



# CITY OF WEST KELOWNA

## ACCESSIBILITY AND INCLUSION COMMITTEE AGENDA

Wednesday, May 15, 2024, 5:00 P.M.  
VIA ELECTRONIC MEANS

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	<b>Pages</b>
<b>1. CALL THE ACCESSIBILITY AND INCLUSION COMMITTEE MEETING TO ORDER</b>	
<p>It is acknowledged that this meeting is being held on the traditional territory of the Syilx/Okanagan Peoples.</p> <p>This meeting is open to the public. This meeting is being webcast live, to be seen and heard, at <a href="http://www.westkelownacity.ca/webcasts">www.westkelownacity.ca/webcasts</a> and will be archived on the City's website.</p>	
<b>2. INTRODUCTION OF LATE ITEMS</b>	
<b>3. ADOPTION OF AGENDA</b>	
<b>4. ADOPTION OF MINUTES</b>	
<b>4.1 Minutes of the Accessibility and Inclusion Committee meeting held Wednesday, February 21, 2024 in the City of West Kelowna Council Chambers</b>	<b>3</b>
<b>5. PRESENTATIONS</b>	
<b>5.1 What We Heard Report from AIC Accessibility Survey</b>	<b>9</b>
<b>5.2 Post Community Survey Accessibility Actioning Exercise</b>	
<b>6. DELEGATIONS</b>	
<b>7. UNFINISHED BUSINESS</b>	
<b>8. REFERRALS</b>	
<b>9. CORRESPONDENCE AND INFORMATION ITEMS</b>	
<b>9.1 Letter to City of West Kelowna Accessibility and Inclusion Committee</b>	<b>250</b>
<p>Informational item - no action required. Survey link was provided for participation.</p>	

**10. OTHER BUSINESS**

**11. ADJOURNMENT OF THE MEETING**

The next Accessibility and Inclusion Committee meeting is scheduled for Wednesday, May 29, 2024 at 5:00 p.m.



## CITY OF WEST KELOWNA

### MINUTES OF THE ACCESSIBILITY AND INCLUSION COMMITTEE MEETING

Wednesday, February 21, 2024  
COUNCIL CHAMBERS  
2760 CAMERON ROAD, WEST KELOWNA, BC

MEMBERS PRESENT: Rusty Ensign, Chair (virtual)  
Melissa Grassmick (virtual)  
Karen Hartwig  
Candice Henriques (virtual)  
Councillor Garrett Millsap  
Danielle Needham  
Vittoria Spindor (virtual)  
Councillor Carol Zanon

MEMBERS ABSENT: Mieke Krus  
Sonia Newman

Staff Present: Melissa Hunt-Anderson, Community and Social Development Coordinator  
Corinne Boback, Legislative Services Manager/Corporate Officer  
Natasha Patricelli, Legislative Services Assistant

Others Present: Spring Hawes, Disability and Ableism and Lived Experience Education  
Consultant

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#### 1. CALL THE ACCESSIBILITY AND INCLUSION COMMITTEE MEETING TO ORDER

The meeting was called to order at 5:15 p.m.

It was acknowledged that this meeting was held on the traditional territory of the Syilx/Okanagan Peoples.

This meeting was open to the public. This meeting was webcast live and archived on the City's website.

#### 2. INTRODUCTION OF LATE ITEMS

#### 3. ADOPTION OF AGENDA

It was moved and seconded

**THAT** the agenda be adopted as presented.

CARRIED UNANIMOUSLY

#### **4. ADOPTION OF MINUTES**

##### **4.1 Minutes of the Accessibility and Inclusion Committee meeting held Wednesday, January 24, 2024 in the City of West Kelowna Council Chambers**

It was moved and seconded

**THAT** the minutes of the Accessibility and Inclusion Committee meeting held Wednesday, January 24, 2024 in the City of West Kelowna Council Chambers be adopted.

CARRIED UNANIMOUSLY

#### **5. PRESENTATIONS**

##### **5.1 Project Scope and Timeline Overview**

Melissa Hunt-Anderson, Staff Liaison reviewed the project scope, timeline and action plan for completing the City of West Kelowna Accessibility Plan.

##### **5.2 Feedback Form/Survey Final Review**

Spring Hawes, Disability and Ableism and Lived Experience Education Consultant reviewed the final survey for the Committee. Staff, Council and the public will have the opportunity to fill out the feedback form.

- Suggestion to change survey question to say "What neighbourhood of West Kelowna do you live in?";
- Suggestion to change survey question to move Westbank First Nation as the second to last option, following the West Kelowna neighbourhoods and before Outside of West Kelowna;
- Suggestion for consistency in capitalization throughout the document;
- Suggestion for staff to look into incentives for completing the survey;
- People will participate in the survey because it is a good opportunity to share their accessibility barriers;

- Feedback form will be shared with the community - on the website, paper copies available at City Hall and the Seniors Centre, social media posts, in person engagement opportunities and QR codes on public facilities;
- Visually impaired consideration - Surveys sometimes have barriers to answering these surveys. Recommendation to include alternative options at the beginning of the survey to avoid frustration at the end of the survey when it can't be submitted. Melissa will have her phone number or email to complete the feedback form on behalf of anyone who needs assistance completing the form;
- Suggestion to include a QR code on the utility bill to promote survey participation;
- Engagement plan will be shared with the Committee.

### **5.3 Summary and Review of Existing Accessibility Policies**

Spring Hawes, Disability and Ableism and Lived Experience Education Consultant reviewed City of West Kelowna documents for accessibility and inclusion. Highlights included Julia's Junction and the City of West Kelowna waterfront.

- Guiding documents, organizational policies and practices, and accessibility in the community were areas that were assessed for accessibility;
- Key findings included: Accessibility is a part of the Community Vision, the Official Community Plan mentions Universal Design, Accessibility work is ongoing in the Annual Report, Housing for people with disabilities is a direction in the Housing Strategy, and accessibility is a recommendation in the Parks Master Plan;
- Accessibility is important for Council and the Community, it is clear through the City documents;
- Suggested areas of improvement include adding: definitions and accessibility references to planning documents, accessibility to OCP Public Health and Safety Objectives, and an accessibility lens to the Transportation Master Plan.

### **5.4 Visioning Exercise**

Five pillars to help us vision an accessible future to embed accessibility throughout the municipality.

Pillar 1: Our People - how do our people connect with the idea of accessibility? For example: Public Events have an ASL interpreter.

- We embrace and support people with disabilities;
- Different kinds of barriers to think about: information and communication, policies and practices, recruitment, environmental, accesses, technology and transportation;
- Transportation/sidewalk is a huge barrier for people with vision loss, strollers, walkers and wheelchairs;
- Sports or recreational programs - team sports for people of all ages with disabilities currently in West Kelowna;
- Pedestrian cross walks and street crossings - audio signals, safe passage up and down (curb cuts) tactile bumps and contrast, consistency with neighbouring communities;
- Street signs - lower position, black background with yellow and white lettering is easier for vision impaired for people to see with large font;
- Continuity of sidewalks brings people to the City if it is easily accessible.

Pillar 2: Our Connectivity - sustainable transportation options

- Environmental - electric vehicles and busses;
- Transit - longer times/schedules, audio for bus stops in addition to visual screen;
- Bus Terminals could include: visible covers, lower signs, plug in for earphones, more WIFI accessibility, yellow bumps on the side of the road so people know where to get on the bus;
- Accessibility for dogs to come on busses and into buildings;
- Parking lots - accessible parking stalls are painted on the pavement, when there is snow the logo is covered - recommendation for stand up signs to be seen through all seasons;
- Blue lights for emergency vehicles at intersections;
- Enforcing Good Neighbour Bylaw to ensure clear sidewalks during the winter season;

- Suggestion for City event planning to include accessibility routes and support;
- Transit System is run through the Province which is outside the City of West Kelowna scope. BC Transit Accessibility Plan will be shared with the Committee;
- Sidewalk improvements - ramp at one end of the sidewalk but at the other end of the sidewalk doesn't have a ramp is frustrating. A temporary solution could be to install a sign at the sidewalk to show that there is no ramp at the other end of the sidewalk until it could be permanently fixed.

#### Pillar 3: Our Adaptability

- Audible information at bus stops;
- WIFI at bus stops would be embracing change and technology;
- Consistency is helpful when it is used throughout the City;

#### Pillar 4: Our Prosperity

- Encouraging businesses to be physically accessible and an accessible place of work through employment policies;
- Model as a City accessible work spaces and places to create best practices to be more inclusive;
- Hire people with diverse abilities;
- Suggestion for business and best practice awards - City event to celebrate people with disabilities;
- Using terminologies that put people first not just their disabilities - to use a more positive light. Having a policy around language use/guide and the most "person with vision loss" "person who is partially sighted" encouraging the use of the word person before the disability;
- City to take a leadership role to hire staff with disabilities - involve people with disabilities in planning and consulting. Recommendation for a disability consultant for any new or future City projects to make the project successful for all;
- Using an accessibility lens in all planning projects - doesn't directly says to be done by a consultant but includes it as a consideration. Possibility to be a role of the Committee in the future?

## Pillar 5: Our Places

- Parks and playgrounds use unitary surfacing when building or renovating - why build a new park that is not accessible to everyone;
- Washrooms - something to tell you what is for men and women and include adult size change tables;
- Accessible picnic tables.

The Committee was asked to share more input to better our plan - What is Missing? What does an Accessible West Kelowna look like to you?

### **5.5 AIC Accessibility Message**

The Accessibility Plan will include a statement from the Accessibility and Inclusion Committee. The Committee was asked what they would like to see as their message in the plan. Accessibility messages and a vision statement from other municipalities were reviewed as examples.

The Committee was asked to review committee statements and email ideas for staff to bring forward a draft to the next Committee meeting.

## **6. DELEGATIONS**

## **7. UNFINISHED BUSINESS**

## **8. REFERRALS**

## **9. CORRESPONDENCE AND INFORMATION ITEMS**

## **10. OTHER BUSINESS**

## **11. ADJOURNMENT OF THE MEETING**

The meeting adjourned at 6:56 p.m.

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CHAIR

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RECORDING SECRETARY



 **ACCESSIBILITY PLAN**

# Consultation Summary Report Spring 2024



## Background

The City of West Kelowna's Accessibility and Inclusion Committee (AIC) was formed to bring community members and organizations together to work collaboratively with municipal staff to discuss, develop, improve, promote, and sustain community accessibility and inclusion. This includes reducing and removing barriers associated with accessibility, focusing on experiences of people with different abilities, and fostering an all-encompassing community.



## Summary

Public input was open from **April 9 – 30, 2024** and included a 16 question survey that was available in a variety of formats to provide opportunities for anyone to share their input. The primary goal was to hear from West Kelowna residents and stakeholders to understand the current accessibility landscape and any barriers within our community.

The consultation provided multiple ways to get involved. The community was invited to share their thoughts via an online survey at [OurWK.ca/accessibility](https://OurWK.ca/accessibility), ask questions and learn more about the Accessibility and Inclusion Committee.

We also provided multiple alternative methods for sharing input.

Paper copies of the feedback form were located at:

- **West Kelowna City Hall** – 2760 Cameron Rd, West Kelowna, B.C.
- **Westside Seniors Activity Centre** – 3661 Old Okanagan Hwy, West Kelowna, B.C.
- **Johnson Bentley Memorial Aquatic Centre** – 3737 Old Okanagan Hwy, West Kelowna, B.C.

Results of what we heard are highlighted in this report and reflect the opinions of those that participated.

For a summary of the survey responses, please see **Attachment 1: Feedback Summary Report**.



## What we heard

During the Accessibility Plan consultation, we received a total of 111 completed surveys. An overview of the survey responses are summarized on Page 3 of this report.

The qualitative outcomes of the feedback reflect the opinions of those who participated in the process. All questions were optional, and respondents could choose to complete the form anonymously.

For complete results and comments from our survey, see **Attachment 2: Detailed Survey Report**.

During the engagement period, we interacted with the public and stakeholders in a variety of ways:

- 989 visitors to [OurWK.ca/accessibility](https://OurWK.ca/accessibility)
  - 259 people were informed (clicked through the content)
  - 814 people were aware (visited at least one page)



## Survey highlights

- 39% said they would rate the City of West Kelowna's accessibility as okay (43 people)
- 70% said that someone in their family/household has accessibility needs (78 people)
- 41% said either themselves or someone in their household has experienced accessibility barriers at a City facility (46 people)
- 50% said they have experienced physical environment barriers in the City (56 people)
- 32% said they have experienced accessibility barriers at a park, playground or trail (36 people)



## Comments

Participants had the option to provide additional feedback and share ideas via open comment boxes for five of the questions. Commenting was optional and not all respondents opted to provide input.

There was a total of 454 comments from the 111 respondents who completed the survey.

When asked about what an Accessible West Kelowna looks like, some participants answered:

- A city for everyone to enjoy
- A place where all can attend, regardless of abilities.
- Inclusive for anyone with differing abilities whether physical or mental - zero stigma, accessibility built into all future planning

To see the detailed survey results, please refer to **Attachment 2: Detailed Survey Report**.



## Print Advertising

During the engagement period, we ran a total of two print newspaper ads in the local weekly papers: West K News and Westside Weekly.

To further inform our community, posters with QR codes were placed at City Hall, Johnson Bentley Memorial Aquatic Centre and the Westside Seniors Activity Centre.



## Digital outreach

Weekly posts were shared on the City's social media channels to create awareness of the engagement and how to participate, including Facebook, Instagram, X (formerly Twitter) and LinkedIn.

During the engagement period, we shared three organic (none paid) posts on each of our main channels. We also ran two paid ads on Facebook and one paid ad on Instagram.



# Accessibility Plan Consultation At-A-Glance

## Who we heard from



# 111

total online and paper survey forms received



# 454

total comments received via online and paper surveys

## How we connected



# 989

total visitors to [OurWK.ca/accessibility](http://OurWK.ca/accessibility)

- 259 visitors informed (clicked through the content)
- 814 visitors aware (visited at least one page)



# 3

e-News updates issued and direct notifications to residents' associations



# 3726

recipients of e-News

## Social media interactions



# 2785

total organic social media impressions



- 4 posts
- 3454 organic post views
- 19,337 paid post views



- 4 posts
- 586 organic post views



- 4 posts
- 1120 organic post views



- 3 posts
- 1111 organic post views



## Social media highlights

2,785 total organic (non-paid) social media impressions (the number of times our post was on-screen)

- **Facebook:**
  - Total posts: 4 (2 non-paid and 2 paid)
  - 3,454 organic post views
  - 19,337 paid post views
- **Instagram:**
  - Total posts: 4
  - 1,120 non-paid post views
- **X (formerly Twitter):**
  - Total posts: 4
  - 586 non-paid post views
- **LinkedIn:**
  - Total posts: 3
  - 1,111 non-paid post views

In addition to our daily monitoring of our social media platforms, we conducted regular media tracking and provided additional messaging on the City's website in a variety of areas including a homepage banner linking to the OurWK.ca webpage and consultation information was also located on the Council Committees City webpage giving users access to our online engagement platform.



## Next steps

Results from the engagement period have been summarized for assisting our consultant in drafting West Kelowna's first Accessibility Plan.

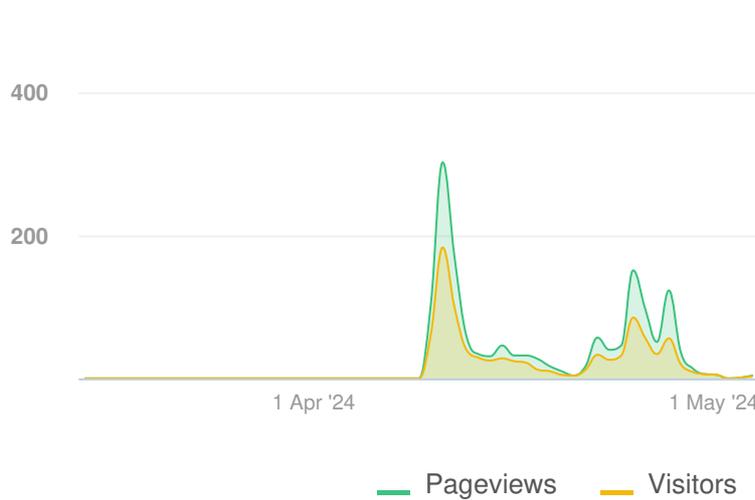
# Project Report

## Engage West Kelowna

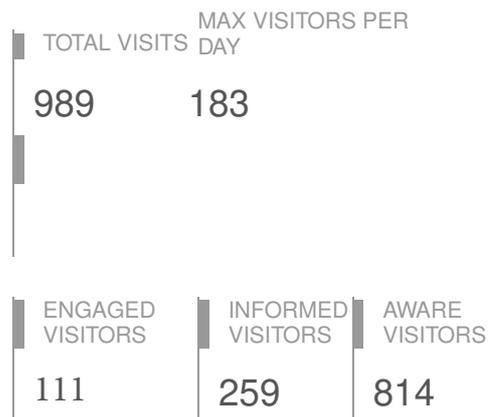
Help us create the West Kelowna Accessibility Plan!



