The City of Vancouver's Accessibility Strategy (Phase 1)
QUICK OVERVIEW

In September 2018, Vancouver City Council asked staff to making an accessibility strategy. Phase 1 of the City of Vancouver's Accessibility Strategy is an important way we are making the city more accessible and inclusive.

Community members and stakeholders who have given feedback for the Accessibility Strategy are:

- Residents with disabilities
- Self-Advocates
- Families and caregivers of people with disabilities
- Service providers and support workers
- Community organizers
- Organizations serving people with disabilities
- Allies and leaders of the disability community
- The City's Accessibility Task Force
- The City's Internal Staff Working Group
- Persons with Disabilities Advisory Committee (PDAC)
- Seniors Advisory Committee (SAC)
- The PDAC and SAC Council Advisory Committees
- People with Lived Experience Advisory on Mental Health and Substance Use

We understand ableism is very real and very much a part of our society and everyday language. Ableism is a form of prejudice and discrimination against people with disabilities. We need to stop ableism to be more inclusive.

The Accessibility Strategy follows federal and provincial law:

- *UN Declaration on the Rights of Persons with Disabilities*
- *Canadian Human Rights Act*
- *Accessible Canada Act*
- *Accessible BC Act*
- *BC Human Rights Code*

We want the Accessibility Strategy to:

- Teach city staff how people with disabilities experience the city.
- Help staff identify and stop ableism.
- Change ableist city practices.
- Be sure people with disabilities feel included in city life and public matters.
- Make city policies and services accessible.
- Removing barriers that are part of our systems.
- Lead to more education and awareness about disability and accessibility.

- Having more services for different people.
- Make a welcoming City and workplace for persons with disabilities.

We want the Accessibility Strategy to offer:

- Definitions and accessibility commitments.
- Ways for improving accessibility within the City and the community.
- A starting point for change that must happen over time.
- An accessibility lens for City planning.
- Ways to track accessibility in City policies and services.
- Feedback on work and action plans.

The Strategy puts work into 8 Focus Areas made by the Accessibility Task Force. The Areas of Focus were confirmed by people during community engagement sessions for the Strategy. Community members gave feedback for the Accessibility Strategy. 7 out of 8 Focus Areas follow the *Accessible British Columbia Act*. The 8th is about working together with other groups for accessibility in our community.

8 Areas of Focus and Accessibility Goals:

Focus Area 1: Built Environment and Public Spaces
Goal: Remove physical barriers related to: housing, transportation, public buildings, facilities and spaces, and commercial and institutional spaces.

Focus Area 2: Transportation Services, Policies and Programs
Goal: Apply universal design principles to guide transportation planning and design, to connect people to their daily needs.

Focus Area 3: Housing Services, Programs, and Design
Goal: Make accessible, affordable, social, and supportive housing for persons with disabilities.

Focus Area 4: Information and Communication
Goal: Connect and engage with persons with disabilities by providing communication supports, accessible websites, formats and digital content.

Focus Area 5: Employment
Goal: Support a diverse and inclusive workplace for all.

Focus Area 6: Governance and Engagement
Goal: Reduce barriers to participation in civic life using an accessibility lens.

Focus Area 7: Capacity and Collaboration
Goal: Talk about accessibility challenges in the community with non-profit organizations and persons with disabilities so we can get more done together.

Focus Area 8: Advocacy and Working with other Orders of Government, along with other Agencies

Goal: Work with all levels of government so persons with disabilities can move, lead, and take part in their communities.

It is important to check on actions set by City departments for the 8 Focus Areas. The Strategy suggests an accountability framework. This means making a plan for testing how the City is meeting accessibility goals.
The framework includes:

- Guiding principles.
- Ways to check timelines and reporting.
- Transparency and honesty around Strategy work.
- Follow through on the goals set by City departments.

The Accessibility Strategy needs ongoing community engagement from diverse voices of persons with disabilities. It is important that community engagement is a big part of making the Strategy.

So far we have:

- Worked with disability organizations to help us understand the needs of persons with disabilities.
- Invited people not always included to take part.
- Hosted focus groups
- Reviewed 7 years of meeting minutes from two Council Advisory Committees: the Persons with Disabilities Advisory Committee (PDAC) and the Seniors Advisory Committee (SAC). Both committees have advocated on many accessibility-related issues over many years.

The community suggested 4 ways to help make the Accessibility Strategy work:

1. **Education and Awareness:**
    - The City needs to lead the way with education and awareness about accessibility. The City's Accessibility Strategy aims to include persons with disabilities as valued members of our community. The Strategy gives a plan for the City to improve its accessibility culture.

2. **Intersectionality:**
    - Intersectionality means people can be discriminated against for more than one thing. Persons with disabilities are diverse in their disabilities, gender, race, age, religion, sexual orientation, socioeconomic status, nationality, immigration status, and more.

- It is important to understand the intersectional experiences of persons with disabilities. This makes accessibility better for all. It is clear that there is no "one size fits all" approach to creating an accessible City. An intersectional approach is a more inclusive. We need to make space for all our residents.

3. Social Inclusion:

- Social inclusion is about stopping social isolation. People need to be able to choose where to go, what to do, where to work, and be able to take part in community. Social inclusion means people have the right to freely move in the community. To join, lead, and contribute on their own terms.
- People who shared experiences for the Accessibility Strategy said they needed social connection in their lives. Persons with disabilities want to feel valued as fellow community members. But our physical infrastructure and systems are not accessible. Negative attitudes about disability make it hard for persons with disabilities to make friends or take part in community. Accessibility barriers happen because of ableism. But everyone should feel like they belong. Stopping ableism and promoting inclusion is important work.

4. Racial Justice:

- Accessibility cannot get better by focusing on only one group of people. Many persons with disabilities also face racial injustice. People who shared experiences about racial injustice for the Accessibility Strategy said they had accessibility barriers because of ableism and racism.
- Ableism and racism are both forms of discrimination coming from colonial ideals of white supremacy. There are different experiences for white and racialized persons with disabilities. Ableism and racism are part of the same system. Knowing this makes it important we address discrimination and racism. This is part solving accessibility challenges in our community.

The Accessibility Strategy can help the City be more accessible for people living with disabilities. To make this happen we need to understand ableism connected to settler colonialism and capitalism. Disability is a part of identity that is the main focus for this Strategy. Persons with disabilities are often discriminated against in other ways, too. Including sexism, ageism, racism, homophobia, classism, xenophobia, and more.

Phase 1 of the Strategy includes what we have started doing with the 8 Focus Areas and department action items:

- Gathering community feedback.
- Making priorities.
- Developing a strategy.
- Having an accountability framework.

Phase 2 of the Strategy will include:

- More public engagement.
- Making a multi-year action plan.
- Monitoring the departmental actions.
- Establishing the Accessibility Committee.
- Setting ways for the public to give feedback on accessibility.

"Transforming Attitudes, Embedding Change: A City of Vancouver Accessibility Strategy" is our journey to making a city where all people feel valued, respected, and openly welcomed.

The work of making the City's Accessibility Strategy is part of the "Healthy City Strategy". The Healthy City Strategy is about making better conditions for the well-being of all our residents.

>>For feedback and questions about the City's Accessibility Strategy, please contact >>>>>>>>>>

TRANSFORMING ATTITUDES, EMBEDDING CHANGE:

THE CITY OF VANCOUVER'S ACCESSIBILITY STRATEGY

(Phase 1)

The City of Vancouver is located on the traditional, unceded territories of the xʷməθkʷəy̓ əm (Musqueam), Sḵwx̱ wú7mesh (Squamish) and səlilwətaɬ (Tsleil-Waututh) Peoples, who have lived on these lands since time immemorial.

As a City of Reconciliation, the City of Vancouver has committed to "form a sustained relationship of mutual respect and understanding with local First Nations and the urban Indigenous community." This is an ongoing and evolving commitment, and one that is essential to our path forward.

CITY OF VANCOUVER

Table of Contents

Acknowledgements & Executive Summary

SECTION 1: Why Accessibility?
Ableism and Accessibility
Statement of Accessibility Commitments

SECTION 2: Overview of Accessibility & the Vancouver Context
Community Profile

SECTION 3: A New Perspective of Accessibility
Transforming the Culture
Methodology: Developing the Strategy
Community Recommended Approaches

SECTION 4: Accessibility Strategy- *Transforming Attitudes, Embedding Change:* Strategy Components
Definition and Principles
Goals and Objectives
Key Focus Areas and Action Plans
1. Built Environment and Public Spaces
2. Transportation
3. Housing
4. Information and Communication
5. Employment
6. Governance and Services
7. Capacity and Collaboration
8. Advocacy and Working with Other Orders of Government

Accountability Framework

SECTION 5: Conclusion

Appendix 1 — Organizations involved in Community Engagement
Appendix 2 — Community Engagement Report
Appendix 3 — Definitions of Terms
Appendix 4 — Background of the Work & Aligning the Strategy
Appendix 5 — Current Accessibility Priorities Underway & Community
Appendix 6 — Recommendations by Focus Areas
Appendix 7 — Breakdown of Voices Heard by Community along with our Advisory Committees

Acknowledgements

Residents of Vancouver are advocating for more inclusive policies. People want accessible spaces, services, and opportunities. Vancouver's Accessibility Strategy is a way we are challenging ableism in the city. The Strategy will make the city more accessible and inclusive.

Community members who have given important feedback for this accessibility strategy are:

- Residents with disabilities
- Self-Advocates
- Families and caregivers of people with disabilities
- Service providers
- Community organizers
- Allies and leaders of the disability community
- The city's Accessibility Task Force
- The city's Internal Staff Working Group
- Persons with Disabilities Advisory Committee (PDAC)
- Seniors Advisory Committee (SAC)

We understand ableism is very real and very much a part of our society and everyday language. Ableism is a form of prejudice and discrimination against people with disabilities. We need to stop ableism and be more inclusive.

We want to follow accessibility legislation, including:

- *UN Declaration on the Rights of Persons with Disabilities*
- *Canadian Human Rights Act*
- *Accessible Canada Act*
- *Accessible BC Act*
- *BC Human Rights Code*

We want the City of Vancouver's Accessibility Strategy *to:*

- Teach city staff how people with disabilities experience the city.
- Help staff identify and stop ableism.
- Change ableist city practices.
- Be sure people with disabilities feel included in city life and public matters.
- Make city policies and services accessible for all.

Staff are very thankful to all community partners, residents, and colleagues who took part in making the Accessibility Strategy. Your stories, advice, and honesty are

what makes the Strategy possible. We need to continue to work together so the Strategy gets used throughout the city and accessibility gets better for all.

Executive Summary

The City of Vancouver's Accessibility Strategy is about including persons with disabilities in Vancouver. We can do this by having:

- Inclusive and accessible services.
- Accessible programs, buildings, and public spaces.
- Ways to get rid of barriers that stop people from taking part in city life.

According to the World Health Organization (WHO), disability is an umbrella term that describes impairments, activity limitations and participation restrictions, and the negative aspects of the interaction between an individual (with health condition) and that individual's contextual factors (environmental and personal factors). For the purpose of this strategy and in alignment with the *Accessible Canada Act*, the term disability also includes "any physical, mental health, cognitive, intellectual, sensory or age-related impairments which, in interaction with various barriers, may hinder full and effective participation in society on an equal basis with others. These disabilities may be visible or invisible and may be permanent, temporary or episodic. As well, disability can intersect with various identities of an individual which may result in compounding effects". Various terms are used to describe the disability community, including 'persons with disabilities' and 'disabled people.' The term 'disabled people' is used in alignment with the social model of disability which recognizes that people with impairments.

The City uses the term "persons with disabilities" to include:

- **People who experience physical, mental health, cognitive, communication, intellectual, sensory, or age-related impairments.**
- **People with lived experience of mental health challenges or substance-use related disabilities.**

In September 2018, Vancouver City Council asked staff to start making an accessibility strategy. And to work with an Accessibility Task Force, made up of members from the:

- Persons with Disabilities Advisory Committee
- Seniors Advisory Committee
- People with Lived Experience Advisory on Mental Health and Substance Use

The Accessibility Strategy is the result of this work, it gives:

- Definitions and accessibility commitments.
- Focus for improving accessibility within the City and the community.
- A starting point for change that must happen over time.
- An accessibility lens for City planning.
- Ways to track accessibility in City policies and services.
- Feedback on work and action plans.

It takes a lot of work to make Vancouver accessible. It calls for a focus on persons with disabilities and other marginalized groups. This is a long-term commitment of planned actions across all City departments. In order for the Accessibility Strategy to work, all City staff need to question our own ways of thinking. It will take resources, staff time, and space to make the City more accessible for all.

Actions and changes in attitude need to happen to make the City more accessible. Staff need to:

- Work with community members to make changes.
- Build relationships and have brave conversations with one another.
- Come up with solutions to the challenges of unequal access.
- Move to full access and inclusion.
- Understand the importance of accessibility.

The Strategy puts work into 8 Focus Areas made by the Accessibility Task Force. The Areas of Focus were confirmed by people during community engagement sessions for the Strategy. Community members gave feedback for the Accessibility Strategy. 7 out of 8 Focus Areas follow the *Accessible British Columbia Act*. The 8th is about working together with other groups for accessibility in our community.

The community suggested 4 ways to help make the Accessibility Strategy work:

1. Education and Awareness:
    - The City needs to lead the way with education and awareness about accessibility. The City's Accessibility Strategy aims to include persons with disabilities as valued members of our community. The Strategy gives a plan for the City to improve its accessibility culture.

2. Intersectionality:
    - Intersectionality means people can be discriminated against for more than one thing. Persons with disabilities are diverse in their disabilities, gender, race, age, religion, sexual orientation, socioeconomic status, nationality, immigration status, and more.

- It is important to understand the intersectional experiences of persons with disabilities. This makes accessibility better for all. It is clear that there is no "one size fits all" approach to creating an accessible City. An intersectional approach is a more inclusive. We need to make space for all our residents.

3. Social Inclusion:
    - Social inclusion is about stopping social isolation. People need to be able to choose where to go, what to do, where to work, and be able to take part in community. Social inclusion means people have the right to freely move in the community. To join, lead, and contribute on their own terms.
    - People who shared experiences for the Accessibility Strategy said they needed social connection in their lives. Persons with disabilities want to feel valued as fellow community members. But our physical infrastructure and systems are not accessible. Negative attitudes about disability make it hard for persons with disabilities to make friends or take part in community. Accessibility barriers happen because of ableism. But everyone should feel like they belong. Stopping ableism and promoting inclusion is important work.

4. Racial Justice:
    - Accessibility cannot get better by focusing on only one group of people. Many persons with disabilities also face racial injustice. People who shared experiences about racial injustice for the Accessibility Strategy said they had accessibility barriers because of ableism and racism.
    - Ableism and racism are both forms of discrimination coming from colonial ideals of white supremacy. There are different experiences for white and racialized persons with disabilities. Ableism and racism are part of the same system. Knowing this makes it important we address discrimination and racism. This is part solving accessibility challenges in our community.

The community suggested 4 ways to help make the Accessibility Strategy work:

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City departments are taking planned actions to work on the 8 Focus Areas. Here are some examples:

Action: Review the Current *Vancouver Building By-law* and *Standards of Maintenance By-law Section 9 on Building Elevators.* Identify amendments and/or actions to ensure that housing operators have realistic plans and the necessary tools to provide assistance to residents who have difficulty with stairs when elevators are broken and/or out of service.

- *Lead by: Development, Buildings & Licensing*

Action: Ensure that services provided by the City's Renter Office, including the Renter Enquiry Line, Renter Services Grants and proposed Renter Services Centre, meet the accessibility needs of renters.

- *Lead by: Arts Culture and Community Services (Renter Office)*

Action: Advocate for plain language principles in all published print and digital/social content where CEC is involved in creation and review.

- *Lead by: Civic Engagement and Communications and Technology Services (Digital Channels)*

Action: Continue to develop a comprehensive, progressive, cumulative curriculum and pathway for Justice, Equity, Decolonization, and Inclusion (JEDI) learning.

- *Lead by: Equity Office*

Action: Apply an accessibility lens to emergency response and recovery plans to centre the needs of persons with disabilities in disasters and emergencies.

- *Lead by: Vancouver Emergency Management Agency*

Go to Appendix 6 for a full list of planned actions by departments.

These 4 things will guide actions of the Accessibility Strategy:

1. Education and awareness. Learn about ableism, reduce stigma, and understand the experiences of persons with disabilities.
2. A racial justice lens. Know that racism and ableism are injustices rooted in colonial ideals of white supremacy.

3. Intersectionality. Understand the connected systems of discrimination for social categories such as race, class, ability, gender, age, etc.
4. Social inclusion. Do things that cut social isolation and make leadership roles for persons with disabilities.

It is important to check on actions set by City departments for the 8 Focus Areas. The Strategy suggests an accountability framework. This means making a plan for testing how the City is meeting accessibility goals. The framework includes:

- Guiding principles.
- Ways to check timelines and reporting.
- Transparency and honesty around Strategy work.
- Follow through on the goals set by City departments.

Disabilities are part of being human. But persons with disabilities experience discrimination and many barriers in their everyday lives. People born with a disability, or who get a disability at some point in their life, have for a long time been seen as less valuable than other people.

The City's Accessibility Strategy is about challenging stereotypes and ableism. The Strategy supports inclusion of persons with disabilities in our community. Everyone is likely to experience a temporary, periodic, or permanent disability at some point in life. Persons with disabilities need to be seen, heard, engaged, recognized, and valued in our communities.

SECTION 1: Why Accessibility?

Ableism and Accessibility

Persons with disabilities experience many barriers in their everyday life. This discrimination is rooted in the system of ableism. In an ableist society, people born with a disability, or who get a disability at some point in their lives, can be thought of as less valuable.

Ableism is based on:

- Learned values and prejudices.
- Labels that say disabled bodies and minds are not as good.
- Neglect, abuse, and dismissal of people with disabilities.
- Unequal human rights and social categories.

In the 1800s and early 1900s, persons with disabilities were forced to live in institutions. Places such as psychiatric hospitals, schools for the blind, houses of Refuge and church-run homes. These places housed large numbers of people with intellectual disabilities and physical disabilities. People were unfairly cut off from society and community. Things started to change after the First World War when thousands of injured and disabled veterans returned home. Many veterans found it hard to rejoin society because of visual impairments, mobility challenges, and mental health challenges. Non-profit organizations, such as War Amps, started to advocate for veterans. They brought needed services to the community. Training and employment services quickly returned ex-soldiers to the workforce.

Over many years, the hard work of disability rights activists has helped the disability community. Sharing common experiences of discrimination has made better access to employment, recreation, transportation, education, and housing. Many organizations and advocacy groups fight for the inclusion of persons with disabilities.

Ableism is still a part our society and everyday language. People can have ableist thoughts, behaviors, attitudes, and experiences without knowing. Persons with disabilities face barriers because of stereotypes. Such as the false belief that persons with disabilities are always dependent on others and the system. Persons with disabilities are sometimes viewed as "an inspiration" for doing everyday activities. This can lead to negative attitudes as well.

Ableism happens in many ways, for example:

- Stairs being the only option to enter a building.
- Having to enter a building from the rear where the only accessible entrance is located.
- Planning a meeting without considering the sight, hearing, or other needs of who will be there.

Persons with disabilities, families, caregivers, disability organizations, and others have worked to make things more accessible and inclusive. We all have a responsibility to challenge ableism and stop ableist practices. Thinking of bodies as disabled versus non-disabled stops us from experiencing the full range of human abilities and functioning. It stops the chance of working together towards understanding.

The City of Vancouver Commits to:	Description:

Respecting the rights, dignity, and independence of persons with disabilities over the life course	Because of ableist attitudes and behaviours, persons with disabilities get treated as 'less than' those who are able-bodied. To stop these harmful attitudes, we need to follow the BC Human Rights Code and the Accessible BC Act. Making the City more accessible starts by respecting and upholding the rights, dignity and independence of people with disabilities. These efforts must take into account that disabilities can happen at any time in a person's life. Solutions need to be based on personal needs.
Building a safe environment where all people feel valued, included, and a sense of belonging	Many marginalized groups have pointed out that they do not experience the city as a safe place. People do not feel like they belong. Safety and belonging are part of making and accessible city.
Making sure persons with disabilities are involved in decision-making and to take part fully in city life	An accessible city is one where persons with disabilities take part in employment, entertainment, recreation, and city planning. It is important for persons with disabilities to take part in decision-making in the City.
Sharing how the diverse knowledge of persons with disabilities impacts all City processes, policies and decision-making	As the City works to reflect the diversity of Vancouver's population in its staff, hiring employees with disabilities is a big part of this work. Sharing how the views of persons with disabilities impacts City processes is an important step to removing barriers and building trust between the City and disability communities.
Listening to the needs of persons with disabilities and working to make City programs, services, and physical	Most of society is designed mainly through the lenses of those who are able bodied. This means that many City programs, services and physical spaces are not accessible to persons with disabilities. This can happen when persons with disabilities are left out of planning and decision making. An inclusive and

infrastructure more accessible.	accessible City listens to the needs of those who have accessibility challenges because of city planning and the built environment.

The City of Vancouver has a responsibility to protect human rights. This means making an accessible city for everyone and meeting the needs of persons with disabilities. The UN Convention on the Rights of Persons with Disabilities (CRPD) and the Global Sustainable Development Goals (SDGs) challenge ableism. They want countries and cities to take real action to be more accessible and inclusive.

Stakeholders have come up with ways to make Vancouver an inclusive, welcoming, and accessible city for all. Understanding the harmful attitudes and ableism that exist in our city is an important step. Both the federal and provincial governments passed accessibility laws. The Accessible Canada Act passed in June 2019 and the Accessible BC Act passed in June 2021. These laws make it clear the City of Vancouver needs to protect the human rights of persons with disabilities and other rights holders, as also outlined in the BC Human Rights Code.

Statement of Accessibility Commitments

On November 3, 2021, the City Council made five accessibility commitments. These commitments are based on the principle of "nothing about us without us…,[1]". The City needs to make space and elevate the voices and leadership of persons with disabilities in our community.

SECTION 2: OVERVIEW OF ACCESSIBILITY & THE VANCOUVER CONTEXT

Community Profile

Persons with disabilities are considered "the world's largest minority", about 650 million people globally. It is a minority group that almost everyone will be part of at some point in their lives. But not everyone experiences disabilities in the same way or to the same degree.

There is not a lot of data about the range of experience with disabilities of people in Vancouver.

