



COUNCIL REPORT

Report Date: April 11, 2023
Contact: Sandra Singh
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Meeting Date: April 25, 2023
[Submit comments to Council](#)

TO: Vancouver City Council

FROM: General Manager of Arts, Culture and Community Services and the Chief Equity Officer

SUBJECT: Accessibility Strategy Implementation Update and Council Motion Report Back

Recommendations

- A. THAT Council approve the Terms of Reference for the Accessibility Committee.
- B. THAT Council direct staff to implement the Accessibility Committee as regulated by the Accessible British Columbia Act.

Purpose and Executive Summary

This report recommends to Council the proposed Terms of Reference for the establishment of a standing Accessibility Committee as required by the Accessible British Columbia Act. As well, the report provides an update on work to implement the *Accessibility Strategy, Phase I* approved by Council in July 2022, and a response to the subsequent November 2022 approved Council motion entitled "Accessibility Audit of all City-Owned Assets".

Council Authority/Previous Decisions

On July 19, 2022, Council [approved](#) the Accessibility Strategy – Phase 1 (RTS 14734).

On November 15, 2022, Council [approved](#) the motion "Accessibility Audit of all City-Owned Assets".

City Manager's Comments

The City Manager concurs with the foregoing recommendations.

Context and Background

Compliance with Provincial Regulation

The Accessible British Columbia Act (2021) (“the Act”) was passed in 2021 and sets out requirements for prescribed organizations, including municipalities. Alongside the implementation of the Accessibility Strategy and the subsequent Council motion, staff have been working on measures to ensure the City is in compliance with the Act.

Specific Council Directions (July 2022 and November 2022)

On July 19, 2022, following adoption of the Accessibility Strategy (Phase 1) (RTS 14734) Council adopted the following:

- *Employment practices audit:* staff were directed to conduct an audit of internal City of Vancouver employment practices with regard to Accessibility and Persons with Disabilities, that identifies the number of Persons with Disabilities employed by the City, and the accessibility of internal resources for City employees, using an intersectional lens to ensure resources meet accessibility standards, and report back in 2023;
- *Procedure Bylaw Updates:* staff were directed to prepare amendments to the Procedure By-law to allow the Meeting Chair discretion in allowing for additional speaking time for Persons with Disabilities if there are accessibility barriers or constraints to speaking, and present amendments to Council for approval prior to Q1 2023.

At the November 15, 2022 Council Meeting, the following was adopted further to the directions in the Accessibility Strategy:

- *Facilities and infrastructure assets audits:* staff were directed to report back with an update on the City’s Accessibility Strategy by the end of Q1 of 2023, including information on accessibility audits completed to date and an action plan with associated costs to complete accessibility audits of all remaining City facilities and assets; and
- *Making Vancouver most accessible city in world:* staff to include in their report back to Council any and all information that would be relevant to achieving the goal to make Vancouver the most accessible city in the world.

Discussion

Compliance with Provincial Regulation

The Accessible British Columbia Act (2021) requires that all prescribed organizations, including all municipalities, create:

- a) An accessibility plan to identify, remove and prevent barriers to individuals in or interacting with the organization
- b) An accessibility committee to assist the organization in identifying barriers and advise the organization on how to remove and prevent barriers
- c) A public feedback mechanism for receiving comments from the public on the plan and barriers to individuals in or interacting with the organization

Update on work to ensure City is compliant with the requirements outlined in the Act is below:

- (a) *Adopt an Accessibility Plan*

The City of Vancouver is one of the first organizations in BC to comply with the requirement to adopt an accessibility Plan by adopting *Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy (Phase 1)* in July 2022. The Strategy Phase 1 was created in close collaboration with an Accessibility Task Force and in consultation with many members of the disability communities at various intersections of identity.

Many of the actions contemplated in Phase 1 are now underway and detailed at the end of this report. Phase 2 of this project involves broader consultations with the persons with disabilities communities, and a prioritization exercise is currently underway. Phase 2, which is the final strategy, will be brought to Council in Q1 of 2024.

(b) Form an Accessibility Committee

Staff have collaborated with the existing Accessibility Task Force to design a proposal for an Accessibility Committee as per the Act. Recommended criteria for the committee include:

- 50% of seats reserved for people with lived experience of disability and other intersecting identities such as youths with disabilities, and a minimum of two seats specified for Indigenous people with disabilities;
- Representation of staff and community members to maximize co-learning and collaboration;
- Seats reserved for a representative from the Persons with Disabilities Advisory Committee and the Older Persons and Elders (formerly Seniors') Advisory Committee; and
- Open, flexible, accessible and low-barrier application process.

Staff recommend that the attached proposed *Accessibility Committee Terms of Reference* (Appendix A) be adopted by Council so that the committee can be established as soon as possible. Upon establishment, this committee will replace the current Accessibility Strategy Task Force as advisors for the Accessibility Strategy. With this, the City will be in compliance with the Accessibility Committee requirement in the Act.

(c) Implement a Public Feedback Mechanism

To meet this provincial requirement, staff are exploring building a new section into the City of Vancouver website that invites residents and visitors to the city to report barriers to accessibility involving City facilities, infrastructure, and services via a web form, as well as feedback regarding the strategy. Staff are learning from a similar tool that the Province has already implemented which is optimized for accessibility and ease of use, including visual (photo-based) and oral options for reporting. Once in place, the public feedback tool will enable the City to efficiently crowd-source an audit of its facilities on an ongoing basis, and to communicate back with individuals reporting a problem once it is fixed. The work on the public feedback mechanism is expected to be completed by Q1, 2024. Until then, public feedback is invited by contacting 311. The public will also be able to provide feedback to the Accessibility Committee directly through email and will continue to be able to email designated staff.

Council Direction: Employment Practices Audit

Workforce Profile: An Accessibility Perspective

The City's existing human resource databases do not capture demographic information of the City's workforce. However, the City conducted a voluntary, confidential Employee Benchmark Survey in 2021 to create a demographic snapshot of employees. 55% of City staff (3,732

people) participated in the survey, the results of which are detailed in an [Oct 2021 Council Memo](#) and a [July 2022 Council Memo](#).

