



COUNCIL REPORT

Report Date: April 11, 2023
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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
Chief Equity Officer, City Manager's Office

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 lets staff know how the Accessibility Committee can follow the BC Accessibility Act.

Purpose and Executive Summary

This report gives Council the Terms of Reference for starting an Accessibility Committee. This is needed because of the BC Accessibility Act. The report is an update on work needed for the Accessibility Strategy, Phase I, approved by Council in July 2022. It is about the November 2022 motion called "Accessibility Audit of all City-Owned Assets" that was approved Council.

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 agrees with these recommendations.

Context and Background

Compliance with Provincial Regulation

The BC Accessibility Act (2021) (“the Act”) passed in 2021. It includes rules organizations need to follow, including municipalities. City staff have been using the Accessibility Strategy and the Council motion to follow the Act.

Directions from Council (July 2022 and November 2022)

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

- Employment practices audit:
 - Staff reviewed City of Vancouver employment practices for Accessibility and Persons with Disabilities.
 - This was to:
 - Learn the number of Persons with Disabilities employed by the City. And the accessibility of resources for City employees.
 - Use an intersectional lens to meet accessibility standards in lots of ways.
 - Report back in 2023.
- *Procedure Bylaw Updates:*
 - *Staff need to update Procedure By-law so that the Meeting Chair can offer more speaking time for Persons with Disabilities. This can happen if there are accessibility barriers to speaking.*
 - *Changes given to Council for approval before Q1 2023.*

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

- *Facilities and infrastructure assets audits:*
 - *staff need to report back with an update on the City's Accessibility Strategy by the end of Q1 of 2023*
 - *Including:*
 - *Information on how many accessibility audits are already done.*
 - *An action plan with costs needed to finish accessibility audits of all the remaining City facilities.*
- *Making Vancouver most accessible city in world:*
 - *staff to should report back to Council all the information that would help make Vancouver the most accessible city in the world.*

DISCUSSION

Compliance with Provincial Regulation

The BC Accessibility Act (2021) requires that all organizations (including municipalities) create:

- a) An accessibility plan to name the barriers for individuals connected with the organization
- b) An accessibility committee to help the organization in naming the barriers. And telling the organization how to remove and stop barriers
- c) A way to get comments from the public on barriers to individuals connected with the organization

Updates on Compliance

- The City of Vancouver was one of the first organizations in BC to have an accessibility Plan in July 2022 (*Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy Phase 1*). The Strategy Phase 1 was made with an Accessibility Task Force and with many disabled people from different communities.
- Many of the actions from Phase 1 are now happening. They are detailed at the end of this report. Phase 2 of this project includes

more communication with disabled people from different communities.

- Phase 2 is the final strategy; Council will review this in Q1 of 2024
- Staff worked with the Accessibility Task Force to start an Accessibility Committee. The committee should have:
 - 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
 - An open, flexible, accessible, and low-barrier application process
- Staff ask that Council agrees to the planned Accessibility Committee Terms of Reference (Appendix A at the end of this document).
 - This is so the committee can start as soon as possible. And so the City will be in compliance with the need for an Accessibility Committee in the Act.
 - This committee will take over from the Accessibility Strategy Task Force on advising for the Accessibility Strategy.
- Staff are looking into making a new page on the City of Vancouver website that invites people in the city to report barriers to accessibility. Barriers involving City facilities, infrastructure, and services. Staff are learning from another tool that the Province has used and was made for accessibility and ease of use. Including visual (photo-based) and oral options for reporting. This public feedback tool will help the City to get feedback on its facilities. And to communicate back with people who report a problem when fixing issues.
- The work on the public feedback tool should be completed by Q1, 2024. Until then, public feedback is invited by contacting 311.

Council Direction: Employment Practices Audit

Workforce Profile: A view on Accessibility

The City's current human resource databases do not include demographic information of the City's workforce. The City held a voluntary and confidential Employee Benchmark Survey in 2021 to start getting demographics of employees. 55% of City staff (3,732 people) took the survey, the results are detailed in an [Oct 2021 Council Memo](#) and a [July 2022 Council Memo](#).

