise is tucking her son Mathieu into bed. She remembers how overwhelmed she felt when they first got Mathieu's diagnosis five years ago. Would they have to move to a big city to ensure his needs were met? What a relief and a joy to find out how supportive and accommodating their community could be! They even asked her advice when they were planning a new childcare facility for the recreation centre. The idea caught on like wildfire. Hearing about Andrée-Lise's work on the childcare facility, someone on the library upgrade project thought to invite some people with disabilities to form an ad hoc committee on the library design. Before you know it there was a standing committee on accessibility and inclusivity for the whole municipality. Andrée-Lise smiles at Mathieu sleeping. Just look what you started, she thinks.

Part 2: Set...

A Framework for Dialogue and Action on Accessibility and Inclusivity

The following framework was developed and refined through a two-day meeting of over forty individuals January 24-25, 2005. This gathering brought together representatives of a wide range of organizations serving people with disabilities, municipal and business leaders, political representatives and community

members. Participants agreed that while the framework is not perfect, it provides a useful starting point for community engagement and assessment. It will be refined through feedback from the communities that use it.

The framework builds on a solid foundation of previous work. It incorporates the results of a series of public meetings that took place in Vancouver in 2004, elements from the National Organization on Disability (U.S.), and the results of a six-month research and dialogue process that culminated in the release of The Accessible/Inclusive Cities and Communities Project Report in January 2005.

One of the key learnings from the January 24-25 meeting was that the framework needed to show how some elements of accessibility and inclusivity enable other elements. The four main elements are Support Services, Access to Information, Economic Participation and Community Participation. These are shown graphically by a series of stacked boxes with a directional arrow indicating how elements enable those above them.



**E
N
A
B
L
I
N
G**

COMMUNITY CONTRIBUTION

ECONOMIC PARTICIPATION

ACCESS TO INFORMATION

SUPPORT SERVICES

While elements at the base facilitate those above, communities do not have to wait until all the supports are in place to address elements like economic participation and community contribution. Action can take place on all the elements simultaneously.

The Elements of the Framework

Support Services are fundamental to accessibility and inclusivity and are positioned at the base. They enable people with disabilities to leave their homes and move about their communities in comfort, safety and ease. Aspects of Support Services (described in more detail in Part 3) are:

- Personal supports
- Fully accessible and inclusive built environment
- Transportation
- Housing choice
- Safety
- Emergency preparedness
- Education

Access to Information recognizes that the information that is essential to daily living needs to be available in formats that everyone can use. Aspects of Access to Information are:

- Universal signage and way-finding
- Plain language
- Multiple formats
- Accurate portrayals

Economic Participation is greatly improved by support services and access to information. People with disabilities are already major economic contributors to your community as spenders, employers and business owners. Maximizing economic participation ensures that everyone's economic contribution is facilitated and counted, and highlights the importance of the disability market. Economic participation in turn enables people with disabilities to contribute their skills through meaningful work and enhances their independence. Aspects of Economic Participation are:

- Employment
- Skills development
- Business development
- Marketing products and services

Community Contribution can be most fully realized when the other elements are in place. People with disabilities can contribute to the life of a community when venues and organizations are accessible and inclusive. Aspects of Community Contribution are:

- Social
- Cultural
- Recreation/sport
- Environmental

Community Achievement Levels

The tool describes Gold, Silver and Bronze levels of achievement for each aspect of the framework. Gold, Silver and Bronze were used because they are widely understood symbols of achievement. The Gold levels in each case reflect an attainable ideal – not utopia, but a high standard of accessibility and inclusivity. The Bronze levels while still challenging, represent standards of accessibility and inclusivity that are attainable with reasonable effort. The Silver levels were set to capture progress towards the Gold levels.

This first version of the Measuring Up tool is more concerned with fostering dialogue than with rigorous measurement. Accordingly, the gold, silver and bronze achievement levels are described in general terms, so that you can use the evaluation process that works best for your community. The resources section of this tool provides links to resources for community participation.

Please share the techniques you develop to assess your community's achievement level. Future versions will provide more guidance on measurement drawn from the successful experiences of communities like yours. This will improve comparability among communities and help you determine whether you are meeting your community goals for accessibility and inclusivity.

As the levels were developed with input from disability organizations, communities can feel confident that in working towards these levels, they are making progress on issues that are important to their citizens with disabilities. However, the issues of most importance in each community will differ depending on the needs of the people living there. Communities are therefore encouraged to consult with local groups and individuals to assess their achievements and make plans for improvement.

Dialogue and Action

The importance of dialogue was another key learning from the January 24-25 meeting. Dialogue, for purposes of this tool, includes processes of consultation from design and planning through implementation and evaluation of outcomes. Communities can greatly enhance accessibility and inclusivity simply by including people with disabilities in the decisions that affect them. The insights gained through dialogue will in turn improve the quality of cities and communities for all residents at every stage of their life.

Actions are concrete measures to improve or maintain accessibility and inclusivity. They could involve changes to legislation, physical improvements,

provision of funding or behavioural change. While this tool aims to stimulate action, it does not prescribe it. Accordingly, some of the “action” levels described in this tool are framed as desired outcomes, for example a high level of participation by people with disabilities. Communities have the flexibility to choose the way they reach these levels.

How to use this tool

Each community will find its own way to use this tool. Here are some suggestions to get you started.