The most up-to-date data source is the Canadian Survey on Disability. It is done the year after each census. This survey only includes people 15 and older who reported having limitations on their daily activities in the census.

The following is an overview of the numbers of people in Vancouver currently living with disabilities:

- More than one in five people in Vancouver have an ongoing disability. This includes 107 thousand people age 15 and older.[1] There are ten categories of disability reported by Statistics Canada. People experience disabilities in many categories. This group has many identities and experiences. The most reported disabilities by people in Vancouver include pain, mobility, flexibility, sight, and mental health.
- Children and youth under 15 are not included in these numbers, but people of all ages live with disabilities. In the current school year, 12% of children in the Vancouver School District have special needs. In the BC Adolescent Health Survey (2018), 24% of youth in grades 7 to 12 reported a health condition or disability. Mental health and long-term medical conditions were reported most.
- Disabilities may be temporary or ongoing. They can be from age, genetics, injury, illness or other experiences. People may experience ongoing disabilities more with age. 45% of people age 65 and older live with disabilities, compared to 16% of people age 15 to 64. But most people with disabilities are younger than age 65. The Canadian Survey on Disability (2017) estimates 69 000 people age 15 to 64 with a disability, and 38 000 age 65 and older.
- Vancouver's population is aging. There were 113 000 people age 65 and older in Vancouver as of the 2021 census. This is a 16% increase since 2016. It is five times the growth rate of people under age 65. It is important to meet the needs of this growing population of older adults who are also more likely to experience different types of disability. Vancouver needs to be an accessible and age-friendly city.
- Age 65 is often used as a benchmark for identifying older adults and seniors. But it is important to note that persons with disabilities experience aging in different ways. People's disabilities change over time and can be more complex with age. People with disabilities may also experience a faster aging process.[2] Programs and supports based on age can leave out others who need those services
- Among people surveyed in the 2020 Homeless Count in the City of Vancouver:

    - 23% reported a learning disability or cognitive impairment;
    - 35% reported a physical disability;
    - 44% reported a medical condition or illness;
    - 45% reported a mental health issue;
    - 60% reported addiction.
- At least 37 000 people age 15 and older in Vancouver have an ongoing disability related to mental health. But many more people in Vancouver experience mental health challenges. In 2014, 20% of adults in the city rated their mental health status as fair or poor. In 2021, 35% of adults in Vancouver reported that they had poor mental health. 59% reported that their mental health had worsened during the pandemic.
- Record overdose deaths because of a toxic drug supply is happening in Vancouver. At least 2,300 people have died of overdose in Vancouver since 2016. A safe drug supply is an urgent priority to address this problem. One cause of this emergency is the lack of supports for people experiencing challenges such as chronic illness, pain, or injuries.
- Accessibility needs are different for persons with disabilities, aging populations, and those experiencing mental health challenges. But these experiences sometimes connect with each other and other areas of health. Disabilities can impact people's mental health. In the Canadian Community Health Survey, only 59% of people with a disability said their mental health was good. This compared to 88% of people without disabilities.[4] Persons with disabilities, seniors, older adults, and people with mental health challenges have been harmed by health inequities for a long time. Many of these inequities grew during the COVID-19 pandemic.

Accessibility Results

Statistics on the experiences by persons with disabilities and other parts of their identities is limited. People can be discriminated against for more than one thing. Persons with disabilities are diverse in their disabilities, gender, race, age, religion, sexual orientation, socioeconomic status, nationality, immigration status, and more. Identities intersect with each other. A goal of the Accessibility Strategy's is to be more aware of intersectional identities for better accessibility. More engagement with community members with disabilities is needed to get better intersectional data.

The Canadian Survey on Disability includes data on people's location, levels of education, and employment. Some statistics include:

- Persons with disabilities face barriers in the education system. 20% of people with disabilities did not receive a high school certificate. 31% have completed a university degree, compared to 43% of people without disabilities.
- Among the population age 25 to 64, 75% of persons with disabilities are in the labour force. However, they are more likely to face barriers. The unemployment rate for persons with disabilities is 25% higher than for people without disabilities. The average after-tax income for persons with disabilities is less than $31,000 per year. This amount is well below the living wage needed to live in Vancouver.
- The Canadian census does not include data on persons with disabilities. It does include questions on the limitations that people face in their daily activities. These questions can be used to find areas where persons with disabilities are more likely to experience barriers. In the 2016 census, some indicators include:
- Across all age groups, 31% of the population report that they experienced limitations on daily activities. This includes 10% that "always", 4% that "often", and 17% that "sometimes" experience these limitations.
- 23% of people with limitations on their daily activities have incomes below the after-tax low income point. A higher rate than the overall population.
- 22% of households with at least one person experiencing limitations on their daily activities are living in core housing need. Meaning that their housing does not meet standards of affordability or suitability for the people living in them.
- People with limitations on their daily activities are less likely to be living with a spouse or partner. They are more likely to be living in households that have multiple families.
- People with limitations on their daily activities are more likely to be working in arts and culture, administration, or public services. They are less likely to be working in finance, management or scientific and technical services.

Many people in Vancouver experience social isolation and loneliness. Only half of Vancouver residents have 4 or more people in their social circle. Almost 1 in 5 people live alone. Experiences of disability, aging, or mental health challenges can get worse when mixed with social isolation.

A report on social isolation and loneliness among seniors found that there are links between disabilities, isolation, and loneliness. Isolation and loneliness can cause physical health challenges. The report talks about actions government and service providers can take to help stop social isolation and loneliness. This is a way we can make accessibility better.

SECTION 3: A NEW PERSPECTIVE OF ACCESSIBILITY

Transforming the Culture

The City wants to unlearn our biases about persons with disabilities. To end ableism in the City's policies, practices, services, and infrastructure.

An accessible City benefits us all. For example, when we have curb cuts on sidewalks, not only do wheelchair users benefit, those with strollers and on mobility scooters also benefit. When we focus on those who experience the most need, we all benefit.
This work is about changing the culture of the City by:

- Removing barriers that are part of our systems
- Focusing on education
- Having more services for different people
- Making a welcoming City and workplace for persons with disabilities.

We all have a role to play in challenging biases and stereotypes about persons with disabilities. This starts by naming ableist acts and language when it happens. We need to tell different stories about disability. In order for Accessibility Strategy to work, all City staff need to question our own biases and try new ways of thinking. This will help change City planning, policies, and services. To stop ableist attitudes and behaviours, the City needs to build a "culture of vulnerability". A culture of vulnerability opposes the negative beliefs of persons with disabilities.

Methodology

The Accessibility Strategy needs ongoing community engagement from diverse voices of person with disabilities. It was important that community engagement be a big part of making the Strategy.

So far we have:

- Worked with disability organizations to help us understand the needs of persons with disabilities.
- Invited people not always included to take part.
- Hosted focus groups
- Reviewed 7 years of meeting minutes from two Council Advisory Committees: the Persons with Disabilities Advisory Committee (PDAC) and

the Seniors Advisory Committee (SAC). Both committees have advocated on many accessibility-related issues over many years.
- Studied all the information collected to come up with themes.
- City staff met with all departments to share what we learned.
- Departments worked with their teams to come up with planned actions to take.

Stakeholders of the Accessibility Strategy include:
- The Accessibility Task Force
- The PDAC and SAC Council Advisory Committees
- Persons with disabilities
- Caregivers, support workers, family members of person with disabilities
- Organizations serving people with disabilities
- The Internal Staff Working Group

The Accessibility Strategy follows federal and provincial law.

Themes are grouped into 8 Focus Areas based on lived experiences. Some issues experienced by persons with disabilities are explained in the focus areas.

Some department action items came from the data we shared and some were already started. The information we collected during Phase 1 of the Strategy will support future work and help us check on our progress.

Go to Appendix 7 for a breakdown of voices heard from the community while making the City's Accessibility Strategy.

Community Recommendations

The community suggested 4 ways to help make the Accessibility Strategy work:

1. Education and Awareness:
    - The City needs to lead the way with education and awareness about accessibility. The City's Accessibility Strategy aims to include persons with disabilities as valued members of our community. The Strategy gives a plan for the City to improve its accessibility culture.
2. Intersectionality:
    - Intersectionality means people can be discriminated against for more than one thing. Persons with disabilities are diverse in their disabilities,

gender, race, age, religion, sexual orientation, socioeconomic status, nationality, immigration status, and more.

- It is important to understand the intersectional experiences of persons with disabilities. This makes accessibility better for all. It is clear that there is no "one size fits all" approach to creating an accessible City. An intersectional approach is a more inclusive. We need to make space for all our residents.

3. Social Inclusion:
    - Social inclusion is about stopping social isolation. People need to be able to choose where to go, what to do, where to work, and be able to take part in community. Social inclusion means people have the right to freely move in the community. To join, lead, and contribute on their own terms.
    - People who shared experiences for the Accessibility Strategy said they needed social connection in their lives. Persons with disabilities want to feel valued as fellow community members. But our physical infrastructure and systems are not accessible. Negative attitudes about disability make it hard for persons with disabilities to make friends or take part in community. Accessibility barriers happen because of ableism. But everyone should feel like they belong. Stopping ableism and promoting inclusion is important work.

4. Racial Justice:
    - Accessibility cannot get better by focusing on only one group of people. Many persons with disabilities also face racial injustice. People who shared experiences about racial injustice for the Accessibility Strategy said they had accessibility barriers because of ableism and racism.
    - Ableism and racism are both forms of discrimination coming from colonial ideals of white supremacy. There are different experiences for white and racialized persons with disabilities. Ableism and racism are part of the same system. Knowing this makes it important we address discrimination and racism. This is part solving accessibility challenges in our community.

SECTION 4: STRATEGY PARTS

Definitions

The terms disability, accessibility, and ableism are always changing. Definitions change when society changes.

The term disability is complex. Some people identify with the term disability and some do not. The reason some people do not is because of negative stereotypes about disability. Others find identity and community using the term.

The term accessibility is complex. One definition used is "the absence of barriers that prevent individuals and/or groups from participating, contributing and benefiting in all aspects of society." Accessibility means different things to different people. People do not have to be from the disability community to experience inaccessibility. For the purposes of this Strategy, we mean accessibility for persons with disabilities.

Go to Section 1 for the definition of ableism.

Go to Appendix 3 for a full list of definitions for terms in this Strategy.

Principles

Here is a list of principles for the Accessibility Strategy:

- Inclusion: All people must be able to take part in the community with individual autonomy and choice.
- Adaptability: We will be flexible as accessibility services, technology, and attitudes change.
- Diversity: All people are respected for their differences and lived experiences. Including disabilities/abilities, age, race, ethnicity, gender, sexual orientation, socio-economic status, religious beliefs, and immigration status.
- Collaboration and Engagement: Accessibility is a group responsibility. The City needs to work with all stakeholders to end barriers and build an accessible society.
- Intersectionality: Understand some people are discriminated against in more than one way. Classism, racism, sexism, homophobia, trans antagonism, ageism, and ableism are more harmful when combined.
- Respect: Treat all people with respect and dignity for a community focused on positive mental health.
- Leadership and Accountability: The City will work to do more than expected by law. All City staff need to make accessibility better in their areas of responsibility.

Goals

There is no "one size fits all" approach to creating an accessible city. We want to understand how people with disabilities experience the city. So we can end barriers to full participation in city life.

The goals of the Accessibility Strategy are to:

- Make it so all residents have fair access to the City's services, programs, and infrastructure.
- Build an inclusive culture within the City.
- Support all City departments to use an accessibility lens in daily activities.
- Be sure the City removes barriers to recruitment, hiring, retention, accommodation, and advancement of employees with disabilities.

We want to:

- Respect the rights, dignity, and independence of persons with disabilities.
- Create a culture where all people feel valued, respected, and welcomed.
- Give fair access for people to take part in the planning of municipal policies, programs, and services.
- Foster inclusion for all City residents, visitors, and employees.
- Be sure the City uses an accessibility lens in the daily operations of every department.
- Value and use the knowledge and views of persons with disabilities.
- Understand barriers to inclusion may increase with intersecting identities.
- Align the City's strategy with both federal and provincial accessibility legislation.

Appendix 4 is about the Accessibility Strategy and how it connects with other City work.

Appendix 5 goes over some international, national, and provincial accessibility legislation.

Key Focus Areas & Action Plans

The Accessibility Task Force made eight areas of focus for goals of the City's Accessibility Strategy. Community members agreed with the focus areas when making the Strategy. Seven of the eight focus areas align with the Accessible British Columbia Act. The eighth is about working with other stakeholders on accessibility for all.

Appendix 6 has more details of the 8 Focus Areas and City Department action items.

1. BUILT ENVIRONMENT & PUBLIC SPACES

Goal: The City will follow Universal Design Guidelines and a high level of accessibility guidelines. Everyone should be able to access all physical infrastructure in the city.

Our built environment includes:

- Public facilities and buildings.
- Arts, cultural, social, and recreational infrastructure.
- Commercial facilities.
- Public spaces such as parks, beaches, playgrounds and pedestrian pathways.

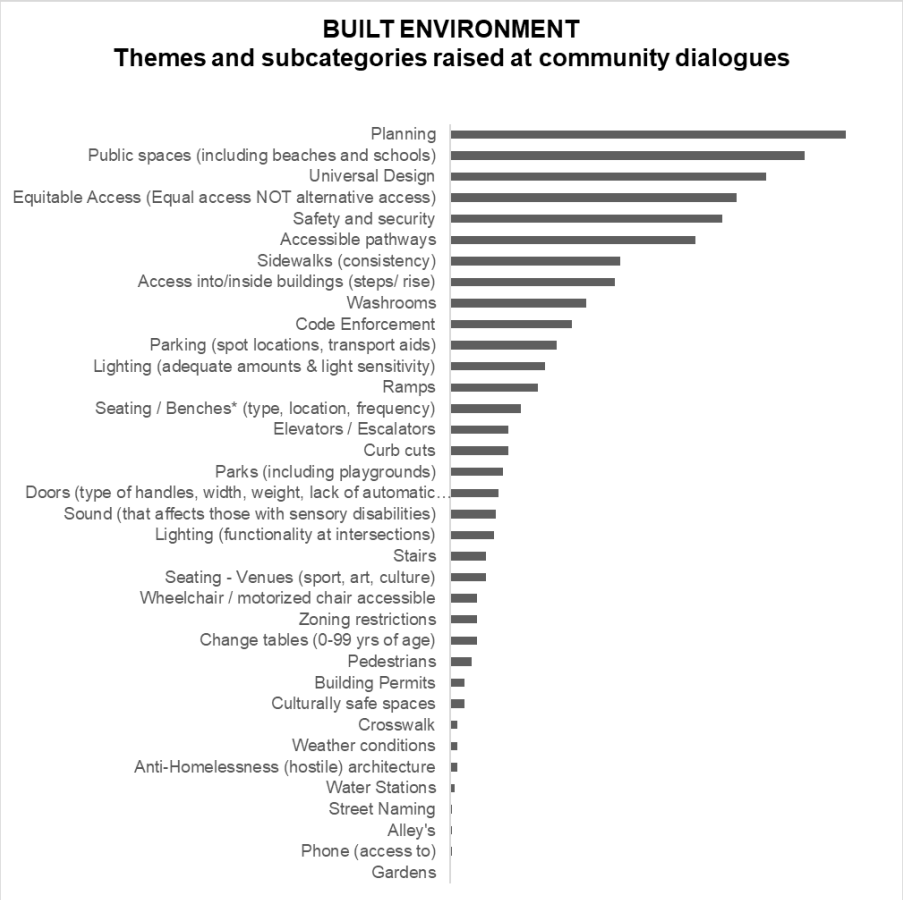
The City has been working on being more accessible for many years. We want to be a City that meets the needs of everyone's ability and age. The City has made accessibility guidelines for new construction. We are working to remove barriers to our built environment.

What we heard from the community and stakeholders:

- Universal Design principles around the city is key to success.
- Persons with disabilities need to be part of decision-making for accessible infrastructure. Projects need to meet diverse needs, including physical, mental health, cognitive, communication, intellectual, sensory, or age-related disabilities. Neurodivergence and intersectionality need to be part of accessibility planning.
- Accessibility experts need to review all City building projects. Staff need to know about building accessibility to give information to the community.
- Safety in the daily experiences of persons with disabilities is an ongoing issue. We need inclusive infrastructure laws that focus on accessibility.
- Wayfinding is important. This means being able to get around a space or get to a specific place. Residents said we can be more creative, innovative, and intentional with wayfinding communication. Signs formatting, sounds, and tactile options can help.
- There are barriers to accessing older infrastructure. This includes street sidewalks and shared pathways in public spaces. Bylaws and policies are not followed in all public spaces, businesses, and private buildings. This stops full participation in society by persons with disabilities.
- More awareness is needed about designing barrier-free and accessible spaces.

Community priorities include:

- Universal design principles to guiding City development.
- Vancouver-specific construction policies that pass a high level of accessibility requirements.
- Ways for people to give advice on accessibility in building and public space plans.
- Persons with disabilities involved in accessibility planning, including permits, enforcement, and security.
- Accessibility checks of public spaces to find ways to improve safety and security for all.
- City functions to raise awareness about creating barrier-free and accessible spaces in the City.
- Wayfinding systems that meet the needs of persons with disabilities.



2. TRANSPORTATION SERVICES, POLICIES AND PROGRAMS

GOAL: The City will use universal design principles for transportation planning. People should feel connected to their daily needs regardless of ability.

Transportation is important for persons with disabilities. Transportation challenges stop people from accessing their daily needs. Persons with disabilities face many different mobility barriers. Transportation issues includes transit options and our built environment. An accessible transportation system helps everyone meet their daily needs.

Transportation is complex because solving problems includes other cities. But there are ways the City can help transportation accessibility. The City can advocate for local, provincial, and federal transportation changes.

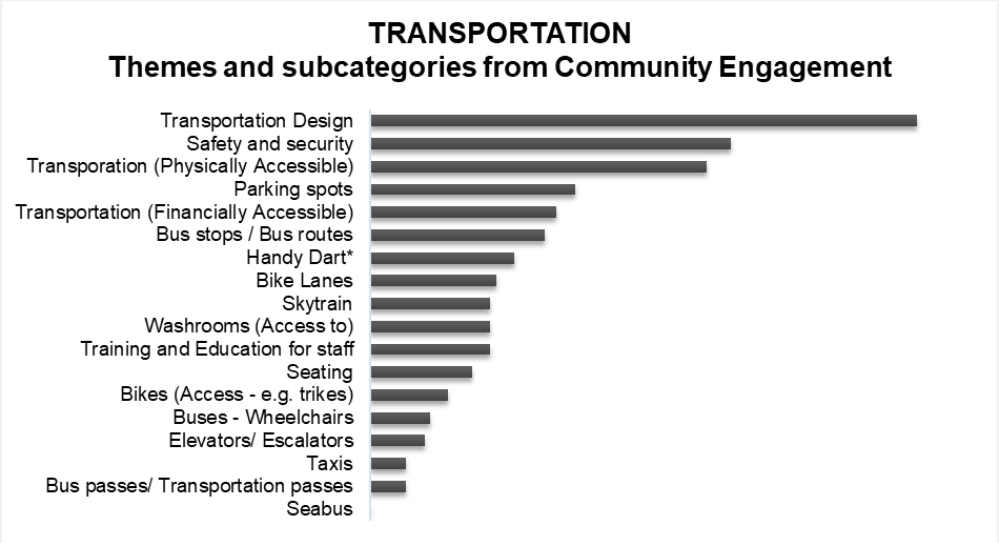
The City's role in transportation includes:

- Building and maintaining City-owned public infrastructure, including streets, sidewalks, and public space.
- Guiding development on private property.
- Managing how streets get used.
- Advocacy and partnership with agencies outside the City's jurisdiction.
- Guiding residents through education, pricing, and making accessibility easy.
- Providing leadership in Vancouver and around the world.

What we heard from the community and stakeholders:

- Universal design principles are important for transportation planning. People need ramps, elevators and signs for mobility access. Especially near transit stops and stations.
- Wayfinding transit can be challenging for some people. Options are needed for different types of disabilities including physical, mental health, cognitive, communication, intellectual, sensory, or age-related.
- Security is an issue on transit and near transit stations, including having accessible washrooms. Discrimination happens to some people while using transit. These things can cause anxiety for persons with disabilities. Training is needed for all transit staff and ride-hailing companies. Including education and awareness about ableism and disabilities.
- Sidewalks need to be accessible and safe for people walking and using all types of mobility devices.
- We need more accessible parking options and wider parking spots.
- Accessible transportation needs to be affordable and available in all areas of the city.

- HandyDART needs to be easier to use and should not take away the dignity of service users.



Community priorities include:

- Universal design principles guides transportation planning.
- Review wayfinding through an accessibility and intersectional lens.
- People are able to use mobility devices safely in the pedestrian environment.
- Check the security of transit spaces using an intersectional lens to make them more accessible.
- Education for everyone part of all transit, ride-hailing, and mobility support systems.
- Persons with disabilities who are driving are able to park and load safely close to where they need to go.

Task Force Commentary

The Task Force noted that in addition to the transportation priorities outlined in this focus area, the City needs to work on additional areas including: reviewing all aspects of transportation costs in relation to the impacts to persons with disabilities, ensuring accessibility of electric vehicle charging stations, exploring qualification criteria to provide access to alternative transit services and accessibility of parking meters. Special attention needs to be given to the following projects

- HandyDart overview
- Broadway Extension line bathrooms and Elevators
- User Directed Transportation Systems Stats, Updates & Accessible Fee
- Driver Training update
- Outdoor Patios impact on transport
- mobility pricing in downtown
- reviewing the green city initiatives
- accessible parking spots
- signage
- HandyDart Registration updates, engagement & overview
- HandyDart Compass training & feedback
- bus stop balancing initiative
- increasing bus shelters
- washrooms and dual elevators throughout the transportation network
- seating on city streets
- electrical scooter, making sure they remain safe
- drop off zones
- Arbutus Greenway including bathrooms

3. HOUSING SERVICES, PROGRAMS, AND DESIGN

GOAL: Accessible, affordable, social, and supportive housing is available for persons with disabilities.

Access to secure and affordable housing is important for health and well-being. Having choice and control of living spaces is an important part of being independent. Accessible housing is affordable and welcoming and provides independence. It meets the physical needs of persons with disabilities. Having accessible housing in all neighbourhoods supports diversity and inclusion. It helps people connect with their community and build a life they choose.