About 9% of people who filled out the survey identified as having a disability. If survey respondents represent the whole workplace than the City employs over 600 staff with disabilities. And this is likely an underestimate because some people don't feel safe disclosing disabilities. 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 among auxiliary staff (12%) and higher among part-time staff (20%).
- Among the City's outside workers, represented by CUPE 1004, 15% identify as having a disability, 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%).

Statistics Canada says Persons with disabilities make up 14% of the Metro Vancouver job market. The City is not yet hiring people with disabilities at this representation rate in the job market.

The lack of representation might come from the types of jobs the City offers. And because the City's promotions might not be reaching these communities. In 2022 only about 3.8% of the applicants for City jobs identified as a person with a disability (it is likely more due to the hesitancy to report). And only 3.6% of applicants with disabilities were hired into City jobs (as compared to 4.5% of all applicants). Numbers from 2017 to 2022 shows the representation of people with disabilities during the job

applications has been going up. But there is still work needed for better representation.

Details of this are in Appendix B at the end of this document. Some information is not available to protect the confidentiality of people who took part in the survey.

Employee Experiences and Barriers

The Employee Benchmark Survey asked people about their experience in the workplace. Staff identifying as having a disability rated their workplace experience worse than survey takers as a whole. Differences in scores were because of bullying and harassment within the workplace. And feelings that senior leadership is not serious about creating an inclusive workplace. This was also true for staff identifying as Black, Indigenous, Trans, and non-binary.

Survey questions and detailed results are shown in Figure 5, Appendix B, at the end of this document.

Staff with disabilities face barriers at the workplace. A full City audit has not happened yet. But getting information on the barriers faced by staff with disabilities has happened. By listening to the experiences of staff with disabilities. Appendix C at the end of this document goes over the barriers experienced by the Staff with Disabilities Employee Resource Group (SWD ERG)¹. Recommendations given will make the City's employment practices better.

Work Underway or Planned by Human Resources

Work is happening on some of the accessibility actions. This is to help address feedback raised by staff. And to make sure 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 made and tried out with different groups. Feedback from these sessions is being used. Some staff members have taken

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.

this training. And training will happen for senior leaders and Council later this year.

2. The City is going over its recruitment processes to check for fairness. It will then work on any systemic barriers or bias that may exist. Cultural training will come out later this year. This will help staff do all interviews in a more inclusive way.
3. In 2022, the City became a member of other groups such as the President's Club and Canucks Autism Network. This was to *attract more individuals with disabilities to work at the City*. The recruitment team took part in Disability Awareness Training through WorkSafeBC. And they joined in career fairs specifically for people with disabilities.
4. Human Resources has been working with the Equity Office, Recruitment, Employee Resource Groups, and Legal on *the City's medical accommodation process*.
5. Changes have been made to the *City's onboarding process for hiring new staff*. This includes tools and resources for managers. Feedback about the onboarding process has helped make sure it is more fair and supportive. Updates were also made to the exit interview process for when staff leave their job. This is to help more people stay on as staff. And to address other issues.
6. Not having part-time job opportunities is a big barrier for people with disabilities to work at the City. The City is making *a part-time exempt employment status* to offer flexibility for staff with disabilities. Departments and work groups are also thinking more about job roles. To find other ways flexibility could help delivery of services and attract a diverse workforce.

There was not a lot of accessibility training for 2022. But the equity-related work that HR is doing will happen with the current resources and budget in place. In all areas of the City, work is spread out over time because of limited resources.

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

Council asked staff to update the procedure bylaw. So there can be more 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 a new screen and camera was purchased. This is to support ASL interpretation. Having ASL interpretation in Council Meetings was an approved action from November 2021.

Council Direction: Facilities and Infrastructure Assets Audits

City Buildings and Facilities

During the 2019-2022 Capital Plan, Facilities Planning and Development (FPD) started an accessibility program. To make the use of inclusive design better in public facilities. A goal of the program is to make City-owned facilities accessible to everyone.