- Review the tool with your community’s Advisory Group on accessibility or disability or, if a group doesn’t exist, pull together an informal one that includes people with disabilities.
- Use the Resources to enhance your understanding of areas that are less familiar.
- Decide on a dialogue process and evaluation methodology to assess your community’s achievement levels. Include people with disabilities and other community members in the dialogue and evaluation.
- Record your community’s current achievement levels in each area.
- In consultation with people with disabilities and other community members, set goals for improvement and strategies for reaching them.
- Share your progress, your goals and your learning with other communities.

Glossary

The following meanings are given to terms as they are used in this document. These meanings may be different than those applied in legislation or other sources. For more information on some of these terms, please refer to the Resources in Part four.

Accessible – barrier-free, open to all
Adaptable housing – homes designed to adapt to the needs of inhabitants through all the stages of life. Such homes can be easily modified to accommodate people with a range of needs.
Built environment – all buildings, roads, walls, plazas and other spaces or structures created by people
Dialogue – process of consultation involving people with disabilities
Inclusive – welcoming, enabling participation

Inclusive skills training – skills training that is normally available to the public and provides a marketable skill.
Personal education plans – plans based on competent professional evaluation of a student to guide the learning program for that student and identify any supports that are needed.
Individualized funding – funding that is directed by the person who needs it to acquire the products or services that meet the individual’s needs.
Multiple formats – variety of communication forms to make communications accessible to people with diverse needs.
Personal supports – any supports needed by an individual. Includes the services of attendants or caregivers, equipment, such as wheelchairs, and assistive devices, such as lifts.
Plain language – an approach to designing and creating communications that are understandable by the people who will use them.
Regionally significant languages – languages that are the first language for a large proportion of people living in the area.
Universal design – an approach to designing anything (e.g. buildings, products, Web sites) that ensures it is useful for anyone.

Part 3: Go!

Community Achievement Levels

This part describes each element and the Gold, Silver and Bronze achievement levels in both dialogue and action that community organizations of all kinds can strive for. It also asks you to describe what your community is doing. This may help others understand how you achieved a level or simply enable you to share your progress in cases where a level hasn’t been reached yet.

Support Services

Our society has a long history of creating an infrastructure and public services to support its citizens to live, travel, work, play, and volunteer with ease. Roads, building standards, educational institutions, and public transit are obvious examples of critical supports, which enable our active participation. While society depends on our various contributions, our contributions depend on these supports.

Citizens with disabilities and their support networks depend on this infrastructure, although with certain modifications and adaptations. Without this support infrastructure they cannot contribute and fulfill their responsibilities as citizens.

The purpose of the Community Achievement levels in this section is to identify the critical supports necessary to ensure persons with disabilities can carry out their daily functions and live a good life, like every other member of the community. In inclusive, accessible communities, everyone has access to the variety of resources, forums, institutions, services, public and private spaces where citizens meet, discuss, work, learn, play, worship, contribute, and socialize.

Dialogue

Which level of dialogue about support services has your community achieved?

- Bronze – people with a disability, government, healthcare centres, educators, business and emergency service providers have met to discuss the support services needed by people with disabilities in their community.
- Silver – In consultation with people with a disability, each member of these groups has completed a formal plan for improving the support services used by people with a disability.
- Gold – Outcomes of the plans are measured in consultation with people with disabilities and publicly communicated.

Briefly describe how your community has fostered dialogue about support services:

(Note to designer – leave space or create lines in each section for users to fill in.)

Action

Which level of action has your community achieved for each aspect of support services?

1. Personal supports

Personal supports refers to the human and mechanical supports that can assist people with disabilities in daily living.

- Bronze – A range of personal supports, including attendant services and assistive equipment and devices, is available in the community.
- Silver – The individual needs of people with disabilities for attendant services or assistive equipment and devices are considered in the funding, selection and scheduling of attendants, and in the funding and provision of equipment and devices.

- Gold –Funding for attendant services or assistive equipment/devices attaches to individuals and is fully portable and self-directed

Briefly describe how your community has taken action on personal supports.

[note to designer - insert lines or spaces each time]

2. Fully accessible and inclusive built environment

The built environment includes all the human made structures we find in our communities, from shops and schools to boardwalks and bridges.

- Bronze – Community planners and permit officers have received training in universal design principles and training is available, accessible and affordable for members of the public, developers, architects and builders.
- Silver – Universal design principles, implemented with the expertise of people with disabilities, are a requirement for issuing building permits/authorizations for new buildings and spaces normally open to the public (e.g. sidewalks, transportation stations, government offices, schools, medical centres, recreation centres, sports facilities, parks and retail stores).
- Gold –Buildings and spaces open to the public are accessible and inclusive.

Briefly describe how your community has taken action on the built environment.

3. Transportation

The transportation system includes public transit and private operators, such as taxis, that normally offer services to the public.

- Bronze – Specially equipped public transportation services enable people with disabilities people with disabilities to get where they need to go in the community.
- Silver – There is documented improvement in the accessibility and inclusivity of all parts of the transportation system normally open to the public (e.g. airplanes, buses, taxis, ferries, automobile rental agencies, full service gas stations) plus a specially equipped system for those whose needs cannot be met through the public system.
- Gold – people with disabilities and their attendants, if required, can get anywhere they need to go.

Briefly describe how your community has taken action on transportation.

4. Housing choice

Housing choice means that people with disabilities have options for independent living and the level of support they need in their home. Increasing the stock of adaptable housing could help ensure that housing options are available for people of all ages and abilities.

- Bronze – A range of housing types is available in the community, including adaptable housing and financially supported housing.
- Silver – Documented improvement in the proportion of building permits issued for adaptable housing and supported housing
- Gold – All new residential construction permits require principles of universal design.