Homelessness is defined as "the situation of an individual, family, or community without stable, safe, permanent, appropriate housing, or the immediate prospect means and ability of acquiring it."

There are other types of homelessness for persons with disabilities, such as:

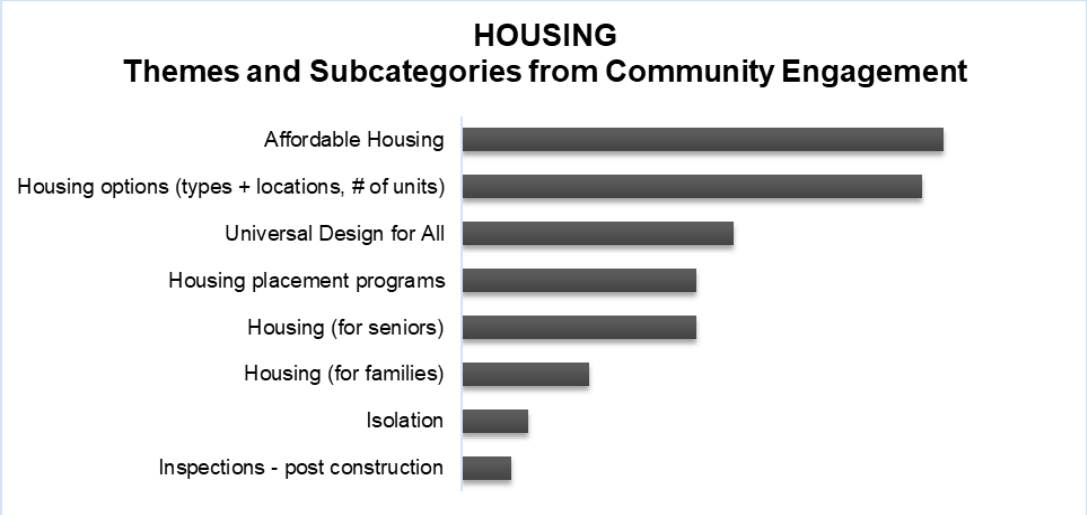
- Persons using a mobility device living in an inaccessible home

- Persons dwelling in a living room and not being able to access the bathroom and/or shower
- Persons not able to use the kitchen because it is not accessible
- Persons having to crawl on the floor through narrow corridors to access the toilet

The City of Vancouver is trying to make housing affordable and accessible. We want to provide more social and supportive housing. We want housing to meet the needs of our residents with accessibility challenges. Making sure persons with disabilities have accessible housing is challenging for the City. Intersecting identities such as race and gender add to this challenge. The City wants programs and projects to help people who are at risk of homelessness.

What we heard from the community and stakeholders:

- Housing is a struggle for persons with disabilities. There is not enough buildings and homes that meet accessibility needs. The City can do more so builders make accessible homes, including low-income housing. Waitlists for accessible housing are too long and the need for accessible housing is growing.
- Housing is not affordable for people living on social assistance. Most or all of a person's income goes to housing costs. This leaves little or no budget to meet other needs.
- Shelters are not always accessible or safe. Some of the Single Room Occupancy (SRO) hotels do not have elevators or good lighting. People get put in places that do not meet their needs or make people feel unsafe.
- Rental housing has lots of barriers for persons with disabilities.
- Housing can get taken away when a presenting disability or mental health challenge makes a renter break any rules. People get evicted without any support. People need different types of support to be a part of the neighbourhood or get employment.
- Housing for persons with disabilities is an important part of social inclusion. It has a direct link to a sense of belonging.



Community priorities include:

- Universal design principles guiding housing design and policy in the City.
- Having more supportive housing programs for persons with disabilities, like the "Right Fit" program.

- Raising income assistance levels for shelter having more rental supplements for persons with disabilities.
- Giving accessible units and public housing to those in greatest need.
- Working with all developers so accessibility is part of all housing developments.
- Supporting adaptions to make people's current homes more accessible. Making programs such as the "SAFER" program available to all.
- Making emergency shelters more accessible.
- Having more temporary transitional housing options for persons with disabilities who want permanent homes.

Task Force Commentary

Housing accessibility has been a key priority for the work of PDAC and SAC over the years. The committees have provided input and put forward accessibility motions on areas such as: accessible path of travel, elevators, accessible bathrooms on the main floor, priority access for permits, laneway houses, increasing accessible housing stock etc.

There are significant barriers that still need to be addressed in order to ensure there are accessible housing options for persons with disabilities:

- One-bedroom apartments in Vancouver are constructed small and in many instances, there is no space to maneuver a wheelchair in the room, or have a caregiver perform personal care routines around a bed. Similarly, hospital size beds or assistive equipment for persons with disabilities may not fit in these units.
- More rental supplements are required to help persons with disabilities meet Vancouver's high market value rent.
- Below market rent is still not affordable by persons with disabilities

The Task Force calls on the City to take actions on the following priorities:

- Encourage the provincial and federal government to come up with more rental supplements.
- Require applicants (developers) for multi-family developments to involve an accessibility consultant on projects to review accessible dwelling units for livability and best practice as well as exterior conditions and public realm to ensure equitable access for all.
- Streamline permit application process for persons pursuing accessibility related modifications, renovations or residential construction projects on a smaller scale (beyond developers). Provide staff review with persons familiar with accessibility-related issues.
- Maintain permanent accessibility review panel members on urban design panel.
- Take further action to make an exterior accessible path mandatory for one entrance to most newly built dwellings.
- Increase percentage of required accessible units in new apartment and condominium buildings.
- Maintain inventory of accessible suites: both what is newly coming online and older housing stock.
- Involve PDAC in development and adjustment of any and all accessibility related by-laws, policies and guidelines
- Hold a series of workshops with non-profit housing providers including First Nations, community organizations, BC Housing, labour organizations, corporate, federal and provincial partners to develop and fast-track a non-market housing strategy to better meet the continuum of needs for people with disabilities
- Create a timeline with measurable objectives arising from a community-based planning process with funders to actualize a non-market housing strategy with specific targets for vulnerable populations. It is important to note that intersectionality does not mean not having specific targets for vulnerable populations, rather it is to clearly address the need for inclusivity and diversity across and within different populations

4. INFORMATION AND COMMUNICATION SERVICES

GOAL: The City of Vancouver offers residents accessible communication and communication supports.

Communication is how we share information with each other. The information we share and the technology we use needs to be accessible. Some people have

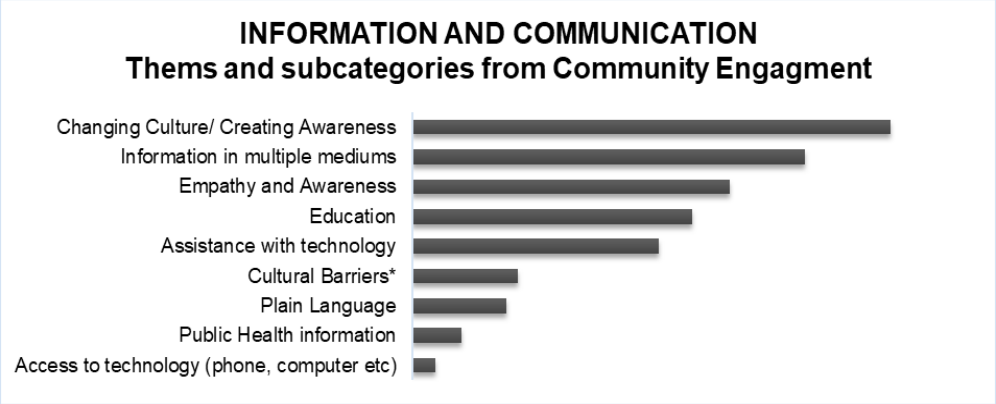
barriers to getting information from the City. This makes it hard for people to give input into City decision-making.

Accessible communication is about giving information in many formats. We need to think about the multidimensional aspects of disabilities. Including physical, mental, cognitive, communication, intellectual, sensory, or age-related disabilities.

We want people to feel included and understand City communications.

What we heard from the community and stakeholders:

- We need to communicate in many ways and languages so that people are able to get information they need. People want more videos, images, audio, and plain language versions of what we say. Plain language information helps so people do not get overloaded with too much information.
- Information sharing is a challenge for the Deaf and Hard of Hearing community. Technology helps but is not used enough to help people communicate or connect with others.



Community priorities include:

- Teaching people about accessibility laws and what persons with disabilities and other groups experience.
- Supporting organizations to make their meetings or events accessible to all people.
- Getting information in many accessible ways, formats, and languages.
- Having in-person communication options for persons with disabilities.
- Making standards used by all City groups for accessible communication.

5. EMPLOYMENT

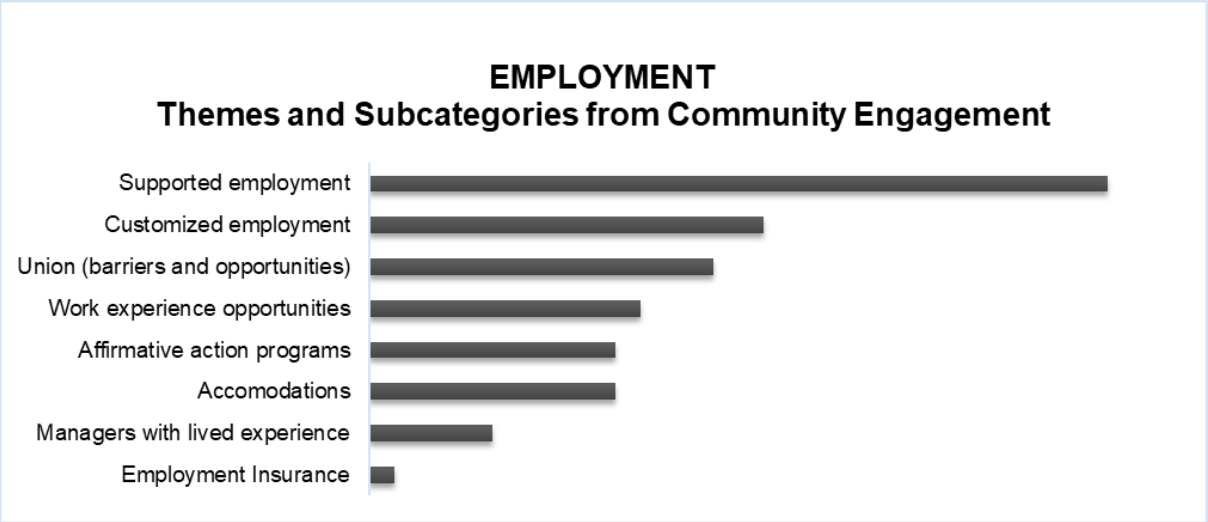
GOAL: An inclusive and accessible workplace for all in the City of Vancouver. Including more ways for persons with disabilities to contribute to the workforce.

Accessible employment is about not leaving persons with disabilities out of the hiring process. This includes recruitment, accommodation, retention, training, and promotion of employees. Accessible employment helps employees and employers. Working helps people have independence. Accessible employment can lead to better well-being. Valuing employees with disabilities leads to lower turnover and a better work environment.

We want an environment that is accessible and inclusive for all employees. The Human Resources (HR) department supports City staff with employee and labour relations. This includes compensation, benefits, health, and safety. Over the past few years, diversity and inclusion has been the main focus of HR at the City.

What we heard from the community and stakeholders:

- Many people struggle to find employment because of scheduling needs or the stigma around hiring persons with disabilities.
- We need to have more programs that help organizations hire persons with disabilities. Programs need to consider a wide range of physical, mental health, cognitive, communications, intellectual, sensory or age-related disabilities.
- Persons with disabilities need to be in leadership positions. Getting rid of barriers that stop people from growing careers is important for a healthy workplace.
- Training must happen for all levels of City employees to help stop our system of ableism.
- The City needs representation in the workforce.
- This Strategy needs to lead to policies for inclusive and accessible workplaces in the City.



Community priorities include:

- Regular training for City staff about accessibility needs.
- Checking on the City's hiring processes and making changes as needed.
- Hiring people with a wide range of disabilities who feel supported to do their duties.
- All people who hire and supervise others need to have strong knowledge of workplace accommodations and access needs.
- Supporting career growth and mentorship for employees with disabilities.

> ***Task Force Commentary***
>
> *Employment priorities for the City of Vancouver must recognize the 1 in 5 ratio of persons with disabilities living in Vancouver and hire staff with disabilities proportionally to ensure appropriate representation in the workforce. Additionally the Task Force wants the City of Vancouver to consider best practices on inclusive employment for persons with disabilities from across Canada*

6. GOVERNANCE AND ENGAGEMENT

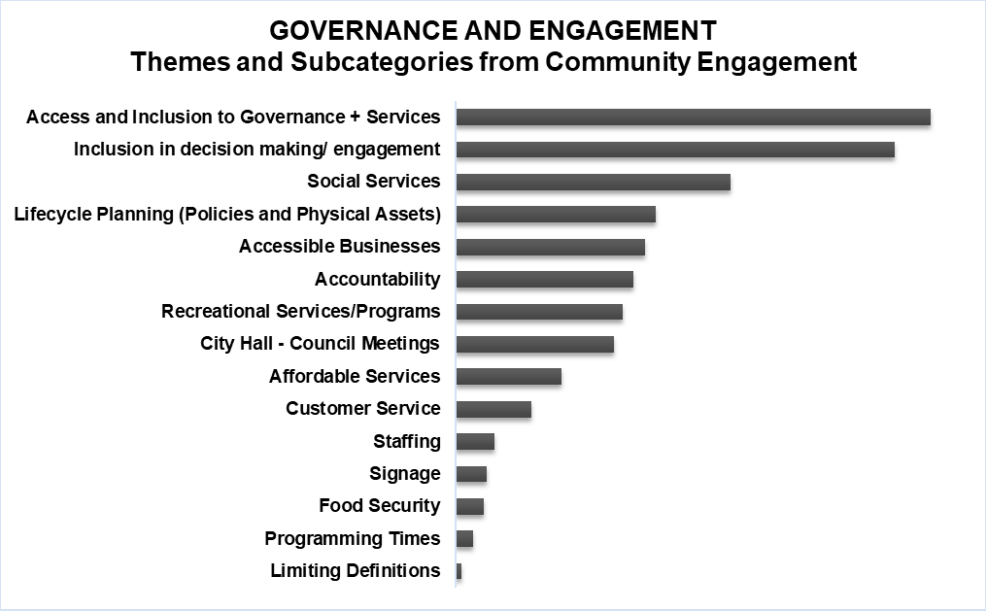
GOAL: Make sure there is fair access to municipal programs and services in the City of Vancouver.

We need to practice the "nothing about us, without us" principle when making decisions. This helps us stay accountable.

The City of Vancouver wants people to take part in local government programs, services, information, bylaws, and public decision-making. Voting accessibility is an important way this happens. Persons with disabilities need to be included in municipal elections.

What we heard from the community and stakeholders:

- Physical and communication barriers stop persons with disabilities from being a part of the City. Information about accessibility programs does not always get to the right people.
- It can be very hard to find the right supports and resources. We need resources that are easy to find and make sure City staff are knowledgeable about accessibility supports.
- Accessibility programs need to connect across all City departments. The City needs to talk about accessibility with other levels of governments, the non-profit sector, and businesses.
- Training on visible and invisible disabilities must happen for City staff who deal with the public. needs to be mandatory for City staff interacting with the public on an ongoing basis. Training needs to be made by persons with disabilities.
- Follow up on requests made by persons with disabilities when contacting the City is important.



Community priorities include:

- People with a range of experience and different types of disabilities are making accessibility standards for the City.

- Making customer services standards and training for staff serving persons with disabilities and other marginalized groups.
- Using an intersectional accessibility lens.
- Raising public awareness about accessible services in the City of Vancouver.
- Making accessibility information available when people buy goods, services, or facilities.
- Using the same accessibility policies across city services and programs, including the Vancouver Police Department, Vancouver Board of Parks and Recreation, and Vancouver School Board.

7. CAPACITY AND COLLABORATION

Goal: Talk about accessibility challenges in the community with non-profit organizations and persons with disabilities so we can get more done together.

Changing the systems persons with disabilities use takes working with our community partners. We need to listen to community groups who support persons with disabilities and groups that are run by persons with disabilities. The experiences and voices of the disability community need to be heard.

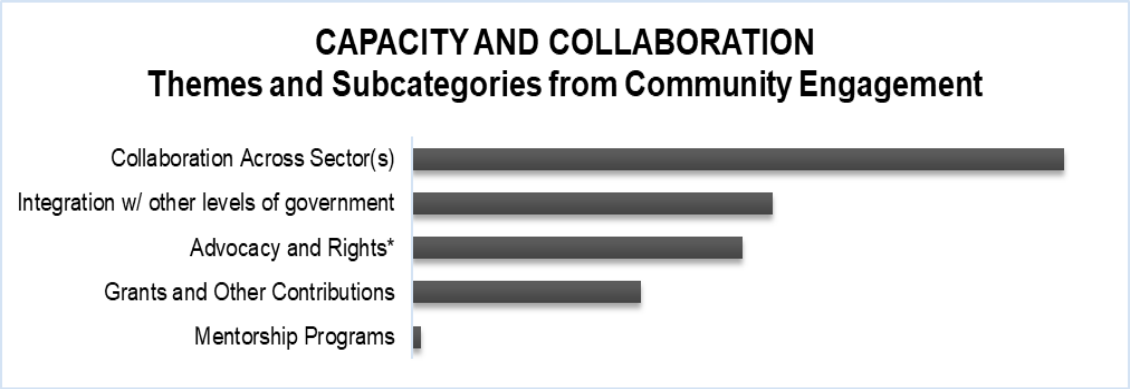
Community groups who serve vulnerable populations need resources. This is the best way to meet the needs of persons with disabilities, seniors, and those who experience mental health or substance use related disabilities. Service providers can better help people when they have flexibility and resources.

The City of Vancouver supports non-profit organizations with grants, capital projects, rent subsidies, and capacity support.

What we heard from the community and stakeholders:

- The City needs to work with community partners to make accessibility better. Partners need to be from different industries and focus on different issues to help make Vancouver accessible for all.
- Persons with disabilities need to be included in making decisions. Community groups can help us reach people who are not always included. We need to stop systemic discrimination. Funding groups who serve vulnerable populations helps a lot. So does connecting with these groups to solve problems together. This make the City more inclusive.
- Volunteerism can make a difference. Volunteer services can help stop social isolation and build self-esteem. The City needs community-based

mentorship programs and volunteer opportunities for persons with disabilities.



Community priorities include:

- Giving core funding to organizations working with persons with disabilities, seniors, and those with lived experience of mental health challenges.
- Funding networks that bring together community groups and persons with disabilities.
- Respecting the leadership and participation of the disability community.
- Working with community partners to make sure the rights and needs of persons with disabilities are a main part of City planning.
- Promoting accessibility standards in the community.
- Support volunteer and mentorship programs within the City and community organizations.
- Advocating for the rights of people living with disabilities including seniors and people with lived experience of mental health and substance use-related disabilities.

ADVOCACY AND WORKING WITH OTHER ORDERS OF GOVERNMENT, ALONG WITH OTHER AGENCIES

GOAL: Work with all levels of government so persons with disabilities can move, lead, and take part in their communities.

Accessibility is a priority for all levels of government. Governments need to work with the disability community to stop access barriers and solve problems.

Issues with housing, public spaces, social assistance, education, health, and transportation mean all levels of government need to work together. We need to

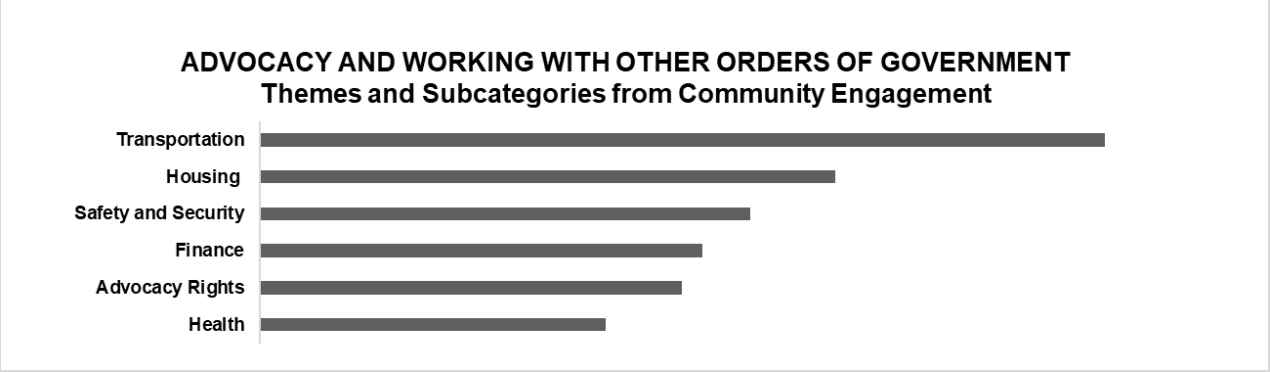
work with partner institutions such as Vancouver Coastal Health, TransLink, UBCM and BC Housing, and other cities. The City also needs to work with Civic boards such as the Vancouver Police Department, the Vancouver Board of Parks and Recreation, and the Vancouver Public Library.

What we heard from the community and stakeholders:

People experience challenges using the transit system, accessing the education system, and attending medical appointments. Challenges happen when these systems do not meet people's accessibility needs.

We need to support changes to make accessibility better in the City. It is also important we advocate for policy change outside of the City, including:

- HandyDART operations.
- Accessibility at schools.
- Appropriate daycare or child-minding spaces for children with disabilities.
- Housing affordability.
- Employment conditions.
- Social and financial assistance.
- Accessibility standards in the built environment.



Community priorities include:

- Making it so everybody is part of making accessibility and inclusion better.
- Sharing what we learn with other levels of government and community partners.
- Working with the disability community to make changes with the federal, provincial, and regional governments.

Accountability Framework

We need to check and communicate how things are going in the 8 Focus Areas. An accountability framework does this by using:

- Guiding principles
- Action plans
- Timelines

Guiding Principles

The City has not always taken action on accessibility in the past. Having these guiding principles will help staff with the Accessibility Strategy:

- Transparency: honest sharing of facts, information, and context so people can make decisions.
- Consistency: giving regular reports to the Accessibility Committee.
- Proactivity: taking action before it is too late.
- Responsibility: always learning and taking responsibility for errors.
- Openness: having discussion of different views and priorities.

Action Plans

City staff will work with the Accessibility Committee to check on actions and report what happens. Each department needs to follow the Accessibility Strategy.