In 2019 staff finished detailed accessibility audits of 31 City-owned public buildings (explained in Appendix D at the end of this document). This work was done with the Persons with Disabilities Advisory Committee and the Seniors' Advisory Committee. The audits found over \$40M in needed upgrades. To get value with the \$2.5M set for accessibility upgrades in the 2019-2022 Capital Plan, a Strategic Prioritization Matrix was made. The matrix ordered upgrades on the principles of *Health & Safety* first, then *Dignity & Equity*.

The detailed audits planned in the 2023-2026 Capital Plan include 25 City-owned public buildings. Including community centres, indoor pools, and rinks (identified in Appendix E at the end of this document). \$3M is available for the accessibility program in the 2023-2026 Capital Plan. Staff will give approximately 10% of funding for detailed audits, 10% for design and consulting services, and 80% for upgrades. This helps staff work well while having most of the funding for the upgrades.

From the view of facilities management, there are some new steps that the City is taking. To add to Council's vision of making Vancouver the most accessible city in the world (outlined in Appendix F at the end of this document).

Patios and Public Realm

Work is happening to make a policy for the accessibility of patios. As part of this work, a professional will audit rules for the patio program and permitted patios.

There are 1400 km of roadway and 2200 km of sidewalk within Vancouver. These are regularly audited by staff. Staff plan to do a review of the Engineering Design Manual. And a review parts of any current program that affect persons with disabilities. Such as wayfinding for persons with disabilities. This was a big concern during when making the Accessibility Strategy. Needed changes found in these reviews can help city-wide for new construction and on-going programs.

This review should cost about \$100,000. With funding coming from the 2023-2026 Capital Plan (Street Activities funding and the Street Use Management funding). This project needs a lot consultation and input from the disability community.

Challenges of adapting Vancouver's infrastructure

Vancouver's street infrastructure is newer than many cities around the world. But the streets have been built out over many decades using different standards. Many street parts are coming to the end of their useful life. This leaves challenges for the City. Like setting up new parts, such as missing sidewalks, and replacing infrastructure that is failing. A fully accessible city is not possible at current funding levels because some street infrastructure breaks faster than it can be replaced.

There are over 450 km of missing sidewalk in the City. In 2023 dollars, this would cost over \$400M to build. Another \$400M is needed to replace sidewalk that is in very poor, poor, or fair condition. Annual funding for new sidewalk is about \$1.2M. And \$1.25M for repairing current sidewalk. The City is a century or more away from having sidewalks to all areas. And the sidewalk network is going to continue to decline with use.

Other areas needing investment include changing all signals to audible or accessible signals. 33% of existing signals are not audible. Upgrading curb ramps to current standards also needs to happen.

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

It is the view of staff that finishing the Accessibility Strategy is the best way for achieving the goal of making Vancouver the most accessible city in the world. Please see Appendix F at the end of this document for more plans.

Financial Implications

Council approved \$300,000 in the 2023 Operating Budget to support the Accessibility Strategy. Including having an Accessibility Committee. This funding is for having a staff position and supporting the Act's required activities. Such as maintaining a strategy, feedback, and reporting.

Capital plan investments are to make accessibility better for facilities and infrastructure. Human Resources is using funding for staff training. As staff work on Phase I and come up with priorities from Phase II, there will be more for Council to consider in the future.

Legal Implications

With the approval of the Terms of Reference for the Accessibility Committee, the City will be in partial compliance with the Requirements in the Act. Using the new public feedback tool will bring the City into full compliance.



APPENDIX A
ACCESSIBILITY COMMITTEE PROPOSED TERMS OF REFERENCE

Objective	The purpose of the Committee is to support the City of Vancouver in identifying barriers to accessibility. And to provide the City with advice on how to stop those barriers.
Mandate	The City of Vancouver’s Accessibility Committee (‘the Committee’) is established under section 10 of the Accessible British Columbia Act (‘the Act’). The Committee must any regulations in act in the Act.
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 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> <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>