Roughly 9% of survey respondents identified as having a disability. Assuming that respondents were representative of the workforce as a whole, this would mean that the City employs over 600 staff with disabilities. This is likely an under-estimate due to stigma preventing some employees from disclosing disabilities. Note that the survey used a broad definition of disability as having a “significant, persistent or recurring mobility, sensory, learning, physical and/or mental health impairment, condition or disability”.

The Employee Benchmark Survey also found:

- Representation of staff who identify as having a disability is higher amongst auxiliary staff (12%) and significantly higher among part-time staff (20%).
- Among the City’s outside workers, represented by CUPE 1004, roughly 15% identify as having a disability, notably higher than the organizational average.
- Representation of staff who identify as having a disability varies widely among departments and decreases with organizational rank. Only 4% of senior exempt staff identify as having a disability.
- The most common impairment, condition or disability reported was related to chronic pain, illness or medical condition (49%), followed by emotional or mental health condition (41%), learning, developmental or behavioural disorder (26%), mobility or dexterity limitation (24%), hearing or speech impairment (11%) and vision impairment (6%).

Persons with disabilities are represented at 14% in the Metro Vancouver labour market according to Statistics Canada. Accordingly, the City is currently falling short of hiring people with disabilities at their representation rate in the labour market. The disparity may stem from the types of job the City offers and the City’s reach into the people with disabilities communities. The City’s tracking system for job applicants shows that in 2022 only about 3.8% (assumed to be an under-count due to applicants’ hesitancy to report) of the applicants for City jobs identified themselves as a person with a disability, and only 3.6% of applicants with disabilities were ultimately hired into City jobs (as compared to 4.5% of all applicants). Trends from 2017 to 2022 suggest that there has been some increase in the representation of people with disabilities at most stages of the application process, however there is significant work to be done to close the representation gap.

Detailed breakdowns of available data are in Figures 1 to 4 in Appendix B. Intersectional analysis was limited by data suppression due to the need to preserve respondent confidentiality.

Employee Experiences and Barriers

The Employee Benchmark Survey also asked respondents about their experience in the workplace. Staff identifying as having a disability (along with Black, Indigenous, and Trans and non-binary staff) consistently rated their experience of the workplace less favourably than survey respondents as a whole. The largest gaps in experience scores were related to experiences of bullying and harassment within the workplace, and an impression that senior leadership is not serious about creating a fair and inclusive workplace.

Survey questions and detailed results are presented in Figure 5, Appendix B.

The relatively lower experience scores reported by staff with disabilities is an indication that they face barriers within the workplace. While a comprehensive audit of all relevant internal practices and resources has not taken place, ample information on the barriers faced by staff with

disabilities has been collected by listening directly to the experiences of staff with disabilities. Appendix C highlights the barriers experienced by the Staff with Disabilities Employee Resource Group (SWD ERG)¹, which is supported by the Equity Office. In addition, these barriers align with some suggested recommendations to improve the City's employment practices.

Work Underway or Planned by Human Resources

Work is underway on a number of accessibility actions to help address feedback raised by staff and to ensure that the City's workplace is welcoming and accessible to all. This includes:

1. *Disability awareness training for staff, senior leaders and Council* - training has been developed and piloted with several groups, including with some members of the SWD ERG. Feedback from pilot sessions has been incorporated and this training has been rolled out broadly to staff, with a focus on senior leaders and Council later this year.
2. *An equity review of the City's recruitment processes* is underway and will identify and address any systemic barriers or bias that may exist. The development of culturally competent interview training will be rolled out later this year, which will better help staff conduct all interviews in a culturally sensitive and inclusive manner.
3. In 2022, the City became a member of the President's Club and other organizations such as Canucks Autism Network to *attract more individuals with disabilities to work at the City*. The recruitment team participated in Disability Awareness Training through WorkSafeBC and participated in career fairs specifically for people with disabilities.
4. HR's Organizational Recovery and Wellness group has been working collaboratively with multiple stakeholders including the Equity Office, Recruitment, Employee Resource Groups, and Legal on *the City's medical accommodation process*.
5. Improvements have been made to the *City's onboarding process for new staff* which includes tools and resources for managers. Feedback regarding the onboarding process has been received from the SWD ERG and other ERGs to ensure the process is equitable and supportive. Additionally, updates have been made to the exit interview process to help improve employee retention and address other issues and concerns.
6. The lack of part-time employment opportunities has been identified as a significant barrier to attracting people with disabilities to work at the City. The City is working to *create a part-time exempt employment status* that departments can use to create greater flexibility for staff with disabilities (and others). There is also ongoing opportunity for departments and work groups to think differently about the structure of roles and whether additional flexibility could help service delivery and attract a diverse workforce.

Although limited investment was made in accessibility training for 2022, the remaining accessibility-related work that HR is leading will rely on existing resources and budget, while balancing other organizational priorities, including Reconciliation and other equity-related priorities. As with all areas of the City, limited resources require prioritization and scoping or pacing of work to the resources available.

¹ Employee Resource Groups (ERGs) are voluntary, employee-led groups that come together around shared identities and experiences. They are recognized as a best practice to support a diverse workplace. The Staff with Disabilities Employee Resource Group was the first ERG formed at the City of Vancouver, at the initiative of staff.

Council Direction: Procedure By-law Updates – Accessibility of Council Meetings

Council directed staff to amend the procedure bylaw to allow for additional speaking time for Persons with Disabilities at Council. City Clerk will bring forward an update in Q2, 2023.

To better accommodate people with disabilities in Council meetings, City Clerks has also purchased a new monitor and camera to support ASL interpretation in Council Chambers, and is finalizing mechanisms for providing closed captioning and ASL interpretation options. Having ASL interpretation in Council Meetings was an approved quick start action from the November 2021 Accessibility Strategy Provisional Report.

Council Direction: Facilities and Infrastructure Assets Audits

City Buildings and Facilities

During the 2019-2022 Capital Plan, Facilities Planning and Development (FPD) developed and implemented an accessibility program to upgrade City-owned civic facilities to improve the level of universal and inclusive design. The vision of the program, encapsulated in the *City of Vancouver Universal & Inclusive Design Feasibility Study*, is to make City-owned facilities accessible and welcoming to everyone.