Implementation Team: This team will plan how the Accessibility Strategy will be used, including:

- Communicating with staff.
- Getting the Accessibility Committee team together.
- Hosting knowledge sharing events.
- Making sure actions get done.

Staff will track department actions and how long things take. It is important to find out what is working when we start using the Strategy and what can be done better.

Departmental Leads: Someone will lead Strategy activities in all City departments. Focusing on the 8 Focus Areas action items. The Departmental Leads report to the Equity Office.

Accessibility Committee: The Accessible British Columbia Act says we need to have an Accessibility Committee. The Accessibility Committee helps the City learn about barriers that stop people from being a part of the community. The Committee lets City staff know what the barriers are and gives suggestions on how to get rid of barriers. The Committee must include persons with disabilities.

The Committee needs to:

- Go over all reports and department action plans.
- Give comments on actions taken by City staff.
- Explain what can be done better.
- Decide what actions to work on first.
- Come up with ways for the public to give feedback on the Accessibility Strategy.

Options for who is on the Accessibility Committee include:

- An external committee without City staff
- A group made up of both staff and community members.

The Committee rules will be setup in Phase 2 of the Accessibility Strategy.

Timelines

The Accountability Framework includes three timelines: 5 years, 3 years, and annual reporting.

5-year Strategy Assessment:
A long-term review. Tracking how the accessibility actions we take will help health outcomes of people in the city.

3-year Departmental Action Plans:
Departments will complete an action planning document every 3 years. Reporting on actions taken, people involved, description of work, timelines, and important feedback. The Accessibility Committee will review and give feedback on the action plans.

Annual Reporting:
Departments will give reports each year. Reporting on the actions taken, including what is working and what is not working. The Accessibility Committee will review and give feedback on the reports. The Equity Office will put the reports together with feedback from the public for City Council.

SECTION 5: CONCLUSION

The Accessibility Strategy can help the City be more accessible for people living with disabilities.

Phase 1 includes what we have started doing with the 8 Focus Areas and department action items:

- Gathering community feedback.

- Making priorities.
- Developing a strategy.
- Having an accountability framework.

Phase 2 will include:

- More public engagement.
- Making a multi-year action plan.
- Monitoring the departmental actions.
- Establishing the Accessibility Committee.
- Setting ways for the public to give feedback on accessibility.

"Transforming Attitudes, Embedding Change: A City of Vancouver Accessibility Strategy" is our journey to making a city where all people feel valued, respected, and openly welcomed.

APPENDIX 1

Organizations involved in Community Engagement

The 411 Seniors Centre
Autism Community Training (ACT)
Alzheimer's Association of British Columbia
Affiliation of Multicultural Societies and Agencies (AMSAA)
BC Arthritis Association
BC Aboriginal Network on Disability Society
BC Centre for Ability
Blind Beginnings
Citizens for Accessible Neighbourhoods
Canadian National Institute for the Blind (CNIB)
Canucks Autism Network
Community Action Team
Community Living BC
Developmental Disabilities Association
Disability Foundation
Disability Alliance of BC
Family Support Institute
Health Initiative for Men (HIM)
Inclusion BC
Metro Vancouver Aboriginal Executive Council (MVAEC)
MOSAIC
Neil Squire Society
PLAN Institute
RainCity Housing and Support Society
Rick Hansen Foundation
Spinal Cord Injury BC
Vancouver Coastal Health
Wavefront Centre for Communication Accessibility
West End Seniors Network

APPENDIX 2
Community Engagement Report

Summary of the Community Engagement Report

This document is a summary of the community engagement results for the City of Vancouver's Accessibility Strategy, Phase 1.

The City of Vancouver is located on the traditional, unceded territories of the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱ wú7mesh (Squamish) and səlilwətaɬ (Tsleil-Waututh) Peoples, who have lived on these lands since time immemorial.

As a City of Reconciliation, the City of Vancouver has committed to "form a sustained relationship of mutual respect and understanding with local First Nations and the urban Indigenous community." This is an ongoing and evolvingcommitment, and one that is essential to our path forward.

CITY OF VANCOUVER

THIS SUMMARY OF THE REPORT INCLUDES:

A. Executive Summary **3**

B. Helpful Terms **6**

C. Acknowledgements **8**

D. Introduction **9**

E. Community Engagement **11**

- **a) Meet and Greets**
- **b) Targeted Community Dialogue Sessions**
- **c) Shape Your City Survey**
- **d) Engagement Highlights**
  - **I. Process for Dialogue Sessions/Survey**
  - **II. How we collected information and how it was analyzed**
  - **III. Engagement Successes and Challenges**
- **e) Who We Heard From**

F. What We Heard **16**

- **a) Messages to Guide the Accessibility Strategy**
- **b) Areas of Focus/New Themes**

G. Highlights from the Engagement Process **42**

H. Next Steps **43**

EXECUTIVE SUMMARY

The City of Vancouver is making an Accessibility Strategy. This is a plan for the City to focus on accessibility.

Accessibility is needed for everyone to have a good life. Accessibility needs can be social, economic, cultural, spiritual, and political.

Anyone can experience disability. Temporary, periodic, or permanent changes in functioning at some point in life is a part of being human.

> Persons with disabilities refers to those who experience physical, mental health, cognitive, communication, intellectual, sensory, or age-related impairments whether they are seniors, others with age-related impairments, or people with lived experience of mental health concerns or substance use issues. For the purposes of this strategy, the City willuse the term, persons with disabilities, which will reference the complexity and diversity of lived experiences as outlined above and adopts a definition of disability that is broad and inclusive.

Accessibility is the practice of making a place usable by as many people as possible. Accessibility means taking away the barriers that stop people from participating in society. Accessibility is about inclusion.

- Accessibility means all people can:
    - Access services and programs they need
    - Get around in the city where they live and work
    - Feel like they belong when spending time in public places

Accessibility needs are different for everyone. To better understand the views of persons with disabilities the City follows the value of “nothing about us without us”. The goals in making the City’s first Accessibility Strategy were to:

- Ask for and use suggestions from persons with disabilities
- Use accessible practices to create spaces for safe and honest conversations
- Make sure people not always included were invited to have their say

This report describes how staff met with community members to get feedback. It gives an overview of what was heard from the disability community. There are some messages that people felt were important for the City to pay attention to as the Accessibility Strategy is being made.

The 7 main messages from the Community for the City of Vancouver include:

1. Engage with People with Lived Experience Meaningfully

- Include and listen to people with disabilities.
- Include people with many types of disabilities in decision-making activities.
- Support “nothing about us without us” by taking away barriers to participation.

2. Increase Public Education and Awareness to Counter Ableism

- Teach others about ableism and how it affects everyone.
- Understand ableism is the false belief that people with disabilities are less valuable than other people.
- Learn to know when people with disabilities may be experiencing not only ableism but alsoracism, sexism, or ageism.

3. Increase Understanding of the Full Spectrum of Disability across all City Departments andRelated Boards

- Grow staff knowledge about different types of disability.
- Understand disabilities can be permanent, temporary, invisible, or might change over time.
- Consider all types of disability in staff training, decision-making, and event planning activities.

4. Shift to an Accessibility Culture

- Make sure accessibility is important and part of the way things get done.
- Only allow community and commercial projects if they are accessible and offer accessibility education to the community.
- Offer work opportunities for people with disabilities to be a part of the decision-making process

5. Apply an Accessibility Lens

- Use an accessibility lens as a tool to help staff understand things from another view.
- Support the full inclusion and participation of allresidents and employees.
- Find out what people need to take part in projects or events and remove the barriers.

6. Instill Universal Design Principles

- The City should be made for everyone, not onlypeople with typical abilities.
- Limit accommodation needs and challenges because of badly made systems and structures.
- Make places for all people to begin with andaccommodations easy to get when needed.

7. Implement Accountability Mechanisms

- Put in place ways to check the strategy is working.
- Understand the importance of the strategy and how it affects people.
- Get feedback and make the strategy useful for the people it is there to help

This report was the first step to getting a fuller picture of accessibility in the City. A more detailed study of what we heard is happening. It will include information from other sources such as reports from City Advisory Committees and conversations with City staff from all departments.

Picture Description: Three people are in this picture and they are in a circle facing each other working together. There are graphics on a flipchart that is in the centre of the circle. One of them uses a wheelchair and has a laptop on their lap. The other two people represents people of color, one of them is sitting down while the other one is standing up. Both of them has a laptop.

All of this will help make the draft Accessibility Strategy that will be given to Council in Spring 2022. A larger community engagement process will then take place on the draft Accessibility Strategy to get more input from the Community about accessibility.

HELPFUL TERMS

Here are some terms that are helpful to know for going over this summary of the report:

- **Accessibility Strategy** – The name of the City's plan for making the City more accessible forall people
- **Built Environment** – The things around us made by humans for human activity.
- **Community Engagement** – A way of making sure community members feel that they are able to contribute meaningfully and participate fully.
- **Disability Community** – Includes persons with disabilities, their family members and supporters, and organizations serving people with disabilities.
- **Intersectionality** – The understanding that everyone has different experiences with oppression and we must consider all the things that can make people feel excluded such as gender, race, class, sexual orientation, and physical ability.
- **Meet and Greet** – A meeting held with agroup to answer questions.
- **Persons with Disabilities** – People who experience physical, mental health,cognitive, communication, intellectual, sensory, or age-related impairments.
- ***Targeted Community Dialogue Sessions***
  – Having conversations with a set groupof people to get answers to important questions.
- **Universal Design** – Building places and things to be more accessible so they are usable by all types of people.

"Just having spaces to simply exist with other people. Hanging out with myfriends or other people with disabilities,in a space where I don't have to worryabout anything, just hang out. Even a park would be a good option, but with the lack of benches or people in wheelchairs, it's hard to get around. Justfeeling like I'm a part of the community has been hard lately."

- Dialogue Participant

ACKNOWLEDGMENTS

It is important for the City to understand the views of the disability community while making the Accessibility Strategy.

This report would not be possible without:

- The Accessibility Task Force
- City of Vancouver survey respondents
- City of Vancouver Dialogue Session participants
- Affiliation of Multicultural Societies and Service Agencies of BC
- Citizens for Accessible Neighbourhoods
- Community Living BC
- Developmental Disabilities Association
- MOSAIC
- RainCity Housing and Support Society
- Wavefront Centre for Communication Accessibility

We would like to thank everyone involved for sharing your experiences. Our goal was to make the process meaningful, accessible, safe, and inclusive. We also thank those who supported language interpretation during our Dialogue Sessions. These supports make it possible for people to take part.

Picture Description: Seven people are together in a line. One of them uses a wheelchair, two people are pregnant, one is using a white cane, one has an arm prosthetic, one is has a lower limb prosthetic, and one is using one crutch. This picture shows the variety of disabilities between people. Some of them are using their phones to talk to each other, and another person is holding a clipboard.

INTRODUCTION

The Accessibility Strategy will:

- Take place in phases.
- Identify and remove barriers.
- Promote equity and fairness for all residents,visitors and employees.
- Be part of all operational plans and all City departments.

> "An accessible city to me is one where I am part of the rule and notthe exception"
>
> *- Dialogue Participant*

Phase 1 of the strategy includes:

- Getting feedback and making goals.
- Creating steps to achieve the strategy goals.
- Plan for future phases.

Providing support and guidance in making the draft Accessibility Strategy is:

- The Social Policy and Projects division of the Arts, Culture and Community Services department
- The Accessibility Task Force (ATF)
- The Internal Staff Working Group
- The Vancouver Police Department
- Vancouver Public Library
- Parks, Recreation and Culture

The Accessibility Strategy will support the full community participation of persons with disabilities.The goal of the Accessibility Strategy is to build inclusive services, programs, and places.
The Phase 1 City of Vancouver Accessibility Strategy will be presented to Council in Q1, 2022.
Phase 2 will include making the Accessibility Strategy.

Picture Description: this is a park scene where people are playing badminton, children are on swings, a child is on a merry-go-round play equipment, people are moving around, including an elderly person being pushed in a wheelchair by another elderly person. There are people sitting on a park bench, roller blading or sitting down having a picnic. This picture is showing a variety of people and the diversity that each of us bring to the community.

COMMUNITY ENGAGEMENT

The City heard from people with disabilities to understand accessibility from lived experience. People gave suggestions to the City on how to improve accessibility and inclusion. And also how to make sure the Accessibility Strategy includes differences within the disability community. To make sure community members could take part there were three methods used:

1. Meet and greets with organizations from the disability community
2. Targeted community dialogue sessions
3. An online survey

Number of Organizations that were involved in the Meets and Greets	27
On-Line Targeted Community Dialogues	15
Total Number of People that attended the On-Line Targeted Community Dialogues	119
Total Number of People that Completed the Survey through Shape Your City	89

Organization Meet and Greet Sessions:

- City staff met with 27 organizations representing persons with disabilities from January to April2021.
- The organizations the City met with represented different disabilities and intersecting identitiessuch as race, ethnicity, gender, or sexual orientation.
- The meet and greet sessions were a way to talk about the City's actions to increase accessibility and what the organizations' programs need to support people with disabilities.

Targeted Community Dialogue Sessions:

- The targeted community dialogue sessions were meant to be friendly conversations in safeplaces.
- They included topics such as the meaning of accessibility, accessibility barriers, and recommendations for the City.

Shape Your City Survey:

- The survey was given to people who were not able to attend a Dialogue Session.
- The survey was also sent to all of the meet and greet organizations to share with their members.

The table below shows the response the City has received from the community.

Three questions were asked at Dialogue Sessions and in the survey. The Accessibility Task Force and City staff made the survey questions all open-ended. Open-ended questions meant people couldshare their opinions based on their experience and in their own words.

The 3 questions asked were:

1. When you hear the word accessibility, what does it mean to you? What does an accessible Citylook like?
2. What are the things that get in the way (barriers) of you or someone you know being able to takepart in community life in Vancouver?
3. What would make it easier for you or someone you know to take part in and contribute to community life in Vancouver?

People were able to give any comments and suggestions to the City about making the AccessibilityStrategy.

How the Community Engagement Process Worked

Here are the details of the Targeted Community Dialogue Sessions:

- Information about the Accessibility Strategy was given to people before coming to the Dialogue Sessions.
- They started 30 minutes early so people could get used to the technology and connect.
- Participants were able to bring a support person to the session as needed.
- Because of the pandemic all the community Dialogue Sessions took place online.
- Dialogue Sessions were hosted by trusted organizations and City staff.
- At the beginning of each session Staff welcomed everyone, acknowledged the land, and explained the meeting rules.
- Information about the Accessibility Strategy was given again before asking questions to participants.
- The host then asked the three open-ended questions and listed to answers from everyone.
- Everyone was thanked for joining the conversation and sharing their stories
- There were 15 sessions that took place through the months of April to November 2021.
- Each conversation had 12 people so there was space for everyone to speak and give lots of ideas.
- Each conversation was 2 hours long and people gave lots of feedback.

The following supports were included to make sure that everyone wAs able to take part:

- ASL and Closed Captioning for all sessions
- Language interpreters
- Written materials in plain language were shared with participants.
- Meetings were co-hosted by community organizations and people the participants trust.
- Hosts made sure that everyone had the chance to take part in the session.
- Staff made reports and gave them to participants to review and make sure their ideas wereincluded.

The Shape Your City Survey was an online survey open to City residents from July 1st to 31st, 2021. Survey participants gave ideas to the City about what is needed for making the Accessibility Strategy.The same open-ended questions were asked in the survey as in the Targeted Community Dialogue Sessions.

The online survey link was shared with City residents; it was:

- Given to people who wanted to attend the community Dialogue Sessions but couldn't make it.
- Emailed to organizations City staff met through our "meets and greets". They were asked toshare the survey with all their members living in Vancouver.
- Posted on the City's website under the people and programs page with more information aboutthe Accessibility Strategy.

Who We Heard From

People who answered the survey and joined the Dialogue Sessions included:

1. **People with lived experience of a disability** – differing of age, race, ethnicity, sexuality, and gender identity.
2. **Family members and caregivers** – parents, guardians, siblings, and support workers of personswith disabilities.
3. **Organizations providing services** - staff or board members that work in the field of disability orother organizations delivering services to people.

Picture Description: There are seven people sitting around a boardroom table and one of them is standing up talking. Oneof the people uses a wheelchair.All of the people are using laptops and listening to the person who is standing up.

Types of Disabilities Reported	Participant Profiles

Vision Deaf/ Hearing Impaired/ Deafblind Sensory Neurodiversity Mental Health Challenges Substance Use Disorders Cardiac and Respiratory Illnesses Cerebrovascular Autoimmune Diseases Hereditary Disorders Mobility Issues Neurological Disorders Chronic Pain/Illness Fatigue Syndrome Cognitive/ Intellectual/Developmental Spinal Cord Injuries / Degenerative MuscleDiseases	Individual Participants: Seniors, Elders or older adult Youth/Young Adults Family - Parents, Siblings Individuals born outside of Canada Indigenous Persons whose ancestors have lived on Turtle Island Racialized, Visible Minority, non-white, Black, Person of Colour or similar term Individuals who's first language is not English Refugees and Landed Immigrants Sex Workers LGBTQ/ 2S+persons – Queer Non-binary or gender fluid persons Persons who identify as Trans Individuals with lower incomesService Providers: Executive Directors of Organizations Staff from organizations with a mandate to provide services to persons with disabilities Staff from organizations with a mandate to provide broad services to many people in community Support Workers Advocate(s) - Mental Health Community Advocates City Employees

WHAT WE HEARD

People shared stories about the challenges they experience such as physical, social, environmental, attitudinal, financial, communication, and information-related problems.

Community Responses According to Planned Areas of Focus and New Themes

Before meeting with the community for Dialogue Sessions work was done by the Accessibility Task Force. The Task Force came up with 7 planned areas of focus for the draft Accessibility Strategy. The areas of focus that go along with the Accessible Canada Act and the new Accessible British Columbia Act. After getting information from the Dialogue Sessions and areas of focus are:

- Built Environment and Public Spaces
- Transportation Programs, Services and Policies

Housing the Shape My City Survey itwas clear the planned areas of focus matter to people but some new themes also need to be a focus.

- The planned Programs, Policies, and Services
- Information and Communication

The new themes that came up after the meeting with the community are:

- Income/Financial
- Racialization/Discrimination
- Intersectionality
- Reducing stigma and Ableism throughAwareness/Education/Training
- Rights/Advocacy
- Social Isolation/Inclusion
- Safety/Security
- Access to Education

Picture Description: This picture shows that there aremany people moving around in all directions. Some of the people are using mobility aides such as canes, wheelchairs, or scooters. Some of the people are elderly,and some are young. This picture shows the diversity of the people and what we bring to the community.

The Following is a List of Answers We Heard from the Disability Community

- These are people's answers to the questions about the meaning of accessibility and what an accessible city looks like:
- Equal access for everyone; equity for everyone.
- Being treated with dignity and respect.
- Accessibility is about how you FEEL in a place.
- Accessibility acknowledges loneliness and isolation.
- Being able to get around the city and participate in all aspects of society without any barriers and without needing any type of accommodations.
- Requires universal design as the starting point for all and recognizes that those that are not disabled may only be temporarily able-bodied.
- Universal design ensures that we can all participate, in all aspects of our lives.
- Independence and freedom.
- Understand ableism first before using accessibility as a tool to address it.
- The environment and its various elements in which we live, shop, socialize and work are accessible to all.
- Accessibility for all: design should be inclusive design and not specific to only one disability as we have seen the City do for many, many years.
- Accessibility moves beyond the physical barriers; it is a reduction of any attitudinal barriers that people experience on a daily basis and ensures equitable access to the SAME opportunities (not separate/different opportunities).
- Being able to age comfortably and gracefully in the community I live in.
- Having the same privileges as someone without a disability.
- Doing what we need to do in a similar amount of time and effort as someone who doesn't have a disability.
- Equal opportunities. Just being able to do -- well, I mean ultimately, when it comes down to it, people with disabilities sometimes can't do the same things. But at least give them that opportunity and give alternatives. It's just so important because people with disabilities, we shouldn't have to tone our lives down. We should be given a chance and have opportunities and alternativesavailable to us.

- The right to be full participants in society and being partof the decisions that are being made.
- Accessibility needs are anticipated so we don't feel likean afterthought.
- Affordable.
- Safety and security: welcoming, culturally safe spaces.
- Receiving a diagnosis and not much changing in yourlife.
- There is an understanding of the unique needs of the deaf and blind community.
- Accessibility means to me to have more opportunities for people with disabilities and provide moreprograms or work or job opportunities as well.

> An Accessible City is an inclusive city – fosters a sense of belonging,social connectedness and an acceptance of diversity.
>
> *- Dialogue Participant*

These are people's answers to the questions about what gets in your way to contributing or participating in the City, and recommendations for the City to improve accessibility. The answers are listed under each one of the City's planned areas of focus in blue.

Built Environment and Public Spaces

Removing physical barriers related to: housing, transportation, public buildings, facilities and spaces and commercial and institutional spaces.

- Improvements in the built environment to retrofit and invest in infrastructure for intersections, city facilities, sidewalks and public spaces.
- Plan properly; retrofitting is way more expensive.
- Understanding persons with light sensitivities and planning accordingly. Energy efficient lightingcan be very debilitating and impact access to services and programming.
- Lack of accessibility requirements for private developers in construction.
- More accessible housing units, office spaces, hotels, parks, playgrounds, green spaces and
- beaches
- Stairs with no railings are unsafe.
- More ramps that are strategically placed.
- Consider incentivizing companies (for example, rebates) to prioritize accessibility for any existing or new facilities.
- Complete accessibility audits ofneighbourhoods.

- Update the building code and adopt theprinciples of universal design.
- Swimming pools should have roped off lanesfor blind swimmers to avoid collisions.
- Partner with Autism community and advocacygroups to design and build spaces and placeswithin community that are sensory aware.
- Mandatory automatic door openers and accessible washrooms for new commercialbuildings.
- New public spaces, such as patios, have not been required to be made accessible.

> "So if you plan for the margins, you haveto talk to them. In order to know what the heck anything means, they have to put it into their head. It's such a foreign concept to them, until it's the day they experience in disability, that's when they get their "a-hah" moment."
>
> *- Dialogue Participant*

Places to rest and to relax

- Not enough benches at bus stops and in parks.
- More water stations.
- Get rid of the anti-homelessness architecture

Elevators

- Elevators - needs to be an accessible phone and means of communicating for people who are deaf or hard of hearing.
- Make sure all elevator operations have a system for safety for someone with a disability.
- Use of braille on the buttons.