Briefly describe how your community has taken action on housing.

5. Safety

The essence of safety is prevention. Prevention is achieved through thoughtful design, retrofitting to remove hazards, clear procedures, training, practice and communication.

- Bronze – In consultation with people with a disability, government offices, businesses and other organizations have developed safety plans for their premises.
- Silver – Safety plans have been implemented in government offices, businesses and other organizations, and home safety measures have been communicated to all residents.
- Gold – People with disabilities experience the same degree of safety as community members do generally.

Briefly describe how your community has taken action on safety.

6. Emergency preparedness

In major disasters people with disabilities are especially vulnerable. Disaster planning should take account of the special needs of people with disabilities by including them in all stages of the planning.

- Bronze – In consultation with people with a disability, the community has completed a formal plan that effectively addresses the needs of people with disabilities in emergency situations.
- Silver – The emergency preparedness plan has been implemented in all civic buildings and spaces.
- Gold – The emergency preparedness plan has been implemented and tested in buildings and spaces normally open to the public.

Briefly describe how your community has taken action on emergency preparedness.

7. Education

Access to education is fundamental for people of all ages. In education, people with disabilities need to be able to do more than enter the building. They need support in creating conditions for successful learning at every education level. These include an inclusive environment, individualized planning and adequate resources.

- Bronze - Personalized education plans are completed for all students with disabilities, whenever they enter the education system or graduate to a different level, in consultation with the people involved in their education (e.g. teachers, parents, special education assistants, attendants).
- Silver – Personalized education plans are fully portable and implemented with timely and adequate resources (e.g. professional re-evaluation, diagnostic services, tutors).
- Gold – Students receive the support they need for a complete learning experience at any educational institution they choose to attend. Social inclusion is incorporated into the operating policies and practices of each learning institution, without the need for external intervention.

Briefly describe how your community has taken action on education.

Access to Information

Information is power. Basic information, at a very minimum, enables us to find our way, keeps us safe, avoids confusion, prevents accidents, saves us time, and makes us efficient, punctual and productive. Access to information is so common place that it is often taken for granted. People may assume that everyone understands, reads or deciphers words and symbols the way they do. The purpose of the Community Achievement Levels in this section is to enable you to:

- assess the usability of existing communication, signage, electronic and information technology
- examine the information and communication needs of persons with disability in our community
- research and offer alternative formats.

Dialogue

Which level of dialogue about access to information has your community achieved?

- Bronze – Major providers of information content (e.g. businesses, local government, transportation services, healthcare offices, educational institutions, communications professionals) and providers of communication services (e.g. Internet, telecommunications companies, media outlets, designers) have met with people with disabilities to discuss the communication formats needed by people with disabilities in their community to make informed choices in the maintenance of active, independent daily living
- Silver – In consultation with people with disabilities, each member of these groups has completed a formal plan for improving and maintaining universal access to information.
- Gold – Outcomes of the plans are measured in consultation with people with disabilities and publicly communicated.

Briefly describe how your community has fostered dialogue about access to information.

Action

Which level of action has your community achieved for each aspect of access to information?

1. Universal signage and way-finding

Our communities function best when anyone can safely find their way, whether in buildings or on the road.

- Bronze – People with disabilities can easily find their way in any public space or major business.
- Silver – There is documented progress in the improvement of signage in the community.
- Gold – People with disabilities can safely and independently find their way anywhere in their community.

Briefly describe how your community has taken action on universal signage and way-finding.

2. Plain language

Using plain language makes information understandable to the people who need it. There is no single standard for plain language because it depends on the needs of the audience.

- Bronze – Government offices use a plain language process in developing new public documents to ensure that they are understandable.
- Silver – There is documented progress in the availability of documents written or converted into plain language.
- Gold – people with disabilities find the information they need communicated in a way that is understandable to them.

Briefly describe how your community has taken action on plain language.

3. Multiple formats

Offering information in a variety of formats such as large print, Braille or American Sign Language, makes it accessible to a wider range of people. While technology has the potential to make information more widely available, some technological developments, such as interactive voice response (IVR) systems, can actually create new barriers to information exchange.

- Bronze – Upon request, public events and services and major businesses provide information in multiple formats (e.g. large print, Braille, American Sign Language, electronic media, universally designed Web sites) and regionally significant languages.

- Silver – There is documented progress in the number of public events and services and major businesses offering information in multiple formats and regionally significant languages.
- Gold – people with disabilities can get the information they need in a format that is accessible to them.

Briefly describe how your community has taken action on multiple formats.

4. Accurate portrayals

Much of what people believe they know about disabilities is influenced by the portrayal of people with disabilities in the media. Avoiding stereotypes and substituting accurate information contributes to an inclusive environment for people with disabilities.

- Bronze – Providers of information content and communication services ensure that their public communications do not create or perpetuate misconceptions, stigmas, stereotypes or other negative perceptions of people with disabilities.
- Silver – Accurate information about all types of disabilities and the capabilities of the people who have them is freely available in the community and actively communicated through educational institutions and government agencies.
- Gold – People with disabilities are valued for the individuals they are and recognized for their contributions to the community.

Briefly describe how your community has taken action on accurate portrayals.

Economic Participation

Working and contributing are fundamental to the social and financial well being of everyone. For most of us, our greatest contribution comes through our employment. Yet half of persons with disabilities are unemployed in Canada and

almost two thirds¹ of people with disabilities on social assistance live in poverty (below Statistics Canada's low income cut-off).