### Visitors Summary



### Highlights



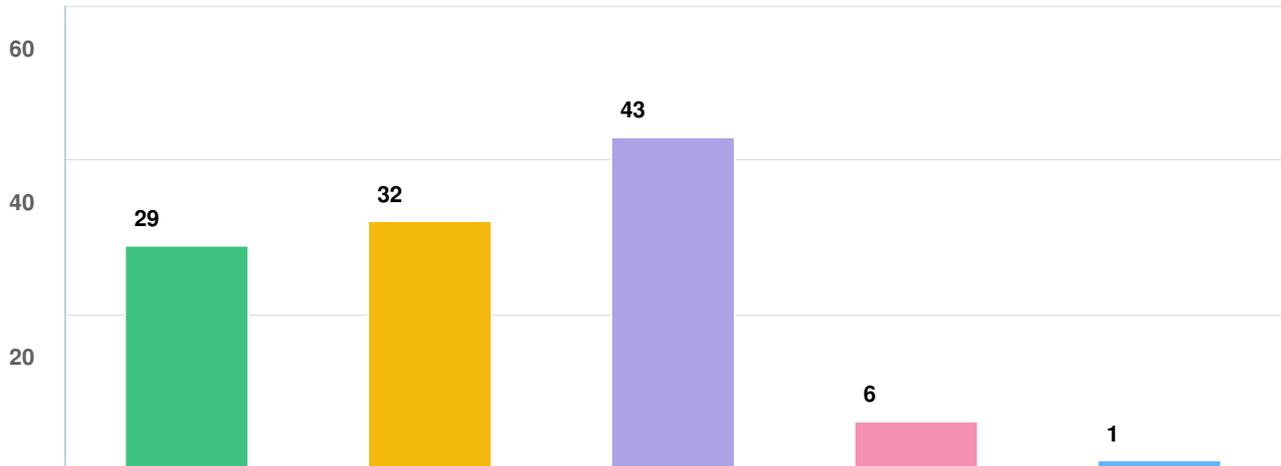
Aware Participants		Engaged Participants	
814		111	
Aware Actions Performed	Participants	Engaged Actions Performed	Registered    Unverified    Anonymous
Visited a Project or Tool Page	814	Contributed on Forums	0    0    0
Informed Participants	259	Participated in Surveys	1    0    95
Informed Actions Performed	Participants	Contributed to Newsfeeds	0    0    0
Viewed a video	0	Participated in Quick Polls	0    0    0
Viewed a photo	0	Posted on Guestbooks	0    0    0
Downloaded a document	0	Contributed to Stories	0    0    0
Visited the Key Dates page	5	Asked Questions	0    1    0
Visited an FAQ list Page	0	Placed Pins on Places	0    0    0
Visited Instagram Page	0	Contributed to Ideas	0    0    0
Visited Multiple Project Pages	151		
Contributed to a tool (engaged)	111		

# ENGAGEMENT TOOL: SURVEY TOOL

## Accessibility Plan Survey

Visitors <b>366</b>	Contributors <b>96</b>	CONTRIBUTIONS <b>111</b>
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On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:



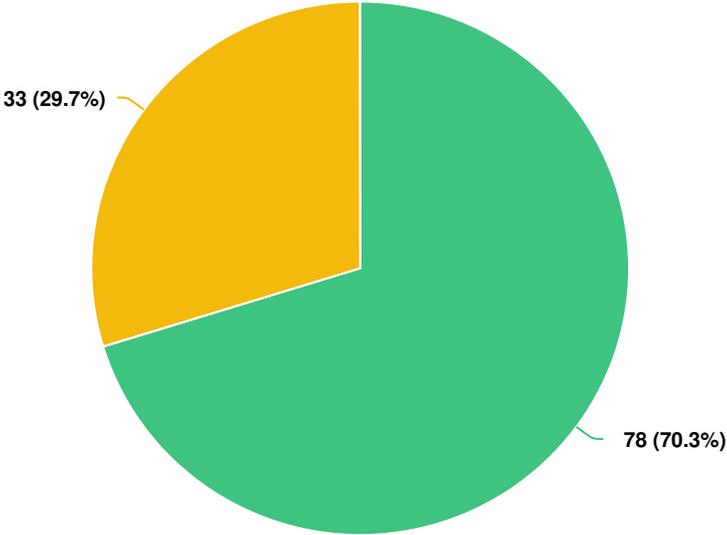
### Question options

- 1 (Poor)
- 2 (Fair)
- 3 (Okay)
- 4 (Good)
- 5 (Excellent)

Mandatory Question (111 response(s))

Question type: Checkbox Question

Do you or anyone in your family/household have accessibility needs?



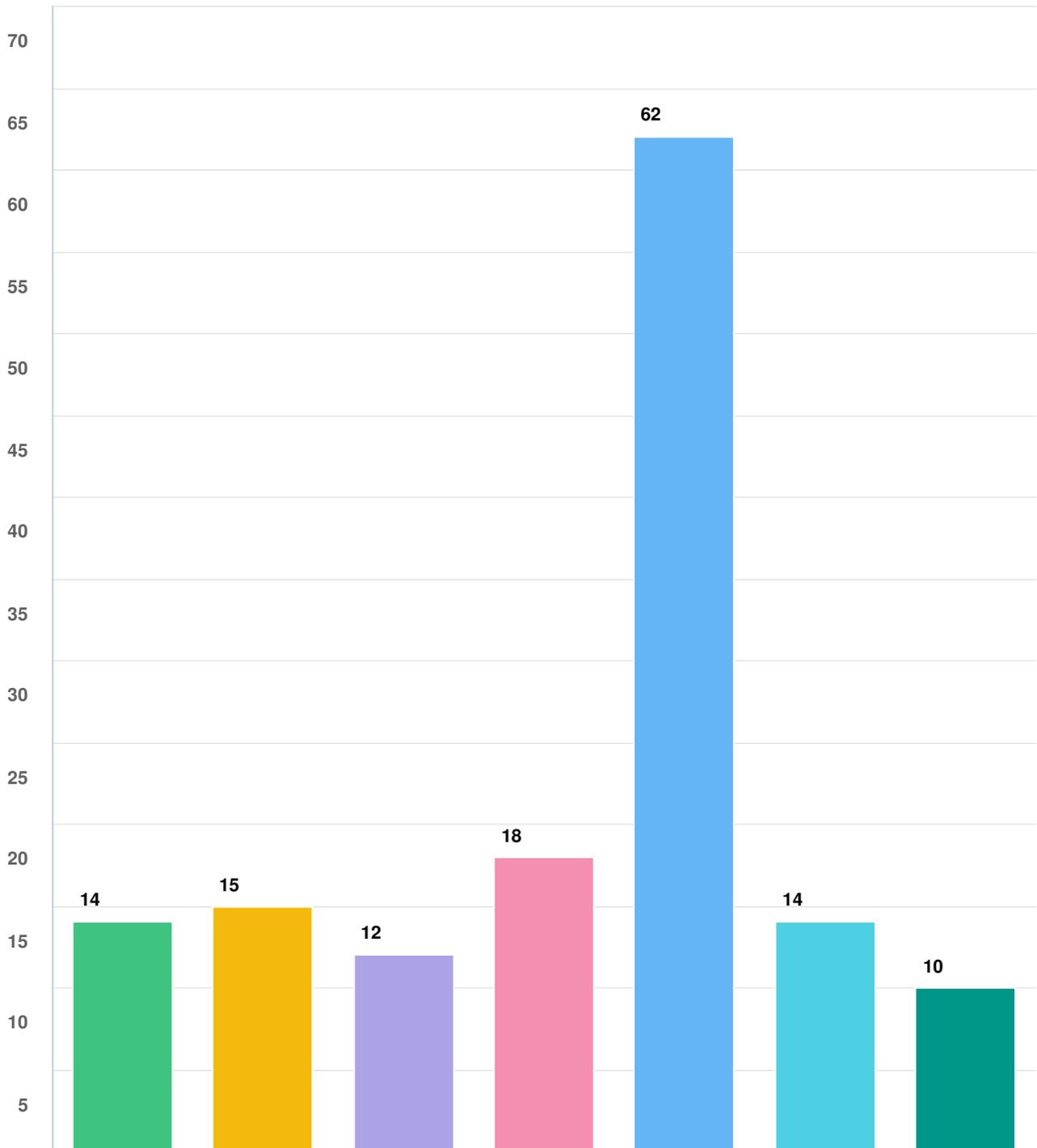
**Question options**

- Yes
- No

Mandatory Question (111 response(s))

Question type: Dropdown Question

If so, what are the accessibility needs? Please check all that apply:



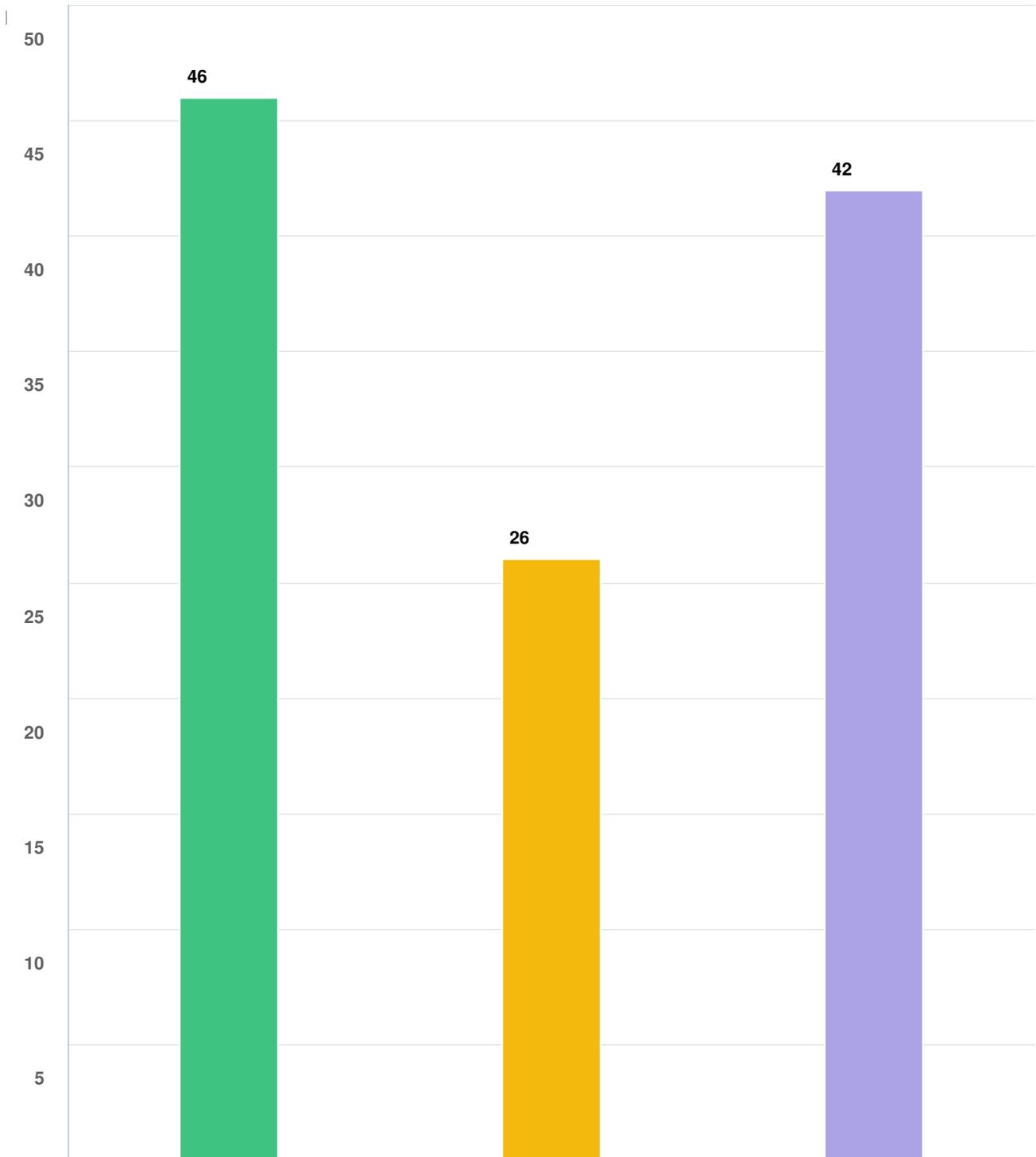
**Question options**

- Auditory/Speech
- Environmental/Sensory
- Learning/Cognitive
- Mental Health & Well-Being
- Physical/Motor/Mobility
- Visual
- Other (please specify)

Mandatory Question (78 response(s))

Question type: Checkbox Question

If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:



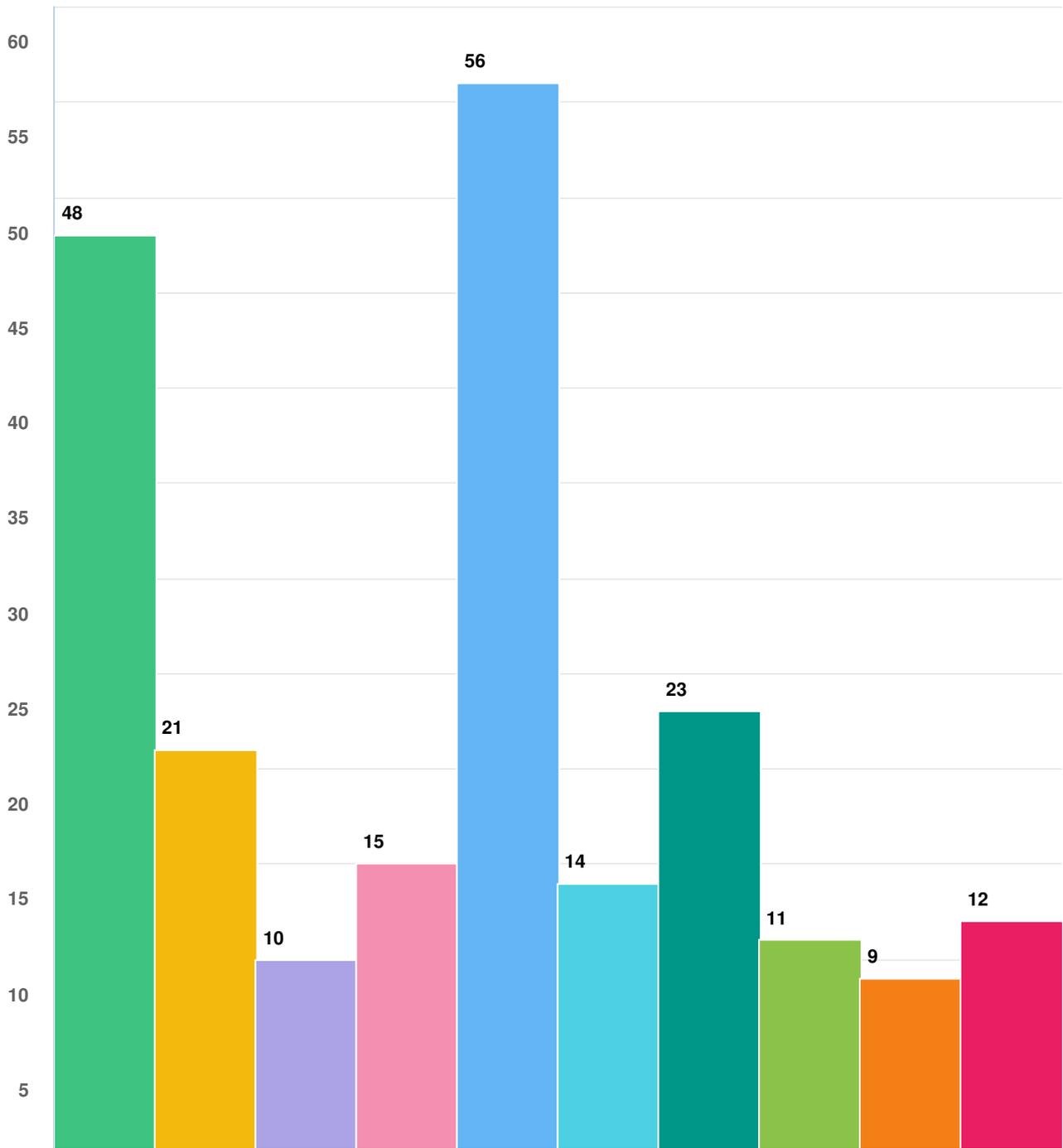
**Question options**

● Facility ● Service ● Other (please specify)

Optional question (86 response(s), 25 skipped)

Question type: Checkbox Question

What type of accessibility barrier(s) were experienced?