In 2019, working with the Persons with Disabilities Advisory Committee and the Seniors' Advisory Committee, staff completed detailed accessibility audits of 31 City-owned public-facing buildings (identified in Appendix D). The audits identified over \$40M (2021 dollars) in needed upgrades. In order to provide the greatest value to the public with the \$2.5M allocated towards accessibility upgrades in the 2019-2022 Capital Plan, a Strategic Prioritization Matrix was created that, in consultation with multiple Advisory Bodies, prioritized upgrades based on the key principles of *Health & Safety* first followed by *Dignity & Equity*.

The next series of detailed audits planned within the 2023-2026 Capital Plan include 25 City-owned public-facing buildings including the remaining community centres, indoor pools and rinks (identified in Appendix E). \$3M is available for the accessibility program within the 2023-2026 Capital Plan. Staff will allocate approximately 10% of funding towards detailed audits, 10% towards design and consulting services, and 80% towards implementation of identified priority upgrades. This allocation is comparable to the previous Capital Plan and allows staff to plan work appropriately while preserving the majority of funding for implementing the upgrades.

From a facilities management perspective, there are some recent and planned steps that the City is taking to contribute towards Council's vision of making Vancouver the most accessible city in the world (outlined in Appendix F).

Patios and Public Realm

Work is underway to develop a robust policy to improve the accessibility of patios and impacts on the surrounding public realm per Council's direction. As part of this work, an external accessibility consultant will be hired to audit patio program guidelines and permitted patios.

There are 1400 km of roadway and 2200 km of sidewalk within Vancouver whose conditions are regularly audited by staff. In response to Council's direction, staff plan to undertake an external accessibility review of the Engineering Design Manual as well as a review of any existing programs that impact assets that affect persons with disabilities. One area of particular interest is wayfinding for persons with disabilities, which was raised as a common concern during the

creation of the Accessibility Strategy. Improvements identified in these reviews could then be applied systematically city-wide by staff as part of new construction and on-going programs.

Staff anticipate this external review to cost approximately \$100,000 with funding coming from the 2023-2026 Capital Plan, specifically from the Street Activities capital funding and the Street Use Management operating funding. Additionally, as with all City transportation projects, this work will require extensive consultation and input from the disability community.

Challenges of adapting Vancouver's infrastructure

Although Vancouver's on-street infrastructure is newer than many cities across the world, it has been built out over many decades using different standards and has many assets coming to the end of their useful life. This leaves two major challenges for the City to overcome: introducing new infrastructure, such as missing sidewalks, and replacing infrastructure that has deteriorated. A fully accessible city will not be achieved at current funding levels, as infrastructure will deteriorate to inaccessible levels faster than it can be replaced.

For example, there are over 450 km of missing sidewalk within the City. At a high level estimate, in 2023 dollars, this would cost over \$400M to build. Another \$400M would be required to replace the existing sidewalk network that is currently considered to be in very poor, poor, or fair condition. Annual funding for new sidewalk is approximately \$1.2M and \$1.25M for repairing existing sidewalk. Although new development will deliver and renew some sidewalk assets, the City is a century or more away from providing sidewalks to all areas. At the current investment levels, the overall condition of the sidewalk network is expected to continue to decline.

Other areas requiring investment include converting all signals to audible and/or accessible signals (33% of existing signals are not audible) and upgrading curb ramps to current standards.

Council Direction: Making Vancouver the Most Accessible City in the World

It is the view of staff that the completion and implementation of the Accessibility Strategy provides the most promising path, working towards the goal of making Vancouver the most accessible city in the world. As well, please see Appendix F for additional asset-related plans.

Financial Implications

Council approved \$300,000 in the 2023 Operating Budget to support the administration of the Accessibility Strategy, including the creation of the Accessibility Committee. This funding will be used to regularize the temporary staff position and support the Act's required activities regarding maintaining a strategy, feedback, and reporting.

As noted above, investments through the capital plan are targeting accessibility improvements for facilities and infrastructure. Additional resources will be required in future capital plans to implement further identified improvements. Human Resources is currently using allocated funding to develop and roll-out initial training. As staff move to implement Phase I and work on priorities arising from Phase II, there will be further funding and implementation requirements for Council's future consideration.

Legal Implications

With the establishment of the Accessibility Committee, the City will be in partial compliance with the requirements in the Act. Completion and implementation of the public feedback mechanism

will bring the City into full compliance, although there are existing ways for the public to provide feedback even now.

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**APPENDIX A
ACCESSIBILITY COMMITTEE PROPOSED TERMS OF REFERENCE**

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| Objective | The purpose of the Committee is to support the City of Vancouver in identifying barriers to accessibility and provide the City with advice on how to prevent and remove those barriers. |
| Mandate | The City of Vancouver’s Accessibility Committee (‘the Committee’) is established pursuant to section 10 of the Accessible British Columbia Act (‘the Act’). The Committee must act in accordance with the Act and any applicable Regulations. |
| Responsibilities | <ul style="list-style-type: none"> • Provide guidance and advice on the development of the City of Vancouver’s Accessibility Strategy and its renewal; • Help with the development of a public feedback mechanism to identify accessibility barriers, in relation to the Accessibility Strategy, and provide advice to the City on how to remove or prevent barriers; • Embed an accessibility lens on matters such as policy, by-laws and planning decisions and encourage other City departments to apply this lens; • Review and provide feedback on 3-year Accessibility Strategy departmental action plans; and • Review and provide feedback on Accessibility Strategy annual progress reports by departments, including monitoring progress and timelines, and providing recommendations on priorities. |
| Committee Membership | <p>There will be a total of 16 committee members. The Committee will be comprised of a mix of eleven (11) community members with lived experience and five (5) non-voting City staff to allow for public accountability, and direct communication and feedback.</p> <p>Public membership to the Committee (11) is limited to people with lived experience of disability, and representatives from organizations who provide services to, or support, people with lived experience of disability. The majority of the Committee’s public membership will be comprised of people with lived experience. There will be at least two (2) people from Indigenous communities, and at least two (2) youths with disabilities on the committee. There will be a representative from the Persons with Disability Advisory Committee and the Older Persons and Elders Advisory Committee.</p> <p>The public membership will be selected through a low-barrier, open application process.</p> <p>Due to the limited space, it is acknowledged that the committee will not be representative of the full spectrum of disabilities. Those with experiences of disability that intersect with historically underserved and inequitably treated groups, such as Indigenous Peoples, racialized people, 2SLGBTQ+ people, seniors and youth, will be prioritized.</p> |