Washrooms

- More accessible washrooms across the city (parks, transit, etc.).
- Need for adult change tables in washrooms.
- Public portables washrooms like in Tokyo, in the parks or even on the streets.
- Accessible gender-neutral washrooms.
- Doors too heavy, sinks, dryers, counters, dispensers in washrooms are too high

Sidewalks

- In terms of mobility and sidewalks, there's no consistency of the sidewalks across the city. How does the "City assess and review what needs to be done?
- Sidewalks are in need of repair – people are not going out in their wheelchair because it is physically hard on their body and it damages their expensive mobility devices.
- Clean the sidewalks during the winter.
- Better construction signage to warn people of sidewalk closures ahead.

- Flatten, repair buckled sidewalks immediately.

Restaurants/businesses are not accessible for so many reasons:

- The acoustics are so bad.

- Need menus with pictures, large print, braille options.
- High counters

Accessible Path of Travel

- Accessible pathways allow every one the opportunity to visit friends and neighbours and develop social connections and not live in isolation.
- If you can't get into a building, you can't belong.
- Access to businesses - not only getting into thefront door but also navigating the narrow aislesthroughout the stores. Quite often people can'tnavigate once they get into the businesses.
- Not enough automatic door openers; they alsoneed to be slower.

Crosswalks/Intersections

- Lights are not long enough– put in a secondarybutton to extend the length of lights at the intersections.
    - Consider vibration alarm systems at crosswalks; helpful for people who are blind orvisually impaired.

Curb-Cuts

- Not enough curb cuts and existing curb cutsare not being repaired.
- Curb cuts often do not align with curb cuts on the opposite side of the street and puts members of the public in increased danger.
- Paint the edges of curb cuts so low visionpeople can see them.
- Remove curb bulges (curb bulges are a traffic calming measure which narrow curbs at streetintersections. Streets that are 10 metres wide typically have two bulges installed, one on eachside of the street).

Signage:

- It is important for everyone but particularly for people with profound hearing loss.
- Signs need to be lowered; easier for people who have a visual impairment and should be yellowand black.
    - Clearly marked and legible street names.
    - Remove curb bulges (curb bulges are a traffic calming measure which narrow curbs at streetintersections. Streets that are 10 metres wide typically have two bulges installed, one on eachside of the street).

Picture Description: There are nine people in this picture. There is one person using a wheelchair and being pushed by another person; and there is another person in a wheelchair as well. There are a couple of people using canes, one person pushing a baby stroller, and one person with a prosthetic lower limb. There is another person sitting down carrying a sign saying “need help”. This picture shows the diversity of the people and what we bring to the community

TRANSPORTATION PROGRAMS, SERVICES AND POLICIES

Programs, services, and policies are in place, which prevent and remove barriers to accessing afford-able, suitable and adequate private and public transportation.

- A more friendly and inclusive shuttle service around the City to get people from place to place – access to parks, green spaces, grocery shopping, medical facilities etc.
- Offer reliable public transportation that links all districts, allows for people with disabilities to movearound how they need to, whether walking or wheelchairs, with good street lighting and paving onsidewalks.
- Develop applications where people can use audio and figure out the best routes to travel.
- Affordable and accessible transit. Enforceable rules against discrimination when accessing transportation which includes missing facilities, and refusal of services.
- All transportation companies need to provide accessible service (False Creek Ferries, Harbour Air).

HandyDart:

- HandyDart restricts the time of day to travel the Lower Mainland thus impedes the programsand public events persons with disabilities can partake in. For example, wait times, hours of operation, booking system, pick-up zones, etc.
- Too much pre and post waiting times for HandyDart
- The training do not meet needs of persons with disabilities
- HandyDart should not have borders between municipalities

SkyTrain:

- Not enough accessible and working elevators and escalators at SkyTrain stations.
- A SkyTrain without noise – other countries have high-tech bullet trains that are quiet.

- More priority seating for seniors and people with disabilities.
    - There needs to be a visual accompaniment to the stops on buses and SkyTrains.
    - Trains shutting down early on weekends is problematic

Buses:

- Bus stops are being removed when they should be increased.
- Bus driver attitudes and lack of understanding about needs of persons with disabilities.
- Better signage and lighting in the bus loops.
- There should be signage on all sides and angles of the bus.
- Buses are only letting one wheelchair person on buses when there is room for two; supposedlydue to social distancing.
- Buses are poorly designed in that the seats supposedly allocated for seniors are very difficult to access and stand up from.
- Free bus passes for persons with disabilities would be helpful. Not everyone who is disabledgets a bus pass.
- Seniors and persons with disabilities need more time to board and get off the trains and buses.
- Require more buses that go to parks and public spaces.
- Re-routing buses can be a huge barrier for those with disabilities.

Taxis:

- Not enough accessible taxis.
- Is there anything the City can do to regulate the number of available cabs?
- Cabs do not want to accommodate us; they don't want to pick us up.
- Uber adds a whole other layer to the transportation issue. Does anybody know how Uber isworking or not for persons with disabilities?
- There is nothing stopping the City, which has other regulatory powers to require more taxis.
- Change the locations of taxi pick-up zones.

Parking:

- Not enough accessible parking spaces for vehicles and mobility aid/devices
- For people with a hearing impairment, consider installing subtitles on the audible parkingmetres as many people cannot hear the park by phone instructions.
- Free parking for persons who have a disability.

- Wider parking spots for vans with side entry or those in wheelchairs.

Bicycles:

- For Deafblind persons, there needs to be rules or policies for bike users and it needs to be enforced.
- The City has made so many concessions for bikes but it takes away from the freedoms of others.
- Put up cautionary signs for cyclists to yield to wheelchairs and people on mobility devices.
- Bike lanes on should have more stop signs.
- Consider licensing for bikes. Safety measures for pedestrians should come first.
- No accessible options for City of Vancouver's Mobi bike share program (i.e. tricycles).
- Widen the bike lanes.

> There should be a range of housing options from supported housing to regular market rentalsor to purchase that have basic accessibility built-in.
>
> *- Survey Participant*

HOUSING PROGRAMS, POLICIES AND SERVICES

Housing programs, services and policies are in place, which prevent and remove barriers to accessing affordable, suitable and adequate housing

- Not enough affordable, accessible housing especially for people in a wheelchair.
- Single Room Occupancy (SRO) units are not accessible; people with mobility issues are put in places with no elevator.
- Apartments are so small now that they don't consider disabilities.
- People who are living in housing units supported by the City that do not have sufficient community services built in to those housing units.
- The City relies on BC Housing's definition for accessible housing is 5%. And CMHC accessible housing is 10%. But the City goes for the lowest denominator in its housing strategy.
- People are paying more than 50% of their income on housing. Housing that costs should be less than 30+% of income.
- Housing for seniors requires a much higher level of accessible units which then means that the non-profits and co ops who are delivering those units need to have sufficient number of accessible units as well as the financial burden of increasing unit sizes as well.
- People who are homeless are not able to participate well in the City; seniors are the highest roaming demographic of people moving in shelters.

- New residences being built all over Vancouver, but those are for the wealthy. Doesn't Vancouver have a policy to have a percentage of people with disabilities or homeless people to live in these places as well?
- People should be able to age in place and stay in their own home instead of having to move into assisted livingor long-term care.
- Would like to see the City to consider ways for propertytax easements that would encourage people who are making legal income suites accessible. Many people who can't get low-income housing would happily live ina legal basement suite if it was accessible.
- Financial support in retrofitting homes when/if an individual's status of being able-bodied changes.

Picture Description: There is a person who uses a wheelchair getting into an accessible taxi cab. This person is using the ramp to get into the cab. The cab is a mini-van with the wheelchair symbol on its window

INFORMATION AND COMMUNICATION

Communication and information provided is accessible to all and demonstrates, exemplifies and embodies our municipal diversity and inclusion values.

- Lack of accessible communication strategies throughout the City including but not limited to wayfinding and building layouts.
- The pandemic has really highlighted the technological divide and the lack of access to information.
- People are lacking technology and the skills to use the technology:
- Provide a program that teaches basic computer skills.
- Many people may not have internet or a computer or never grew up with technology or lose capacity or do not have the financial means to access technology.
- So many people with a disability and seniors don't have access to computers or the internet. How do you access service when everything ison-line?
- We need universal public broadband.

- Accessibility is the implementation and design ofboth physical infrastructure and communicationthat accommodate persons with disabilities:
- Online forms are not accessible to people whoare blind or visually impaired. Only consider people with eyesight.
- The use of figurative language without explanation.
- Need for standardized communications for people who are blind, constructed to be used with text to speech software.
- Government funded translation and interpretation services, including ASL
- Lack of: multi-lingual services and translation/interpretation that is free; audio descriptions.

- Be knowledgeable about needs of the deaf and blind community and the specialized communication methods (tactile environments, use of interveners, etc.).

City Website:

- There is not a webpage or section of the site which is specifically focused on pertinent information for people with disabilities and the senior's page has not been updated for some time.
- 3-1-1 and 2-1-1 should be advertised more prominently to ensure people are aware of them asways to get more information and speak to someone directly.
- Establish a group of people with adapted needs who can act as consultants for the website andlook at proposed changes.

- Overall, there needs to be improvements in the use of assistive technology.
- Language needs to be at a level where we all understand – plain language.
- How can you participate or volunteer your time if you don't have access to the information or the skills to able to access that information?
- Make sure that information is readily available in multiple forms and is plain language.
- Accessing information through an easy telephone line and being able to talk to a real person.
- Have audio description available at significant cultural events such as parades and visual displays help bring out those with sight loss
- Have sign language interpreters at meetings, events and so forth.
- Have accessibility features within social media campaigns and social media platforms.
- Websites with software for people with vision/hearing impairments.
- The City could take advantage of TV channels that have side panels on their screens and provide information about services and programs.
- Language interpreters are needed; there are so many diverse cultures in Vancouver and many do not speak English.

- The use of masks for Deafblind persons is very challenging:
    - Transparent masks would be helpful.
    - Have a whiteboard available so things can be written down.
    - If working with people who are Deafblind - black or yellow text is easier to see.
    - Increased use of an FM (frequency modulation) system which is a wireless device that helpspeople hear better in noisy situations.
    - Create a symbol (maybe an ear) that identifies establishments that provide accessible communication; similar to the wheelchair sign.
    - Theatres have those closed captioning units that you can put into the cup holder; the City could dothis at City sponsored events.
    - Radio announcements and larger print signs for those with a visual impairment.
    - The municipal government should be covering the cost of interpreters for people accessingservices at City Hall.
    - Phone systems such as video relay services are very frustrating and hard to navigate.

EMPLOYMENT

Support the recruitment, accommodation, retention and promotion of employees with disabilities.
Create a work environment that is accessible, diverse and inclusive.

- Equal access to employment with the City of Vancouver.
- Volunteerism is a stepping stone to employment; increase opportunities for persons with disabilities to volunteer.
- Hire people with disabilities in important roles. People with disabilities should be an integral part of the staff developing and implementing an accessibility plan.
- The City should have explicit affirmative action programs that hire people with a wide range of disabilities.
- Need for living wage, to reduce experiences with poverty and housing insecurity.
- Strengths based approach to employment: “the ability to navigate services, demonstrate knowledge, and perform work in a manner that best reflects, and is responsive to, the individuals’ strengths and needs”.
- Employers don’t understand and do not make the effort to create an accessible work environment:
    - Staff don’t always for comfortable or safe sharing information about their disability.
    - Managers don’t understand that I can dothe work but it may take me longer. My brain is wired differently.
- Need education, working experience andvolunteerism to obtain employment.
- In general, there should be some kind of strategy or program that would allow peoplewith

disabilities and struggling looking for work to guide a career pathway in figuring out where we want to go in life. In general, there shouldbe some kind of strategy or program that would allow people with disabilities and struggling lookingfor work to guide a career pathway in figuring out where we want to go in life.

- The rate of unemployment for people with disabilities is staggeringly high.
- Requiring a driver's license for employment is a barrier.
- What is the City doing to remove barriers so people with diverse abilities can apply for and pursue employment with the City and beyond?
  - Make the application and interview process more accessible.
  - How are staff being retained?
  - Are they able to progress in their career?
  - Employee accommodation process is unclear. What does reasonable accommodation looklike? Has the City considered establishing an accommodation office?
  - Have more part-time positions.
  - Do a comprehensive audit.
  - Work with unions to remove barriers and promote customized and supported employment. Unions should be more supportive and encouraging employers to hire people with disabilities and encourage more flexibility. For example, 4 hour shifts can be a barrier to employment for many.
  - Has the City considered providing work experience opportunities to students who have a disability?We would welcome the opportunity to discuss work experience programs and how the City could participate. There are job coaches who support the students on site.
- What is the City doing to learn from other inclusive employers to ensure all people have equal opportunity? Is the City of Vancouver a member of the President's Club (a network of 25 change-driven BC business leaders who are champions for more accessible, inclusive workplaces)?
- Educate staff so they understand the different types of disabilities and the challenges people face

> "Something that's in place in the beginning of a project or program and embedded from the very beginning rather than it's an afterthought. It becomes accommodation and that's not accessibility."
>
> *- Dialogue Participant*

GOVERNANCE AND SERVICES

Provide equitable access to municipal programs and services and increased engagement and participation opportunities in local government business and public life and public decision making.

Citizen Engagement

- Nothing about us without us.
- There is a lot of skepticism within the disability community as to whether the City really does listen.
- Needs to be an openness and willingness; the people who make decisions need to be open-minded and flexible and really hear what people need.
- Citizen engagement has to be accessible which means accommodating the various abilities and diverse needs.
- Ongoing partnerships with people who have lived experience so the City can learn from and promote the leadership and voice of people with disabilities.
- The City needs to create more opportunities for people's voice to be heard right from thebeginning.
  - Take into account voices of people who are usually overlooked.
  - If you plan for the margins, you have to talk tothem. Marginalized voices within marginalized communities need to be represented.
  - Create more ways to have our voices heard at City Council. It is an intimidating process.
  - Involving us results in better decision, plansand projects and maximizes the benefits.
  - There must be a collaborative and inclusiveapproach to decision-making that makes the participation meaningful.
  - Social networks and engagement in civic andcommunity life is better for health and health outcomes.
- Speaking a language so everyone understands what is being said, that the information we give is accurate and travels up the chain without being lost in translation and keeping us informed about what is going on.

- Provide a safe space where people can be open with their opinion and not be afraid of being bullied.
- Establish community accessibility consultation groups which businesses must consult with during planning phase to give recommendations for universal design.

Picture Description: Eight people are togethe in a tight group and it seems like they are having a good time together as they are all smiling. This group represents people with disabilities, along with people from a diverse ethnic backgrounds and culture. Two people,one using a wheelchair and one wearing a prosthetic, are giving each other a high five toeach other.

CAPACITY AND COLLABORATION

Increase corporate capacity to lead, model and advocate for accessibility change-making within the City, deliver professional services and develop collaborative, positive attitudes in partnership with our communities.

Programs and Services:

- Make sure services and resources are presented in a way that is available to everyone; that language is inclusive and people are not being “othered”.
- Neighbourhood houses and community centres are our “living rooms” in the communities, so supporting these can help to make our city more accessible.
- The City could look for ways to better provide equitable funding for organizations.
- Community centres should have programs for persons with disabilities just as they do for seniors or families.
- Encourage community centres to hold a lot more events for people with disabilities to increase the
- social life for youths
- Programs should have additional support people available to persons with disabilities so they can participate.
- Having to fill out forms and having to prove your disability to achieve income assistance or accessto a program or service are barriers.
- There is on-line ticketing for many of the Park Board facilities and programs. This makes it very difficult for people who are not confident using website. There should be in-person and over the phone ticket purchasing options as well.
- How can we integrate more supports for people who are low income to be able to access all the different services or be able to find ways to determine what is available to them?
    - It would be great to have a centralized hub where people can go to find out more about what services is available to them, and which services are accessible, in particular.

- People don't even know what's in the City or what could help them to obtain better housing orbetter technology or better funding or home support.
- People don't even know that there is such a thing as beach wheelchairs.
- Invest in community-based services including:
    - Restorative programs.
    - Mentorship programs.
    - Substance use.
    - Create more opportunities for inter-generationalinteraction such as co-locating eldercare and childcare facilities.
    - Have a service that helps people get their garbageto the curb which is not something every disabled person can do.
    - Arts and culture – more accessibility needed.
    - Is there any hearing assist capacity within civic theatres?
    - More accessible seating at various venues, sports, and arts and culture.
- Expand criteria for the leisure access passes as Nanaimo and Surrey are doing so that people canself-identify as having a disability and it isn't being attached to low-income as identified by people with disabilities.
- Creating sports readily accessible for us with disabilities. Being able to play basketball with no kindof limitations.
- Public events:
    - Should be completing an accessibility audit and posting it on a website for public reference.
    - Is the City even using the Creating Accessible Events document that is on the City website?
    - Have designated places at events where there is a big television that you can see and providecaptioning.
    - Provide staff/ volunteers available to assist people with disabilities as needed (not everyone has
    - access to a care aid).

> The City should not be waiting for the province or the federal government to tell them how to develop good accessibility plans. The City should be the benchmark for the rest of the country.
>
> *- Dialogue Participant*

Customer Service:

- First point of contact is key to one's experience and can determine whether or not they come back.

> The City should not be waiting for the province or the federal government to tell them how to develop good accessibility plans. The City should be the benchmark for the rest of the country.
>
> *- Dialogue Participant*

- Sometimes it is like winning a lottery ticket when you need to talk to someone about your accessibility needs. You just hope you get that one person who is flexible or understanding enoughto understand what it is that you need instead of following the policy manual.
- There should be an option to make an appointment rather than standing in line. For those whosuffer with physical or chronic fatigue, waiting in line is not feasible.
- Make sure that services have the option of using an FM(frequency modulations) sound system or hearing loopsystem. For community centers and programming, staffneed to understand there is a duty to accommodate disabled people. The rules and regulations need to be flexible so persons with a disability can fit in.
- There needs to be a change in culture so that as things aredesigned by the City of Vancouver, accessibility is at the forefront.
- Better integration and stronger collaboration between the City and organizations - a systemicapproach to the issues related to accessibility.
  - Have more strategic planning activities particularly with the professional health services such as Vancouver Coastal Health. The integration of health and well- being for people with disabilities would be helpful.
  - Right now the City is working on the accessibility strategy but how much outreach to other organizations has been done? Is VCH part of that process?
  - The City should be talking to other organizations (e.g. VCH) about the strategy and then lookingat ways they could partner together.
  - More collective collaboration amongst organizations, especially people with disabilities who should be part of the planning.
  - The City could do more in terms of recognizing those who are doing an exemplary job for being accessible and inclusive and showcase those initiatives.
  - The City should not be passing the buck; take responsibility for accessibility and show leadership.
  - There needs to be a way to measure and actually enforce everything that you outline within the Accessibility Strategy, otherwise most people won't be aware of it and follow through.

- City should do a mapping process that identifies businesses that are accessible.
- What is stopping this City from creating the Office of an Accessibility Advocate?
- There needs to be a City planner position focussed on seniors and a Seniors Action Plan.
- Do more research that looks at the differences about ageing sub-populations to understand what matters in enabling people to age in a better way.
- There is very little data on persons with disabilities. We need data.
- The Mayor should go to UBCM, where all of the provincial politicians get together with municipal politicians and have a sincere conversation with the ministers and the premier about addressing some of the issues that result from poverty that municipalities are left trying to clean up.
- Provide more funding for the organizations that deliver services to persons with disabilities, seniors and immigrant services.
- There should be a challenge to the City and developers to set aside a day where they spend the day in a manual wheelchair and try to do their jobs.
- Ask questions about inclusion and accessibility whenever the City grants funds for events, activities or programs.
- The City has a role in reducing stigma and discrimination through public education, staff trainingand awareness raising:
    - Consider a Public Awareness Campaign to help people understand the challenges that personswith disabilities face.
    - Think about people with ALL disabilities, not just physical or mental.
    - Educate community and the City about true accessibility especially around captioning, interpreting and interveners.
    - Put some artwork on the street, reminding others that there are vulnerable people living in thecommunity.
  - Partner with the self-advocacy community to develop and lead sensitivity and awareness training about disabilities to City staff.

- Training for staff about understanding the needs of persons with disabilities and treating peoplewith dignity and respect.
- Training staff is so important because if you have never been exposed to a disability, don't know how to behave around someone who mayexperience challenges accessing the service.

Picture Description: A person wearing a headset and sittings in front of a laptop. It shows the person is connecting with people as there are three conversation bubbles representing a dialogue which is happeningover the phone or the computer

There were new themes that came up in answers to the question about what gets in your way to contributing or participating in the City, and provide some recommendations for the City to do to improve accessibility. Below is the list of responses along with the new themes in blue.

Income/Financial

- High percentage of persons with disability living inpoverty.
- When you are poor, you have no choices.
- Living in Vancouver is just too expensive.

> "It's a pain because like people just don'tsee us with disabilities – I feel like it's effected – like sometimes people look at us but don't give you consideration like let's hire you, or let's take you on board or something."
>
> *- Dialogue Participant*

- Accessing food and somewhere to live uses up all ones money and are unable to participate in community life.
- Expensive technology is a barrier forDeafblind people.
- If you can privately pay for your access, the City is accessible to you. This City needs tobe made accessible for everyone.
- Not only have to pay for the program but alsopay for a 1:1 worker to accompany
- Don't want to have to put our adult children in homes out in the Fraser Valley as a result of high costs in Vancouver.
- It's difficult enough to live in Vancouver and support an adult who can't work - there used to be grants for property taxes. It's now next to impossible to receive those – such a quick and easy solution.
- Free recreation passes and reduced rates for accessing programs.

- People with disabilities get $375/month for shelter costs – many people are advocating with provincial government regarding increasing disability rates
- Do anything that promotes free and affordable.
- Transportation fees to get to health services – many people can't afford to get to appointments.
- There is a correlation between economics, disability and food security.
- There should be free parking everywhere for persons with disabilities.

Racialization/Discrimination

- During the pandemic, there is so much racialization has happened.
- People are discriminated against based on race, homelessness, substance use, mental health andso forth – discrimination and racism is a huge barrier to accessibility and inclusion.
- Some families avoid certain community spaces and events because of the racism and discrimination they experience.
- We came from our country to Canada and we had understood it was a peaceful country. But, somehow we are facing things that make us feel scared and unsafe.