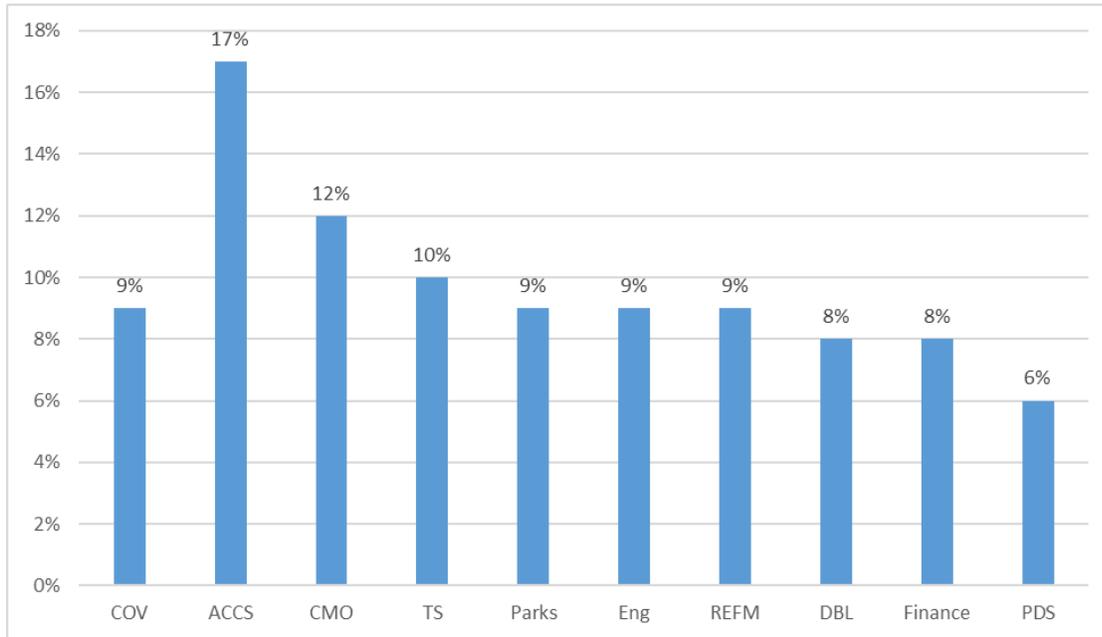
	<p>City staff representing different departments will be appointed to the Committee by General Managers to serve as non-voting members. Representation of departments will be determined by the pertinence of their role in implementing the Accessibility Strategy.</p>
<p>Code of Conduct</p>	<p>All members 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 exercise the deciding vote. Ultimately, the responsibility of this committee falls under the City, aligning with the BC Accessibility Legislation.</p>
<p>Accessible Participation</p>	<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>
<p>Honoraria</p>	<p>Remuneration is available for voting members of the Committee who request financial support. Members may 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>
<p>Staff Support</p>	<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>
<p>Reports to</p>	<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