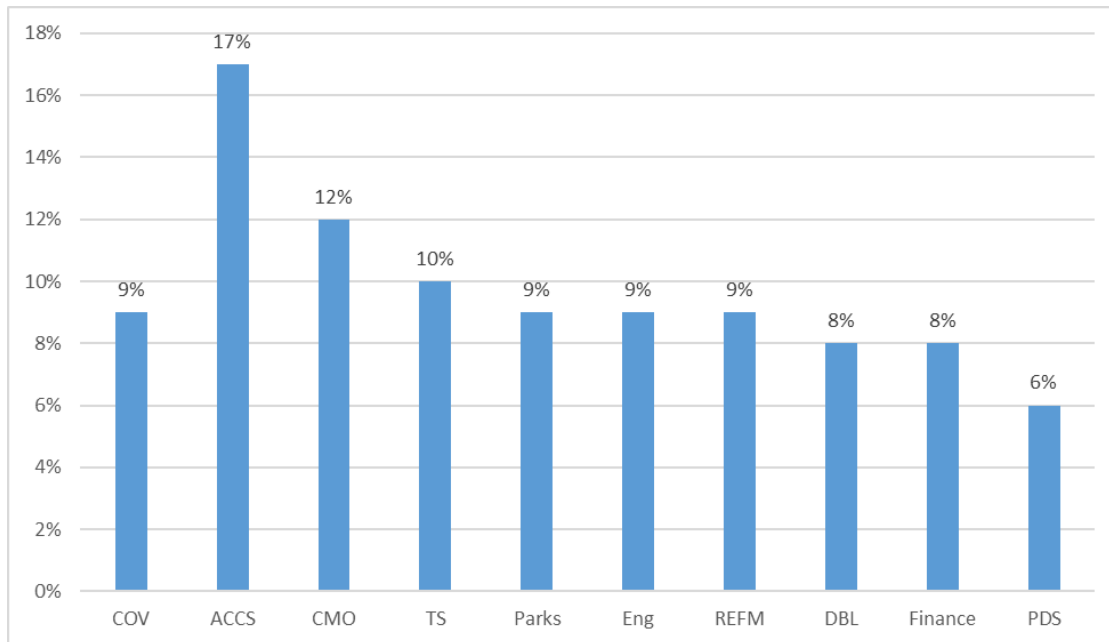
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| | <p>Members are expected to represent and advocate for themselves as well as the wider disability communities to the greatest extent possible. Members must be based in, or serve, communities in Vancouver.</p> <p>City staff representing different departments will be appointed to the Committee by General Managers to serve as non-voting members. Representation of departments will be determined by the pertinence of their role in implementing the Accessibility Strategy.</p> |
| <p>Code of Conduct</p> | <p>All members of the committee (voting and non-voting) are expected to:</p> <ul style="list-style-type: none"> • Agree to operate in accordance with the Terms of Reference. • Maintain and respect the confidentiality of all committee members. This includes meetings, correspondence, email, among others. • At all times, treat each other with respect and courtesy. • Respect the opinions of everyone– agree to disagree. • Commit to the principle of building on and leveraging existing community assets, capacities and networks, and participate fully in designing operating agreements at the first meeting. • Ensure the Accessibility Committee is a safe space of mutual respect and transparency to discuss issues and solutions; work constructively and collaboratively with all members. • Perform their roles and responsibilities to the best of their ability. • Maintain open communication about the work of the Accessibility Committee. <p>In the event that a member of the Accessibility Committee does not comply with the Code of Conduct as set out above, the member may be asked to leave.</p> |
| <p>Meetings</p> | <p>The Accessibility Committee will meet six (6) times per year. Additional meeting(s) may be convened as needed, and smaller working groups to assist with the work may also be formed. Meeting minutes and materials will be distributed prior to each meeting.</p> <p>All committee members will participate in as many meetings as possible during their term. It is anticipated that each meeting will be approximately 2 hours in length. Meetings may be held in person, virtually, or in a hybrid model.</p> <p>Members (voting and non-voting) may not send substitutes to meetings. If a member misses two consecutive meetings, the Committee's support staff will reach out to inquire about their absences.</p> |
| <p>Terms</p> | <p>Committee members are committed to a two (2) year term with the option of renewing their term for another two (2) years only. Terms will be staggered to ensure continuity in the work of accessibility within the City.</p> |
| <p>Voting</p> | <p>Should there be a recommendation that needs to be made, Committee members representing the public will have voting privileges. Staff will be non-voting members.</p> <p>For any recommendations to be made, the preferred model for decision-making is consensus between the committee members. However, if consensus cannot be achieved, then the Chief Equity Officer may</p> |

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| | <p>exercise the deciding vote. Ultimately, the responsibility of this committee falls under the City, aligning with the BC Accessibility Legislation.</p> |
| Accessible Participation | <p>The City will ensure that all members can fully participate in the Committee.</p> <p>Funding will be provided for voting members who have specific access needs, including support or reimbursements for transportation, interpreters, technical equipment, or other resources deemed necessary for full participation.</p> |
| Honoraria | <p>Remuneration is available for voting members of the Committee who request financial support. Members will receive an honorarium (cheque) of \$25 per hour for each meeting attended.</p> <p>Honorariums for voting members who serve on the Committee as representatives of organizations will be reviewed on a case by case basis.</p> |
| Staff Support | <p>The Accessibility Planner will convene the Accessibility Committee and coordinate the logistics of the meetings.</p> <p>This may include: identifying meeting times and dates, taking minutes, booking appropriate meeting spaces as needed, facilitating technology solutions, and other forms of accommodation, to allow for full participation by members, and attending to any other administrative tasks to ensure the smooth running of the Committee.</p> |
| Reporting to | <p>As a Type D Civic Agency (Task Force), the Committee reports to the Mayor in his/her/their capacity as Chief Executive Officer of the City. Committee reports and recommendations are conveyed to Mayor and Council via the Chief Equity Officer and/or General Manager, Arts, Culture, and Community Services.</p> |