The purpose of the Community Achievement Levels in this section is to assist you to advance the social and economic independence of citizens with disabilities in your community. Greater economic participation will help to:

- end poverty and increase the wealth of people with disabilities,
- provide economic alternatives to an exclusive reliance on government benefits, and
- increase the numbers of individuals employed in your community.

Dialogue

Which level of dialogue about economic participation has your community achieved?

- Bronze – people with disabilities, local government, community agencies, educational/skills training institutes, the Chamber of Commerce and major employers have all met to discuss common concerns and opportunities relating to the economic participation of people with disabilities.
- Silver – In consultation with people with disabilities, the local government, educational/skills training institutes, the Chamber of Commerce and major employers have completed an economic development plan that addresses the participation of people with disabilities.
- Gold – Outcomes of the economic development plan are measured in consultation with people with disabilities and publicly communicated

Briefly describe how your community has fostered dialogue about economic participation.

Action

Which level of action has your community achieved for each aspect of economic participation?

1. Employment

Maintaining, creating and enhancing employment opportunities for people with disabilities is a direct way to reduce poverty, increase independence and stimulate the economic participation of people with disabilities.

¹ Living with Disability in Canada: An Economic Portrait.

<http://www.sdc.gc.ca/asp/gateway.asp?hr=/en/hip/odi/documents/livingWithDisability/chap52.shtml&hs=pyp>

- Bronze – The majority of medium and large employers have taken steps to remove barriers (e.g. physical, technological, attitudinal) to work and/or to actively facilitate the employment of people with disabilities.
- Silver – The majority of employers have documented improvement in the representation of people with disabilities in their workforce.
- Gold – The representation of people with disabilities in the workforce is at least equal to the representation of people with disabilities in the local population.

Briefly describe how your community has taken action on employment.

2. Skills development

Inclusive skills training is training that is open to everyone, accessible and which provides skills that are in demand in the marketplace.

- Bronze – People with disabilities can access inclusive skills training in their community.
- Silver – There is documented improvement in the representation of people with disabilities in local skills training programs (e.g. community college, private college, employer supported training)
- Gold – The representation of people with disabilities in local skills training enrolment is at least equal to the representation of people with disabilities in the local population

Briefly describe how your community has taken action on skills development.

3. Business development

Self-employment and small business development are options for an increasing number of people. Public and private sector organizations can support the entrepreneurial spirit of people with disabilities through small business development programs, access to capital, mentorship and technology sharing, for example.

- Bronze – Local government tenders are accessible and stipulate that businesses meet standards of accessibility and inclusivity.

- Silver – There is documented improvement in the representation of people with disabilities among business owners.
- Gold – The representation of people with disabilities among business owners is at least equal to the representation of people with disabilities in the local population.

Briefly describe how your community has taken action on business development.

4. Marketing products and services

People with disabilities often have to shop in specialized outlets outside their community to find the products and services they need. When people with disabilities can get the products and services they need at regular outlets in their own communities, it increases their independence and productivity and provides a boost to the local economy.

- Bronze – Some businesses in the community have designed or adapted products or services to make them accessible and inclusive.
- Silver – people with disabilities can obtain the products and services they need without leaving the community.
- Gold – people with disabilities can obtain accessible and inclusive products and services anywhere they ordinarily shop or do business.

Briefly describe how your community has taken action on marketing products and services.

Community Contribution

Each of us, without exception, has a deep longing to give, to contribute, to offer, and to share what is meaningful to us. Such contributions are the backbone of our communities. They contribute to the common good, allow us to fulfill our obligations to our fellow citizens and give us a sense of self worth. Most of all they foster civic belonging – they make us feel *at home*.

The purpose of the Community Achievement Levels in this section are to enable you to:

- Highlight the untapped gifts of citizens with disabilities in your communities
- Welcome the participation of all individuals with disabilities in every aspect of civic life

- Adopt strategies for ensuring everyone's gift is given (i.e. connecting persons with disability with people who share the same interests.)
- Foster a more dynamic, caring community.

Dialogue

Which level of dialogue about community contribution has your community achieved?

- Bronze – Members of groups that contribute to the life, culture, politics, spirituality, diversity and sustainability of the community and its environment, have met with people with disabilities to discuss how to facilitate their contribution.
- Silver – In consultation with people with disabilities, each group has completed a formal plan to enhance the contribution of people with disabilities.
- Gold – Outcomes of the plans are measured in consultation with people with disabilities and publicly communicated.

Briefly describe how your community has fostered dialogue about community contribution.

Actions

Which level of action has your community achieved for each aspect of community contribution?

1. Social contribution

People with disabilities contribute to the social fabric of their communities through their involvement in community groups (e.g. community service organizations, advocacy groups, religious organizations, ethnic organizations, political parties).

- Bronze – The majority of community groups have taken steps to remove barriers (e.g. physical, technological, attitudinal) to participation and/or to actively facilitate the participation of people with a disability.
- Silver – The majority of community groups has documented improvement in the representation of people with a disability.
- Gold – The representation of people with disabilities in community groups is at least equal to the representation of people with disabilities in the local population.

Briefly describe how your community has taken action on social contribution.

2. Cultural contribution

The cultural life of communities flourishes when people with disabilities contribute both as artists and as patrons.