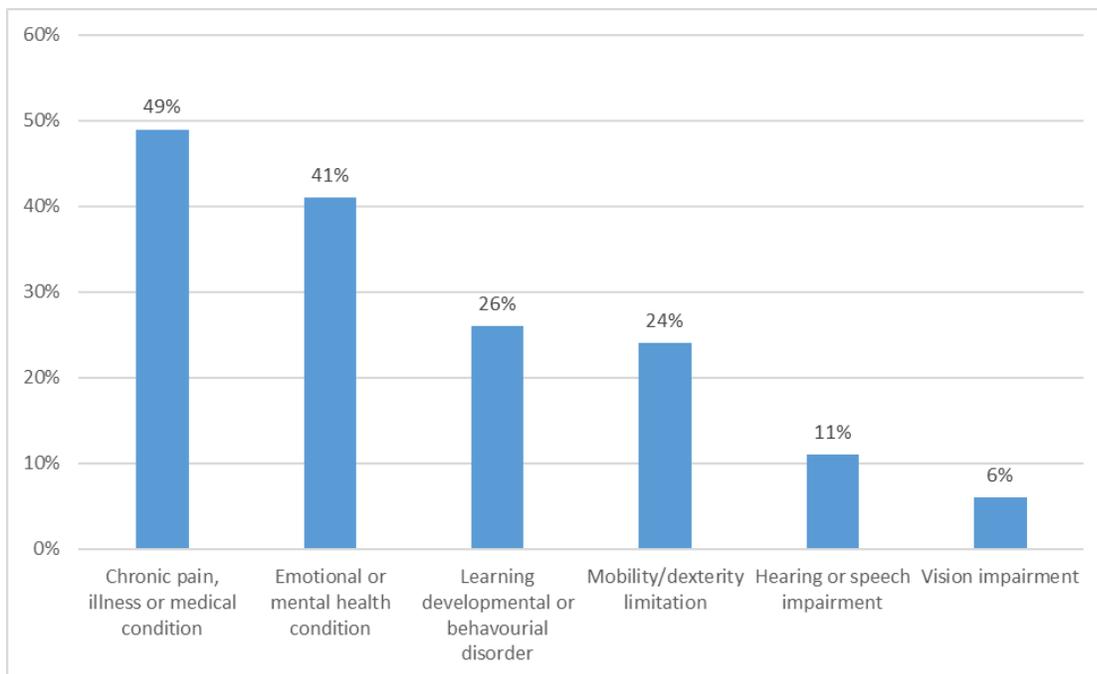
DEMOGRAPHICS OF STAFF WITH DISABILITIES

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