APPENDIX B INTERNAL AUDIT

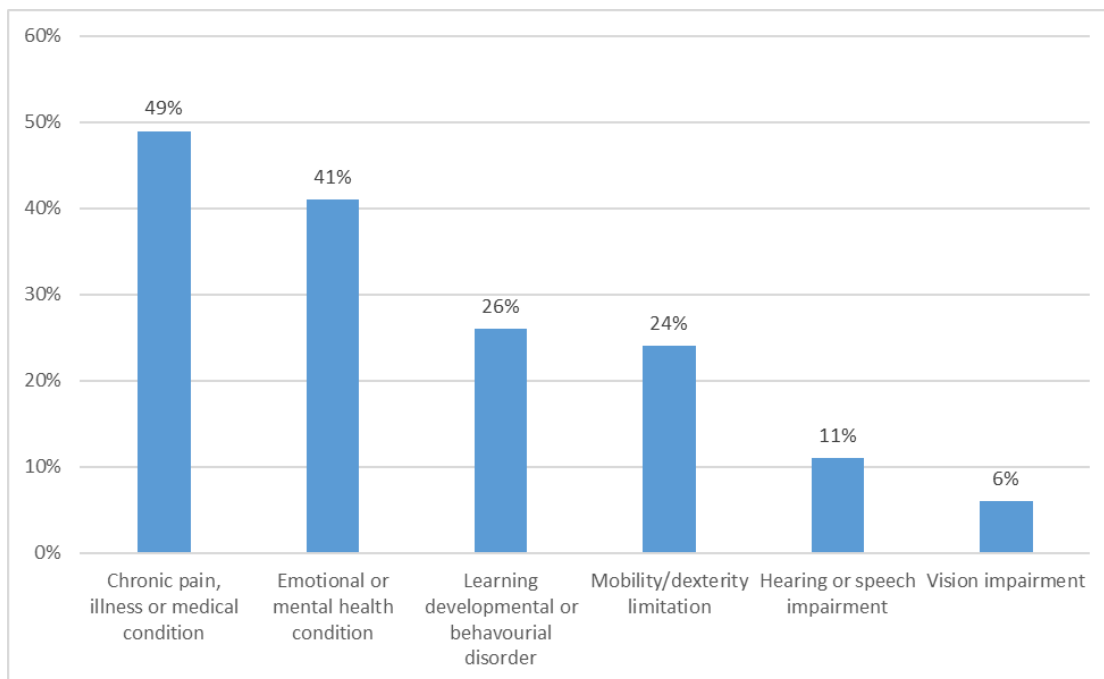
DEMOGRAPHICS OF STAFF WITH DISABILITIES

Figure 1: Breakdown by Department



Note: Results for HR are not shown as there were <10 respondents that indicated being persons with disabilities.

Figure 2: Breakdown by type of impairment, condition or disability



Note: Limited term illness, injury or disability, which often require temporary accommodation in the workplace, are unlikely to be captured.

Figure 3: Breakdown by Union

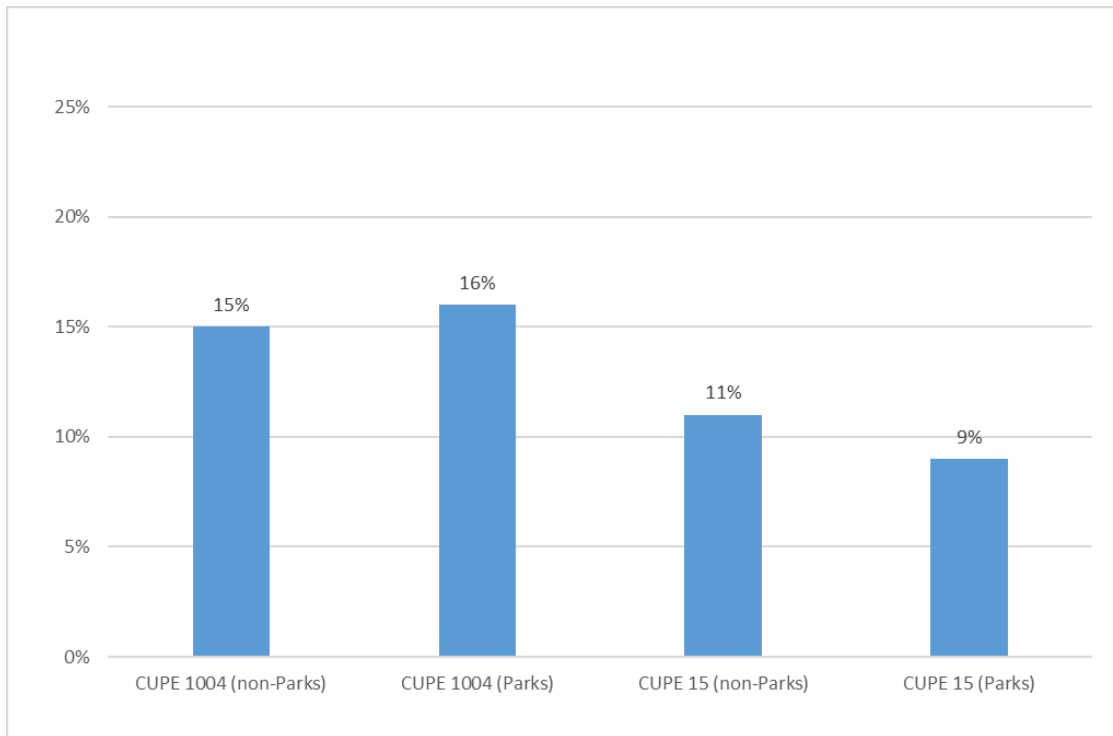
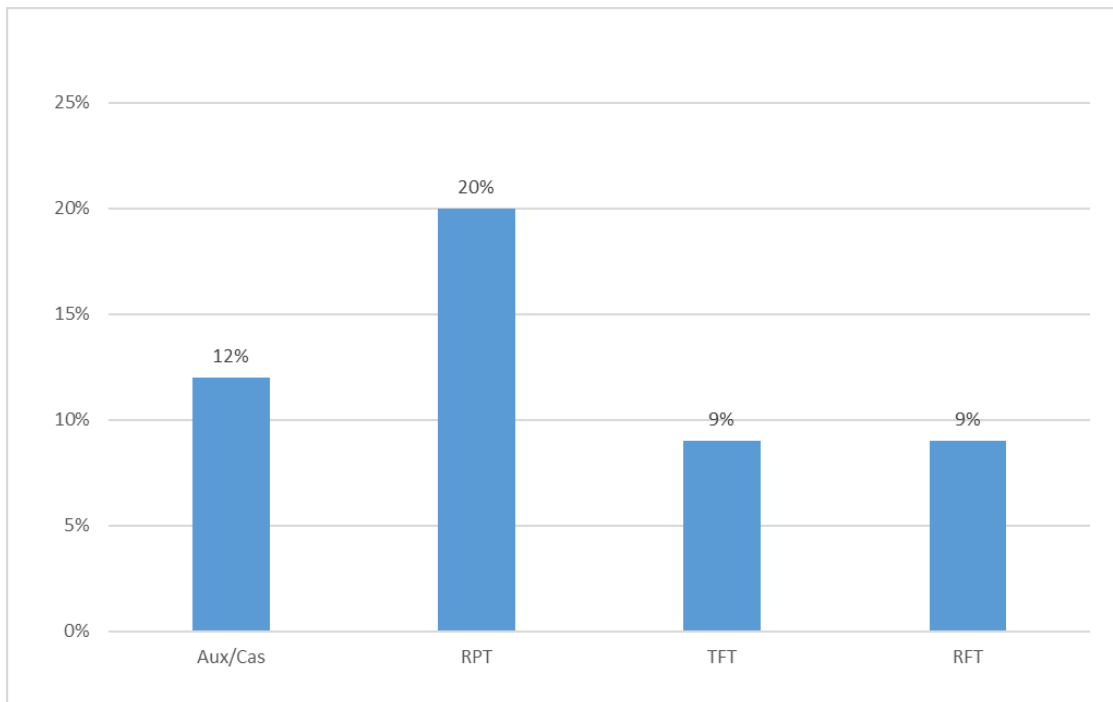