- Bronze – The majority of cultural organizations and facilities (e.g. centres for the arts, artists co-operatives, studios, festivals, museums, theatres, academies) have taken steps to remove barriers to participation and/or to actively facilitate the participation of people with disabilities as both artists and patrons.
- Silver – The majority of cultural organizations has documented improvement in the representation of people with disabilities.
- Gold – The representation of people with disabilities in cultural organizations is at least equal to the representation of people with disabilities in the local population.

Briefly describe how your community has taken action on cultural contribution.

3. Recreation/sport contribution

People with disabilities enjoy participating in recreation and sports both as players/athletes and as spectators.

- Bronze – The majority of recreation/sport organizations and facilities (e.g. sports clubs, fitness centres, recreation leagues, training facilities, aquatic teams, professional sports organizations) have taken steps to remove barriers to participation and/or to actively facilitate the participation of people with disabilities as both players/athletes and spectators.
- Silver – The majority of recreation/sport organizations has documented improvement in the representation of people with a disability.
- Gold – The representation of people with disabilities in recreation/sport organizations is at least equal to the representation of people with disabilities in the local population.

Briefly describe how your community has taken action on recreation/sport contribution.

4. Environmental contribution

Appreciation and protection of the environment go hand in hand. People are more inclined to cherish and protect their environment when they have some personal experience of it. Communities can ensure that opportunities for experiencing the natural environment are inclusive of people with disabilities. Services, like recycling, and products, like lower emission vehicles, also need to be accessible to people with disabilities.

- Bronze – The majority of organizations that provide products, services or venues for the appreciation or protection of the environment (e.g. conservation organizations, parks, wilderness camps, outdoor equipment suppliers, recycling depots, vehicle manufacturers, organic food stores) have taken steps to remove barriers to participation and/or to actively facilitate the participation of people with disabilities as advocates and beneficiaries of a healthy environment.
- Silver – The majority of environmental service or advocacy organizations has documented improvement in the representation of people with a disability.
- Gold – The contribution of people with disabilities to appreciating and protecting the environment is at least equal to the representation of people with disabilities in the local population.

Briefly describe how your community has taken action on environmental contribution.

Part 4: Resources

While this tool was designed for self-evaluation and discussion purposes, it also contains links to a sample of resources you may find helpful. These resources include legislation, guidelines, standards, programs, organizations and examples. This is by no means a complete list. The resources provided are illustrative only and no endorsement of the organizations behind them is suggested. If you are aware of any other helpful resources that are not included in this version, please share them. (Note to designer to provide a way to share this info.)

Resources have been arranged in the same order as the elements in Part three, beginning with resources of a general nature that apply to several sections.

General Resources

The following resources are not specific to one section. They include, for example, other self-evaluation tools and resources for public participation.

<http://www.sparc.bc.ca/>

Mission Statement: The Social Planning and Research Council of British Columbia (SPARC BC) works with communities in building a just and healthy society for all. SPARC BC offers services and publications on community planning, citizen participation, community indicators, accessibility, and much more.

<http://www.bccpd.bc.ca/s/Home.asp>

The BC Coalition of People with Disabilities is a provincial, cross-disability advocacy organization. Their mandate is to raise public and political awareness of issues that concern people with disabilities.

<http://www.bcands.bc.ca/>

The BC Aboriginal Network on Disability Society (BCANDS) "provides a variety of support services and resources to help aboriginal people with disabilities, and others associated with the disabled. Aboriginal people with some form of disability direct and work in the organization, a registered non-profit society with more than 4400 members."

<http://www.bcacl.org/>

"The BC Association for Community Living is a federation that advocates for children, youth and adults with developmental disabilities and their families to ensure justice, rights and opportunities in all areas of their lives."

<http://www.ldav.ca/>

Mission: "The Learning Disabilities Association of BC, serving the cities of Vancouver, Burnaby and Richmond (LDA) is a non-profit organization committed to fostering the full potential of persons with learning disabilities."

<http://www.cmha.ca/>

Canadian Mental Health Association "promotes good mental health and advocates for social change."

<http://www.widhh.com/>

The Western Institute for the Deaf and Hard of Hearing is "a non-profit organization with services such as counselling, interpreting, employment counselling, audiology, and assistive device sales."

<http://www.coastfoundation.com/>

Coast is a not-for profit organization that provides affordable housing, employment programs and psycho-social rehabilitation programs for people with a serious and persistent mental illness.

<http://www.bcpara.org>

BC Paraplegic Association has recently released *Coming Into Focus: People Living with Spinal Cord Injury In BC*. This report provides insight into the ability of British Columbians with spinal cord injuries to be physically active, participate in fulfilling relationships, find information and support, participate fully in their communities and live satisfying lives.

<http://www.disabilityfoundation.org/>

"The Disability Foundation exists to help people with significant disabilities achieve full citizenship in the community." The Disability Foundation's six affiliated societies are: BC Mobility Opportunities Society, ConnecTra Society, Disabled Independent Gardeners Association, Disabled Sailing Association, Tetra Society of North America and Vancouver Adapted Music Society.

<http://www.abilities.ca>

The Abilities Foundation is the home for Access Guide Canada – a guide to accessible places in Canada. The guide includes forms for evaluating the accessibility of a wide variety of places – everything from financial institutions to restaurants.

<http://www.gov.on.ca/citizenship/accessibility/english/act2001.htm>

Ontarians with Disabilities Act

This fairly comprehensive piece of legislation could be a model for other jurisdictions.

http://www.design.ncsu.edu:8120/cud/univ_design/princ_overview.htm

Universal design principles and guidelines.

<http://iap2.org/practitionertools/index.shtml>

International Association for Public Participation's practitioner toolkit includes a useful spectrum for thinking about public participation approaches.