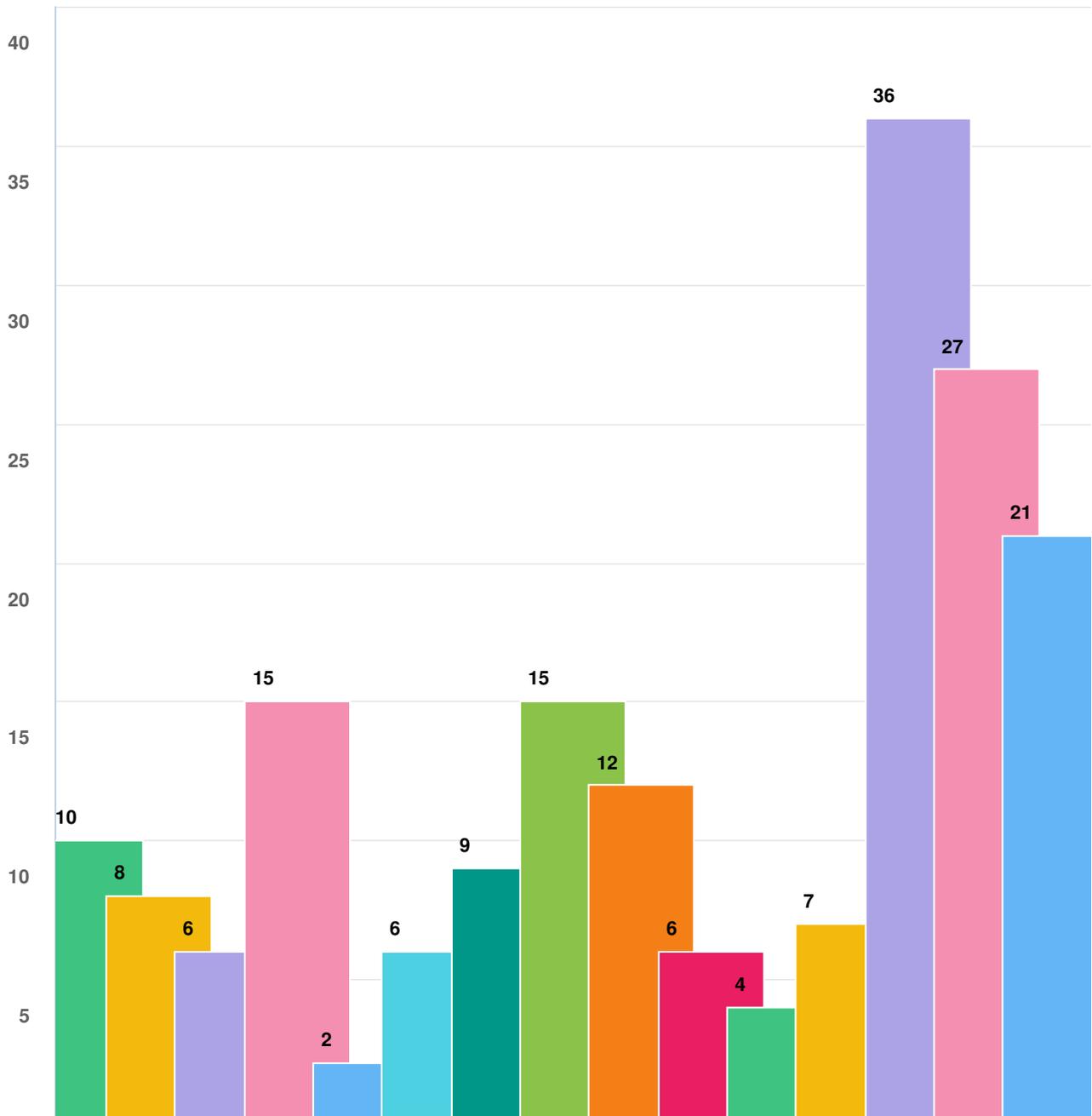
**Question options**

- Architectural, structural or design
 ● Attitudinal or social
● Emergency planning
● Information and communication
- Physical environment
 ● Sensory (lights, smells, sounds)
● Service
● Systemic, policy or procedure
- Technology
 ● Other (please specify)

Optional question (89 response(s), 22 skipped)

Question type: Checkbox Question

If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.



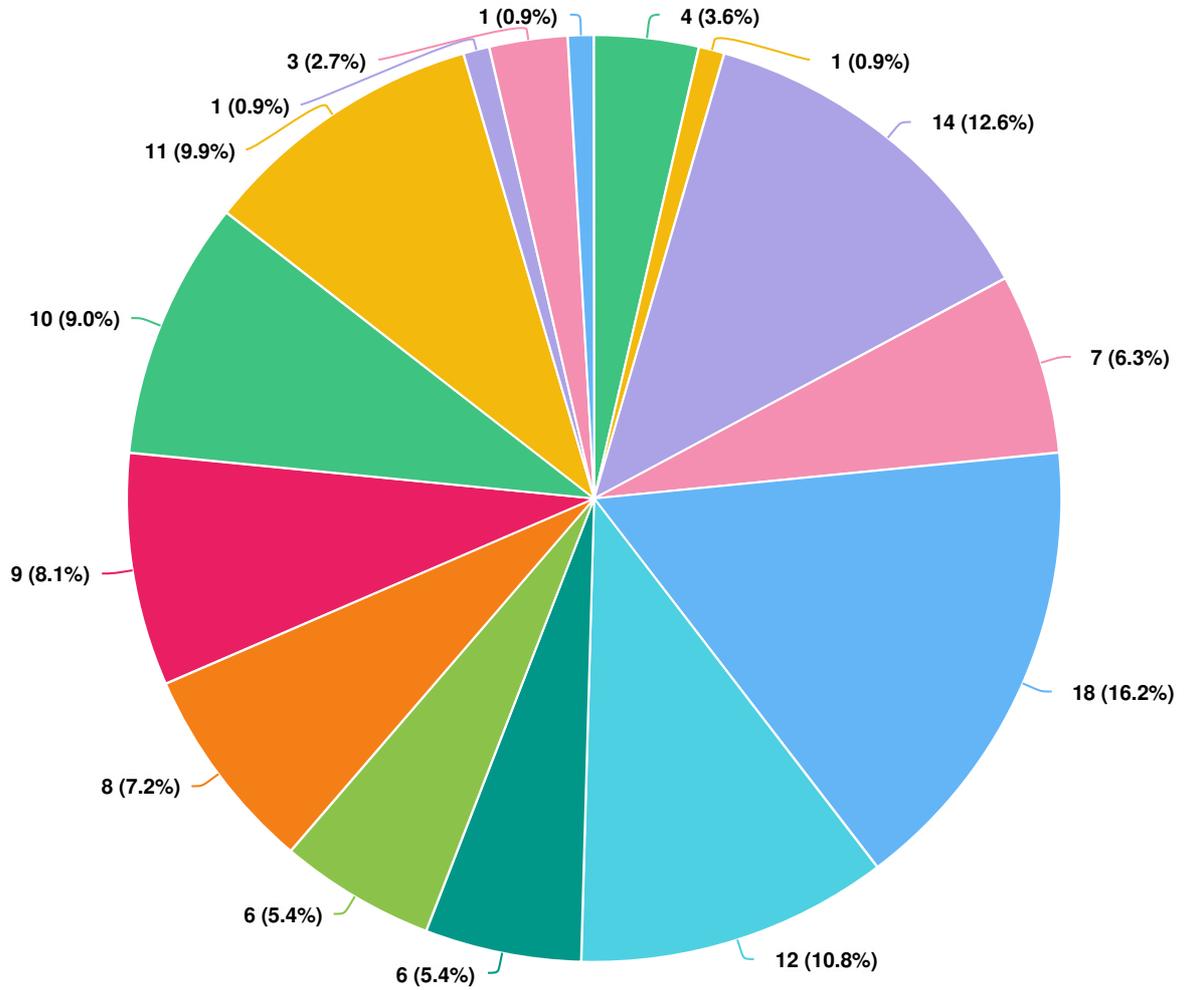
**Question options**

- City Hall    ● Royal LePage Place    ● Jim Lind Arena    ● Johnson Bentley Memorial Aquatic Centre (JBMAC)
- Multi-Sport Dome    ● Lakeview Heights Community Hall    ● Westbank Lions Community Centre
- Westside Seniors Activity Centre    ● Annette Beaudreau Amphitheatre at Memorial Park
- Julia's Junction and Kids Care Spray Park at Westbank Centre Park    ● West Kelowna Skate Park at Memorial Park
- Sports courts and fields    ● Parks, playgrounds and trails    ● Beaches and boat launches    ● Other (please specify)

Optional question (85 response(s), 26 skipped)

Question type: Checkbox Question

### What neighbourhood do you live in?



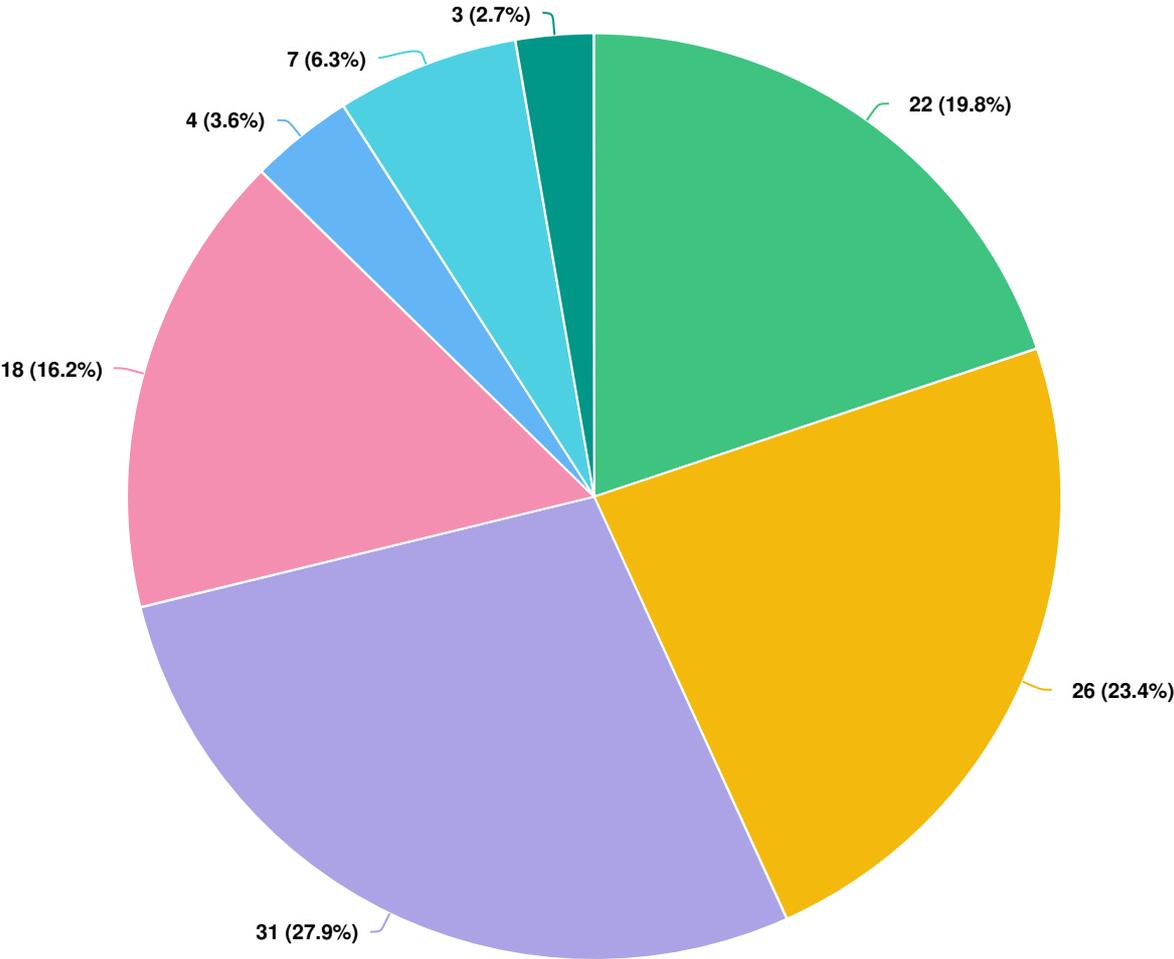
**Question options**

- Boucherie Centre
  Casa Loma
  Glenrosa
  Goats Peak/Gellatly
  Lakeview Heights
  Shannon Lake
- Smith Creek
  South Boucherie
  West Kelowna Estates/Rose Valley
  Westbank
  Westbank Centre
- Westbank First Nation
  Westside Road/Bear Creek Road
  Outside West Kelowna
  Other (please specify)

Mandatory Question (111 response(s))

Question type: Dropdown Question

If you live in West Kelowna, how many years have you lived in the City?



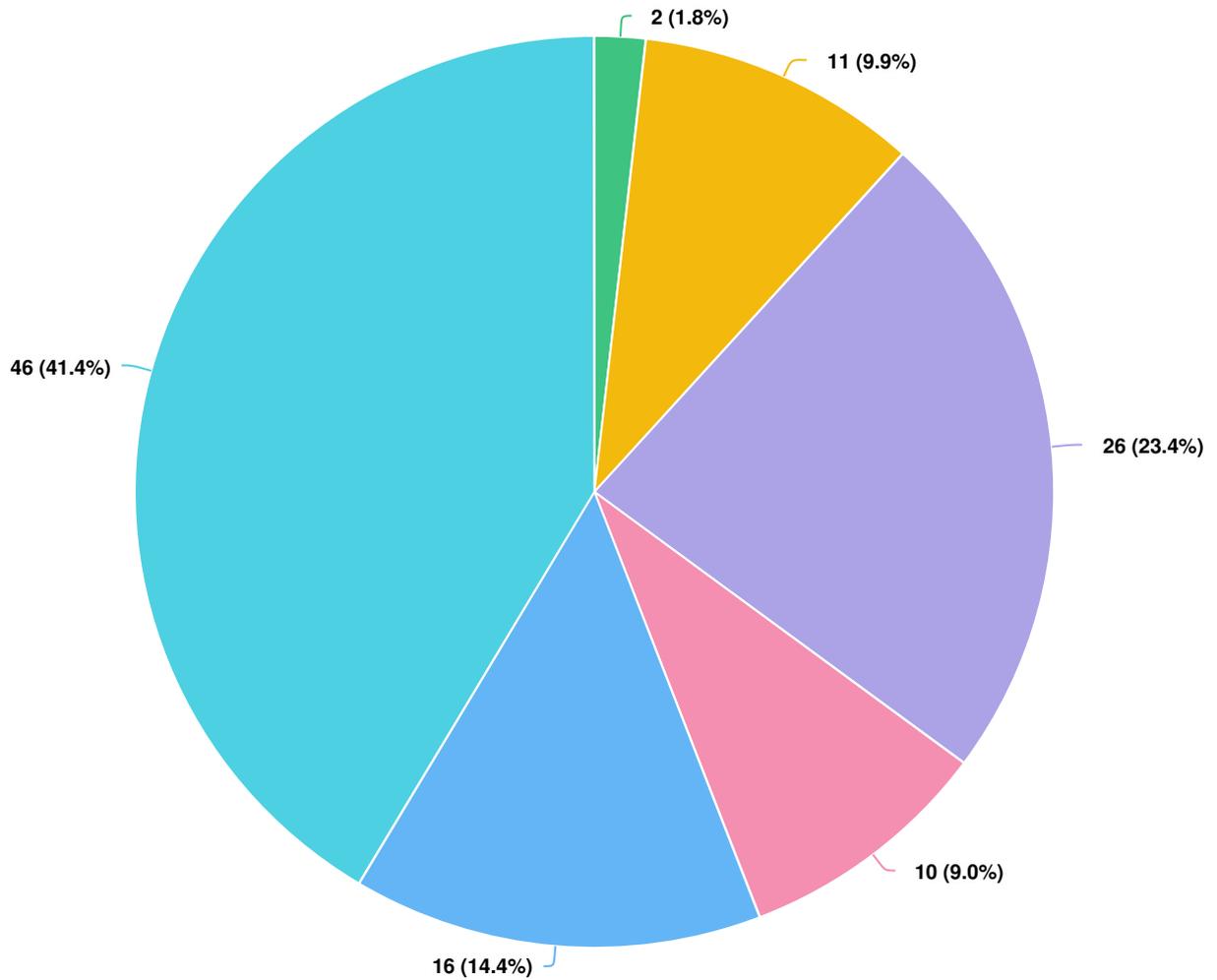
**Question options**

- 0-5 years
- 5-10 years
- 10-20 years
- Over 30 years
- Over 40 years
- Over 50 years
- I live outside West Kelowna

Mandatory Question (111 response(s))

Question type: Radio Button Question

Select your age category:



**Question options**

- 15 to 24 years
- 25 to 34 years
- 35 to 44 years
- 45 to 54 years
- 55 to 64 years
- 65+ years

Mandatory Question (111 response(s))

Question type: Dropdown Question

# Survey Responses

## Accessibility Plan Survey

# Engage West Kelowna

Project: Help us create the West Kelowna Accessibility Plan!