Figure 4: Breakdown by Employee Status



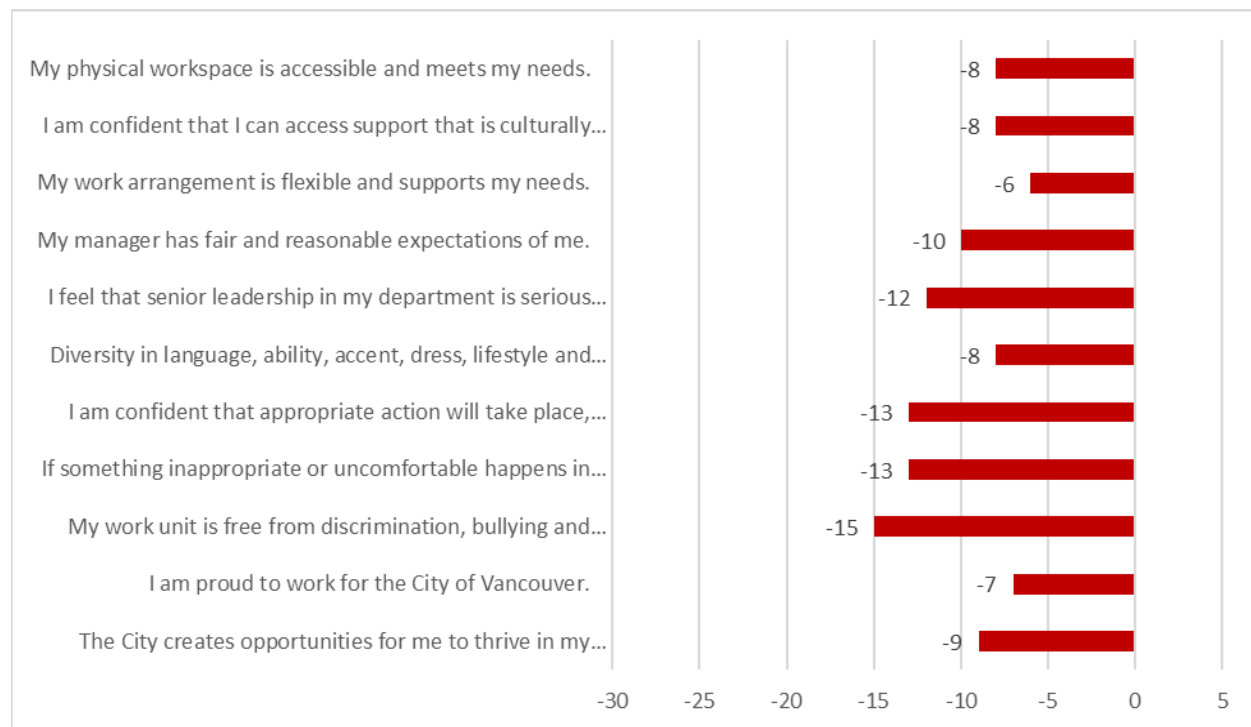
EXPERIENCES OF STAFF WITH DISABILITIES

Engagement and Inclusivity Questions (5 rate scale)

Thinking of this point in time, please indicate your level of agreement with the following:

1. The City creates opportunities for me to thrive in my career.
2. I am proud to work for the City of the Vancouver.
3. My work unit is free from discrimination, bullying.
4. If something inappropriate or uncomfortable happens in my workplace, I feel safe openly discussing it with my manager.
5. I am confident that appropriate action will take place, when I report an incident of discrimination or harassment.
6. Diversity in language, ability, accent, dress, lifestyle and physical appearance is fully appreciated in my work environment.
7. I feel that senior leadership in my department is serious about creating a fair and inclusive workplace.
8. My manager has fair and reasonable expectations of me.
9. My work arrangement is flexible and supports my needs.
10. I am confident that I can access support that is culturally appropriate for me through the City when I need it (e.g. counselling, mentorship).
11. My physical workspace is accessible and meets my needs.