<http://www.socialaudit.ca/>

Good example of an accountability report from Planned Lifetime Advocacy Network. PLAN used the social audit methodology developed by AccountAbility www.accountability.org.uk.

<http://www.selfadvocatenet.com/default.asp>

Network of people with intellectual disabilities, based in the Fraser Valley, "self-advocating" for a better future

Resources for improving Support Services

1. Personal supports.

<http://www.healthservices.gov.bc.ca/hcc/csil.html>

"Choice in Supports for Independent Living (CSIL) is an alternative for eligible home support clients. CSIL was developed to give British Columbians with daily personal care needs more flexibility in managing their home support services."

<http://www.bccpd.bc.ca/s/IFP.asp?ReportID=86256>

The Individualized Funding (IF) Resource Centre began in 1997 as an initiative to build bridges between people with physical disabilities and family members who wanted to pursue options for individualized funding in order to take more control over their disability supports and to enable the flexibility that would allow greater participation.

<http://members.shaw.ca/bsalisbury/>

Individualized Funding Information Resources: A repository of articles and information about individualized funding.

<http://www.nsdrc.org/BriefingPEADCSept2004.pdf>

Briefing Note of the Provincial Equipment and Assistive Devices Committee

<http://www.microboard.org/>

A Vela Microboard is formed when a small group (micro) of committed family and friends join together with a person with challenges to create a non-profit society (board). Together this small group of people address the person's planning and support needs in an empowering and customized fashion. A Vela Microboard comes out of the person centred planning philosophy and is therefore created for the sole support of one individual.

<http://www.communitylivingcoalition.bc.ca/>

"The coalition is an open and inclusive gathering of people and organizations dedicated to empowering individuals and families to make decisions about how they lead their lives in the community."

http://www.familysupportbc.com/about_us.htm

"The Family Support Institute is a province-wide organization whose purpose is to strengthen and support families faced with the extraordinary circumstances that come with having a family member who has a disability."

http://www.tetrasociety.org/about_tetra.htm

"The purpose of Tetra is to recruit skilled volunteer engineers and technicians to create assistive devices for people with disabilities."

2. Accessible and inclusive built environments

<http://www.mcaaws.gov.bc.ca/building/handbook/index.htm>

The Building Access Handbook (building requirements for persons with disabilities from BC Building Code)

<http://www.city.vancouver.bc.ca/ctyclerk/cclerk/20030729/1.htm>

Background to Vancouver's enhanced building by-law

<http://www.abilities.ca>

Access Guide Canada highlights accessible features of a wide variety of buildings and provides forms for evaluating accessibility.

<http://www.adaptenv.org>

Adaptive Environments is a 25 year old educational non-profit organization committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities.

<http://www.miusa.org/publications/freeresources/hrtoolbox/ToolboxExistingFac.pdf>

Guidelines for making existing structures more accessible.

<http://www.access-board.gov/about/ADA.htm>

The American Disabilities Act(ADA) - Under titles II and III of the ADA, the Access Board develops and maintains accessibility guidelines for buildings, facilities, and transit vehicles and provides technical assistance and training on these guidelines

<http://sparc.bc.ca/parkingpermit/index.html>

Information about the Disabled Persons Parking Permit program and application forms.

3. Transportation

http://www.translink.bc.ca/Transportation_Services/Accessibility/

Translink provides accessible conventional and custom transit services.

http://www.cta.gc.ca/access/index_e.html

Canadian Transportation Agency - The Agency is responsible for ensuring that undue obstacles to the mobility of persons with disabilities are removed from federally regulated transportation services and facilities.

<http://www.nhtsa.dot.gov/cars/rules/adaptive/brochure/index.html>

Brochure: Adapting Motor Vehicles for People with Disabilities (U.S.)

http://www.ahscalgary.ca/news_travel.html#travelpicks

Travel resources from the Accessible Housing Society Calgary.

4. Housing Choice

http://www.cmhc-schl.gc.ca/en/prfias/rerepr/readaspr_005.cfm

The Residential Rehabilitation Assistance Program (RRAP) for Persons with Disabilities offers financial assistance to homeowners and landlords to undertake accessibility work to modify dwellings occupied or intended for occupancy by low-income persons with disabilities.

<http://www.cmhc-schl.gc.ca/en/imquaf/flho/index.cfm>

Flex housing is a practical approach to designing and building housing that allows residents to convert space to meet their changing needs.

<http://www.saferhomesociety.com/>

Certification criteria for homes which are adaptable and safe for people of all ages and abilities.

<http://www.ahscalgary.ca>

Accessible Housing Society offers a variety of integrated support services and resources including: A Housing Registry, Housing and Personal Care Services, Residential Assessment & Design Program (RAD), and a library of resources.

<http://www.accessbc.net/>

Access Building Association helps develop and build adaptable, sustainable and inclusive apartment or townhouse projects.

5. Safety

<http://www.abilities.ca>

Access Guide Canada's assessment forms include safety considerations for lodgings.

<http://www.saferhomesociety.com/>

Certification criteria for homes which are adaptable and safe for people of all ages and abilities.

<http://www.cpaont.org/level2.tpl?var1=story&var2=20040831125407>

A fire safety training kit for use in public education sessions geared towards people with disabilities and seniors.

<http://www.gosnells.wa.gov.au/scripts/viewarticle.asp?NID=772>

Safety strategy for people with disabilities – part of this Australian city's Safe City Initiative.