VISITORS					
366					
CONTRIBUTORS			RESPONSES		
111			111		
0	0	111	0	0	111
Registered	Unverified	Anonymous	Registered	Unverified	Anonymous



**Respondent No:** 1

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 09, 2024 14:26:55 pm

**Last Seen:** Apr 09, 2024 14:26:55 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** No
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered
- 
- Q5. **What type of accessibility barrier(s) were experienced?** **Other (please specify)**  
Secure bike parking. I can’t utilize the bike routes to run errands or commute because my bike has been stolen twice and am forced to drive everywhere
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.**  
Royal LePage Place  
Jim Lind Arena  
Johnson Bentley Memorial Aquatic Centre (JBMAC)  
Multi-Sport Dome  
Sports courts and fields  
Parks, playgrounds and trails
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Forced to leave our expensive e-bikes at home because lack of infrastructure
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
It would be great to see some of the bike lockers the city of Kelowna has installed. I use them regularly and they are great
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Updated cycling parking infrastructure and repair stations along the bike paths would be great!
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
More bike paths like the Boucherie road upgrade

Q12. What neighbourhood do you live in?	West Kelowna Estates/Rose Valley
Q13. If you live in West Kelowna, how many years have you lived in the City?	10-20 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	35 to 44 years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Council



**Respondent No:** 2

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 09, 2024 14:48:32 pm

**Last Seen:** Apr 09, 2024 14:48:32 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service

Q5. **What type of accessibility barrier(s) were experienced?** Attitudinal or social

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** City Hall

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Absolutely rude response to an email re warning letter received on my Airbnb

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Training staff to be more polite and service oriented

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Friendly and good support with questions and information

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
More recreational opportunities like ping pong tables, encouraging the community to socialize and exercise by better use of existing facilities and creating more outdoor meeting areas like ping concrete pong tables at parks , dog agility parks and things that bring all community members together

Q12. **What neighbourhood do you live in?** West Kelowna Estates/Rose Valley

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 30 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 45 to 54 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Text

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**Respondent No:** 3

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 09, 2024 15:40:31 pm

**Last Seen:** Apr 09, 2024 15:40:31 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Auditory/Speech  
Mental Health & Well-Being  
Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility  
**Other (please specify)**  
Gellatley Bay pathway, arena has very high curbs on sidewalk

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Royal LePage Place  
Jim Lind Arena  
Beaches and boat launches

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

High curbs at arena Many walkways and pathways in the city are in paved and quite often not very level

Q8. **What would you recommend to eliminate or reduce the barriers?**

Have a plan to start addressing community needs.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

Julia Junction is amazing.

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

A city for everyone to enjoy

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

They should start to fix aging infrastructure to a accessible standard

Q12. **What neighbourhood do you live in?** Lakeview Heights

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** City Council

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**Respondent No:** 4

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 09, 2024 15:42:18 pm

**Last Seen:** Apr 09, 2024 15:42:18 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** Yes
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** Auditory/Speech  
Physical/Motor/Mobility
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered
- 
- Q5. **What type of accessibility barrier(s) were experienced?** not answered
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails  
Beaches and boat launches
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Limited mobility. Use of walker and wheelchair. Unable to access beaches and parks
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
Paved areas
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
Julias junction has been a great space for.iur family
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Limited barriers so enjoy the city together
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
More accessible walking areas near beaches and parks
- 
- Q12. **What neighbourhood do you live in?** Lakeview Heights
- 
- Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years
-

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Online

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**Respondent No:** 5

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 09, 2024 16:44:27 pm

**Last Seen:** Apr 09, 2024 16:44:27 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Sports courts and fields  
Parks, playgrounds and trails

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

There is very limited bike infrastructure, my family can't afford to drive everywhere and we would benefit from more secure options for bike parking like Kelowna is doing

Q8. **What would you recommend to eliminate or reduce the barriers?**

Bike parking stations like Kelowna is doing

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

More bike lanes (and wider) and parking options.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Continue to provide surveys like these for local feedback

Q12. **What neighbourhood do you live in?** West Kelowna Estates/Rose Valley

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 25 to 34 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Through my husband

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**Respondent No:** 6

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 09, 2024 17:13:32 pm

**Last Seen:** Apr 09, 2024 17:13:32 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
Love this park!

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
All new development would have accessibility as a requirement of some kind

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Make sure it’s in framework for new development- but make sure it’s not over the top either

Q12. **What neighbourhood do you live in?** Shannon Lake

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 30 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Council member

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**Respondent No:** 7

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 09, 2024 19:41:31 pm

**Last Seen:** Apr 09, 2024 19:41:31 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** Yes
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** Environmental/Sensory  
**Other (please specify)**  
Autism
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Parking and events. Events are always a nightmare - no handicap parking, no proper washrooms etc. Parking in general is an issue. The new accessible playground is useless to our family as there are never any accessible spots available.
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Physical environment  
Sensory (lights, smells, sounds)
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Johnson Bentley Memorial Aquatic Centre (JBMAC)  
Julia's Junction and Kids Care Spray Park at Westbank Centre Park  
West Kelowna Skate Park at Memorial Park  
Parks, playgrounds and trails
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
No accessible parking. Lack of washroom facilities.
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
Provide more parking and access to proper washrooms
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
We love the new play ground, but many times couldn't use it due to lack of parking and washroom facilities.
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Proper parking. Proper washrooms. Especially at special events like Westside days and the light up. One of my children has issues with temperature. There is no where to warm up at the light up. There are also no indoor washrooms at the light up. Stripping a normal child naked in -15 to use a portapotty is awful, let alone one with sensory issues. And fitting a parent/care aid into a porta potty to help is impossible.
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Have more sensory friendly events and programs (like swimming)

Q12. What neighbourhood do you live in?	Westbank
Q13. If you live in West Kelowna, how many years have you lived in the City?	10-20 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	35 to 44 years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Friend on Facebook



**Respondent No:** 8

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 09, 2024 19:42:26 pm

**Last Seen:** Apr 09, 2024 19:42:26 pm

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 2 (Fair)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Environmental/Sensory, Learning/Cognitive, Mental Health & Well-Being, Physical/Motor/Mobility, Visual

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Service, Facility

Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design, Attitudinal or social, Emergency planning, Physical environment, Systemic, policy or procedure

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. Jim Lind Arena, Beaches and boat launches, Other (please specify) Schools (BC Ministry of Education) not providing proper support for students waiting on assessments for years.

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

Handicap accessible parking often lacks a ramp close by and we find ourselves walking a bit to find one, or lifting our son up the curb. Not enough accessible spaces. Schools don’t offer supports until a diagnosis has been made. Few side walks and adequate lighting in West Kelowna. Quite a few one way only out roads in case of wild fire. Inadequate safety plans in place for wheelchair bound students at schools.

Q8. What would you recommend to eliminate or reduce the barriers?

BC Education must understand that health services here are expensive, and wait lists are very very long. Supports/IEPs should be available to families of students showing severe cognitive impairments putting them behind peer groups. We missed out on 3 years of schooling supports that may result in a child not being able to graduate with a dogwood diploma. This is unacceptable. Better safety plans thought out by city.

**Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia's Junction accessible and inclusive play space)**

not answered

**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

Although my youngest is in a wheelchair and people can see his physical disability, both my kids also have Autism. (Known as silent disabilities). I'd like to see more understanding and supports for these disabilities, and if coming from one Canadian province to another, allowing current assessments would be beneficial. Many of my pointed out concerns maybe at the provincial level, but its important for the City to look at. Sidewalks, and lights in all neighborhoods in West Kelowna.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

I live on Ponderosa Rd. It is unsafe for my son to ride his wheelchair with me when I'm walking as there are no sidewalks or street lights on Ponderosa Rd or Brentwood, or Applewood Roads. There is also only a partial walkway on Hewl due to new construction of housing. I also had to fight for bus service to Glenrosa Middle School, as he was out of cachement. My oldest attended CNB for a year, and again denied bus service due to our proximity to the school. However to walk to school would lead him down Ponderosa Rd, Hewl Rd, have a sidewalk on Ross until Petro Canada on Bartley Rd - then no sidewalks until he reached the traffic lights on Daimler Drive. This is extremely unsafe for children with Physical and Mental Disabilities. The city needs to pay attention to safe walking spaces, including lights for reduced crime. A note: Public Transportation is not an option with those with disabilities.

**Q12. What neighbourhood do you live in?**

Lakeview Heights

**Q13. If you live in West Kelowna, how many years have you lived in the City?**

0-5 years

**Q14. If you do not live in West Kelowna, please tell us what city you live in.**

not answered

**Q15. Select your age category:**

45 to 54 years

**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?**

A Facebook friend I follow



**Respondent No:** 9

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 09, 2024 22:01:16 pm

**Last Seen:** Apr 09, 2024 22:01:16 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Mental Health & Well-Being  
Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Service  
Systemic, policy or procedure

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
The new playground is awesome

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Inclusive for anyone with differing abilities whether physical or mental - zero stigma, accessibility built into all future planning

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Let residents know what they’re doing - offer training in building accessible and inclusive communities

Q12. **What neighbourhood do you live in?** Lakeview Heights

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 55 to 64 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** From a City Councillor

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**Respondent No:** 10

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 09, 2024 22:12:06 pm

**Last Seen:** Apr 09, 2024 22:12:06 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Sports courts and fields  
Parks, playgrounds and trails  
Beaches and boat launches

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Ramps to access sidewalk located inside the parking spot or blocked. Ramps separated by large distances from entry doors, rough or severely uneven ground or paths.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Priority to ramps and inclusive access in new construction. Everyone can use a ramp, but steps or partial steps and ramps are not usable by everyone.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

Julia’s Junction is great and very welcoming to our kids with mobility issues. It is also great for everyone else too. I really value how Julia’s junction understands that accessibility doesn’t need to be separate from regular population access, it just means designing usage for a greater portion of the population.

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

No steps anywhere. Use grace or ramps or smart design to avoid restrictive architecture in new public building and access points. These changes would be easier for seniors too; making all public buildings and stores approachable.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Increased awareness and access to buses with lifts for wheelchair users.

Q12. What neighbourhood do you live in?	Glenrosa
Q13. If you live in West Kelowna, how many years have you lived in the City?	10-20 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	45 to 54 years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Facebook notice through social network: Melissa.



**Respondent No:** 11

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 06:44:52 am

**Last Seen:** Apr 10, 2024 06:44:52 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 4 (Good)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

I have not been to a lot of those places. I have been to Julia’s junction and thought it was great!

Q8. **What would you recommend to eliminate or reduce the barriers?**

Continue to expand accessible services, amenities and transportation options.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

I have seen wheelchair users at Julia’s junction and thought that was so great. The individuals really looked like they were having a lot of fun and so happy to be playing at the park.

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Safe and inclusive for all.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Continually improve and repair sidewalks and ramps. Expand transportation services to reach all parts of the city.

Q12. **What neighbourhood do you live in?** Lakeview Heights

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Garrett Millsap

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**Respondent No:** 12

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 07:46:07 am

**Last Seen:** Apr 10, 2024 07:46:07 am

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 4 (Good)

Q2. Do you or anyone in your family/household have accessibility needs? No

Q3. If so, what are the accessibility needs? Please check all that apply: not answered

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: not answered

Q5. What type of accessibility barrier(s) were experienced? not answered

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below. not answered

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above. not answered

Q8. What would you recommend to eliminate or reduce the barriers? not answered

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space) Julia junction

Q10. Please tell us what an Accessible West Kelowna looks like for you. Good

Q11. As an organization, what else do you believe the City should do to improve accessibility within the community? None

Q12. What neighbourhood do you live in? Lakeview Heights

Q13. If you live in West Kelowna, how many years have you lived in the City? 0-5 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Councillor

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**Respondent No:** 13

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 07:53:41 am

**Last Seen:** Apr 10, 2024 07:53:41 am

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** No
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered
- 
- Q5. **What type of accessibility barrier(s) were experienced?** not answered
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Julia's Junction and Kids Care Spray Park at Westbank Centre Park
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Parking for the new kids park is not great.
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
It's very accessible for everyone and a great way for kids of any ability to play!
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Easy access, clear signage, and a runway where there are stairs!
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
With regards to wheelchair access im unsure as it's not something I look at or think of often..!
- 
- Q12. **What neighbourhood do you live in?** Westbank First Nation
- 
- Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years
-

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 25 to 34 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Garrett Millsap

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**Respondent No:** 14

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 08:09:24 am

**Last Seen:** Apr 10, 2024 08:09:24 am

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 3 (Okay)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Environmental/Sensory Physical/Motor/Mobility

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Facility

Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design Physical environment Technology

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. Parks, playgrounds and trails Beaches and boat launches

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

Other than Julia’s Junction, there are no other parks or playgrounds that my kids can visit due to physical mobility challenges and sensory/social challenges. There are no adult size changing tables in the community suitable for a person over the age of 3 that requires one. This is an immediate need that must be addressed.

Q8. What would you recommend to eliminate or reduce the barriers?

Revamp parks to make them inclusive. No more wood chips and include playground pieces that are inclusive for all kids to play together. Install adult size changing tables at Julia’s junction as well as the lions community center, Johnson Bentley, Royal LePage place/jim Lind.

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)

Julia’s Junction has been an incredible addition to West Kelowna, it was much needed and we love it.

Q10. Please tell us what an Accessible West Kelowna looks like for you.

Plenty of accessible parking, inclusive parks, proper curb cuts on all sidewalks. The addition of sidewalks where they are currently missing. Adult size change tables in every public facility.

Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?

Allocate funding to implement the items above as well as other items suggested within the community via this survey.

Q12. What neighbourhood do you live in?	Shannon Lake
Q13. If you live in West Kelowna, how many years have you lived in the City?	5-10 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	35 to 44 years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Social media



**Respondent No:** 15

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 08:49:42 am

**Last Seen:** Apr 10, 2024 08:49:42 am

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:

2 (Fair)

Q2. Do you or anyone in your family/household have accessibility needs?

Yes

Q3. If so, what are the accessibility needs? Please check all that apply:

Environmental/Sensory

Learning/Cognitive

Mental Health & Well-Being

Physical/Motor/Mobility

Visual

**Other (please specify)**

Deaf, deaf, hearing loss, late hearing loss, Deaf-blind, non-verbal , hearing

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:

Service

Facility

**Other (please specify)**

In West Kelowna, there appears to be a lack of equality access and inclusivity during emergencies and meetings. There has been no response to our safety/health concerns. There is a lack of live closed captioning/open captioning during press conferences or any emergency news, and there were no professional first-hand ASL/English interpreters provided during the wildfires last year.

Q5. What type of accessibility barrier(s) were experienced?

Architectural, structural or design  
Attitudinal or social  
Emergency planning  
Information and communication  
Physical environment  
Sensory (lights, smells, sounds)  
Service  
Systemic, policy or procedure  
Technology

**Other (please specify)**

The experienced accessibility barriers primarily relate to communication access for individuals who are Deaf or hard of hearing late hearing loss, or Deaf-blind or hearing. The lack of understanding or awareness about Deaf culture and sign language among staff and others in the City of Kelowna creates significant challenges. Additionally, the absence of closed captioning during emergencies, especially when interacting with emergency personnel like police, fire chiefs, or the mayor, further exacerbates the communication barriers. The importance of having real-time closed captioning and first-hand ASL/English interpreters during critical moments cannot be overstated. Furthermore, during emergencies such as wildfires, the lack of accessibility features like doorbells or fire alarms in some homes adds to the frustration and sense of insecurity. These barriers not only hinder effective communication but also compromise safety and well-being. Addressing these accessibility issues is crucial to ensuring equal access and inclusivity for all individuals, especially during emergencies.

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Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.**

- City Hall
- Royal LePage Place
- Jim Lind Arena
- Johnson Bentley Memorial Aquatic Centre (JBMAC)
- Multi-Sport Dome
- Lakeview Heights Community Hall
- Westbank Lions Community Centre
- Westside Seniors Activity Centre
- Annette Beaudreau Amphitheatre at Memorial Park
- Julia's Junction and Kids Care Spray Park at Westbank Centre Park
- West Kelowna Skate Park at Memorial Park
- Sports courts and fields
- Parks, playgrounds and trails
- Beaches and boat launches

**Other (please specify)**

If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(s) below: Buildings Parks Additional comments: Most of the buildings and parks lack vision emergency alarms, which presents significant accessibility barriers during emergencies such as earthquakes, floods, wildfires, or shootings. Having some form of alert system for individuals with visual impairments would greatly enhance awareness and safety. Additionally, implementing closed captioning alongside auditory emergency alerts would ensure access for the Deaf, hard of hearing, late hearing loss, Deaf-blind deaf and hearing individuals during emergencies.

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Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

not answered

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Q8. **What would you recommend to eliminate or reduce the barriers?**

To eliminate or reduce the barriers faced by individuals with disabilities, particularly those who are Deaf here are some recommendations: Hire a Deaf person for training or consultation: Bringing in someone who is Deaf can provide valuable insights into the challenges faced and effective solutions. This individual can offer training to staff members on Deaf culture, sign language, and effective communication strategies. Create resources on your website: Develop online resources or modules that educate the public, staff, and service providers about basic sign language, Deaf awareness, and communication etiquette. These resources can include videos, tutorials, and informational guides to enhance understanding and promote inclusivity. Offer training programs: Implement regular training programs for staff members to learn basic sign language and improve their understanding of Deaf culture and communication needs. These training sessions can be conducted by qualified professionals or Deaf individuals. Provide accessibility features: Ensure that all facilities, including buildings and parks, are equipped with accessibility features such as visual emergency alarms to alert individuals with deaf, Deaf, hard of hearing, hearing, nonverbal, and late hearing loss during emergencies. Promote awareness: Launch awareness campaigns within the community to foster understanding and acceptance of individuals with disabilities, including those who are Deaf, deaf, late hearing loss, or hard of hearing. These campaigns can help reduce stigma and encourage inclusivity.

**Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia's Junction accessible and inclusive play space)**

not answered

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**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

Please see RDOS last Fall-

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**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Closed/open captioning or subilite , and a live first hand professional ASL/English interpreters

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**Q12. What neighbourhood do you live in?**

Outside West Kelowna

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**Q13. If you live in West Kelowna, how many years have you lived in the City?**

I live outside West Kelowna

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.**

Okanagan area

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**Q15. Select your age category:**

55 to 64 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?**

ex mayor, Doug F.