Figure 5. Experiences of Staff with Disabilities (Difference from City average)



TRACKING STATUS OF APPLICANTS WITH DISABILITIES

Figure 6. Applicant Hiring Pipeline Data for People with Disabilities (2022)

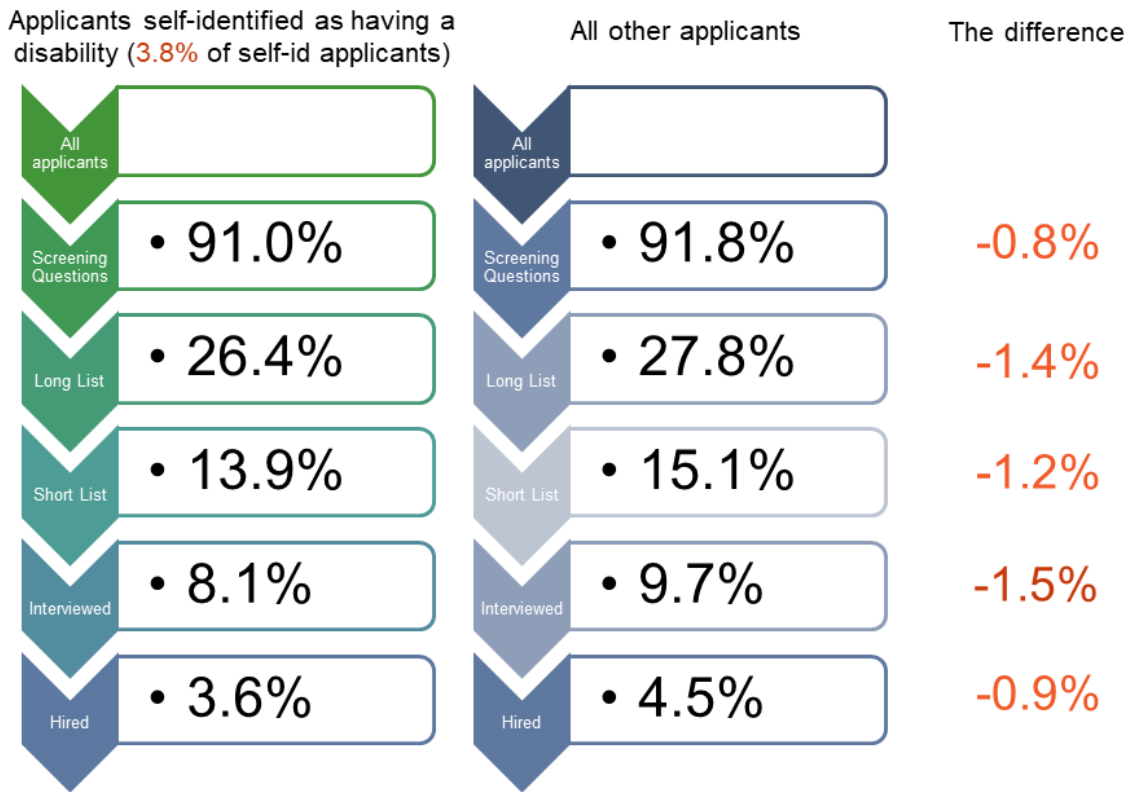


Table 1. Persons with Disabilities Labour Force Participation

| | Total age 15 to 64 | In the labour force | Not in the labour force |
|-------------------|--------------------|---------------------|-------------------------|
| Canada | 19% | 15% | 30% |
| British Columbia | 20% | 17% | 31% |
| Metro Vancouver | 16% | 14% | 24% |
| City of Vancouver | 16% | 15% | 20% |

Data source: Statistics Canada, Canadian Survey on Disability (2017). Custom table accessed through Community Data program.

APPENDIX C
EXAMINING THE ACCESSIBILITY OF THE CITY’S EMPLOYMENT PRACTICES BY THE
STAFF WITH DISABILITIES EMPLOYEE RESOURCE GROUP: BARRIERS AND
RECOMMENDATIONS

| Barrier | Recommendations |
|---|--|
| <p><i>Stigma and Lack of Education:</i> The lack of a unified culture of welcome makes it a challenge for staff to disclose their needs and access support. Staff are concerned that disclosure of disabilities may result in differential treatment or have a negative impact on professional growth. Lack of education and awareness among managers have been cited as a key barrier to both disclosing access needs and accessing support.</p> | <p>Implement mandatory training for Human Resources staff and Hiring Managers about the wide variety of disabilities and accommodations.</p> |
| <p><i>Recruitment:</i> The City’s recruitment processes are not accessible to all applicants. For example, job postings are not in plain language, applicants with disabilities may not have resumes that fit the mold of what a recruiter typically looks for, applications are only accepted online, etc.</p> | <p>Eliminate assumptive requirements in job postings and adjust language to focus on requirements, rather than how requirements are met.</p> <p>Offer accommodations as a standardized process during recruitment, including providing examples of accommodations.</p> <p>Join the President’s Group’s “Community of Accessible Employers”, a network for employers who have publicly committed to becoming more inclusive in employment practices.</p> <p>Expand options in the recruitment process (e.g. Using skill tests instead of resumes, walk-in interviews, strengths-based interview process adapted to needs of candidates).</p> <p>Attend hiring fairs for job seekers with disabilities, signalling a commitment to hire people with disabilities and building trust in community.</p> <p>Ensure that people with disabilities are included on hiring panels to ensure fairness and mitigate affinity bias.</p> |