6. Emergency preparedness

http://www.newmobility.com/review_article.cfm?id=476&action=browse

Link to an article discussing evacuation for wheelchair users during 9/11.

<http://www.cariboo.bc.ca/hsafety/response/evacuation.html#top>
Thompson Rivers University evacuation policies for persons with disabilities.

<http://www.nod.org/index.cfm?fuseaction=Page.viewPage&pageID=11>

Compelled by the attacks of September 11, 2001, N.O.D. launched the Emergency Preparedness Initiative (EPI) to ensure that emergency managers address disability concerns and that people with disabilities are included in all levels of emergency preparedness- planning, response, and recovery.

7. Education

<http://www.crdp.org/regional/vancouver/index.html>
Bachelor of Community Rehabilitation Studies, offered by the University of Calgary and Douglas College. This course is designed mainly for people currently working in community-based services wanting to upgrade their education.

<http://neds.ca/>

National Educational Association of Disabled Students - a consumer organization with a mandate to encourage the self-employment of postsecondary students with disabilities.

<http://www.setbc.org>

SET-BC (Special Education Technology) is a Ministry of Education Provincial Resource Program, assisting school districts in British Columbia in meeting the technology needs of students with physical disabilities, visual impairments, and autism.

<http://www.ldav.ca/>

The Learning Disabilities Association of Vancouver provides programs and services, from preschool intervention, social skills development, tutoring, advocacy and public education."

<http://www.inclusiveschools.org/>

The National Institute for Urban School Improvement is a U.S. based organization working for more inclusive schools.

Resources for Improving Access to Information

1. Universal signage and way-finding

<http://www.polara.com/>

Polara Engineering Inc. - a leading manufacturer of accessible pedestrian products, such as pedestrian signals, pushbuttons, audible and vibro-tactile features.

<http://www.gag.org/resources/das.php>

Downloadable Universal Accessibility Symbols provided by the Graphic Artists Guild.

2. Plain Language

<http://www.plainlanguagenetwork.org/>

The Plain Language Association International. This web site is one of the most comprehensive sites in the world for plain language and clear communication.

<http://disabilityisnatural.com/peoplefirstlanguage.htm>
Web site with information on "People First Language"

3. Multiple formats

<http://www.miusa.org/publications/freeresources/hrtoolbox/humanresourcestlbox>
Fairly comprehensive guidelines for accessible communication.

<http://www.w3.org/>
The World Wide Web Consortium (W3C) - a wealth of information on web site accessibility

<http://www.ece.ubc.ca/~panosn/research.html>
Digital Multimedia Lab at the University of British Columbia-working to develop and provide accessible multimedia communications services

4. Accurate Portrayals

<http://www.philia.ca>
Philia seeks a dialogue with individuals from all sectors of Canadian society to: Discover and enliven the social, spiritual and economic life of our communities. Encourage the full citizenship and participation of Canadians with disabilities. Maximize the unique and under utilized contributions of Canadians with disabilities.

<http://www.pwd-online.ca>
Government of Canada site.

Resources for improving Economic Participation

1. Employment

<http://www.mhr.gov.bc.ca/publicat/bcea/pwd.htm>
BC Employment and Assistance for Persons with Disabilities

<http://www.vancouverfoundation.bc.ca/GrantInformation/dsef/aboutdsef.shtml>
"The Government of British Columbia established this \$20 million endowment fund to be managed by the Vancouver Foundation. The Disability Supports for Employment Fund (DSEF) will disburse approximately \$1 million annually to assist British Columbians with disabilities to obtain the employment disability supports they need to participate in the workplace."

<http://www.orw.ca/findex.html>
"ORW is a non-profit, independently funded resource base, serving organizations, business and government involved in the employment of persons with disabilities."

<http://laws.justice.gc.ca/en/E-5.401/>
Employment Equity Act from the Department of Justice Canada - includes legislation affecting persons with disabilities.

http://www.sdc.gc.ca/en/epb/sid/cia/grants/of/desc_of.shtml
Opportunities fund for persons with disabilities

<http://www.miusa.org/publications/freeresources/hrtoolbox/ToolboxBudgeting.pdf>
Mobility International USA publication on how to budget for an inclusive workplace.

<http://www.miusa.org/publications/freeresources/hrtoolbox/ToolboxRecruit.pdf>
Mobility International USA publication on strategies for recruiting people with disabilities

<http://www.conferenceboard.ca/pdfs/disability.pdf>
Conference Board of Canada report, Tapping the Talents of People with Disabilities

<http://www.workablesolutionsbc.ca/>
WorkAble Solutions ~ a unique employment resource for persons with disabilities, employers, and Human Resources professionals in British Columbia (BC).

<http://www.ilo.org/public/english/employment/skills/disability/news.htm>
International Labour Organization site with links to codes, studies and other resources related to disability in the workplace.

<http://www.employers-forum.co.uk/www/index.htm>
UK forum of major employers includes information on The Employer's Forum Disability Standard.

Polaris Employment Services Society

205 - 5066 Kingsway,
Burnaby, B.C.

....604 430-1557

- For unemployed individuals with a developmental disability

2. Skills development

http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/epb/sid/cia/grants/of/desc_of.shtm&hs=oxf

Human Resources Development Canada site to assist persons with disabilities to prepare for and obtain employment or self-employment as well as to develop the skills necessary to maintain that new employment

<http://www.orw.ca/findex.html>

"ORW is a non-profit, independently funded resource base, serving organizations, business and government involved in the employment of persons with disabilities."