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**Respondent No:** 16

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 09:24:55 am

**Last Seen:** Apr 10, 2024 09:24:55 am

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 3 (Okay)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Physical/Motor/Mobility

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Facility Other (please specify) Roads

Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design Information and communication Physical environment Service

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below. Lakeview Heights Community Hall Parks, playgrounds and trails

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

There are many roads and areas around Lakeview Heights that are generally dangerous to try to walk with my kids and baby in stroller as there is no sidewalks or safe road shoulders on the way to playgrounds.

Q8. What would you recommend to eliminate or reduce the barriers?

Sidewalks and road infrastructure

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)

My kids and I are there often! It is the best playground in the Okanagan. It is accessible, fenced, soft and with varied play options for different ages and abilities. Just wish there was some shade.

Q10. Please tell us what an Accessible West Kelowna looks like for you.

Connected multi-mode of travel pathways throughout.

Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?

More sidewalks, safe shoulders, pathways to playgrounds. More fenced playgrounds for children's safety, especially near busy roads.

Q12. What neighbourhood do you live in?	Lakeview Heights
Q13. If you live in West Kelowna, how many years have you lived in the City?	5-10 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	35 to 44 years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Council Meeting



**Respondent No:** 17

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 10:36:14 am

**Last Seen:** Apr 10, 2024 10:36:14 am

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 2 (Fair)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Physical/Motor/Mobility

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Service Facility Other (please specify) No automatic doors in some buildings, no parking stalls at some businesses, no curb cuts at some necessary places, no wheelchair bathrooms at some businesses, lots more needs to be done!

Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design Information and communication Physical environment Service

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. Lakeview Heights Community Hall Westbank Lions Community Centre Parks, playgrounds and trails Beaches and boat launches

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above. Community Centers are difficult to access due to very steep ramps to enter. Trails are out of the question due to gravel instead of pavement (Gellatly)

Q8. What would you recommend to eliminate or reduce the barriers? Have accessibility committee consisting of blind, deaf, paralyzed people.

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space) not answered

Q10. Please tell us what an Accessible West Kelowna looks like for you. Not great and could be better with an Accessibility Committee.

Q11. As an organization, what else do you believe the City should do to improve accessibility within the community? Consult with the people who have Special Needs.

Q12. What neighbourhood do you live in?	Lakeview Heights
Q13. If you live in West Kelowna, how many years have you lived in the City?	Over 30 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	Lakeridge Park.
Q15. Select your age category:	65+ years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Never heard.



**Respondent No:** 18

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 12:06:54 pm

**Last Seen:** Apr 10, 2024 12:06:54 pm

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 2 (Fair)

Q2. Do you or anyone in your family/household have accessibility needs? No

Q3. If so, what are the accessibility needs? Please check all that apply: not answered

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Other (please specify) Hockey fans

Q5. What type of accessibility barrier(s) were experienced? Other (please specify) Railings in aisles

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. Royal LePage Place

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

I am a Warrior season ticket holder and have many times seen issues of mobility(elderly) challenged people going up and down the stairs in the rink. I have brought this to the attention of the proper people, and was told they had been built and were in the process of being installed. This was last year, and to date, I believe 4 railings have been installed, non this season. What is the issue here?

Q8. What would you recommend to eliminate or reduce the barriers?

Install the rest of the railings !!!!!!!!!!!!!

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)

not answered

Q10. Please tell us what an Accessible West Kelowna looks like for you.

A place where all can attend, regardless of abilities.

Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?

I did not realize you had to be a member of an organization to participate in this poll!

Q12. What neighbourhood do you live in? Westbank Centre

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 50 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Facebook

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**Respondent No:** 19

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 12:48:50 pm

**Last Seen:** Apr 10, 2024 12:48:50 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** No
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
The entirety of the city core. Tons of new apartments in and around Elliot road to old okanagan and butt road yet no safe accessibility to sidewalks or bike paths that make for safe travel for pedestrians to get to hub centers like west Bank city centre. It's strange to me to build high density but not include the infrastructure to safely access downtown amenities. Definitely need major improvements along Elliot road to include an additional sidewal and bike lanes and speed barrier to slow traffic in such a highly populated area.
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Physical environment
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
It's not necessarily the on site accessibility that is an issue but it's a lot about the lack of safe infrastructure to get to these places by other means of transportation such as on foot, bike or wheelchair, scooter etc. No sidewalks, narrow to no bike lanes - it's just dangerous and does not encourage people to leave the car at home they next time they want to walk to a store or park...
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
More planning and infrastructure. More help from the municipality and province to utilize RCMP to consistently set up speed traps through the downtown core of main Street leaving wet kelowna and on the other side coming back into wrst kelowna. We need enforcement in this area. Too many times I see people in wheel chairs trying to cross the road on main street and can't and Or elderly people.
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
Julia's junction is fantastic. Way to go!

**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

People being able to access amenities in their neighborhoods using alternative means of transportation other than cars. I'd like to see people out walking, biking, on their wheel chairs or scooters feeling safe to be out and not scared they may get hit by a car because there's no sidewalks or bike lanes etc...

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**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

More infrastructure. Especially in the red zone of high density living. I've lived in Vancouver and I agree with high density but let's face it, the downtown core is terrible to access outside of having a car. It's incredibly dangerous. Let's fix it!

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**Q12. What neighbourhood do you live in?** Westbank

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 35 to 44 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Family

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**Respondent No:** 20

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 13:50:13 pm

**Last Seen:** Apr 10, 2024 13:50:13 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Auditory/Speech  
Environmental/Sensory  
Learning/Cognitive

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Sensory (lights, smells, sounds)  
Service

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Johnson Bentley Memorial Aquatic Centre (JBMAC)

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Both of my children are unable to participate in swimming lessons (both w ASD diagnosis). IF we could even get into the swimming lesson the children are unable to learn due to the swimming lesson set up. One of the top causes of death in children is drowning. The okanagan is filled with water sources--accessible swimming lessons should be top priority for the okanagan, it is alarming the swimming lessons are not only a struggle to get ANY child enrolled in but it not accessible to children with different needs.

Q8. **What would you recommend to eliminate or reduce the barriers?**

More swimming lessons availability for ALL. In addition to this have sufficient classes/availability for those that require additional needs

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

Julia's junction is amazing!

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Options for neurodivergence in several activities in all age ranges by the city (not just separate foundations like CAN or AutismBC)

Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?

activities.

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Q12. What neighbourhood do you live in?

West Kelowna Estates/Rose Valley

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Q13. If you live in West Kelowna, how many years have you lived in the City?

5-10 years

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Q14. If you do not live in West Kelowna, please tell us what city you live in.

not answered

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Q15. Select your age category:

25 to 34 years

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Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?

facebook

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**Respondent No:** 21

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 14:45:11 pm

**Last Seen:** Apr 10, 2024 14:45:11 pm

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 3 (Okay)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Auditory/Speech Learning/Cognitive

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Facility

Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design Emergency planning Service

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. Parks, playgrounds and trails Beaches and boat launches

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

We can go to a family washroom together

Q8. What would you recommend to eliminate or reduce the barriers?

Family washrooms, places to go to on the West Side, and programs for people with disabilities on West Side

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)

not answered

Q10. Please tell us what an Accessible West Kelowna looks like for you.

Places with family washrooms, programs on a he West Side and some weekend programs.

Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?

Places to go to on the weekends, even if it was every other weekend

Q12. What neighbourhood do you live in? Lakeview Heights

Q13. If you live in West Kelowna, how many years have you lived in the City? 5-10 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** My neighbour

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**Respondent No:** 22

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 15:17:03 pm

**Last Seen:** Apr 10, 2024 15:17:03 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:**  
Auditory/Speech  
Environmental/Sensory  
Learning/Cognitive  
Mental Health & Well-Being

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?**  
Architectural, structural or design  
Attitudinal or social  
Information and communication  
Physical environment  
Sensory (lights, smells, sounds)  
Service  
Systemic, policy or procedure  
Technology

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Beaches and boat launches  
**Other (please specify)**  
School!

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Environment affecting sensory barriers. Lack of inclusivity or space to support diversability.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Space to utilize sensory input supports or o t devices with dignity. Sensory supports should be in halls of school to benefit all kids. Lights should be dimmable. Seating should provide some body movement. Arena. Could accommodate quiet space for kids to have snack when skating on field trip.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
Love Julia’s junction.

**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

All public spaces would be inclusive in the sense then would provide sensory boards in halls. Quiet spaces. Where chair accessible. Low lighting. More natural lighting. Programs Could have support staff to assist students who need pre loaded or visual schedules.

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**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Factor inclusivity into all new builds. Focus on accommodating all 5 senses in new spaces being built. Improve parks and shared spaces.

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**Q12. What neighbourhood do you live in?** West Kelowna Estates/Rose Valley

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 35 to 44 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Facebook

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**Respondent No:** 23

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 15:28:18 pm

**Last Seen:** Apr 10, 2024 15:28:18 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** No
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Emergency planning. Alternative Transportation routes and connections throughout the City.
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Emergency planning
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
There are currently no safe options to access different neighbourhoods on bicycle. The only option would be to try to ride a bicycle with young children on the highway.
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
Accessible Multi - use trails connecting all neighborhoods within the City.
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Hard surface trails and ramps to access all amenities.
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Multi-use trail connecting all neighbourhoods.
- 
- Q12. **What neighbourhood do you live in?** Casa Loma
- 
- Q13. **If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** auto email

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**Respondent No:** 24

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 15:33:24 pm

**Last Seen:** Apr 10, 2024 15:33:24 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**  
MORE HANDICAPPED PARKING SPOTS

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
A PLACE WHERE I CAN WALK SAFELY AT 87 YEARS OF AGE. WHERE SIDEWALKS ARE LEVEL, WHERE HANDICAPPED PARKING IS AVAILABLE, WHERE BICYCLES ARE NOT ON THE SIDEWALK.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
MONITOR MORE. THE MESS WE HAVE HAD TO TRAVERSE SINCE LAST MAY TO LEAVE OR ENTER OUR PROPERTY IN MISSION VIEW COURT SHOULD NOT HAVE TAKEN A YEAR.

Q12. **What neighbourhood do you live in?** Lakeview Heights

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** THROUGH E MAILS FROM THE CITY

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**Respondent No:** 25

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 15:52:37 pm

**Last Seen:** Apr 10, 2024 15:52:37 pm

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 3 (Okay)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Physical/Motor/Mobility

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Service Facility

Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design Physical environment Service

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. Parks, playgrounds and trails Beaches and boat launches

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

Having trails near enough to a person's home that are wheelchair accessible. I realize that not all trails can be this but having at least one trail per park would be nice. For example, in Rose Valley Regional Park, having one accessible trail that goes from one of the lower parking lots to the top where you can view the reservoir would make it possible for a person in a wheelchair to be able to go on hikes with other people and still get to experience the main attraction (the view at the top). It's not enough to have one hiking trail in each city. In order to be able to participate when invited, there needs to be an accessible trail at each park. The same thing goes for beaches. If people invite you to meet them at a certain beach, if that specific beach isn't accessible or doesn't have a solid path for a wheelchair to go into the water, the person in the wheelchair can't participate fully.

Q8. What would you recommend to eliminate or reduce the barriers?

1. An accessible path/trail in every park that leads to the main attraction 2. An area and path on each beach (in sandy area) that will allow a wheelchair to go into the water. It could be as simple as a honeycomb grid that is filled with sand (<https://www.coregravel.ca/core-foundations/core-gravel/products/>) 3. Having an access aisle to the part of a curb that is wheelchair goes up that is not part of a parking space (many places have the lip at the end of a parking spot so if someone is parked in that spot, you can't drive a wheelchair up it until that vehicle is moved). 4. Making bike trails wheelchair accessible (ie. paved, wide enough, etc) when putting in new trails

**Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia's Junction accessible and inclusive play space)**

West Kelowna Urgent Care has accessible aisles in the parking lot and has buttons at hand level and foot level to press to open the doors. There is also space to park wheelchairs in the waiting room.

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**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

In an ideal world: 1. Parking lots would all have a few accessible aisles with an accessible curb at the end. 2. Sidewalks would be flat with no ridges (very hard on people with fragile spines) or they would be bikes/wheelchair lanes on the paved road. 3. All wheelchair buttons (on doorways) and traffic light buttons would be on a small post that is easy to press without having to do wheelchair gymnastics in order to get your wheelchair close enough to press it (with doors that have buttons right beside them, if you are coming from the opposite direction, you often have to align your chair in such a way that you need to do a 360 in order to get in the door after you push the button. And with traffic lights, it is difficult with an electric wheelchair to get to the button easily because it is either set off of the sidewalk or it is on an island that has multiple sloped curbs, and is therefore off of the 'path' you are taking from one sloped curb to the other. It's especially difficult if you can only use a certain hand to push it). I realize this is unrealistic but in a ideal world..... 4. Every park with trails would have one main trail that goes the length of the park (to the main attraction if there is one) that is wheelchair accessible. On a side note, this would be helpful for parents pushing strollers also. It doesn't even have to be a paved path, just compressed dirt where the slope and width are maintained 5.

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**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

For me personally, accessible trails would be the most important. To be able to go out with my family and friends on hikes close to my home would be amazing! And next would be the beaches. I can live with most of the other inconveniences but those are two things that I miss being able to do (I fell off trails three different times with my wheelchair before giving up-- some were so close to being accessible for me but one bad section or area was enough to make it not doable for me).

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**Q12. What neighbourhood do you live in?** West Kelowna Estates/Rose Valley

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 45 to 54 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Someone post it in our Rose Valley Facebook Group

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**Respondent No:** 26

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 15:54:48 pm

**Last Seen:** Apr 10, 2024 15:54:48 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Learning/Cognitive  
Mental Health & Well-Being  
Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service  
Facility

Q5. **What type of accessibility barrier(s) were experienced?** Attitudinal or social  
Service

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Johnson Bentley Memorial Aquatic Centre (JBMAC)

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

My 26 year old son has Autism, we have used yoga to help him cope with Anxiety. We were told he could not attend a yoga class because of some of his deep breathing and verbal tics. Wer were told to find something more appropriate.

Q8. **What would you recommend to eliminate or reduce the barriers?**

West Kelowna is lacking activities for young adults with disabilities. We are forced to travel to Kelowna and attend activities at the Parkinson Rec Centre and other facilities in Kelowna because of the lack of options here in West Kelowna. My son is 26, has a full time care aide, he also has a number of medical issues. We try hard to fill his days with meaningful activities. We try hard to help him to be a part of his community, increase his quality of life and feel a sense of purpose. West Kelowna is lacking in this area. There is great need for inclusive programs. Our community has outgrown JBMAC, there is no space to run inclusive programs, and the gym is small and awkward. A new facility is needed to fill this age old gap in our community, and help increase the quality of life of its vulnerable population.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

A new facility with scheduled programs for young adults with disabilities.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Increase paved walking paths for easier wheel chair usage.

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**Q12. What neighbourhood do you live in?** Goats Peak/Gellatly

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** Over 30 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 45 to 54 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Email

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**Respondent No:** 27

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 16:00:40 pm

**Last Seen:** Apr 10, 2024 16:00:40 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Attitudinal or social  
Physical environment  
Service  
**Other (please specify)**  
So many places don’t have accessible doors that open with a push button. Even medical places!

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** **Other (please specify)**  
Various other buildings.

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
As I said, doors that don’t open with a push button.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Entry ways with ramps and doors that open with push buttons. And most importantly accessible parking spots that are cleared in the winter and salted!!!!!!

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Smooth pavements and sidewalks, if a step up from the curb & have it painted with a bright colored paint. More accessible parking spots and for places without them to het them.

Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?

All what I've stated above.

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Q12. What neighbourhood do you live in? Westbank

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Q13. If you live in West Kelowna, how many years have you lived in the City? 5-10 years

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Q14. If you do not live in West Kelowna, please tell us what city you live in. not answered

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Q15. Select your age category: 65+ years

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Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan? From an email

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**Respondent No:** 28

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 16:42:31 pm

**Last Seen:** Apr 10, 2024 16:42:31 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Sidewalk everywhere.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
I once saw a guy on a medical scooter driving down Shannon Lake road, but because there was no sidewalk, the man was driving on the actual road, with cars going by him doing 50+ km/h.

Q12. **What neighbourhood do you live in?** Shannon Lake

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Email

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**Respondent No:** 29

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 16:53:21 pm

**Last Seen:** Apr 10, 2024 16:53:21 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** Yes
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** **Other (please specify)**  
Rides to get to walking programs
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered
- 
- Q5. **What type of accessibility barrier(s) were experienced?** **Other (please specify)**  
Reliable rides for senior persons who can not drive to get to walking programs etc..at Gelatley waterfront.
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Rides for seniors to don't drive
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Provide a minibus or volunteers to work transport seniors to appointments, walking, trips to downtown Kelowna at a reasonable rate.
- 
- Q12. **What neighbourhood do you live in?** Smith Creek
-

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** E mail

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**Respondent No:** 30

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 17:29:22 pm

**Last Seen:** Apr 10, 2024 17:29:22 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Learning/Cognitive  
Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Annette Beaudreau Amphitheatre at Memorial Park  
Parks, playgrounds and trails

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Walking into Memorial Park is very difficult and a long distance to events.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Wheelchair parking closer to the events.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
The elevator at RLP is great!