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| <p><i>Onboarding:</i> The City lacks a robust process for supporting staff with disabilities when hired, and there is confusion among staff about where they can access support. A new employee orientation does not provide enough time and space for staff to disclose disabilities and share comfortably about their accommodation needs.</p> | <p>Develop an onboarding package for all staff including information about process for accessing accommodations, disclosure, confidentiality, etc.</p> <p>Implement a systematized onboarding process for staff with disabilities, including 30-day, 60-day and 90-day check-ins with the Equity Office (or future Accommodation Office).</p> |
| <p><i>Built Environment:</i> Not all City worksites are physically accessible for staff. Additionally, accessibility is not incorporated into site specific safety plans; many facilities are not equipped with the necessary features and staff with disabilities are unaware of safety protocols during emergencies.</p> | <p>Develop accessible site-specific safety plans and ensure staff are trained on how to respond in emergencies.</p> <p>Ensure City of Vancouver facilities are accessible for all staff.</p> <p>Ensure consistent information about accessibility of City buildings and rooms is available online, for staff and members of the public.</p> |
| <p><i>Accommodations:</i> The process for requesting and receiving accommodations is unclear. In particular, staff are unaware of where to ask for supports, and what kinds of accommodations can be requested.</p> | <p>Refine and explicitly communicate the process for requesting accommodations.</p> <p>Pilot an Accommodations Office, in partnership with staff with lived experience, to serve as an independent, centralized resource for staff with disabilities.</p> |
| <p><i>Growth and Retention:</i> Many employees with disabilities prefer or require part-time or job-sharing roles. The limited number of positions at the City with flexible status is a barrier both for recruiting employees with disabilities, and for retaining staff, including those who are looking to grow in their careers.</p> | <p>Increase part-time and job-sharing opportunities, with possibilities for job-sharing noted in job postings.</p> |
| <p><i>Off-boarding:</i> Many staff with disabilities have different needs than those without disabilities when leaving the City or retiring. Off boarding also offers an opportunity to learn more about the experience of staff with disabilities at the City and how improvements can be made.</p> | <p>Provide confidential, third-party exit interviews for staff with disabilities leaving the City. Use feedback to shape training and recruitment and retention policies.</p> <p>Provide optional continued access to extended health benefits for retiring employees, at the employee’s expense.</p> |

APPENDIX D

AUDITED CITY OF VANCOUVER CIVIC BUILDINGS (2019-2022 CAPITAL PLAN)

The following facilities were audited as part of the City of Vancouver Universal & Inclusive Design Feasibility Study completed in 2020:

Civic Office

- Vancouver City Hall

Theatres

- Fire Hall Arts Centre
- Orpheum Theatre
- Playhouse Theatre
- Queen Elizabeth Theatre

Community Centres

- Carnegie Community Centre
- Champlain Heights Community Centre
- Gathering Place Community Centre
- Kerrisdale Community Centre
- Kitsilano Community Centre
- Renfrew Park Community Centre
- Victoria Drive Community Hall
- West End Community Centre

Libraries

- Britannia Branch
- Central Library
- Champlain Heights Branch
- Collingwood Branch
- Dunbar Branch
- Firehall Branch
- Fraserview Branch
- Hastings Branch
- Joe Fortes Branch
- Kensington Branch
- Kerrisdale Branch
- Kitsilano Branch
- Mount Pleasant Branch
- nēca?mat ct Strathcona Branch
- Renfrew Branch
- South Hill Branch
- Terry Salman Branch
- West Point Grey Branch

In addition to audits of above facilities completed through the City of Vancouver Universal & Inclusive Design Feasibility Study, the following studies were completed within the 2019-2022 Capital Plan:

- A stand-alone accessibility audit was undertaken for the Mountain View Cemetery.
- Vancouver's works yards washrooms, change rooms and locker rooms were reviewed for accessibility with a focus on gender inclusivity. Upgrades were planned and prioritized to improve equitable access to all genders, funded from the Capital Renovation Program dedicated to Service Yards.
- Park Board staff undertook a survey of all standalone washrooms (approximately 100 buildings) located in parks for deficiencies in accessibility. Through analysis of survey data, engagement and workplace learnings, a widespread approach for simple accessibility upgrades to parks washrooms was determined. Destination park washrooms were prioritized for the first phase of upgrades and are currently in implementation.

APPENDIX E
CITY OF VANCOUVER CIVIC BUILDINGS TO BE AUDITED (2023-2026 CAPITAL PLAN)

The following facilities are planned for detailed accessibility audits in the 2023-2026 Capital Plan:

1. West Point Grey Community Centre - Aberthau Mansion
2. Kitsilano Community Centre Rink
3. Hillcrest Community Centre incl. rink and pool
4. Marpole-Oakridge Community Centre
5. Kensington Community Centre
6. Sunset Rink
7. Sunset Community Centre
8. Trout Lake Community Centre
9. Trout Lake Ice Rink
10. Douglas Park Community Centre
11. Kerrisdale Ice Rink
12. Dunbar Community Centre
13. Killarney Community Centre
14. Britannia Aquatic Centre
15. Britannia Ice Rink
16. Hastings Community Centre
17. False Creek Community Centre
18. Roundhouse Community Centre
19. Coal Harbour Community Centre
20. Mount Pleasant Community Centre
21. Creekside Community Centre
22. Maple Grove Outdoor Pool
23. Kitsilano Outdoor Pool
24. New Brighton Outdoor Pool
25. Second Beach Outdoor Pool

APPENDIX F

RECENT AND PLANNED STEPS THAT THE CITY IS MAKING FOR VANCOUVER TO BE THE MOST ACCESSIBLE CITY IN THE WORLD

Facilities

Accessibility upgrades completed in last Capital Plan (2019-2022) include:

- Gathering Place washrooms and shower room accessibility upgrades.
- West End Community Centre accessibility upgrades to fitness centre washrooms and change rooms, and installation of adaptive and accessible fitness equipment.
- City Hall washrooms accessibility upgrades.

Planned projects for this Capital Plan (2023-2026) include:

- Carnegie washroom accessibility upgrades.
- City Hall main entrance accessibility upgrades.
- Training of staff to the Rick Hansen Foundation Accessibility Certification™ funded through the RHFAC 2023 tuition grants program.
- Target Rick Hansen Foundation Accessibility Certified Gold for new civic City buildings, starting with Marpole Community Centre and for renovations of City buildings, starting with the renovation of the West Point Grey Library Branch.

On-Street City Assets

As part of regular business, Engineering Services undertakes regular high-level auditing activities, including:

- Sidewalks (~2200 km):
 - A condition assessment on the City's approximately 2200 km of sidewalk to help to determine where sidewalk should be replaced or permanently repaired
 - A hazard assessment which identifies that identified locations where immediate repairs with asphalt are required
 - A coverage assessment that identified missing sidewalk and curb ramp locations
- Bus Stops (~1800) - Provided by CMBC, an assessment of bus stops that are wheelchair ramp deployable
- Traffic Signals (~900) - An assessment of signals that provide audible and/or vibrotactile feedback