Intersectionality

- People have intersecting identities and this has to be taken into consideration. There are multiple things that impact people including geographical accessibility, language, age-related issues, racism, sexism, language, etc.
- We all have different experiences. It reflects our many identities. Women have different experiences than men as do non-binary people and seniors or people facing Anti-Asian racism.
- The intersection of identities — gender, age, racial, ethnicity, sexual orientation, religion — or "intersectionality" creates complications for people with disabilities when seeking full inclusion. These layers do not exist separately from each other but intersect to form a person's identity, and can magnify the discrimination and marginalisation they might experience.
- Understanding that in addition to having a disability, a person has other identities such as gender, age, race, ethnicity, sexual orientation and religion that interact with each other and can magnify the discrimination and marginalisation they might

Reduce Stigma and Ableism through Awareness/Education/Training

- How do we shift the perceptions of what it means to have a disability?
- We need Vancouver to change to see disabled people the same as other people.
- Understanding ableism before addressing accessibility – ableism is at the root of the problem.
- Attitudinal barriers – that somehow because a person has a disability, they have low IQ or are not

capable.

- We are missing out on the “wonderfulness” of people who do things differently.
- Don’t patronize me; it makes it harder for me to be seen as an equal.
- It is not part of our culture to work with people’s disabilities and find a way for them to contribute meaningfully and have that sense of normalcy.
- There is an overall lack of empathy and lack of understanding.
- It’s about education and attitude towards change and willingness towards change.
  - Ongoing education is important so there can be a better understanding of how ableism and other isms are interacting to create barriers
  - Education about the different types of disabilities (sensory, dementia, brain injury, etc.) at al levels of community and municipalities.
  - More understanding about dementia; sometimes it is an invisible disability and sometimes people may present as able-bodied.
  - Needs to be some myth-busting and focussing on the incredible skills, talents and capabilitiesof person with disabilities.
  - Need to educate the rest of the populations – everyone is unique.
  - Educating people about substance use and safe supplies.
  - People need to learn from people with diverse abilities.
  - BC is not very tuned into “sensory” disabilities (noise and visual). Seems to be more awareness in other provinces. Things such as lighting in stores, high pitch sounds on the SkyTrain, allergies, memory loss, – are all examples.
  - Disability is not always physical, many people experience trauma before coming to Canada.
  - The strong preference toward neurotypicality and the lack of meaningful education on neurodivergency. (Neurodivergence is the term for when someone’s brain processes, learns, and/or behaves differently from what is considered “typical.”)
  - So much has to do with educating Vancouverites. There is an accessible parking spot near our home and a neighbour said “not everybody is as lucky as you to have a parking spot like that.” It is not about the parking space; it is about seeing our needs for what they are.”
  - Start educating in the school system.

Rights/Advocacy

- Nobody is citing the UN Convention on the Rights of Persons with Disabilities. Canada ratified it which means they have to do something about it. Seems to be no connecting to make this happen.

- Knowing people's rights will be a conduit to reducing the need for self-advocacy.
- Build a culture where individuals and families don't always have to be the ones advocating for themselves.

Health Care

- Hard to get services (Life labs, dentist, doctors). They don't always understand the needs and behaviours.
- Access to emergency or medical services can be challenging as it can be hard to advocate for yourself if you are very sick.
- Not enough mental health supports of young people and adults.
- Put more money into seniors and home care so the elderly can stay in their own homes.
- So difficult to find personal care attendants.
- Use of whiteboard or some sort of captioning system that can be made mandatory all over the hospital for communication accessibility.
- The design of new health care facilities, the cost of parking and access to safe parking need to be given serious consideration.

Social Isolation/ Inclusion

- There is not yet a really strong strategy for identifying people that are socially isolated and knowing where they are or inviting them to participate or being included.
- If we want to include people, we have to identify them and we have to reach out to them.
- We could be using various vehicles, the police incidents, fire incidents, opportunities of where there's some way of flagging or becoming aware of adults at risk of loneliness or isolation.
- People with disabilities experience social isolation and the pandemic has exacerbated, demonstrated that issue.
- Making sure people don't feel like they are "being othered."
- Being a caregiver – often unable to find someone to relieve.
- Isolation and stigma: seniors are less likely to go out and if there is a disability, even more so.

Safety and Security

- Being able to get to places in my wheelchair; sidewalks are unsafe for people with canes or other mobility devices.
- Ability to ride safely and without fear.
- Increase transit security especially at night.

- Able to enter and use public facilities safely and without painful manoeuvering.
- Lack of safe spaces to use drugs.

Access to Education

- Universities need to be accessible.
- Schools are not always accessible.
- I am disabled and I want to go to school but I cannot afford it and have nobody to help with my children.

HIGHLIGHTS FROM THE ENGAGEMENT PROCESS

Our community engagement process gave space for people with disabilities to share their stories,ideas, and feedback for making the Accessibility Strategy.

How We Collected and Analyzed the Information:

- The questions were made with the Accessibility Task Force and staff from the Social Policy Research and Data Team.
- Feedback was given by City staff and/or organization representative for the purposes of improving sessions.
- Each of the Dialogue Sessions were recorded with verbal consent.
- There was a note-taker for each session.
- Closed Captioning transcripts were reviewed and summarized.
- Summary reports from each Dialogue Session were given to participants to check if everythingwas right.
- The Shape Your City survey results were reviewed and combined with answers from the Dialogue Sessions

Successes of the Community Engagement

- ASL and Closed Captioning were welcomed.
- Participants liked that the City made this opportunity to be heard.
- Generally, sessions were well organized and participants felt that they had been provided with enough information.
- Questions seemed to work very well; many people liked that they were open-ended questions and could answer in their own words.
- All participants enjoyed having the space to provide their feedback and suggestions.
- Many of the participants liked having the background information emailed to them ahead of time.

Challenges of the Community Engagement

- People didn't find Webex to be user friendly.
- The process for distributing honorariums was cumbersome and could be improved.
- More time should be given to deal with technology issues.
- Some community members may have been missed that did not have access to a technical device
- Some community members may have not participated because of their technical skills or because2 hours is too long.
- The survey did not have enough room for long answers.
- Some people felt that the survey should have been only completed by persons with disabilities and not service providers or caregivers.
- The majority of the community engagement happened over summer which may have made it hard for some people to take part.

NEXT STEPS

This report is a summary of the responses from what was heard through the Dialogue Sessions and the Shape Your City Survey.

A more detailed overview of what we heard is being made. It will include information from moresources such as:

- The Internal Staff Working Group
- Reports from Persons with Disabilities Advisory Committee
- Reports from Seniors Advisory Committee
- Other community engagement data

The feedback in this summary will guide the writing of the draft Accessibility Strategy.

More community engagement activities will take place later in 2022 to make sure that the draft Accessibility Strategy creates a City where all people feel valued, respected, and openly welcomed.

APPENDIX 3

Definition of Terms

Accessibility	Accessibility refers to the quality of something being easy to reach, enter, speak with, use, or understand. It is important for everyone's well-being. Accessibility barriers stop people from taking part in and giving back to society. Accessibility is part of community inclusion and equality for all.
Ableism	Ableism is a form of prejudice and discrimination against people with disabilities. Ableism labels disabled bodies and minds as inferior. An ableist system excuses neglect and abuse against persons with disabilities.
Barriers	Anything that stops a person from taking part equally in society.
Built Environment (or Built World)	The human-made physical setting for any activity. These are the environments in which people live, work, play, and connect.
Disability	Any physical, mental health, cognitive, intellectual, sensory, or age-related impairment. Disabilities may be visible or invisible and may be permanent, temporary or periodic.
Diversity	Including people from a lots of different social, economic, and cultural backgrounds.
Equity	Fairness in the way people are treated and treating people based on individual needs.
Universal Design	Building places and things to be more accessible so they are usable by people no matter their age, ability, or status in life.

APPENDIX 4

Background of the Accessibility Strategy and Alignment of Our Work

In April 2018, the "City of Vancouver Persons with Disabilities Advisory Committee" passed a motion titled “Accessible City Strategy”. In May 2018, City Council passed a motion on accessibility. This included a request for a report back to Council with recommendations for making an Accessibility Strategy.

In September 2018, a staff report was given to Council with the following recommendations:

Development of Phase 1 of an Accessibility Strategy in 2019

Making an Accessibility Task Force with members from the

- Persons with Disabilities Advisory Committee
- Seniors’ Advisory Committee
- People with Lived Experience Advisory on Mental Health and Substance Use Committee

In September 2018, Council approved the start of Phase 1 of the Accessibility Strategy. And they gave feedback for future phases:

- Recommendations for more public engagement.
- Making a multi-year action plan.
- Listing all the required resources.

Aligning Our Work

The work of making the City’s Accessibility Strategy is part of the “Healthy City Strategy”. The Healthy City Strategy is about making better conditions for the well-being of all our residents.

To make this happen we need to understand ableism connected to settler colonialism and capitalism. Disabilities is a part of identity that is a main focus of this Strategy. And persons with disabilities are often discriminated against in other ways. Including sexism, ageism, racism, homophobia, classism, xenophobia, and more.

APPENDIX 5

Jurisdictional Scan

The City of Vancouver commits to protecting the rights of persons with disabilities as outlined in the "United Nations Convention on the Rights of Persons with Disabilities" (UNCRPD) and the BC Human Rights Code.

The City's Accessibility Strategy is a step towards this. The Strategy follows federal and provincial legislation:

- Federal accessibility legislation, the Accessible Canada Act, passed in June 2019
- BC accessibility legislation, the Accessible BC Act, passed in June 2021

The Accessible BC Act calls for inclusion of persons with disabilities. We need equal and meaningful participation of all people in institutions and municipalities across BC.

INTERNATIONAL			
Name	**Link**	**Description**	**Structure of Implementation**
United Nations Convention on the Rights of Persons with Disabilities	https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html Monitoring of the Implementation of the Convention https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/monitoring-of-the-implementation-of-the-convention.html	The Convention on the Rights of Persons with Disabilities and its Optional Protocol (A/RES/61/106) were adopted on 13 December 2006 at the United Nations Headquarters in New York. The Convention came from decades of work by the United Nations to stop the mistreatment of persons with disabilities. The Convention is a human rights tool with for social development. It includes a broad range of	The Committee on the Rights of Persons with Disabilities: • Includes 18 members. • Has experts who check implementation of the Convention. • Collects regular reports from all parties to the Convention. • Reviews reports and makes recommendations to strengthen the implementation of the Convention.

		persons with disabilities. It says all persons with all types of disabilities must enjoy all human rights and freedoms. It explains ways to protect human rights for all.	
FEDERAL			
Name	**Link**	**Description**	**Structure of Implementation**
Accessible Canada Act	https://www.canada.ca/en/employment-social-development/programs/accessible-canada.html	The Accessible Canada Act gives accessibility standards for new rules and regulations. So organizations across Canada will remove barriers to accessibility.	The Government of Canada checked with Canadians, from July 2016 to February 2017, to find out what an accessible Canada means to them. The report, "Creating new national accessibility legislation: What we learned from Canadians," released in May 2017, shares the results. The Government of Canada supports community projects to provide greater access for persons with disabilities. Calls for proposals will be launched which totaling up to $5.6 million over two years through the Social Development Partnerships Program (SDPP), Disability component. The National AccessAbility Week (NAAW) stream will provide up to $1.6M in grants over two years to

			support projects that will help to: improve Canadians understanding of accessibility and inclusion; reduce stigma and attitudinal barriers towards persons with disabilities; and, enable the sharing of best practices and lessons learned across the disability community. The Accessible Canada Partnerships stream will provide up to $4M in contributions over two years to support projects involving multi-sectoral partnerships that contribute to the development of accessible and inclusively designed environments, spaces, programs and services.
PROVINCIAL			
Name	**Link**	**Description**	**Structure of Implementation**
Accessible British Columbia Act	https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/accessibility/legislation	With the adoption of the Accessible BC Act. The Government of British Columbia has made new accessibility and inclusion legislation. To help stop barriers for people from taking part in community, including service delivery, education, employment, housing, and the built	Feedback was taken from people across the province from Sept. 16 and Nov. 29, 2019. The summary report provides the key themes from the public engagement. The Government reports each year on progress and success. The first independent review will happen after 5 years. Standards will be made two at a time.

		environment, information and communication and transportation. This legislation guides the work on accessibility standards based on the experiences of persons with disabilities.	
Accessibility for Ontarians with Disabilities Act (AODA)	https://www.ontario.ca/laws/statute/05a11 10-year Accessibility Action Plan https://www.ontario.ca/page/path-2025-ontarios-accessibility-action-plan	The ***Accessibility for Ontarians with Disabilities Act (AODA)*** sets out a way for making accessibility standards that organizations must follow. Ontario has a goal of making the province more accessible by 2025 by using AODA standards.	The 10-year Accessibility Action Plan gives the next steps to connect with employers about accessibility and strengthen accessibility in the province. The five accessibility standards in the AODA were made by persons with disabilities and sector representatives. All organizations must file regular reports.
An Act Respecting Accessibility in Nova Scotia	https://nslegislature.ca/sites/default/files/legc/statutes/accessibility.pdf	Nova Scotia's accessibility act passedin 2017. It outlines six standards for an accessible Nova Scotia. The standards are in the areas of goods and services, information and communication, public transportation and transportation infrastructure, employment, education, and the built environment which includes buildings,	The Government of Nova Scotia's Accessibility Directorate handles work around the accessibility act and advancing disability issues with government. The Accessibility Advisory Board handles making recommendations to the Minister of Justice about accessibility. The accessibility act says an outside reviewer must go over the act within 4 years of it starting and every 5 years after. As part of the review, the reviewer must consult

		rights-of-way and outdoor spaces. The legislation puts in place an Accessibility Advisory Board. The majority of the board's members are persons with disabilities. A group is responsible for supporting accessibility initiatives and advancing disability-related issues.	with persons with disabilities and others affected by the legislation.
The Accessibility for Manitobans Act	https://web2.gov.mb.ca/bills/40-2/b026e.php Accessibility Compliance Framework https://accessibilitymb.ca/pdf/ama_compliance_framework.pdf	*The Accessibility for Manitobans Act* (AMA) started in December 2013, with accessibility standards as regulations by law. This important legislation is a good way to remove barriers affecting persons with disabilities and many other citizens. The Manitoba Government wants progress by 2023, making Manitoba more inclusive for everyone. The Accessibility Compliance Framework describes steps for following the AMA.	
Quebec - *Act to*	https://www.legisquebec.gouv.qc.ca/en/tdm/cs/E-20.1	Quebec was one of the first provinces in Canada	Quebec's disability law only applies to the public sector

secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration		to have a law supporting the inclusion of people with disabilities. In 2004, the Quebec government added to its disability law from 1978. This law is now called the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*.	(ministries, public agencies and municipalities). It does not set goals or say what happens when organizations do not follow the rules.
Newfoundland and Labrador - *Accessibility Act*	Accessibility Act https://www.gov.nl.ca/cssd/accessibility-act/#:~:text=This%20enabling%20legislation%20allows%20the,from%20full%20participation%20in%20society 2021 Bill 38 https://www.assembly.nl.ca/HouseBusiness/Bills/ga50session1/bill2138.htm	The *Accessibility Act* came into effect in December 2021. This legislation allows the Government of Newfoundland and Labrador to outline the principles and goals for an accessible province. The *Accessibility Act* will improve accessibility by defining and removing barriers that prevent persons with disabilities	An Accessibility Standards Advisory Board will be made. The board will be responsible for making accessibility recommendations to the Minister Responsible for the Status of Persons with Disabilities.

		from full participation in society.	
MUNICIPAL			
Name	**Link**	**Description**	**Structure of Implementation**
BRITISH COLUMBIA			
City of Prince George	https://www.princegeorge.ca/City%20Services/Pages/Accessibility.aspx	The City is making an Age-Friendly Plan that aims for a community where people of all ages have a sense of belonging and live safely, actively, affordably, and barrier-free. The Advisory Committee on Accessibility wants to remove any physical or social barrier which prevents full participation by residents in all areas of community life. The Committee advises Council, increases public awareness, and collects feedback on accessibility issues. Including those affecting people with mobility devices, seniors, and the general public.	**The Advisory Committee on Accessibility** • 9 members • Council via Executive Committee The committee supports Council, staff, and other committees with work that makes and supports a barrier-free community.
City of Victoria	Framework and Action Plan: https://www.victoria.ca/EN/main/residents/about/accessibility.html	Set by Council on October 8, 2020, the City's Accessibility Framework, Accessibility and Inclusion Policy, and accompanying	**Accessibility Advisory Committee** • 9 members • Council appointed

	Accessibility Framework 2020: https://www.victoria.ca/assets/Community/Documents/Accessibility%20Framework%202020.pdf Accessibility Advisory Committee https://www.victoria.ca/EN/main/city/other-boards-committees/accessibility-advisory-committee.html	Short-Term Action Plan has a goal of providing accessible facilities, services, regulations, programs and employment to proactively remove and prevent barriers faced by individuals in our community. The Accessibility Framework makes sure accessibility is part of all areas of City operations.	• Reporting: Council via Council Liaison The Accessibility Advisory Committee supports and gives feedback to City Council and staff through an accessibility lens. The committee gives feedback to staff on accessibility through the 2022 Pilot on Responsive Budgeting Process. It also comments on new provincial accessibility legislation to inform City planning and program changes.
ALBERTA			
City of Lethbridge	Mobility/Accessibility Master Plan: https://getinvolvedlethbridge.ca/6316/widgets/32841/documents/36630/download Mobility / Accessibility Working Group https://www.lethbridge.ca/living-here/getting-around/Pages/MobilityAccessibility.aspx	The Mobility/Accessibility Master Plan (MAMP) is a long-term plan to make a universally accessible city that is designed for all people, regardless of ability, where everyone can meaningfully contribute to, and engage with their community.	**Mobility / Accessibility Working Group** • A group made up of people from different City Business Units. • To grow communication with City Business Units and partnerships with other partners. • Raise awareness and understanding of accessibility goals in Lethbridge. • Give annual reports to Council with a list of projects ideas.

City of Edmonton	The Accessibility for People with Disabilities Policy: https://www.edmonton.ca/city_government/initiatives_innovation/city-accessibility-policy.aspx	To guide City policies, programs, services, communications, technology, and infrastructure to ensure full consideration of individual's needs and diverse abilities. Ensures people with disabilities are treated with respect, and have equitable access and opportunity to participate to the fullest in City policies and civic engagement, programs and services, communications and technology, and infrastructure.	**Accessibility Advisory Committee (AAC)** • 15 members • Chosen by Council • Reporting: Council via Standing Committee Gives advice and recommendations to Council about facilities and other infrastructure, programs, services, activities and policies, with the goal of improving the City's livability, inclusiveness and accessibility for individuals with disabilities.
City of Calgary	Calgary Corporate Accessibility Policy: https://www.calgary.ca/CA/city-clerks/Documents/Council-policy-library/csps003-Calgary-Corporate-Accessibility-Policy.pdf?noredirect=1	To ensure the greatest level of access, which is the right or to reach, use, or participate for people with physical, sensory, and cognitive disabilities. To reduce barriers to City provided services to ensure people with	**Advisory Committee on Accessibility (ACA)** • 14 members • Chosen by Council • Council via Standing Policy Committee Gives advice and makes recommendations to City Council and City Administration.

		disabilities have the option of participating fully as citizens of the City To ensure people with disabilities are treated with respect and City services are provided to people with disabilities without a loss of dignity.	
SASKATCHEWAN			
City of Regina	https://www.regina.ca/about-regina/accessibility/index.html	The City of Regina is committed to providing accessible and inclusive programs and services for all residents in our community.	**Accessibility Advisory Committee** • 11 members. • Council via Executive Committee The City of Regina Accessibility Advisory Committee (AAC) advises City Administration and City Council on ways to improve the accessibility and inclusivity of services, programs, facilities and other infrastructure. Including the defining and removing barriers that stop full participation in the community by some Regina residents.
MANITOBA			

City of Winnipeg	Accessibility Plan: https://www.winnipeg.ca/ppd/PublicEngagement/AccessibilityPlan/default.stm#tab-undefined	The Accessibility Plan is to identify, prevent, and remove barriers to participation, and increase inclusion for all citizens and visitors to Winnipeg.	**Human Rights Committee of Council** • 8-12 members • Chosen by Council • Council via Executive Policy Committee Serves as an advisor to the Mayor and City Council on human rights, equity, diversity, peace, access and disability related issues as they affect Winnipeg communities. Makes sure regulations are followed.
ONTARIO			
St. Catherine's	Multi-Year Accessibility Plan: https://www.stcatharines.ca/en/community-services-and-supports/resources/Documents/Multi-Year-Accessibility-Plan_2021-2025.pdf	This policy sets out the needs of the AODA, Integrated Accessibility Standards Regulation (IASR) Ontario Regulation 191/11 (as amended). It has a number of accessibility standards that organizations across Ontario, including the City, must follow.	**Accessibility Advisory Committee (AAC)** • 12 members • Council appointed • Council via Social Sustainability Committee Makes recommendations to City Council about of accessibility standards relating to City services or facilities.