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
More Wheelchair ramps and sidewalks.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Make more sidewalks that are accessible so people don't have to be on the road allowance.

Q12. **What neighbourhood do you live in?** Westbank

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 40 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Email

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**Respondent No:** 31

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 17:56:44 pm

**Last Seen:** Apr 10, 2024 17:56:44 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** Yes
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Architecture and design. Specifically need more sidewalks.
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Physical environment  
**Other (please specify)**  
•Not enough sidewalks. Too many gaps in between nest sidewalk.  
•Curbs ramps need updating. Specifically at Old Okanagan Highway and Highway 97. • All bus stops should be accessible.  
•Snow and ice removal at curbs, crosswalks, and bus stops.
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Westbank Lions Community Centre  
Beaches and boat launches  
**Other (please specify)**  
•Would be nice to have a beach where a path leads to down to the water. • Ramp in Westbank Lions Community Centre is too steep.
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
•My wheelchair gets stuck in the rocks and sand at beaches. •Need help going up and down Westbank Lions Community Centre indoor ramp.
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
•More sidewalks. •More snow removal for sidewalks and bus stops so the bus can get the ramp down.
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
Slowly getting more accessible. Glad we have an accessible playground.
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
•Sidewalks on both side of the roads. Especially on Shannon Lake Road between the daycare centre and the Shannon Lake Convenience Store. •Platforms for safe bus stops at all bus stops.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

•More sidewalks and better curbs. •More snow and ice removal at curbs and bus stops. More accessible bus stops.

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**Q12. What neighbourhood do you live in?** Shannon Lake

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** Over 30 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 25 to 34 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** My sister sent me the link.

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**Respondent No:** 32

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 18:10:01 pm

**Last Seen:** Apr 10, 2024 18:10:01 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Mental Health & Well-Being  
Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service  
Facility  
**Other (please specify)**  
Businesses that are given licenses but do not have enough handicapped spots

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Attitudinal or social  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails  
Beaches and boat launches

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
West Kelowna needs to recognize that many travel here to shop because much of it is on reserve land and plan handicapped parking accordingly. Also making the beaches, and parks would be great to.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Make people more aware of the needs of the handicapped

Q12. **What neighbourhood do you live in?** Westbank First Nation

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 30 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 55 to 64 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** email

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**Respondent No:** 33

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 18:18:08 pm

**Last Seen:** Apr 10, 2024 18:18:08 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**

West Kelowna needs WAY more sidewalks and bike paths (including sloped sidewalks next to road crossings for folks in wheelchairs). I've seen people using mobility aids on the HIGHWAY. It's so dangerous. Even the smaller side roads are so dangerous to walk down without a disability let alone with one.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

An accessible West Kelowna has walking and wheelchair pathways across the city so people don't have to try and maneuver on the dangerous roads.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Funding for businesses to get wheelchair accessible bathrooms and front entrances.

Q12. **What neighbourhood do you live in?** Westside Road/Bear Creek Road

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 25 to 34 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Facebook

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**Respondent No:** 34

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 18:24:25 pm

**Last Seen:** Apr 10, 2024 18:24:25 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service

Q5. **What type of accessibility barrier(s) were experienced?** Attitudinal or social  
Information and communication  
Service  
Systemic, policy or procedure

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Westside Seniors Activity Centre

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Not open as advertised.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Better signage; longer hours

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
the handicapped spaces reserved at the Gellatly Nut Farm

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
better coordination between those that provide services

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
same as above and more advertising about what’s possible

Q12. **What neighbourhood do you live in?** Glenrosa

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** internet

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**Respondent No:** 35

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 18:32:36 pm

**Last Seen:** Apr 10, 2024 18:32:36 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Auditory/Speech

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** Emergency planning  
Information and communication

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** **Other (please specify)**  
Emergency services

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Unable to hear without hearing aids. Difficulty accessing information re smoke detectors with visual alerts. Also concern in potential evacuation at night. Would I be alerted?

Q8. **What would you recommend to eliminate or reduce the barriers?**

Possibly some system of flagging addresses to police/fire of people who may require assistance in being notified of emergency evacuation.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

Theatres and public spaces with assisted listening devices.

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

A place where strides are taken so that anyone can participate in all public activities.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Removing barriers as much as possible to any person so they may participate as much as possible.

Q12. **What neighbourhood do you live in?** Goats Peak/Gellatly

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 40 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Instagram

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**Respondent No:** 36

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 18:56:14 pm

**Last Seen:** Apr 10, 2024 18:56:14 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment  
Technology

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Parks, playgrounds and trails  
Beaches and boat launches

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Trails don't have accessibility for people with mobility disabilities Some roads don't have proper side walks and cross walks

Q8. **What would you recommend to eliminate or reduce the barriers?**

Create some trails that can be inclusive for all, or create ways for people to get to the points within the trails so they can experience portions of the trails

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Easier access to all parts of west kelowna without requiring a vehicle

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Do environment walk through with people with disabilities to understand the barriers as they happen in realtime

Q12. **What neighbourhood do you live in?** Westbank Centre

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 25 to 34 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Email

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**Respondent No:** 37

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 19:00:18 pm

**Last Seen:** Apr 10, 2024 19:00:18 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 4 (Good)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
i go everywhere with my little dog. Most parks are empty, and no dogs are allowed.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Allow dogs in more parks. Some areas (Capital Region) allow dogs off leash in many parks from 6-10 AM and from 6-10 PM

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Handicapped sidewalks and building access.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Remove restrictions on dogs in empty parks!

Q12. **What neighbourhood do you live in?** Goats Peak/Gellatly

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 50 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** email council minutes

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**Respondent No:** 38

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 19:05:35 pm

**Last Seen:** Apr 10, 2024 19:05:35 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Annette Beaudreau Amphitheatre at Memorial Park  
Sports courts and fields  
Parks, playgrounds and trails  
Beaches and boat launches

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
gate openings not wide enough for wheelchairs, can't push over grass (need a harder surface), washrooms not accessible.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Make gate openings wider, include areas of concrete or hard packed gravel so a wheel chair can be pushed, permanent washrooms, washrooms that are more accessible inside. Pave the waterfront walkway between willow beach and CNR Wharf.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Access to sport fields to watch family play games, proper disabled parking where we can access areas without barriers like parking curbs too close together or a lip from the curb to the road isn't exactly flat (unable to get wheel chairs over this). Being able to enjoy and access the waterfront.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Do an audit of public spaces for accessibility. Provide information about accessible places on a webpage with photos. We need to plan everything out as to where we are going and how. Many places say they are accessible but they really aren't.

Q12. What neighbourhood do you live in?	Shannon Lake
Q13. If you live in West Kelowna, how many years have you lived in the City?	10-20 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	45 to 54 years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Castanet



**Respondent No:** 39

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 10, 2024 19:53:51 pm

**Last Seen:** Apr 10, 2024 19:53:51 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Shannon Lake Road - Large parts with NO sidewalks and lots of traffic

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Every day, Asquith to Old Okanagan Hwy. You take your life in your hands with NO sidewalks and heavy traffic.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
The Shannon Lake corridor is a disaster for all residents walking riding or biking.. No sidewalks, narrow roads and extremely uneven pavement all the way to Butt road.. what a mess for decades, this needs to be rectified.. The wine trail doesnt require upgrades, your tax paying residents should be kept safe. Shame on this council

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
Most places of business are equipt for elderly and disabled

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Concentrate on areas of major growth and no just the visitors... they come and go over few months.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Listen to the people, the City always does what it wants regardless

Q12. **What neighbourhood do you live in?** Shannon Lake

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 55 to 64 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Email

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**Respondent No:** 40

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 11, 2024 07:01:28 am

**Last Seen:** Apr 11, 2024 07:01:28 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility  
Visual

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Condition of certain roads and busses routes and schedules

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment  
Service

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** **Other (please specify)**  
Transportation and sidewalks

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Some bus stops are not covered or correctly designed and routes not good and the buses schedules are not good.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
We need more sidewalks and sheltered bus stops

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
N/A

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Better and more frequent buses

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Again, sidewalks , buses with more frequent schedules

Q12. **What neighbourhood do you live in?** Shannon Lake

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

Q14. If you do not live in West Kelowna, please tell us what city you live in. n/a

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Q15. Select your age category: 65+ years

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Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan? Email from West Kelowna

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**Respondent No:** 41

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 11, 2024 07:21:33 am

**Last Seen:** Apr 11, 2024 07:21:33 am

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** Yes
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** Mental Health & Well-Being  
Physical/Motor/Mobility
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Other (please specify)  
Sidewalks
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Physical environment
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Lakeview Heights Community Hall
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
No sidewalks leading to the hall. Dirt road shoulders only in Lakeview Heights
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
Sidewalks or non-motorized walkways on all connecting streets (Thacker Rd. especially).
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Having access to all the interesting and exciting areas without fear of being run over.
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
More extensive accessible road infrastructure.
- 
- Q12. **What neighbourhood do you live in?** Lakeview Heights
- 
- Q13. **If you live in West Kelowna, how many years have you lived in the City?** 0-5 years
-

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Kelownanow.com

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**Respondent No:** 42

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 11, 2024 08:39:36 am

**Last Seen:** Apr 11, 2024 08:39:36 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service

Q5. **What type of accessibility barrier(s) were experienced?** Information and communication  
Service  
Technology

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** City Hall  
Beaches and boat launches

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

When trying to access information on the city hall website, sometimes I have spent a long time trying to navigate and find the answers. When I call I have often been transferred and no one is there to answer my call. When I have left a message no one has returned my call. There are not enough access points and launching facilities for the lake.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Whenever you go to Europe and a place is located by the water, the public has access to the entire waterfront. There are pathways, little cafes, etc. Here there are very few areas where one can walk along the waterfront due to private homes going right to the water edge. Once waterfront is gone, it's gone forever. We need more access points for kayaks, small boats, swimming beaches, etc

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

For a small complex, Johnson Bentley does a good job of providing many programs and activities. The pool is also easy to enter and exit.

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Easy access to all community facilities, beaches, and parks. Easy navigation when searching for information about facilities, bylaws, events, news, etc on the websites. Better forest management so we are better protected against wildfires.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Continue to build sidewalks and bike lanes in all the neighbourhoods, clean up and restore the Rose Valley Park and area that was burned in the Forest fire. Plant more trees that can grow in our new climate. We have lost a lot of green space and trails. The clean up needs to be a priority so people can get out again and exercise to help improve anxiety, eliminate stress and feel safe.

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**Q12. What neighbourhood do you live in?** West Kelowna Estates/Rose Valley

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** Over 30 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 55 to 64 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** A Facebook post

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**Respondent No:** 43

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 11, 2024 08:54:29 am

**Last Seen:** Apr 11, 2024 08:54:29 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Environmental/Sensory  
Mental Health & Well-Being  
**Other (please specify)**  
Our son is neurodivergent which means he has invisible disabilities.

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service

Q5. **What type of accessibility barrier(s) were experienced?** Attitudinal or social  
Information and communication  
Physical environment  
Sensory (lights, smells, sounds)  
Service

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** **Other (please specify)**  
All West Kelowna camps, services and activities for children.

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Children who are neurodivergent are not able to attend any of the City of West Kelowna camps unless parents pay for a separate support worker. While creating inclusive programs does have a cost to the City (eg. paying for an extra staff member), all children should have a right to inclusivity not just neurotypical children. For activities, there are no opportunities for special accommodation for neurodivergent children (that we are aware of). Education of instructors and some small accommodations would make all the difference to neurodivergent children. The difference between them thriving at an activity or not doing it at all.

**Q8. What would you recommend to eliminate or reduce the barriers?**

Have inclusive camps and activities for all children. A disability should not mean exclusion. Asking for FT working parents to attend a camp or pay \$25/hour on top of the camp fee to have a support working is absolutely not inclusion. Activities where there are multiple groups running around all at once is very overwhelming for children with anxiety disorders. Thoughtfully creating programs times and layout would be very helpful to these children. This doesn't mean these programs can't run all at once. I would encourage the City of West Kelowna to work with other cities that offer inclusion or to work with inclusion groups to see what this would look like. Having education for instructors on some small things they can do. For example, children who are anxious (many kiddos with neurodiversities do have some form of anxiety) need to have instruction repeated for them or broken down or they need to be a little closer to you to better see the instruction. Also, when you understand neurodiversity, patience and understanding come very easily. It would be amazing for City Of West Kelowna to go from lacking so much inclusion for neurodivergent children to being a leader in BC! You have a ton of neurodivergent children in this city, I am sure you would have a ton of support from the community to make this happen!

**Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia's Junction accessible and inclusive play space)**

Wish we had some but we don't have any examples for neurodivergent children with anxiety disorders.

**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

Inclusive camps for neurodivergent children and inclusive activities for neurodivergent children that provide special accommodations. Having customized camps and activities for neurodivergent children could be great too (small groups, less noise, educated instructors on neurodiversity). There are also no inclusive after-school programs for neurodivergent children - it would be so cool for the City of West Kelowna to step up and offer one!

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Continue to gather feedback from your community! Work with families in your community that are desperately wanting inclusion for their children. I applaud you in taking the first step to inclusion by offering this survey.

**Q12. What neighbourhood do you live in?** Lakeview Heights

**Q13. If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

**Q15. Select your age category:** 35 to 44 years

**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Facebook



**Respondent No:** 44

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 11, 2024 09:21:42 am

**Last Seen:** Apr 11, 2024 09:21:42 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

More safe sidewalks. Hand rails on stairs, smooth surfaces for wheelchairs or walkers. More handicap parking stalls in some places. Less stairs if possible. When fire evacuations occur seniors and the elderly need time to gather themselves.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

See above. Also easy access to parking and a more cohesive connection between "malls". Things are so spread out here with some cohesive connections between shops, but overall I find it very scattered. Must have a vehicle to get to various locations. Which I personally am able to do, but some people are not. In saying that though, we don't want everything so close together that we become overcrowded. NO more high rises!!! No towers. The higher you go with building, the more sky we lose and that is the beauty of living here. Seeing the lake and the mountains and the sky. Keep this a small town vibe. It's so very important. You will never get it back once you start. And, we need a hospital on this side of the bridge. We have a mixture of elderly people and then many young families. We need to make it a community that can take care of its people.

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**Q12. What neighbourhood do you live in?** Glenrosa

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 65+ years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Email

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**Respondent No:** 45

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 11, 2024 10:18:36 am

**Last Seen:** Apr 11, 2024 10:18:36 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 4 (Good)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Learning/Cognitive

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Sidewalks, bridges, entrance ramps, dropped curbs, automatic doors. Change traffic light system so that traffic light is always red for cars when pedestrians are crossing. It should not be possible for vehicles to proceed when people are crossing the crosswalk. So many incidents where pedestrians are struck due to the light sequence allowing vehicles to proceed when people are still crossing.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

More entrance ramps and dropped curbs and more sidewalks so that wheelchair users and people with mobility issues can get out and about more easily. More bridges or tunnels over/under highway - very dangerous for people with mobility issues or who cannot move very fast to cross the highway using the pedestrian crossings.

Q12. What neighbourhood do you live in?	Glenrosa
Q13. If you live in West Kelowna, how many years have you lived in the City?	10-20 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	55 to 64 years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	From a member of the Westside Health Network



**Respondent No:** 46

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 11, 2024 12:59:04 pm

**Last Seen:** Apr 11, 2024 12:59:04 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Environmental/Sensory  
Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service  
**Other (please specify)**  
I find the parking along Main Street to be bad or dangerous. There is so much traffic and if you need to go to the Lab for tests for example there is only one or two parking spots for someone with accessibility barriers.

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment  
Sensory (lights, smells, sounds)

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** **Other (please specify)**  
The Lab where you get blood work done, etc.

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

On Main Street. I can't remember the exact address but there is so much traffic. It is really noisy. I have fibromyalgia and get sensory overload to sound which causes anxiety. It is located in such a bad spot. The parking is bad there. Only one or two spots for persons with accessibility barriers.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Move the facility elsewhere to a quieter spot away from Hwy 97.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

I really like where the new Dollarama is located. It is in a nice quiet spot. It has door buttons that you can press where the door opens for you. This is great for when I am in alot of pain as I have chronic pain. There is lots of room in the store to walk and they have carts to use.

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

A place where there are good sidewalks for people with wheelchairs to move freely. Good crosswalks that are clearly marked so you don't get run over by crazy speeders! Plenty of parking for those with accessibility needs, not just one spot per business if possible. Automatic doors on places for those who have trouble opening/closing them. Ramps going up and down onto roads/parking lots for wheelchairs/scooters.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

I'm not sure if there are driving companies for seniors, etc. I'm thinking there should be driving services for people with accessibility needs that don't have vehicles and need to get to places or appointments besides taxis that are reasonably priced.