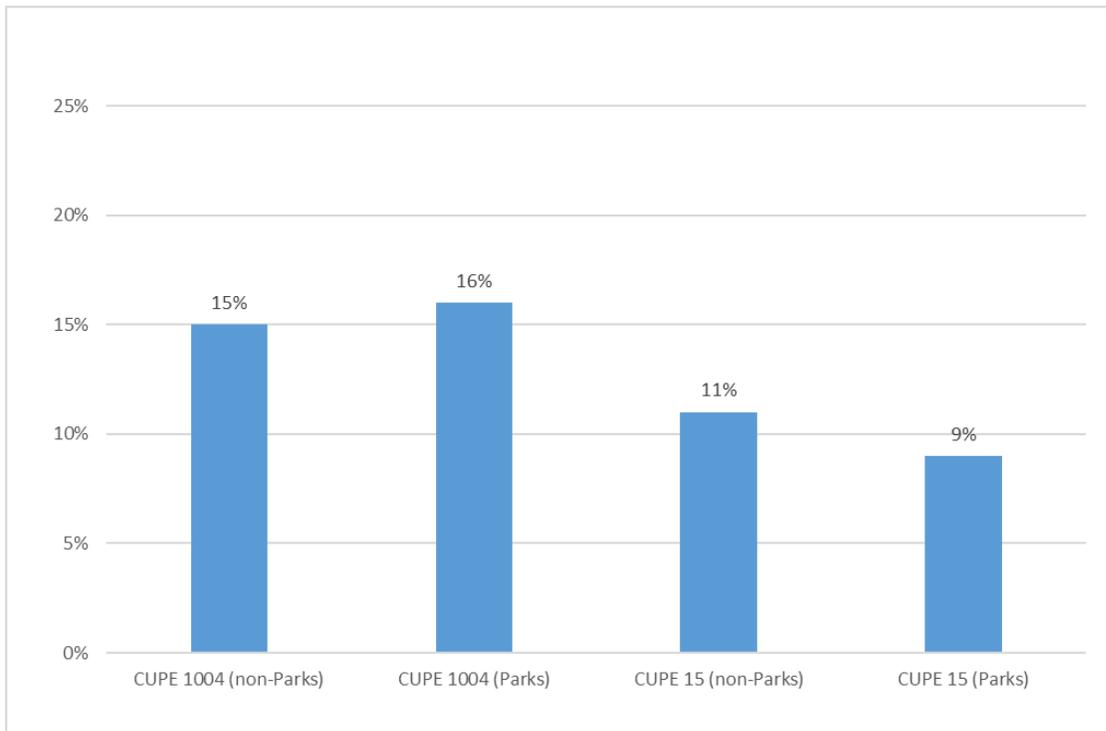
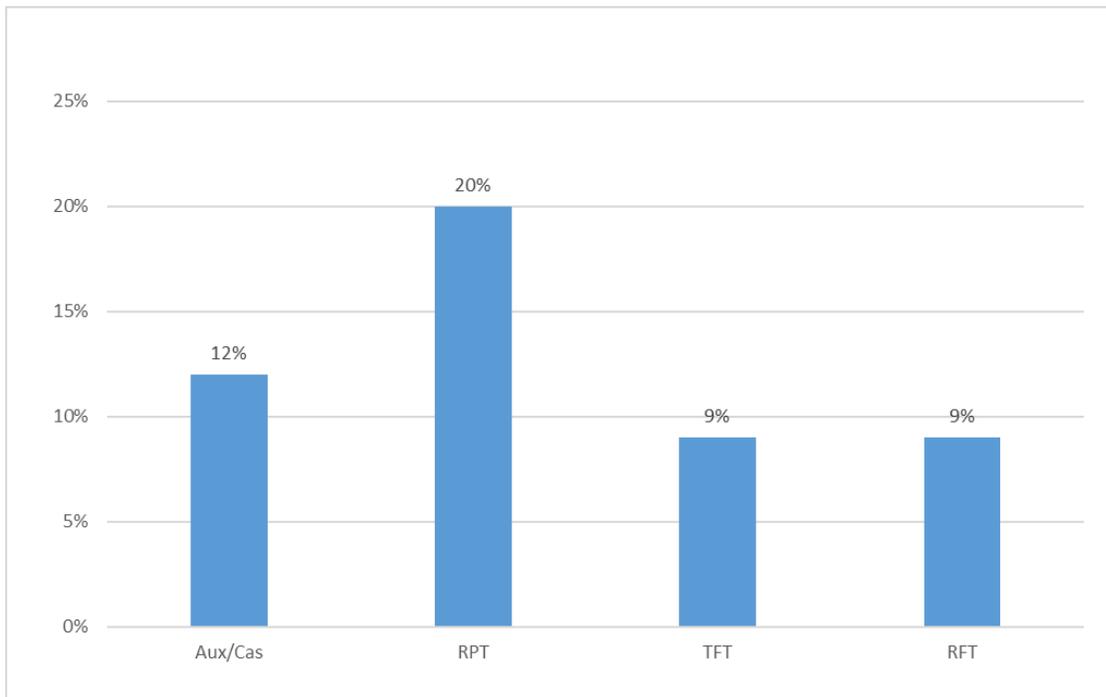