City of Toronto	Accessibility at the City of Toronto: https://www.toronto.ca/city-government/accessibility-human-rights/accessibility-at-the-city-of-toronto/ Accessibility Policy: https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/corporate-accessibility-policy/ Multi-Year Action Plan: https://www.toronto.ca/city-government/accessibility-human-rights/accessibility-at-the-city-of-toronto/multi-year-accessibility-plan/	The Accessibility Policy guides the City's duty to accessibility, It follows the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and more City requirements.	**Toronto Accessibility Advisory Committee (TAAC)** • 13 members • Council appointed • Council via Executive Committee Gives advice AODA accessibility standards and accessibility reports.
City of Mississauga	https://www.mississauga.ca/our-organization/accessibility-at-the-city/accessibility-plans-and-reports/ The Multi-Year Accessibility Plan outlines the City's strategy to meet legislated accessibility standards. Multi-Year Accessibility Plan 2018 to 2022	Under the Accessibility for Ontarians with Disabilities Act (AODA), the City of Mississauga needs multi-year accessibility plans to help make Ontario accessible by 2025. This is the City's second multi-year accessibility plan (MYAP) which builds on the activities of the 2012-	**Accessibility Advisory Committee** • 9-12 members. • Council via Executive Committee The Accessibility Advisory Committee gives advice and reports to the General Committee. The Committee supports the City in making a barrier-free Mississauga for

		2017 plan. This plan acts as our accessibility road map, giving actions to take. It explains ways to make a more inclusive community. The plan is based on research and feedback from the City's Accessibility Advisory Committee, Staff Accessibility Resource Team, persons with disabilities, accessibility stakeholders and staff. It follows the standards of the AODA.	citizens of all abilities (universal accessibility), including persons with disabilities.
City of Brantford	https://www.brantford.ca/en/your-government/accessibility.aspx Brantford Accessibility Plan 2020-2025 https://www.brantford.ca/en/your-government/resources/Documents/Accessibility/2020-2025-Brantford-Accessibility-Plan.pdf	The City of Brantford aims to remove barriers to access programs and services in our community. We will work to provide equal opportunities for all under the Accessibility for Ontarians with Disability Act (AODA). The City's Accessibility	**Brantford Accessibility Advisory Committee** The Committee advises Council on issues related to removing barriers in our community and making access to municipal programs and services better. The purpose of the Brantford Accessibility Advisory Committee is to give feedback on matters related to the Accessibility for Ontarians with Disabilities Act,

	Accessibility Policy https://www.brantford.ca/en/your-government/resources/Documents/Accessibility/AccessibilityPolicy-Corp034.pdf	Plan outlines our short-term and long-term goals to remove barriers for people with disabilities. Our 2020 to 2025 Accessibility Plan is also available for review. For details on our progress, please review our annual status update. Our accessibility policy has details on the standards for the City's accessible services.	2005 and universal accessibility within Brantford.
The Town of Kapuskasing	Kapuskasing – Multi Year Accessibility Plan 2015 - 2020 http://www.kapuskasing.ca/en/governing/resources/Documents/Multi-Year---Accessiblity-Plan-2015-2020.pdf	In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act to make Ontario accessible by 2025. A set of rules that businesses and organizations in Ontario need to follow. Removing barriers so that people with disabilities have more opportunities to participate in everyday	**Accessibility Advisory Committee** • 8 members • Council via Executive Committee The Committee makes an accessibility plan every year. The Committee works to make things better for people with disabilities. The Committee supports accessibility planning and removing barriers that stop people from taking part in the community.

		life. The Town of Kapuskasing must have a multiyear accessibility plan. This plan is the Town of Kapuskasing's strategy to stop accessibility barriers.	
City of Oshawa	https://www.oshawa.ca/residents/Accessibility.asp The multi-year 2019 - 2023 Oshawa Accessibility Plan https://www.oshawa.ca/residents/resources/Accessibility/2019-2023-Accessibility-Plan---Council-approved---Accesible-version.pdf	Many municipalities in Ontario must prepare multi-year Accessibility Plans. The City wants to be an inclusive, healthy, and safe community by having accessible facilities and services for everyone to enjoy. The multi-year 2019 - 2023 Oshawa Accessibility Plan sets out the steps the City will take to make accessibility better.	**Oshawa Accessibility Advisory Committee** • 10 members. • Council via Executive Committee The Oshawa Accessibility Advisory Committee advises Council and staff on ways to stop barriers to inclusion in the community.
City of London	2018-2021 Multi-Year Accessibility Plan https://london.ca/sites/default/files/2020-12/2018-2021%20COL%20Multi-	The Corporation of the City of London wants to have quality goods, services, and facilities that are accessible to all persons we serve. We are	**Accessibility Advisory Committee** The Accessibility Advisory Committee (ACCAC) works with the City of London to remove

	Year%20Accessibility%20Plan%20-%20FINAL.pdf	working with the community to remove barriers in customer service, communication, employment, transportation and the design of public spaces. We want to follow the Ontarians with Disabilities Act and the Ontario Human Rights Code. This 2018-2021 Multi-Year Accessibility is the City of London's strategy to remove barriers to accessing our municipal services. The City is currently working on the 2022-2025 plan.	barriers to accessibility throughout our city.

City of Ottawa	Accessibility Policy https://ottawa.ca/en/city-hall/your-city-government/policies-and-administrative-structure/administrative-policies/accessibility-policies-and-procedures#accessibility-policy	The City of Ottawa Accessibility Policy is for the equal treatment of people using City services in a way that respects their dignity. Equal treatment in the areas of customer service, information and communication, employment and taxis.	**Accessibility Advisory Committee** • 8 members. • Council via Executive Committee The Accessibility Advisory Committee (AAC) gives advice to Council on accessibility. The Accessibility Advisory Committee reports through the Community and Protective Services Committee to City Council.
City of Vaughan	Corporate Accessibility Policy https://www.vaughan.ca/cityhall/departments/ochro/General%20Documents/Vaughan%20-%20Accessibility%20Policy.docx.pdf	The City of Vaughan wants to treat all people in a way that allows them to maintain their dignity and independence. We believe in accessibility for all residents, visitors, and employees with visible or non-visible disabilities. We want to meet the needs of people with disabilities by following the Accessibility for Ontarians with Disabilities Act, 2005	**ACCESSIBILITY ADVISORY COMMITTEE** • 10 members. • Council via Executive Committee The City of Vaughan's Advisory Committee is made up of mostly persons with disabilities. The committee gives advice to Council about accessibility for persons with disabilities.

		(AODA). The Corporate Accessibility Policy leads other City of Vaughan policies to comply with accessibility standards.	
City of Waterloo	Multi-year Accessibility Plan https://www.waterloo.ca/en/government/resources/Documents/Cityadministration/2018-2022-City-of-Waterloo-accessibility-plan-FINAL.pdf City of Waterloo Accessibility Standards https://www.waterloo.ca/en/government/resources/Documents/Development-charges-and-guidelines/Accessibility-Standards-Guide.pdf	The City of Waterloo Multi-Year Accessibility Plan (the "Plan") for 2018-2022 works on removing accessibility barriers. This plan builds on the last multi-year accessibility plan made in 2013. Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) organizations are required to develop multi-year accessibility plans. The AODA legislative requirements guides the Plan. The Plan includes how the City of Waterloo will continue to providing goods and services that are accessible to all.	**Grand River Accessibility Advisory Committee (GRAAC)** • Max 15 members. • Council via Executive Committee The Grand River Accessibility Advisory Committee (GRAAC) is a committee for the Cities of Waterloo and Kitchener, the Region of Waterloo, and the Townships of North Dumfries, Wellesley, Woolwich and Wilmot. The Committee gives advice to the municipalities on their Accessibility Plans. The Committee also gives feedback on the accessibility of municipal buildings.
QUEBEC			

City of Montreal	Stratégie d'interventions en accessibilité universelle / Municipal Universal Accessibility Policy https://portail-m4s.s3.montreal.ca/pdf/sdis_politique_au_2021.pdf Une stratégie d'intervention 2021-2022 / A 2021-2022 intervention strategy https://portail-m4s.s3.montreal.ca/pdf/sdis_strategie_au_2021-2022.pdf	Politique municipale en accessibilité universelle : un cadre pour l'action La Stratégie AU 2021-2022 a été élaborée en tenant compte de la Politique municipale d'accessibilité universelle, sur laquelle se fondent les actions de la Ville en matière d'accessibilité universelle. Adoptée en 2011, cette politique est le fruit d'une importante démarche de coopération et de concertation entre les différents services, les arrondissements et les partenaires du milieu. Elle cible quatre axes d'intervention, soit : l'accessibilité architecturale et urbanistique ; l'accès inclusif aux programmes, aux services et à l'emploi ; les communications ; et la	

		sensibilisation et la formation. Municipal policy on universal accessibility: a framework for action. The AU Strategy 2021-2022 was developed taking into account the Municipal Policy which included some actions. Adopted in 2011, this policy is about cooperation between the various departments, boroughs and community partners. It has four areas of help: • Architectural and urban accessibility. • Inclusive access to programs, services and to work. • Communications. • Awareness and training.	
NOVA SCOTIA			
City of Halifax	Access by Design Strategy: https://novascotia.ca/accessibili	The Diversity and Inclusion office is working	**Advisory Committee on Accessibility (ACA)** • 11 members

	ty/access-by-design/access-by-design-2030.pdf	on Halifax's Inclusive and Accessible guidelines with help from Walk 'n Roll Halifax, the Accessibility Advisory Committee, and other community organizations and individuals.Council priority areas: • Healthy, Liveable Communities (Recreation & Leisure) • Social Development (Accessible Community) • Transportation (Safe & Accessible Transportation Network)	• Chosen by the Executive Committee • Council via Executive Committee Tells the Municipality how municipal policies, programs and services effect persons with disabilities.

APPENDIX 6

Transforming Attitudes, Embedding Change: A City of Vancouver Accessibility Strategy
DRAFT Community Priorities & City Actions and in Development by Focus Areas

1. BUILT ENVIRONMENT

Goal: A built environment that aligns with Universal Design Guidelines. City projects and public spaces have a high level of accessibility standards. So everyone can access all physical infrastructure in the city.

COMMUNITY PRIORITIES	CITY ACTIONS
• Use universal design principles in city planning and building. • Vancouver policies and standards are higher than the accessibility standards in the Accessible BC Act. • Accessibility experts give feedback on accessibility for building construction and public space plans. • Have a way for persons with disabilities to give feedback on building construction and public space plans. • Use an intersectional lens for safety and accessibility checks to make all public spaces accessible for all.	**Action 1:** Review the "Vancouver Building By-law and Standards of Maintenance By-law Section 9 on Building Elevators". Come up with actions so housing with elevators have way to support people when elevators are out of service. Lead by: Development, Buildings & Licensing (License Policy) **Action 2:** Make checklists for building owners and residents on what to do when residential elevators are out of service. Share information with others as a way to raise awareness about elevator accessibility in the built environment. Lead by: Development, Buildings & Licensing(License Policy) **Action 3:** Make an accessible version of the "Zoning and Development By-law" in a format that meets web content

• Give support to builders and businesses to make accessible spaces in all city infrastructure.	guidelines. Lead by: Planning, Urban Design and Sustainability (Citywide and Regional Planning) **Action 4:** Use universal design guidelines for City-owned co-located non-profit facilities. Lead by: Arts, Culture, and Community Services (Social Policy) **Action 5:** Use "Spaces to Thrive: Vancouver Social Infrastructure Strategy" to learn more about making adaptable, functional, inclusive, accessible, welcoming, and safe social-serving spaces for all abilities and ages. Lead by: Arts, Culture, and Community Services (Social Policy) **Action 6:** Work on Universal Inclusive Design and Accessibility Program implementation for City-owned buildings Lead by: Real Estate and Facility Management (Facilities Planning and Development) **Action 7:** Put in place the accessibility certification steps necessary for all future City owned buildings. Buildings must meet Gold certification by the Rick Hansen Foundation. Lead by: Real Estate and Facility Management (Facilities Planning and Development).

	Action 8: Train two or more City staff to support the Rick Hansen Foundation certification process for new City owned buildings. Lead by: Real Estate and Facility Management (Facilities Planning and Development). **Action 9**: Make changes to City owned building to meet current accessibility standards. Lead by: Real Estate and Facility Management (Facilities Planning and Development). **Action 10**: Renovate a current City owned building to meet Gold Rick Hansen certification standards to make a report on how it work out. Lead by: Real Estate and Facility Management (Facilities Planning and Development)

EXAMPLE OF ACTIONS IDENTIFIED BY THE COMMUNITY

City Policy, Standards and Regulations:

- Make an "accessible designation" checklist
- Hire a full-time accessibility expert to promote accessibility and support developers in making their projects more accessible and inclusive
- Give awards for outstanding examples of accessibility through a City accessibility award program
- Ensure standards promote:
  - good quality street lighting and paving
  - accessible pathways where everyone can develop social connections and not live in isolation.
  - tactile cues in the built environment including crosswalks and intersection walks with vibration
  - captions, ASL, interpreters, deaf-blind accessibility, and different tactile things in built environment and process for designing them.
  - Deliver accessibility related signs and information in multiple formats to account for visual, sensory, cognitive, auditory disabilities

- Use an accessibility lens to design how building look and feel.

Public Areas & New Development:
- Make good quality street lighting and paving.
- Think about light intensity and type of light needed to make the built environment sensory aware.
- Have accessible pathways where everyone can make social connections and not live in isolation.
- Build wider curbs and more ramps.
- Accessibility as the most important features in pathways and sidewalks.
- Add things in the built environment that help people get around. Including crosswalks and intersection walks with vibration.
- Provide more accessible seating and benches in public spaces, arts, cultural and sport venues.
- Create more accessible playgrounds for kids.

New Development:
  - Have places to sit in bathrooms.
  - Have change tables in men's bathrooms.
  - Make sure private businesses are fully accessible for wheelchair users.

Existing Development:

<u>Make sure there is:</u>
- Wider curbs and more ramps
- Private businesses are fully accessible for wheelchair users
- More accessible playgrounds for kids
- Places to sit in bathrooms
- Add change tables in men's bathrooms

<u>Keep updating things:</u>
- Fix unlevelled sidewalks and broken pavers in the Downtown East Side
- Make sure Bylaw enforcement on private property
- Make sure accessibility in older buildings
- Include change tables in men's bathrooms

2. TRANSPORTATION **Goal: Universal design principles guide transportation planning to connect people to their daily needs regardless of their abilities.**	
COMMUNITY PRIORITIES	**CITY ACTIONS**
• Have universal design principles guide transportation planning and design. • Use an accessibility lens for updating wayfinding standards. • Better pedestrian experiences for persons with disabilities and seniors. • Check safety and security of transit spaces using an intersectional lens. • Give accessibility advice to individuals involved in the transit system, ride hailing system, or anyone providing mobility supports to persons with disabilities. • Update parking standards around the city for better accessibility for persons with disabilities.	**Action 1:** Make upgrades to sidewalks and pathways to cut barriers to walking and using mobility devices. Get help from City programs such as the Climate Emergency five-year walking plan and the Curb Ramp Program. Lead by: Engineering Services (Transportation Division, with Street Activities) **Action 2:** Grow the Cycling and Greenways Network for a wider variety of bicycles and mobility aids. To be more accessible for all ages and abilities and to be easier and more comfortable for all users. Lead by: Engineering Services (Transportation Division, with Street Activities) **Action 3:** Upgrade bus stops for universal accessibility. Including having more seating and outdoor shelter, more landing pads for ramps and mobility devices, and better connections to sidewalks and pathways. Lead by: Engineering Services (Transit Integration and Projects Branch, with Street Activities) **Action 4:** Parking Bylaws updated for accessible parking and new buildings. Including the introduction of van-

	accessible parking spaces and better accessible parking spaces. *Lead by: Engineering Services (Parking Management Branch)* **Action 5:** Have enough accessible parking in all areas to meet the needs of the current and future population. *Lead by: Engineering Services (Parking Management Branch)* **Action 6:** Have accessible parking zones on street parking in residential areas *Lead by: Engineering Services (Parking Management Branch)* **Action 7:** Make sure there is seating for people who need rest breaks along sidewalks and other pedestrian paths. *Lead by: Engineering Services (Transportation Division, with Street Activities)*

EXAMPLE OF ACTIONS IDENTIFIED BY THE COMMUNITY

- Disability related driver training for all "Passenger Directed Transportation" drivers who may drive passengers with disabilities.

- Promote access to "Transportation Network Systems" for persons with disabilities. Including accessible vehicles, payment with cash or Taxi Savers, and booking options.

- Research ways that fees are being used to offer transportation options for citizens with disabilities in other areas of Canada
- Create parking for individuals with accessibility needs, as well as their caretakers and visitors
- Make sure accessible washrooms are part of any plans
- Use clear signage to warn motorists about pedestrians and to give priority to emergency vehicles.
- Make sure people have enough time to safely load or unload at SkyTrain station loading zones.
- Cycling and pedestrian routes are clearly marked by painted lines or different surface textures.
- Better accessibility of the bus system so more persons with disabilities can use the bus instead of the more expensive HandyDART.
- Start a "no trip denial" policy for persons with disabilities for buses, taxis, ride hailing services. Including the need to allow persons using wheelchairs to board at all bus stops.

3. HOUSING
Goal: Accessible, affordable, social, and supportive housing is available for persons with disabilities.

COMMUNITY PRIORITIES	**CITY ACTIONS**
• Use universal design principles to guide housing design, policy and planning in the City.	**Action 1:** Get feedback on policies and guidelines from person with disabilities to support the planning and operations of new social and supportive housing projects.

• Have stronger relationships with organizations to provide supportive housing programs and services for people with disabilities similar to the Right Fit Program[1]. • Advocate with Province and Federal governments for more income assistance and for more rental supplements for persons with disabilities. • Work with the disability community on making accessible units and public housing for those with most need. • To work with profit and non-profit developers so accessibility is built into all housing options. • Push for financial opportunities, such as the SAFER[2] program, to make existing homes more accessible so people can stay in their homes • Have better accessibility in emergency shelters and provide more temporary transitional housing options for persons with disabilities that are searching for a permanent home.	Lead by: Projects, Planning, Development & Sustainability (Housing Policy and Regulation) and Arts, Culture, and Community Services (Non-Market Housing Development and Operations; Housing and Homelessness Services) **Action 2:** Work with BC Housing, non-profits, and persons with disabilities who are experiencing homelessness to make needed changes for accessibility in temporary shelters. Lead by: Arts, Culture, and Community Services (Housing and Homelessness Services) **Action 3:** Make sure all services provided by the City's Renter Office, including the Renter Enquiry Line, Renter Services Grants and proposed Renter Services Centre, meet the accessibility needs of renters. Lead by: Arts, Culture, and Community Services (Housing and Homelessness Services) **Action 4:** Connect non-profit housing with the Right Fit project to help match all accessible units in new social housing on City land with those in need Lead by: Arts, Culture, and Community Services (Housing and Homelessness Services; Non-Market Housing Development and Operations)

[1] Right Fit Program is a multi-partner service designed to address the crisis in wheelchair accessible housing by matching affordable, accessible homes and independent living supports with people who need them in the Vancouver region of British Columbia.
[2] Shelter Aid for Elderly Renters (SAFER) provides monthly cash payments to subsidize rents for eligible BC residents who are age 60 or over

	Action 5:The City is exploring how to best enable accessible ground-level units in multiplexes as part of Council Motion B.3 (Making Home: Housing For All of Us), approved on January 26, 2022, and through ongoing work in tandem with multiplex to simplify RS zones. Lead: Planning, Urban Design & Sustainability (Community Planning) **Areas for Exploration in Phase 2:** **Areas for Exploration 1:** Review and assess how the City's existing regulations and policies including the Vancouver Building By-law and Zoning and Development By-law, align with the upcoming changes to the BC Building Code to advance accessibility. **Areas for Exploration 2:** Work with the disability community and community housing sector to explore how to increase the number of accessible units provided within new social and supportive housing projects and how to prioritize those units for people with disabilities. **Areas for Exploration 3:** Work across departments and with the disability community to identify the most impactful actions for advocacy to Provincial and Federal levels of government and prioritize these in the City's housing advocacy work.

EXAMPLE OF ACTIONS IDENTIFIED BY THE COMMUNITY

- Accessible path of travel, visibility of accessible paths to one or more entrances of a housing unit.
- More options for transition from shelters into supported services and into mixed income housing.

- More awareness about what is available in the city or what could help them to get them better housing or better technology or better funding or home support.

- Housing that meets the needs of families that have people with disabilities in them - having accessible pathways.

- Better accessibility in all housing options. Including supported housing, regular market rentals, and housing for sale.

- Better funding for co-op housing and subsidized housing. And having more accessible subsidized housing in Vancouver.

- Understanding that there are different types of accessibility. Not just creating one accessible housing model. There are people, who aren't in wheelchairs that still need accessibility within the home. There are people with wheelchairs. Making sure that there' are many versions of accessible subsidized housing.

- Programs for people to make legal income suites accessible. Many people who aren't in the low income segment or are, but can't get low-income accessible housing because of waitlists, would happily live in a legal basement suite if it was accessible or somewhat accessible. But there's no way to encourage homeowners to do that. There is no lever that makes that worthwhile.

4. INFORMATION AND COMMUNICATIONS
Goal: The City of Vancouver offers residents accessible communication formats and communication supports.

COMMUNITY PRIORITIES	CITY ACTIONS

• Use City communications to raise awareness about disabilities and why accessibility is important. • Give resources to support organizations to make their meetings or events accessible to all people. • Give information in many accessible versions and languages. Both in digital and offline formats. • In-person information communication support for City residents and visitors with disabilities. • Share the accessibility related experiences and challenges faced by persons with disabilities and other groups with people across the City. • Have accessible communication standards for City groups to share information. • Make wayfinding systems better so they meet the needs of persons with disabilities.	**Action 1:** Use plain language in all Civic Engagement and Communications (CEC). Including print, digital, and social content where CEC is involved. Lead by: Civic Engagement and Communications; Technology Services (Digital Channels) **Action 2:** Use accessible principles, such as: ○ alternative text for any visual social/digital content. And captioning for audio. ○ plain language for information bulletins, news releases, and websites. ○ Only hold events that plan for accessibility challenges, such as: • mobility - accessible parking, ramps, elevators entries, corridors, washrooms, assistance dog provisions, etc. • sensitivities - ventilation, lighting, surfaces, external noise and acoustics, food and beverage allergens, timing of event, etc. Lead by: Civic Engagement and Communications **Action 3:** Make sure all stakeholders and partners use the Accessible Events Checklist and Resources for events not organized by CEC. Lead by: Civic Engagement and Communications(Public Engagement) **Action 4:** Reach people with limited access to the City (examples: technological barriers or cultural considerations). Use offline media (examples: posters, letters, phone calls, community groups, etc.).

	Lead by: Civic Engagement and Communications (Communications) **Action 5:** Try using multilingual closed-captioning for CEC led events. Lead by: Civic Engagement and Communications **Action 6:** Hire many interpretation services for larger events and projects. Lead by: Civic Engagement and Communications **Action 7:** Have accessibility options for people who don't speak English, including plain language translations, ASL or real-time captioning. Lead by: Civic Engagement and Communications (Department Wide) **Action 8:** Follow the Worldwide Web Consortium (W3C) Web Content Accessibility Guidelines. To help make the City's website accessible to the biggest possible audience. Lead by: Technology Services (Digital Channels) **Action 9:** Start a Language Accessibility Policy for doing research and making guidelines for translation and interpretation. Lead by: Civic Engagement and Communications (Public Engagement)

	Action 10: Make an accessible version of the "Zoning and Development By-law" in a format that meets web content guidelines. Lead by: Planning, Urban Design and Sustainability (Citywide and Regional Planning) **Action 11:** Using clear information on City social media that supports learning about community supports and emergencies. Lead by: Vancouver Fire Rescue Services **Action 12:** Give more information from the City's Public Education offices on all new types of media that we use. Lead by: Vancouver Fire Rescue Services **Action 13:** Represent Fire Services at the Vancouver Abilities Expo. Lead by: Vancouver Fire Rescue Services **Action 14:** Focus on accessibility for all communications, events, and materials for the municipal elections and voting. Including plain language translations, ASL and real-time captioning at election events. Lead by: City Clerks (Elections Office) **Action 15:** Add accessibility standards to the "Emergency Preparedness Public Education and Engagement" information.