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**Q12. What neighbourhood do you live in?** Westbank First Nation

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 55 to 64 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Email

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**Respondent No:** 47

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 11, 2024 13:57:21 pm

**Last Seen:** Apr 11, 2024 13:57:21 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** No
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
the roadways/lack of sidewalks. Trying to navigate the city with a stroller is extremely difficult and was scary at times - especially in the winter months. I work with seniors as well and this is a common problem/complaint - they feel trapped/afraid to walk their neighbourhood.
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Physical environment
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Mount Boucherie neighbourhood specifically. With two schools and the arena, the traffic is heavy and the lack of lighting/sidewalks is concerning.
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
sidewalks.
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
WONDERFUL space. We use this weekly.
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Sidewalks and safe spaces to navigate the city on foot.
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Street lighting.
- 
- Q12. **What neighbourhood do you live in?** Boucherie Centre
-

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Facebook

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**Respondent No:** 48

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 11, 2024 14:11:54 pm

**Last Seen:** Apr 11, 2024 14:11:54 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** No
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service  
Facility  
**Other (please specify)**  
Lack of transportation options
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Attitudinal or social  
Physical environment  
Service  
Systemic, policy or procedure
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails  
**Other (please specify)**  
Transit stops
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Lack of stops in our neighborhood, and very infrequent service at the nearest one (30 min walk)
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
Add transit options in the powers creek neighborhood (shetler, Doucette, summerview, Salish etc)
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
Level boarding at 97 transit stops
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
More pedestrian and bike friendly, not just painted lanes, but sidewalks and separated bike paths. Platforms at all transit stops (maybe not level but raised off the road level to make boarding easier) Traffic calming measures on busy streets  
Restrictions and enforcement on noise levels from vehicles (some cars and motorbikes are ear splittingly loud)

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Introduce more pedestrian and bike friendly policies and infrastructure, relax zoning restrictions so that mixed use areas are possible and friendly (walkable areas with small markets and homes, easily accessible by transit and cycling)

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**Q12. What neighbourhood do you live in?** Smith Creek

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 15 to 24 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Family

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**Respondent No:** 49

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 11, 2024 20:33:46 pm

**Last Seen:** Apr 11, 2024 20:33:46 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** City Hall  
Royal LePage Place

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Serious winter ice on plaza around city hall entrance. Very poor signage for entrance to Royal LePage and no signage for access to upper level seating.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Utilize known methods, but do something. It is not rocket science!

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Clear entrance/exit/washroom signage at city facilities would be a start. Trail signs with either distance or average hiking time would be a big improvement.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

All areas do not have to be accessible to all people. Private businesses should be able to operate without special allowances/modifications for certain handicaps. Business will do what is necessary to attract their desired clients.

Q12. **What neighbourhood do you live in?** West Kelowna Estates/Rose Valley

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Email

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**Respondent No:** 50

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 12, 2024 08:15:03 am

**Last Seen:** Apr 12, 2024 08:15:03 am

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** Yes
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
The path along the lakefront at Gellatly Bay should be paved. I can't take my family members who use a walker there because the tiny pebbles get stuck in the wheels. So I end up taking them to Peachland all the time.
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Physical environment
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
We have a lot of elderly citizens who use walkers so if you can't pave paths in parks or beachfront, consider using packed earth instead of crushed gravel on the paths because the latter is a barrier to walkers.
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Local roads like Elliot and Butt that are busy need to have shoulders if not sidewalks so that pedestrians can walk there safely. I appreciate that a lot has been done on the lakefront and in Boucherie like the wine trail but the infrastructure in the Westbank town centre desperately needs upgrading.
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
We have a lot of seniors in our community who would love to walk and be active in our community so just keep them in mind when considering upgrading the roads etc.

Q12. What neighbourhood do you live in?	Glenrosa
Q13. If you live in West Kelowna, how many years have you lived in the City?	Over 50 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	65+ years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Facebook



**Respondent No:** 51

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 12, 2024 11:15:16 am

**Last Seen:** Apr 12, 2024 11:15:16 am

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** Yes
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Accessing parks with walkers and wheelchairs Many have gravel or grass which makes it hard to push a wheelchair. Johnson Bentley lower field is difficult for elders to access who have walkers or wheelchairs. A designated path would be good.
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Physical environment
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Annette Beaudreau Amphitheatre at Memorial Park  
Parks, playgrounds and trails
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Annette Boudreeau field accessing from the parking lot. A designated path would be good. Pritchard Park needs bathrooms open in the winter. Julia's junction needs bathroom access in winter too.
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
More pathways for pushing wheelchairs and walkers. More bathrooms open in the winter months.
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Pathways at every public place so that wheelchairs and walkers can be pushed easily. More open bathrooms for people with small children. We
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
We could use more beach access for the public.
- 
- Q12. **What neighbourhood do you live in?** Lakeview Heights

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 30 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 55 to 64 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Through Westside Health Network Society

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**Respondent No:** 52

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 12, 2024 11:32:54 am

**Last Seen:** Apr 12, 2024 11:32:54 am

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** No
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Lack of sidewalks and poor street lighting
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Attitudinal or social  
Physical environment  
Sensory (lights, smells, sounds)
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** **Other (please specify)**  
Crosswalks
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Crosswalks lacking Infrastructure for visually impaired, especially on approach to Mt. Boucherie Secondary.
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
Pedestrian controlled lighting with audio signals made for Mt. Boucherie transit exchange, Ross Rd at Riffington, Highway crossings at Bartley and improved sidewalks from Transit exchange to intersection.
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Improved sidewalks where pedestrians do not have to be on shoulder of road with heavy traffic.
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Better sidewalks and street lighting.
- 
- Q12. **What neighbourhood do you live in?** Boucherie Centre

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Email

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**Respondent No:** 53

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 12, 2024 13:37:32 pm

**Last Seen:** Apr 12, 2024 13:37:32 pm

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 3 (Okay)

Q2. Do you or anyone in your family/household have accessibility needs? No

Q3. If so, what are the accessibility needs? Please check all that apply: not answered

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: not answered

Q5. What type of accessibility barrier(s) were experienced? not answered

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below. not answered

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above. not answered

Q8. What would you recommend to eliminate or reduce the barriers? updated facilities with the voice from the community not from the the most affluent

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space) not answered

Q10. Please tell us what an Accessible West Kelowna looks like for you. specific streets not allowed to be blocked off due to government officials residences being in proximity; e.g. Pnoti Gris and Menu Rd especially with large development now in the area

Q11. As an organization, what else do you believe the City should do to improve accessibility within the community? NA

Q12. What neighbourhood do you live in? South Boucherie

Q13. If you live in West Kelowna, how many years have you lived in the City? 0-5 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 45 to 54 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Community & Social development Coordinator

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**Respondent No:** 54

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 12, 2024 19:24:00 pm

**Last Seen:** Apr 12, 2024 19:24:00 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Environmental/Sensory  
Mental Health & Well-Being  
Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service  
Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** City Hall  
Johnson Bentley Memorial Aquatic Centre (JBMAC)  
Westbank Lions Community Centre  
Westside Seniors Activity Centre  
Julia's Junction and Kids Care Spray Park at Westbank Centre Park  
Parks, playgrounds and trails

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Lack of sidewalks. Old Okanagan Highway. No continuous sidewalk. Multi use paths that accommodate wheelchairs.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Complete the sidewalk on Old Okanagan.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Connecting paths and sidewalks to facilitate safe movement. Further benefit occurs with less traffic, congestion and increases our participation in carbon reduction. Assisted living residents (I.e. The Heritage, The Westwood, Smith Creek Village) quality of life increases through independence, no longer relying on vehicle transport.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Plan and fund!

Q12. What neighbourhood do you live in?	Smith Creek
Q13. If you live in West Kelowna, how many years have you lived in the City?	5-10 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	65+ years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Facebook



**Respondent No:** 55

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 13, 2024 17:38:11 pm

**Last Seen:** Apr 13, 2024 17:38:11 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Other (please specify)  
Somewhere to live your ebike when shopping!

Q5. **What type of accessibility barrier(s) were experienced?** Attitudinal or social

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
All over Westbank! No bike lanes or bike lock up areas.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Put back bike locks.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Where everyone who rides, can live their bikes safely.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Do something about homeless people sleeping inside Tim's and make the area feel safer.

Q12. **What neighbourhood do you live in?** Westbank First Nation

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 50 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** From my phone.

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**Respondent No:** 56

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 15, 2024 11:08:04 am

**Last Seen:** Apr 15, 2024 11:08:04 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Johnson Bentley Memorial Aquatic Centre (JBMAC)  
Annette Beaudreau Amphitheatre at Memorial Park  
Beaches and boat launches

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

JBMAC has a wheelchair change stall but the pull down bench to transfer onto to change is way to high for a wheelchair user. The amphitheatre doesn't have proper wheelchair accessible parking or bathroom accommodations. The beaches lack a ramp to get into the lake. From our constant emails to the city, the city has now put in a ramp at a boat access without proper parking (2 wheelchair vans max if spots aren't already taken), in a spot that is not family friendly and the ramp doesn't even function for the average wheelchair user due to the large drop off at the end. We told the city about this and they weren't interested in meeting with us to show why the ramp isn't user friendly...we got an "at least we are doing something."

Q8. **What would you recommend to eliminate or reduce the barriers?**

JBMAC lower change seat for wheelchair user use in the change room. Amphitheater proper parking and bathrooms. Beaches need proper wheelchair lake access. A nice beach, not a closet beach access. West Kelowna needs to do better.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

An accessible West Kelowna means a place where people experience no barriers to activities. Inclusion. Going to the beach and being able to swim, attending music in the park and being able to sit down with everyone and not on the road just below the pool. Barrier free.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Have a proper ramp installed at a family friendly beach with adequate parking and accessible washrooms. This ramp should be discussed with wheelchair users so that it is actually accessible.

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**Q12. What neighbourhood do you live in?** Smith Creek

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** Over 30 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 35 to 44 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** From my family who works at the city.

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**Respondent No:** 57

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 15, 2024 17:47:55 pm

**Last Seen:** Apr 15, 2024 17:47:55 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Emergency planning  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Westside Seniors Activity Centre  
Annette Beaudreau Amphitheatre at Memorial Park

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

There are no graded steps or paved walk down from the parking area to the Amphitheatre other than a gravel roadway. The seniors center has no curbside walk or crossing lights to safely get across Old Okanagan at Drought Rd, insufficient steep short grade from the street to the parking lot, insufficient parking in general with the marked stalls to small/narrow, no pedestrian egress from the street, there is only the steep incline into the parking lot from the street for pedestrians in wheelchairs, walkers and general walking mobility issues where stairs are difficult

Q8. **What would you recommend to eliminate or reduce the barriers?**

Address the above concerns ASAP with adequate and SAFE pedestrian access routes via sidewalks, stairs and ramps. At the Seniors Centre in addition put in a safe flashing marked crossing area across Old Okanagan at Drought Rd, put up posted crosswalk signs and maximum speed of 50 kl, have the RCMP or bylaw patrol the speed of vehicles along Old Okanagan Road.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

Staff are always pleasant to speak with when asking about accessibility plans or bringing an issue to their attention

**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

Proper sidewalks in all areas on at least one side of each road. At the moment most of the older areas have no sidewalks at all. Proper lighting for night driving and walking in the older parts of the city. As a side note I believe the homeowners in these areas pay the same mill rate as homeowners in areas that have safe sidewalks and lighting Adequate and timely snow removal from areas like the Seniors Centre

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**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

I'm not an organization

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**Q12. What neighbourhood do you live in?** Glenrosa

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 65+ years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Facebook

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**Respondent No:** 58

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 15, 2024 22:43:35 pm

**Last Seen:** Apr 15, 2024 22:43:35 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** No
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Sidewalks
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails  
Beaches and boat launches
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Parking
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
More sidewalks and better parking
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
Lots of parking and easy access to the new park
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Side walks and lights to provide safe pathways connecting neighborhoods in a safe way
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Improve on sidewalks lighting and congested intersections
- 
- Q12. **What neighbourhood do you live in?** Goats Peak/Gellatly
- 
- Q13. **If you live in West Kelowna, how many years have you lived in the City?** 5-10 years
-

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Park plan in our neighborhood and emails

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**Respondent No:** 59

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 17, 2024 08:28:17 am

**Last Seen:** Apr 17, 2024 08:28:17 am

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 1 (Poor)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Visual

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Facility

Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design  
Attitudinal or social  
Information and communication  
Physical environment  
Sensory (lights, smells, sounds)  
Service

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. City Hall  
Johnson Bentley Memorial Aquatic Centre (JBMAC)  
Parks, playgrounds and trails  
Beaches and boat launches  
**Other (please specify)**  
Traffic design. No sidewalks, limits on high visibility on streets etc

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

The streets and sidewalks lack accessibility. The park system.

Q8. What would you recommend to eliminate or reduce the barriers?

Markings, ramps

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)

There’s a park with paved accessibly to the lake and ramp

Q10. Please tell us what an Accessible West Kelowna looks like for you.

Need accessibility for bus stops and sidewalks

Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?

Add street lights

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Q12. What neighbourhood do you live in? Westbank

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Q13. If you live in West Kelowna, how many years have you lived in the City? 0-5 years

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Q14. If you do not live in West Kelowna, please tell us what city you live in. not answered

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Q15. Select your age category: 55 to 64 years

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Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan? Friends

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**Respondent No:** 60

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 18, 2024 23:28:50 pm

**Last Seen:** Apr 18, 2024 23:28:50 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Royal LePage Place

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Lack of railings on Atari’s in the stands.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Complete the railing’s installation on all steps

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

A few railings were installed in one location

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

As a o e

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Get on with completing this project

Q12. **What neighbourhood do you live in?** Glenrosa

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 40 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Media

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**Respondent No:** 61

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 19, 2024 00:57:51 am

**Last Seen:** Apr 19, 2024 00:57:51 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Sidewalks non existent in many places. For example, Shannon Lake Road. Goes from Sidewalk, to shoulder, to nothing.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Connect the entire City by way of Multi Use Pathways.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
Multi Use Pathway in the Boucherie area.

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Every neighborhood has a sidewalk and a shoulder of the road, and are connected by multi use pathways that are separate from the driving road.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Improve infrastructure around the city.

Q12. **What neighbourhood do you live in?** Shannon Lake

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** West Kelowna Social Media

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**Respondent No:** 62

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 19, 2024 14:01:56 pm

**Last Seen:** Apr 19, 2024 14:01:56 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Boucherie rd , from west bay rd to nearly Pritchard drive, No shoulder never mind sidewalk, From a beautiful multi use path to nothing! Talk about the missing link. Why was Frind winery not required to build a sidewalk??

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Widen the shoulder on boucherie, Crushed gravel is fine

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Sidewalk and speed limit enforcement

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Answer your phone at city hall

Q12. **What neighbourhood do you live in?** South Boucherie

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 30 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 55 to 64 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Media

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**Respondent No:** 63

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 20, 2024 13:38:43 pm

**Last Seen:** Apr 20, 2024 13:38:43 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
There are tripping hazards on some of the Park trails in West Kelowna.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
I would recommend levelling the paths with a light gravel surface or mulch to reduce the risk of tripping on an uneven surface.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
I would like to see all Municipal buildings and sidewalk curbs be wheelchair accessible.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Encourage local businesses to have wheelchair accessible entrances.

Q12. **What neighbourhood do you live in?** Shannon Lake

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** via email

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**Respondent No:** 64

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 23, 2024 10:22:30 am

**Last Seen:** Apr 23, 2024 10:22:30 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Attitudinal or social  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Royal LePage Place

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Railings in aisles of area seats. There are a few presumably as a trial run but the railings were only installed in a few places. Paul Gipps indicated to me railing were to be installed in RLP however only a few have.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Complete Installation of railings in aisles in the arena for safety reasons.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

Great

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Do more. A place where elderly people do not fall down stairs at RLP Arena as I have seen at Legion Remembrance Day ceremonies.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

My priority is the railings. Personally I was responsible for ensuring that a wheelchair ramp was installed at the old City Hall outside what was the council chamber now staff entrance.

Q12. **What neighbourhood do you live in?** Glenrosa

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 40 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** On line. Committee appointments

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**Respondent No:** 65

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 24, 2024 04:21:40 am

**Last Seen:** Apr 24, 2024 04:21:40 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Mental Health & Well-Being  
Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Walk ways are lacking

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails  
**Other (please specify)**  
The majority of sidewalks in west kelowna

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Carrington Rd. doesn't even have a sidewalk, yet it's an important road for us to walk for appointments to interior health. And many of the sidewalks near Vallue Village / Super Store, etc. are mismatched—sometimes you have to go longer distances just to get across the street, or there are no ramps in particular spots.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Add a sidewalk to Carrington road, and make sure all ramps on sidewalks line up. Realistically, at any corner of a sidewalk there should be a ramp.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

More sidewalks, more accessible doors, and more ramps on sidewalks that line up

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Ask more members of the community, not via online but in person. Not everyone has a device and will be able to see this survey.

Q12. **What neighbourhood do you live in?** Westbank First Nation

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 25 to 34 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** An ad for this survey came up on Facebook while I was browsing

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**Respondent No:** 66

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 25, 2024 20:05:28 pm

**Last Seen:** Apr 25, 2024 20:05:28 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Visual

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Other (please specify)  
sidewalks

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Attitudinal or social

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

There are generally too few sidewalks in West Kelowna, causing me to have to walk on the shoulder of the road or in the ditch [dangerous as I am visually impaired]. Even where there are sidewalks, there are many obstacles e.g. Southeast corner of Brown and Dobbin has significant large poles obstructing the sidewalk. ... these are difficult to navigate around.