Figure 4: Breakdown by Employee Status



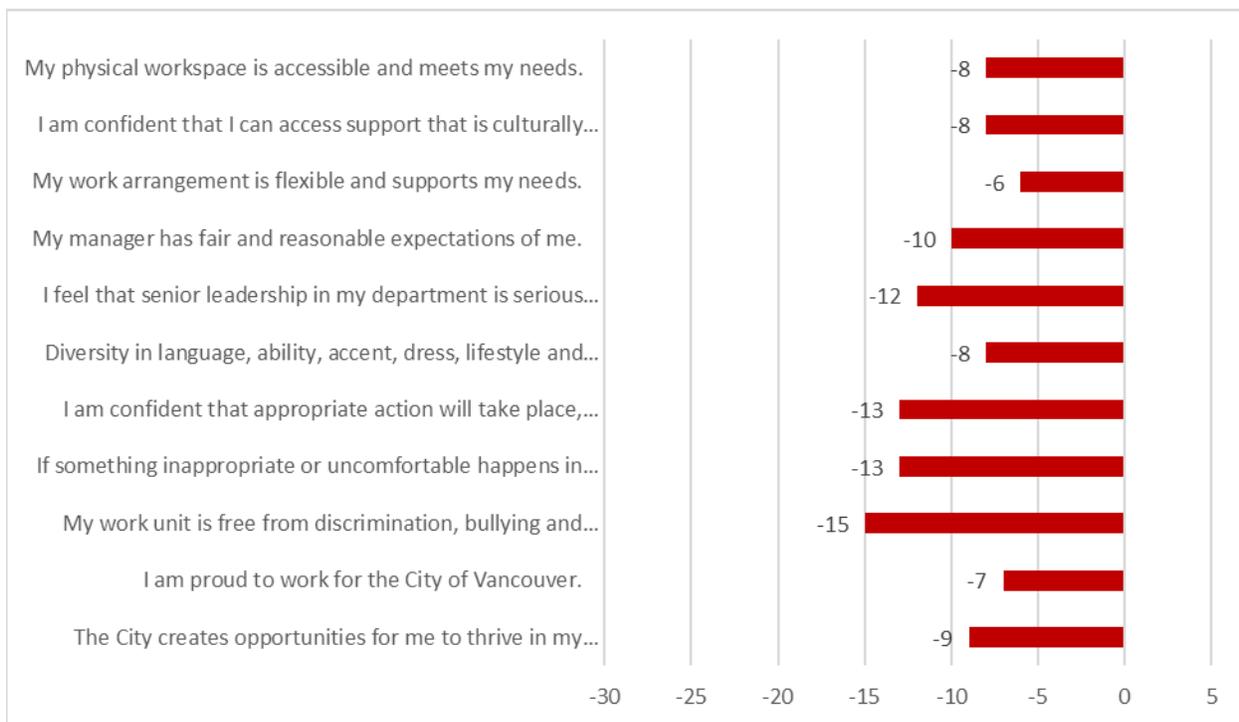
EXPERIENCES OF STAFF WITH DISABILITIES

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)

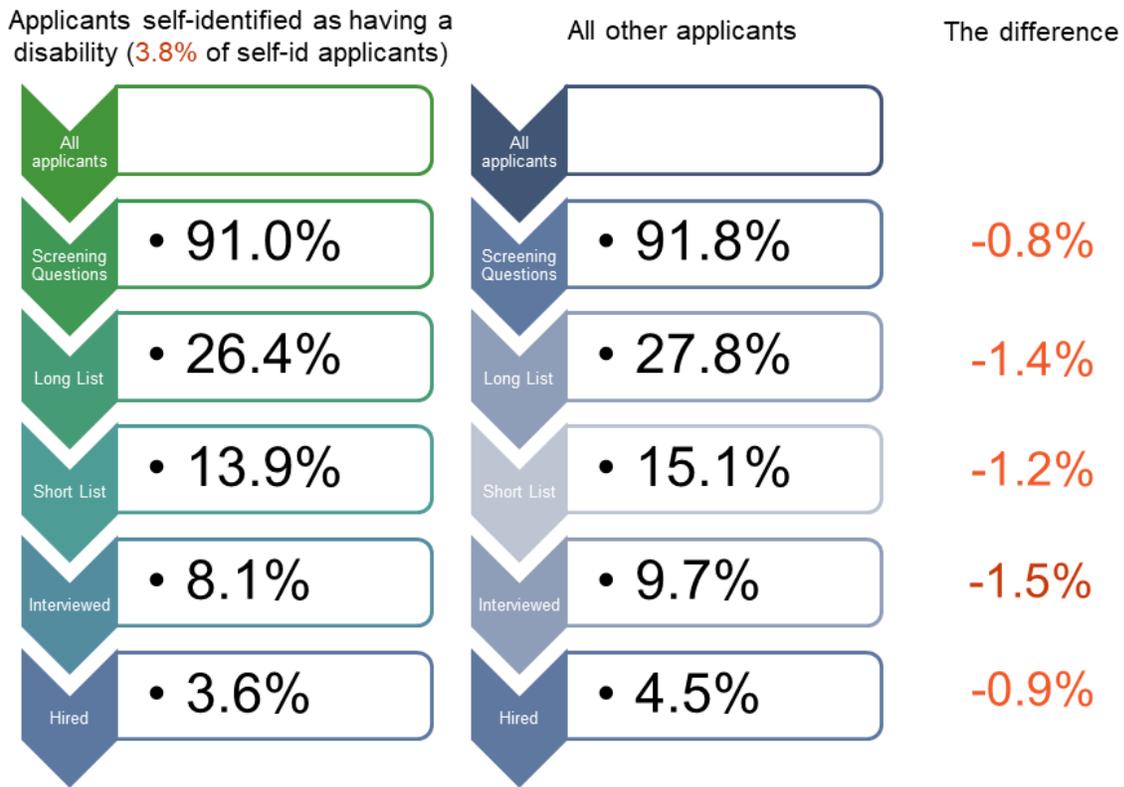


Table 1. Persons with Disabilities Labour Force Participation

	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>

<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 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