	Lead by: Vancouver Emergency Management Agency

EXAMPLE OF ACTIONS IDENTIFIED BY THE COMMUNITY

- Use a symbol (maybe an ear) that means a place or thing has accessible communication; like the wheelchair sign.
- Increase use of an FM system (Phonic Ear Free Ear Integrated FM receiver). This is a wireless device that helps people hear better in noisy situations.
- Use of a whiteboard available so things can be written down. If working with people who are deafblind, having black or yellow text is easier to see.
- Have audio description available at large public and cultural events, such as parades or festivals.
- Have sign language interpreters at meetings and other events.

5. EMPLOYMENT
Goal: An inclusive and accessible workplace for all in the City of Vancouver. Including more ways for persons with disabilities to contribute to the workforce.

COMMUNITY PRIORITIES	CITY ACTIONS
• Put in place regular equity focused staff training • Test and update the City's job recruitment and hiring practices for better accessibility. • Make sure many accommodations are in place. So people with a wide range of disabilities feel supported to apple for jobs	**Action 1:** Check the City's medical accommodation process to make sure the City's duty to accommodate information known and available. Lead by: Human Resources (Organizational Health & Safety) **Action 2:** Make resources and tools for staff to grow their knowledge and understanding of accessibility issues within the workplace.

and do their duties. • Use mentorship or internship programs for retention of employees. • Make sure all staff who hire or supervise others have strong knowledge of workplace accommodations to help support employees with disabilities. • Support the City to have better retention of employees and leadership roles for persons with disabilities.	Lead by: Human Resources (Organizational Development & Strategic Initiatives) **Action 3**. Make sure the City's system is fair and includes hiring persons with disabilities. Lead by: Human Resources (Recruitment) **Action 4**: Grow understanding of accessible and inclusive hiring with the Province's President's Group program[3]. Lead by: Human Resources (Organizational Development & Strategic Initiatives) **Action 5**: Grow learning around Justice, Equity, Decolonization, and Inclusion (JEDI). Lead by: Equity Office **Action 6:** Support Employee Resource Groups (ERG) made for employees to come together around shared identities and experiences. Lead by: Equity Office **Action 8:** Upgrade the "medical accessibility module" in First Responder training to a more a more inclusive. Lead by: Vancouver Fire Rescue Services

3 The presidents Group program s a network of 25 change-driven BC business leaders who are champions for more accessible, inclusive workplaces. https://accessibleemployers.ca/

	Action 9: Add a section about accessibility to the "Equity & Inclusion Training in Leadership Program" Lead by: Vancouver Fire Rescue Services **Action 10:** Use e-learning with voice-over part from community members for to update learnings for all Vancouver Fire and Rescue Service members. Lead by: Vancouver Fire Rescue Services **Action 11:** Review job postings for employment equity and accessibility. Lead by: Human Resources (Recruitment); Departments **Action 12:** Define the accommodation process for City Staff. Lead by: Human Resources; Equity Office **Action 13:** Education and training for senior decision makers. Lead by: Human Resources Organizational Development & Strategic Initiatives); Equity Office

EXAMPLE OF ACTIONS IDENTIFIED BY THE COMMUNITY

- Make training to help staff understand equity, decolonization, accessibility, and inclusion.
- Make sure people with disabilities can grow their careers and be promoted into leadership positions.
- Have detailed training about accommodations and accessibility in all new staff training.

- Make an accommodation policy that includes all parts of employment, including pre-hire and past employees.

- Use different ways to find employees other than the traditional way of interviews or sending a written resume and cover letter.

- Have a mentorship or internship program for persons with disabilities to build skills to enter the workforce.

6. GOVERNANCE AND SERVICES
Goal: Make sure there is fair access to municipal programs and services in the City of Vancouver.

COMMUNITY PRIORITIES	CITY ACTIONS
• To ensure that people with a diverse range of experience and different types of disabilities are involved in the development of standards to embed accessibility in the City • To develop a customer services standards training for staff that include: ○ how to interact and communicate with people with various types of disabilities ○ how to use equipment or devices available at the City or otherwise provided by the City to help with the provision of goods, services or facilities to a person with a disability ○ To assist a person with particular type of disability who may be having	**Action 1**: Update the process for giving honorariums for those who take part in City work projects. Lead by: Civic Engagement and Communications (Public Engagement) **Action 2**: Make accommodation plans for connecting with residents outside of events. Lead by: City Clerks (Elections Office); Civic Engagement and Communications **Action 3: Stakeholders** and partners must use the Accessible Events Checklist and Resources for engagement events not organized by the department.

difficulty in accessing goods, services or facilities ○ how to communicate with a customer with limited English or communication difficulties ○ appropriate and inclusive language to use with non-binary clientele • To create and disseminate civic engagement tools applying an intersectional accessibility lens • Raise public awareness about accessible services in the City of Vancouver • Incorporate accessibility criteria and features when acquiring or purchasing goods, services or facilities • Coordinate accessibility policies across city services and Civic Boards including the Vancouver Police Department, Vancouver Board of Parks and Recreation, Vancouver School Board.	Lead by: Civic Engagement and Communications (Department Wide) **Action 4:** Try using multilingual closed-captioning for CEC events. Lead by: Civic Engagement and Communications (Department Wide) **Action 5:** Hire multiple interpretation services for larger City events and projects. Lead by: Civic Engagement and Communications (Department Wide) **Action 6:** Use non-English spoken languages and plain language translations, ASL, real-time captioning and other accessibility communications supports. Lead by: Civic Engagement and Communications (Department Wide) **Action 7:** Recognize December 3 – UN International Day for Persons with Disabilities. Lead by: City Clerks Office (Corporate Communications) **Action 8:** Offer Closed Captioning and ASL interpreters at all City Council meetings and PDAC meetings. Lead by: City Clerks Office (Council Operations)

	Action 9: Make an online directory in the City of Vancouver Public website listing of accessible services and supports for persons with disabilities. Lead by: Information Technology (Digital Channels); Arts Culture and Community Services (Social Policy) **Action 10:** Get more persons with disabilities involved in the electoral process and voting by making elections more accessible. Lead by: City Clerks Office (Elections Office) **Action 11:** Focus on the needs of persons with disabilities in disaster and emergency planning. Lead by: Vancouver Emergency Management Agency

EXAMPLE OF ACTIONS IDENTIFIED BY THE COMMUNITY

- Being able to be flexible and accommodate a variety of access needs.
- Customer Service: Police and firemen and first responders and receptionists need to have training and education around accessibility and disability stereotypes.
- Having free or complimentary programs, certain ones or availabilities or parks that can be complimentary or free
- Having audio description being available at fairly significant cultural like parades or outdoor events or parties or visual displays can be really important to help bring out those with sight loss.
- Social Isolation/Social Inclusion: There is not yet a really strong strategy, one, for identifying people that are socially isolated and knowing where they are or inviting them to join or being included.

- Take into consideration the different levels of income and that high levels of service are available to all communities.

- Included in Decision-Making: Those who are in need, should know, they are considered into the decisions that are being made, as well as in the decision-making process; they are the ones that are usually overlooked , just consider them in the process.

- Would be helpful to have your questions in advance so everyone could thoughtfully think about and really think about how we can contribute to the conversation in a more meaningful away, become more thoughtfully involved.

7. CAPACITY AND COLLABORATION
Goal: Talk about accessibility challenges in the community with non-profit organizations and persons with disabilities so we can get more done together.

COMMUNITY PRIORITIES	CITY ACTIONS
• Giving core funding to organizations working with persons with disabilities, seniors, and those with lived experience of mental health challenges. • Funding networks that bring together community groups and persons with disabilities. • Respecting the leadership and participation of the disability community.	**Action 1:** Give support to organizations serving persons with disabilities. Including space, grants, and growth support. Lead by: Arts Culture and Community Services (Social Policy) **Action 2:** Have a group in the city that supports the accessibility work being done by all stakeholders. Lead by: Arts Culture and Community Services (Social Policy)

• Working with community partners to make sure the rights and needs of persons with disabilities are a main part of City planning. • Promoting accessibility standards in the community. • Support volunteer and mentorship programs within the City and community organizations. • Advocating for the rights of people living with disabilities including seniors and people with lived experience of mental health and substance use-related disabilities.	**Action 3:** Work with BC Housing, non-profit housing, and persons with disabilities who are experiencing or at-risk of homelessness to make accessibility better in temporary shelters. Lead by: Arts Culture and Community Services (Housing and Homelessness Services) **Action 4**: Have a group of people with experience lead a "knowledge hub" to talk about mental health and substance use stigma in the health and social service sector. Lead by: Arts Culture and Community Services (Social Policy) **Action 5:** Include people with mental health challenges and substance use challenges in talks about accessibility challenges. Lead by: Arts Culture and Community Services (Social Policy) **Action 6**: Support social non-profit space needs and service gaps. Focusing on organizations that serve seniors, persons with disabilities, and people experiencing mental health and substance use challenges. Lead by: Arts, Culture and Community Services (Social Policy) **Action 7**: Work with the Metro Vancouver Aboriginal Executive Council (MVAEC) to make space for the Urban Indigenous population with disabilities.

	Lead by: Arts, Culture and Community Services (Social Policy) **Action 8**: City-owned spaces are available for non-profit operators who serve seniors, persons with disabilities, and people experiencing mental health and substance use challenges. Lead by: Arts, Culture and Community Services (Social Policy) **Action 9**: Have funding to support social-serving non-profits to make their spaces more accessible. Lead by: Arts, Culture and Community Services (Social Policy) **Action 10**: Work with the Vancouver Emergency Management Agency (VEMA) to come up with space solutions. Work with Neighbourhood Houses and community networks to make sure accessible spaces for persons with disabilities are open during emergencies. Including heat domes and other climate change events. Lead by: Arts, Culture and Community Services (Social Policy) **Action 11:** Give organizations serving persons with disabilities grants and departmental funding. Lead by: Arts, Culture and Community Services (Cultural Services)

	Action 12: Support organizations to get or give training about equity. Including groups who serve marginalized people and those who don't. To help others learn about accessibility and inclusion. Lead by: Arts, Culture and Community Services (Cultural Services) **Action 13**: Hire a Cultural Equity and Accessibility planner to plan equity and accessibility programs and give ongoing support. Lead by: Arts Culture and Community Services (Cultural Services) **Action 14:** Give grant support for organizations to make spaces accessible, including improvements and upgrades. Lead by: Arts, Culture and Community Services (Cultural Services) **Action 15**: Work with the Persons with Disabilities Advisory Committee (PDAC) to host focus groups with persons with disabilities to give advice on departmental policy. Lead by: Arts, Culture and Community Services (Cultural Services) **Action 16**: Give training on "Trauma Informed Practice" for all Cultural Services employees. Lead by: Arts, Culture and Community Services (Cultural Services)

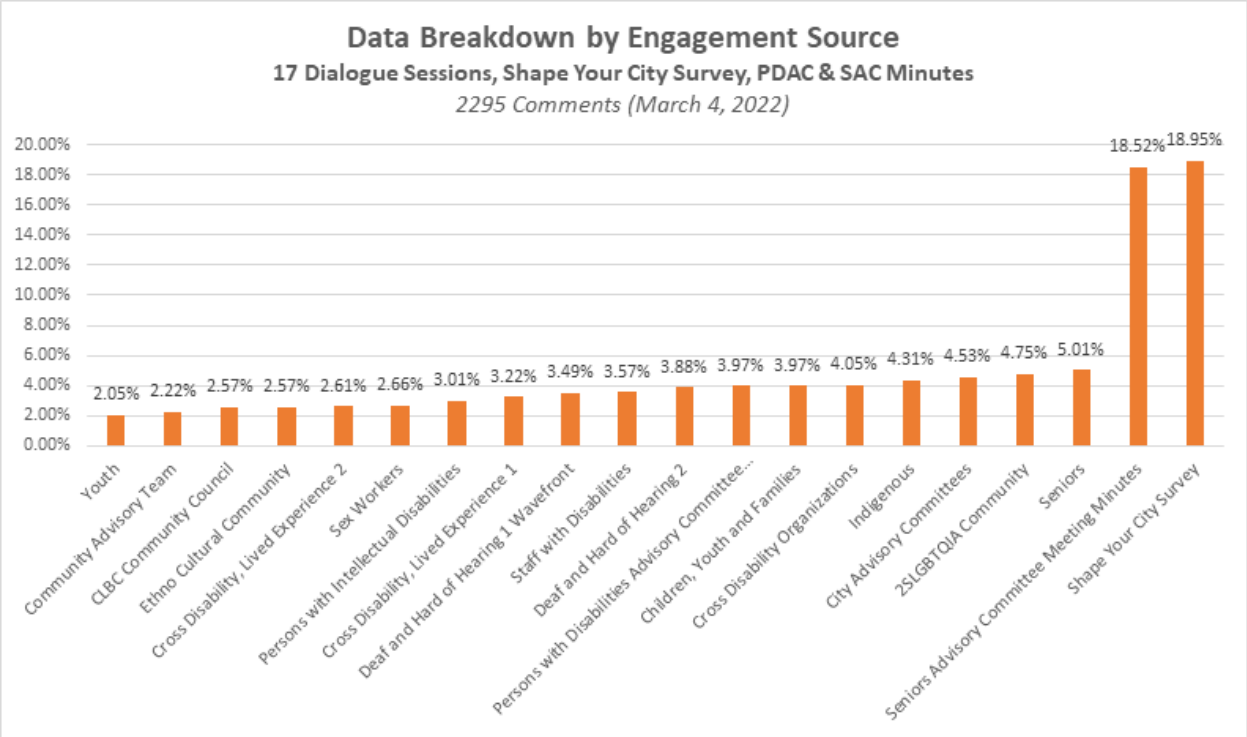
EXAMPLE OF ACTIONS IDENTIFIED BY THE COMMUNITY	
• Provide funding for community centres, funding for seniors groups, funding for non-profits. • Consult with other organizations and people with a large variety of disabilities • Partner with the self-advocacy community to make sensitivity and awareness training for City staff. • Have more connection between the City and non-profit organizations. • Ongoing collaboration with the disability community and organizations and not putting the onus on disabled people to move things that they can't move • More accessible communication from the government and collaboration with the disability community • Accessibility has a lot to do with having the opportunity to take part as well as the opportunity to develop a sense of agency about how an individual participates – volunteering and mentoring opportunities • Have more strategic planning activities with the sector	
8. ADVOCACY AND WORKING WITH OTHER ORDERS OF GOVERNMENT, ALONG WITH OTHER AGENCIES **GOAL: Work with all levels of government in new ways so persons with disabilities can move, lead, and take part in their communities.**	
COMMUNITY PRIORITIES	**CITY ACTIONS**
• Making it so everybody is part of making accessibility and inclusion better.	**Action 1:** Make sure the City of Vancouver's Accessibility Strategy aligns with the Accessible British Columbia Act

• Sharing what we learn with other levels of government and community partners. • Working with the disability community to make changes with the federal, provincial, and regional governments.	Lead by: Equity Office **Action 2**: Test the "Reduced Fare Transit Pilot Study". Giving free 1-zone transit passes to 100 people to better understand the impacts transit has on other parts of health. Lead by: Arts, Culture and Community Services (Social Policy) **Action 3:** Use a Disability Lens to the City's poverty reduction work. Lead by: Arts, Culture and Community Services (Social Policy) **Action 4:** Advocate with community partners for better access to early learning and childcare funding services for children with disabilities. Lead by: Arts, Culture and Community Services (Social Policy) **Action 5:** Follow accessibility guidelines at all bus stops. Talk with other municipalities and TransLink to make Provincial accessibility design guidelines better for everyone. Lead: Engineering Services (Transit Integration & Projects Branch and Transportation Design Branch) **Action 6:** Solve accessibility issues with TransLink and Provincial rapid transit station guidelines. This includes

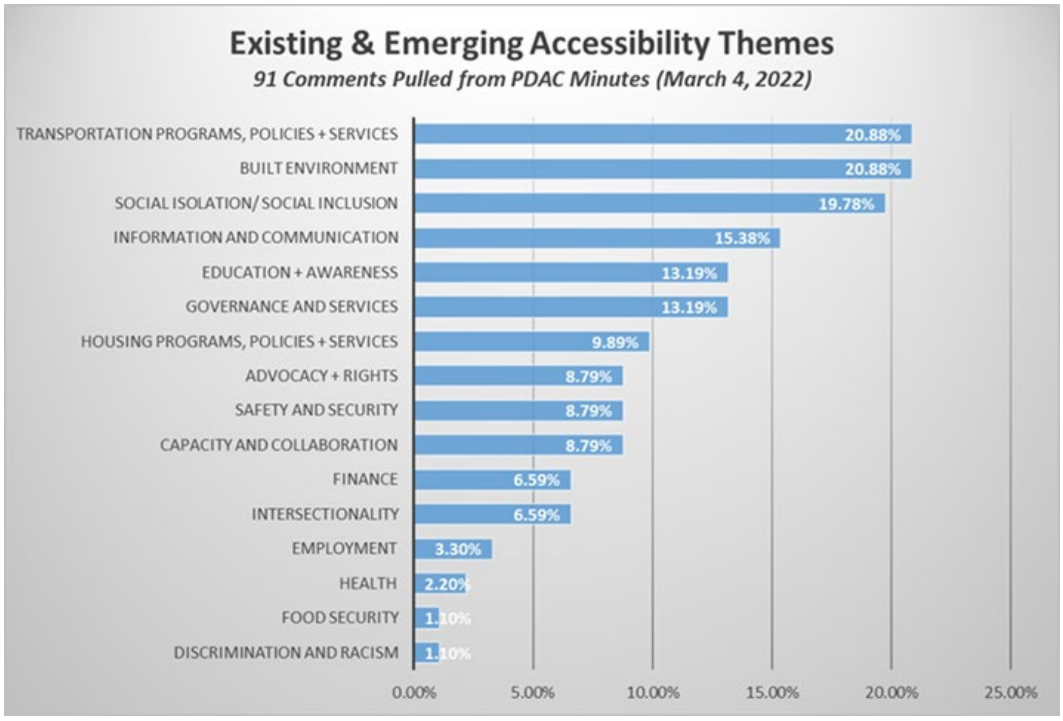
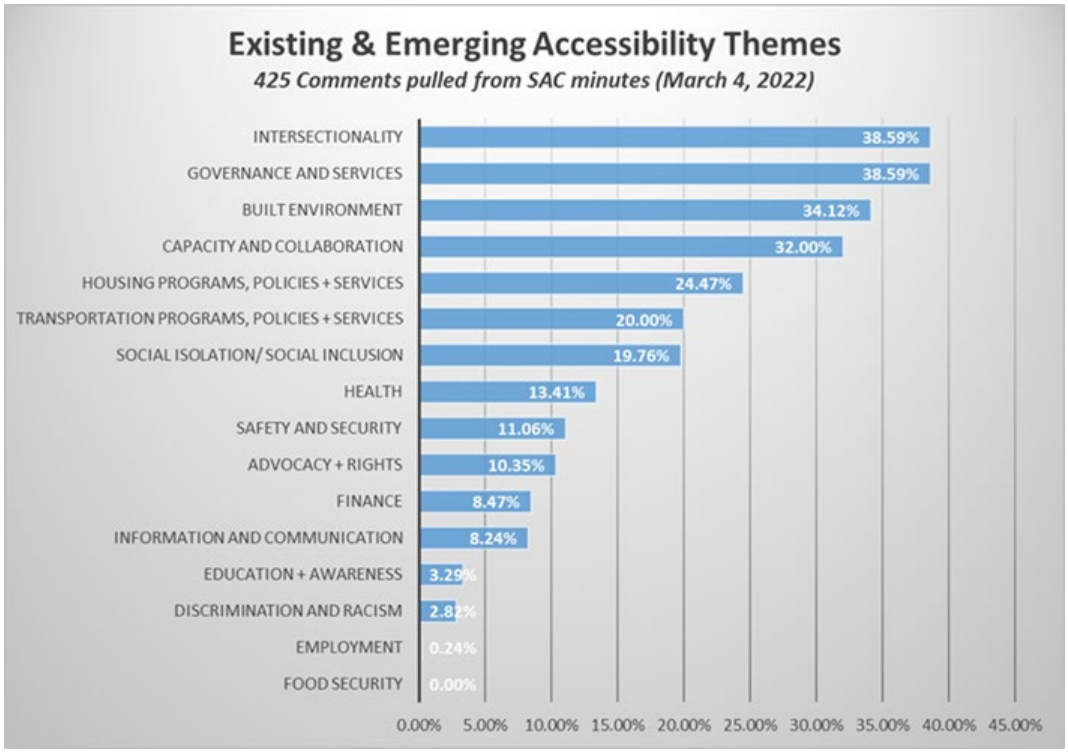
	working with TransLink to update their Transit Passenger Facility Design Guidelines as well as with the Province in implementing their Accessibility BC Plan. Lead by: Engineering Services (Transit Integration & Projects Branch) **Action 7**: Work with Arts, Culture, and Community Services to support persons with disabilities during disasters and emergencies. Lead by: Vancouver Emergency Management Agency

Appendix 7

Breakdown of Voices Heard by Community along with our Advisory Committees



Community engagement included reviewing

- the past seven years of meeting minutes of both Persons with Disabilities Advisory Committee (PDAC) and Seniors Advisory Committee (SAC)
- hosting 17 virtual community dialogues, with:
    - Community Action Team
    - Youth with disabilities
    - Immigrants and Refugees with disabilities
    - Sex Workers
    - 2 dialogues for persons with disabilities
    - City Staff with disabilities
    - 2 for Deaf and Hard of Hearing Community
    - Children, Youth, and Families
    - Indigenous Community
    - Seniors
    - City Advisory Council Committees
    - Community Living BC Vancouver Council

    - Persons with Intellectual Disabilities
    - Staff from Disability Organizations
- Shape Your City