<http://www.neilsquire.ca>

The Neil Squire Society uses "technology, knowledge and passion" to empower people with disabilities.

3. Business development

<http://www.ibde.ca/>

Internet Business Development Training for Entrepreneurs with Disabilities Program - provides an opportunity for adults with physical disabilities to enhance their work and employability skills in a self-paced and supported work and learning environment.

<http://www.tilbcpa.org>

Technology for Independent Living provides expertise and some funding to assist an individual in developing an electromechanical assistive device that aids him or her in self employment.

<http://www.business-disability.com>

National Business and Disability Council (USA) - award-winning organization that for 24 years has assisted corporations with issues related to accessible work conditions and accessible products and services.

http://www.wd.gc.ca/finance/programs/microABLED_e.asp

The ABLED Loan Program is offered in cooperation with Van City Credit Union and Coast Capital Savings Credit Union. This program is specifically designed to improve access to business services and other support mechanisms to entrepreneurs with disabilities who are thinking of starting or expanding a small business in British Columbia's Lower Mainland/Fraser Valley and Greater Victoria areas.

4. Marketing products and services

<http://www.nod.org/index.cfm?fuseaction=Page.viewPage&pageId=15>

Information on tapping the marketing power of people with disabilities

[http://www.apr.gc.ca/DListProdsE.asp?Action=""&Id='M'](http://www.apr.gc.ca/DListProdsE.asp?Action=)

Accessible Procurement Toolkit that applies universal design principles.

<http://www.disability-marketing.com/>

This consulting firm helps clients in the USA but could be a template for British Columbia.

www.worldaccessibility.com

An accessible, inclusive, virtual environment providing access to information, products and services for people of all abilities.

Resources for improving Community Contribution

1. Social contribution

<http://sparc.bc.ca/accessibility/accessibility04.html>

"SPARC BC's Community Accessibility Contacts Initiative (CACI) is a multi-step project. The goal is to create tools to increase information sharing for effectively addressing accessibility issues."

<http://www.philia.ca>

Philia seeks a dialogue with individuals from all sectors of Canadian society to: Discover and enliven the social, spiritual and economic life of our communities. Encourage the full citizenship and participation of Canadians with disabilities. Maximize the unique and under utilized contributions of Canadians with disabilities.

<http://nod.org/index.cfm?fuseaction=Page.viewPage&pageId=9>

The Religion and Disability Program of the National Organization on Disability (N.O.D.) in the United States, is an Interfaith effort, urging national faith groups, local congregations and seminaries to identify and remove barriers of architecture, communications, and attitudes.

2. Cultural contribution

<http://www.connectra.org/index.htm>

"ConnecTra Society is dedicated to encouraging and enabling people with physical disabilities to contribute to their communities by fostering community support and establishing relationships that reward personally and financially."

<http://www.disabilityfoundation.org/vams/index.html>

Vancouver Adapted Music Society. 604-688-6464

<http://www.s4dac.org/>

Society for Disability Arts and Culture- presents and produces works by artists with and without disabilities and promotes artistic excellence among artists in a variety of disciplines.

<http://www.theatreterrific.ca/>

Theatre Terrific Society - Theatre Terrific Society has been working since 1985 to gain public acceptance for people with disabilities by enabling them to participate in Vancouver's vibrant theatrical community.

<http://www.dimenet.com/disculture/>

The Institute on Disability Culture promotes pride in the history, activities, and cultural identity of individuals with disabilities throughout the world.

<http://www.abilitiesfestival.org/>

"Abilities Festival - A Celebration of Disability Arts and Culture is a multifaceted and multidisciplinary festival of visual and performing arts. It is a festival providing opportunities to showcase artistic excellence by persons with disabilities."

3. Recreation/sport contribution

<http://www.disabilityfoundation.org/dsa/about.shtml>

The Disabled Sailing Association is an affiliate of The Disability Foundation.

<http://www.whistlerblackcomb.com/rentals/school/ski/adaptive.htm>

Whistler Adaptive Sports Program - they try to make snow sports accessible to all, regardless of their ability, by providing guidance and helpers. They also provide and maintain an inventory of adaptive equipment.

<http://www.wheelincanada.com>

Wheelin' Canada providing those who use wheelchairs with Active Lifestyle Solutions. Their Motto: Get what you need; do what you want.

<http://www.palaestra.com>

Forum of Sport, Physical Education & Recreation for Those with Disabilities

<http://www.bcwheelchairsports.com>

BC Wheelchair Sports

<http://www.ala.ca>

"The Active Living Alliance for Canadians with a Disability (ALACD) promotes, supports and enables Canadians with disabilities to lead active, healthy lives."

<http://www.disabilitysport.org>

BC Disability Sports provides "a multi-sport competitive event for the development of athletes with a disability, coaches and officials throughout British Columbia, which promotes and encourages physical activity, individual achievement, community celebration and awareness of abilities."

4. Environmental contribution

<http://www.city.vancouver.bc.ca/commsvcs/southeast/>

Southeast False Creek Residential Community is designed to incorporate principles of energy efficiency and to be a model "sustainable community".

<http://www.thesunshinecoast.com/about/inlandlake.html>

The Inland Lake Forest Provincial Park and Trail System provides excellent camping, fishing, boating and outdoors oriented activities. The site is open from may 12th to September 30 and provides basic facilities for both disabled and able bodied persons. The 12 kilometre wheelchair accessible circuit includes 8 picnic/rest areas, 4 overnight camping areas and 6 fishing piers.