Q8. **What would you recommend to eliminate or reduce the barriers?**

more sidewalks, less sidewalk obstacles,, more pedestrian-friendly road crossings , more tactile bumps and high-contrast markings at road crossings

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

pedestrian-actiivated flashing light crosswalks on Boucherie Road

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

no danger when walking on sidewalks or crossingroads

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

make accessibility mandatory in all city-owned and -operated spaces, and make accessibility mandatory in new buildings

Q12. **What neighbourhood do you live in?** Lakeview Heights

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 55 to 64 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** email

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**Respondent No:** 67

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 25, 2024 20:57:53 pm

**Last Seen:** Apr 25, 2024 20:57:53 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Environmental/Sensory  
Mental Health & Well-Being  
Physical/Motor/Mobility  
Visual

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Attitudinal or social  
Physical environment  
Sensory (lights, smells, sounds)

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** City Hall  
Johnson Bentley Memorial Aquatic Centre (JBMAC)  
Westbank Lions Community Centre  
Annette Beaudreau Amphitheatre at Memorial Park  
Julia's Junction and Kids Care Spray Park at Westbank Centre Park  
West Kelowna Skate Park at Memorial Park  
Sports courts and fields  
Parks, playgrounds and trails

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

No sidewalks or street lights between major areas of housing and shops. For example gosset rd between old okanagan and brown. Or on Carrington rd between McDonald’s and winners. People with baby strollers (my family) old folks with walkers and mobility scooters forced to walk on the rd with vehicles very dangerous and not walking friendly. Dark at night, and sketchy any time of day. Some areas do not feel safe to walk around at night due to homeless people, needles on the street, large groups of sketchy people especially on brown rd and towards skate park and Johnson Bentley. My family doesn’t walk around after dark anymore after being harassed and followed in those areas. Not safe for many reasons physically and mentally.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Sidewalks. Street lights. Crosswalks. Especially in major areas of combined foot and car traffic. Better bus service routes/options to get to parks and facilities such as Johnson bentley. Make shelters and services accessible/available for homeless persons so that everyone else can feel comfortable at parks and walking around downtown after 5pm.

**Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia's Junction accessible and inclusive play space)**

New sidewalk down to Johnson Bentley.

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**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

Able to walk any direction from my apartment on Elliot rd and stay on a sidewalk with street lights to any shop close by without having to share space with cars. Be able to take the bus easily to major facilities and beach areas.

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**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Basic infrastructure should be mandatory and maintained with new building projects such as sidewalks. City needs to update many older areas that never had any as well.

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**Q12. What neighbourhood do you live in?** Westbank

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 35 to 44 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** At the pool

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**Respondent No:** 68

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 26, 2024 14:55:34 pm

**Last Seen:** Apr 26, 2024 14:55:34 pm

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 2 (Fair)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Mental Health & Well-Being, Physical/Motor/Mobility, Visual

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Facility

Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design, Physical environment, Sensory (lights, smells, sounds)

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. City Hall, Lakeview Heights Community Hall, Westbank Lions Community Centre, Parks, playgrounds and trails

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

not enough parking for handicapped or PWD at parking lots for parks/beach areas as well as sidewalks or paved areas with cracks and no markings or signage properly displayed. For example at the top of Goats Peak parking lot it is a large area all gravel, no parking proper signage and handicapped areas for wheelchairs or strollers or other disabled persons, nor families unloading safely a wheelchair. This is also at most of the other areas in WK. Pritchard Park parking lot is often jammed tight so patrons park along the street in resident areas - there are very few parking spots for PWD access.

Q8. What would you recommend to eliminate or reduce the barriers?

Proper signage, barriers and fines placed for those parking where they should not eg in a handicapped spot.

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)

have not been there but have heard its lovely

Q10. Please tell us what an Accessible West Kelowna looks like for you.

FULL access to all amenities in the City for all residents, seniors, handicapped and those with other disabilities.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

PROPER clear signage and road parkings on roads and pathways and parking lots.

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Q12. **What neighbourhood do you live in?**

Boucherie Centre

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Q13. **If you live in West Kelowna, how many years have you lived in the City?**

5-10 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.**

not answered

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Q15. **Select your age category:**

65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?**

I receive city emails.

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**Respondent No:** 69

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 26, 2024 16:24:50 pm

**Last Seen:** Apr 26, 2024 16:24:50 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Westside Seniors Activity Centre  
Annette Beaudreau Amphitheatre at Memorial Park

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Very limited mobility access to both the park and seniors center. Walkers/wheelchairs are almost impossible to be used at both facilities. The gravel area from the parking lot to the park itself is near impossible to access because it is not paved. The seniors center has broken curbing and stairs, and the surrounding sidewalks are sometimes difficult to navigate.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Pave the lower parking lot between the pool and the amphitheatre with enough room to have a dedicated lane for bikes or wheelchairs/walkers. Resurface the seniors access and make a mobility ramp instead of stairs. Ensure the sidewalks are paved properly so access in town to the seniors center is properly established.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

The Shannon Lake Dog park area is quite nicely done.

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

I live in downtown West Kelowna on Brown road, and accessibility between Ingram and Dobbin is treacherous even for regular walkers, let alone a senior who has mobility issues. Cars pass by too quickly. A four way stop at Brown and Ingram would help with that. Also proper sidewalks on at least one (or both) sides of Brown Road would allow me to access the nearby shopping areas without being fearful of getting run over.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Although the new playground and community garden behind DQ area seem improved, accessibility to the dog park by small dogs is horrible. Every time I attempt to bring my small 10 pound dog there, the big dogs jump all over both of us and I have to leave the dog park due to fear of both of us getting hurt. Why was there not accessibility to a small dog area built?

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**Q12. What neighbourhood do you live in?** Westbank Centre

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 65+ years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Email

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**Respondent No:** 70

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 26, 2024 16:29:11 pm

**Last Seen:** Apr 26, 2024 16:29:11 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

An inclusive City not just related to physical assets but socially as well where everyone is accepted, welcome, heard and understood.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

While I do not experience physical or social accessibility barriers I feel as though there could be improved inclusion with our Indigenous community. We boarder Westbank First Nation, however, recognition of Indigenous people in our community feels as though it is next to none. While we all live on Syilx land, it feels there isn't any recognition of this and historical references often appear to only be related to settlers. Improved partnerships with WFN, collaborative social and cultural community projects and inclusion of Indigenous art/language in our parks and public spaces would be a great way to demonstrate commitment to reconciliation and reflect our collective identity. In addition to the above, it would be great to focus on connections to key community facilities, destinations, services and parks through sidewalks for people of all abilities. There are many areas of our city that are devoid of sidewalks or of sub-standard condition which creates an unsafe community and restricts connection to other people and places in our city. Excited to see this plan move forward!

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**Q12. What neighbourhood do you live in?** Westbank First Nation

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 25 to 34 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** West Kelowna website

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**Respondent No:** 71

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 26, 2024 21:10:36 pm

**Last Seen:** Apr 26, 2024 21:10:36 pm

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 3 (Okay)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Environmental/Sensory, Mental Health & Well-Being, Physical/Motor/Mobility

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Service

Q5. What type of accessibility barrier(s) were experienced? Information and communication, Physical environment, Sensory (lights, smells, sounds), Service, Systemic, policy or procedure

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. Other (please specify) Transit

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

Bc Transit on the bus and bus stops. Many bus stops are not cover, have no seating and are not wheelchair/service dog/guide dog/white can user friendly. The buses specifically do not accommodate people with disabilities who can not drive for working hours.

Q8. What would you recommend to eliminate or reduce the barriers?

Build better sidewalks to make transportation accessible to everyone, ensure snow is not plowed and piled onto sidewalks were they block accessibility for wheelchairs or are a fall hazard for white cane users. Upgrade bus stops to have accessible seating, coverage and the ability to move a wheelchair through the areas. The majority of yown is not accessible by sidewalk which means the city is not accessible to people with mobility issues as well as vision issues. Snow has been piled on the sidewalk by my house for over 2 years where it would not be possible for a wheelchair to move through the area.

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)

No stories

**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

Sidewalks with proper slopes to cross roads, accessible bus stops that are not gravel or broken concrete, properly plowed sidewalks during the winter, better transportation that allows people unable to drive to be able to go to work or appointments.

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**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Take the communities suggestions and improve the infrastructure to be accessible to all people.

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**Q12. What neighbourhood do you live in?** Westbank First Nation

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 15 to 24 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Facebook

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**Respondent No:** 72

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 27, 2024 09:58:59 am

**Last Seen:** Apr 27, 2024 09:58:59 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 4 (Good)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
A sidewalk on Carrington Road.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
More sidewalks

Q12. **What neighbourhood do you live in?** South Boucherie

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 30 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 55 to 64 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Subscribed

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**Respondent No:** 73

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 27, 2024 10:25:12 am

**Last Seen:** Apr 27, 2024 10:25:12 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Environmental/Sensory  
Mental Health & Well-Being  
Physical/Motor/Mobility  
Visual

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Most playgrounds are not accessible for those with physical challenges apart from Julia's Junction

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Beaches and boat launches

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Some difficulty with access to beach

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Clearly marked entrance

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
Julia's Junction is an amazing space for all. As well as wonderful playground equipment it us a comfortable place for all, in including seniors and caregivers

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
A welcoming environment for all abilities

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Improve accessible washroom facilities in all public places

Q12. **What neighbourhood do you live in?** Goats Peak/Gellatly

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Our daughter Melissa Grassmick

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**Respondent No:** 74

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 27, 2024 13:46:46 pm

**Last Seen:** Apr 27, 2024 13:46:46 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Auditory/Speech  
Environmental/Sensory  
Learning/Cognitive  
Mental Health & Well-Being  
Physical/Motor/Mobility  
Visual

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service

Q5. **What type of accessibility barrier(s) were experienced?** Sensory (lights, smells, sounds)

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Westside Seniors Activity Centre  
Annette Beaudreau Amphitheatre at Memorial Park

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
No parking available . Having to get into Westside senior Center by climbing up hill from parking up from the Royal Bank in the very few parking spots .

Q8. **What would you recommend to eliminate or reduce the barriers?**  
Have more parking available .

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
N/A

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Don’t understand

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
I don’t know !!

Q12. What neighbourhood do you live in? South Boucherie

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Q13. If you live in West Kelowna, how many years have you lived in the City? 10-20 years

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Q14. If you do not live in West Kelowna, please tell us what city you live in. not answered

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Q15. Select your age category: 65+ years

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Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan? At Senior Center

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**Respondent No:** 75

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 27, 2024 15:20:04 pm

**Last Seen:** Apr 27, 2024 15:20:04 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Environmental/Sensory  
Learning/Cognitive  
Mental Health & Well-Being  
Physical/Motor/Mobility  
Visual

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Other (please specify)  
Parks

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Parks, playgrounds and trails

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Gravel walkway at Gellatly Bay Park to Willow Beach makes it inaccessible to use a walker safely.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Pavement or track and field style pavement instead of gravel

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

Love the accessibility at this park

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Flat walking areas with proper pavement or running tracks materials. Speciality times where people with auditory and visual stimulation problems can go with reduced light and sound in buildings.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Low stimulation activity time slots ie. No music playing at the pool during a specific time for people with noise sensitivities as they can not use noise reduction aids at the pool. Better accessibility to disability pricing/reduced prices for individuals with disabilities. People should be able to provide info regarding a disability and get access to lower pricing. Not everyone who has a disability looks like they have a disability so there are barriers to getting disability pricing for activities

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**Q12. What neighbourhood do you live in?** South Boucherie

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 25 to 34 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Facebook

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**Respondent No:** 76

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 27, 2024 17:55:06 pm

**Last Seen:** Apr 27, 2024 17:55:06 pm

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 1 (Poor)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Auditory/Speech, Learning/Cognitive, Physical/Motor/Mobility

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Other (please specify) No sidewalk

Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design, Physical environment

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. Other (please specify) No sidewalks

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

More sidewalks on high traffic areas butt rd

Q8. What would you recommend to eliminate or reduce the barriers?

Fix Butt Rd and old okanagan road intersection Sidewalk and road widening

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)

Love the ramps

Q10. Please tell us what an Accessible West Kelowna looks like for you.

Sidewalks

Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?

Better snow removal

Q12. What neighbourhood do you live in? Westbank

Q13. If you live in West Kelowna, how many years have you lived in the City? Over 50 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 45 to 54 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Facebook

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**Respondent No:** 77

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 27, 2024 18:50:45 pm

**Last Seen:** Apr 27, 2024 18:50:45 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Auditory/Speech  
Physical/Motor/Mobility  
Visual

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Other (please specify)  
Sidewalks and roadways

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Annette Beaudreau Amphitheatre at Memorial Park  
Parks, playgrounds and trails  
Beaches and boat launches

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

At the parks and beaches where there is not a compact surface to use a walker or mobility scooter or when there is an appropriate surface it is not wide enough to accommodate the mobility scooter

Q8. **What would you recommend to eliminate or reduce the barriers?**

Wide, compact surfaces and ramps that will facilitate small wheeled mobility aids anywhere that others are able to walk

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Safe corridors for movement with mobility equipment .....streets, parks., public buildings, and health care facilities. Areas for off loading mobility equipment from vehicles within a reasonable distance to facilities

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Work with Prov highways and facilities to insure access and safe travel within the community when using mobility aids. Currently lightposts and utility boxes on sidewalks and inadequate highway islands are obstacles to travel and movement with mobility aids

Q12. What neighbourhood do you live in?	Westbank First Nation
Q13. If you live in West Kelowna, how many years have you lived in the City?	Over 30 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	65+ years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Facebook



**Respondent No:** 78

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 28, 2024 15:05:31 pm

**Last Seen:** Apr 28, 2024 15:05:31 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 4 (Good)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Access to the Julia's Junction and community garden park from Ingram Road.

Q5. **What type of accessibility barrier(s) were experienced?** **Other (please specify)**  
Safe walking path for elderly seniors.

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Julia's Junction and Kids Care Spray Park at Westbank Centre Park

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

My parents, who are in their 90s, are no longer able to walk to the park that contains Julia's Junction, the community garden and dog playground as they are unable to access the park through the neighbourhood behind the Westwood Retirement Resort, due to needing to walk on the uneven ground of the ravine to access this area. Prior to the school construction, they were able to walk to this area on a daily basis and it was an important part of their physical wellbeing. It was a perfect walk for residents of the Westwood Retirement Resort, providing a reasonable distance, a small hill for fitness, and an appealing destination.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Create a pedestrian path from Ingram Road to the park containing Julia's Junction and the community garden.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

We have observed children of all abilities enjoying Julia's Junction and are so impressed with the variety of activity provided.

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Continuing to create wonderful opportunities for people of all abilities, and all ages, to be active and socialize in our city.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Ensure that any new construction of public spaces, indoors and outdoors, is required to provide the most current availability of inclusivity. Adopt opportunities to make the lake more accessible.

Q12. What neighbourhood do you live in?	Goats Peak/Gellatly
Q13. If you live in West Kelowna, how many years have you lived in the City?	10-20 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	65+ years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Email



**Respondent No:** 79

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 28, 2024 18:20:59 pm

**Last Seen:** Apr 28, 2024 18:20:59 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Johnson Bentley Memorial Aquatic Centre (JBMAC)  
Westside Seniors Activity Centre  
Annette Beaudreau Amphitheatre at Memorial Park

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Not enough handicap parking places at the pool as well as the Senior activity center. With the latest gratitude to the firemen event at Annette Beaudreau amphitheatre I did not know if there would be help to get down there from the parking lot at the pool.

Q8. **What would you recommend to eliminate or reduce the barriers?**

There should be more handicap parking spots and communication needs to be there about what kind of help will be there , I know it was done during westside days or during music events at the outdoor theatre.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

Last summer I went to an event at the outdoor theatre and I was given transport down the hill in a golf cart from the parking lot at the pool.

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Low cross walk entries at all curbs. Sensory aids for crosswalks, for the blind. Resting benches along long walk stretches , better snow removal at public walkways between homes. Timely snow removal along sidewalks.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

I represent myself .

Q12. What neighbourhood do you live in?	South Boucherie
Q13. If you live in West Kelowna, how many years have you lived in the City?	10-20 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	I live in West Kelowna.
Q15. Select your age category:	65+ years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	On Facebook



**Respondent No:** 80

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 29, 2024 10:40:11 am

**Last Seen:** Apr 29, 2024 10:40:11 am

**IP Address:** n/a

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- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** Yes
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** Visual  
**Other (please specify)**  
Deaf
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service  
Facility  
**Other (please specify)**  
It is clear that there is a barrier between people who are sighted and people with low vision, blindness and deafblindness. Lac of sidewalks, lac of audible talking signals that announce the street names, lac of yellow tactile bumps on all street corners. People who are blind use walking as thier main transporation. It is difficult to get from thier homes to the city centre to do daily living, shopping, work and play. ESS - how do people who are blind leave thier houses in 10 minutes and drive away from a disaster? There needs to be ESS services to help as well as communtiy planned assistance.  
Attitudes: Grocery stores where people follow blind people around the stores thinking they are criminals just because they take longer in the isles to look up products and costs. Street signs that are too high to see. Low vision people can still read signs if they are written in high contrast: White on black back ground and at eye level. More accessible websites avoiding the :I am not a robot questions that only have a sight option. it is frustrating when you try to get thorough a web site or survey on line only to delete the entire effort because of the :robot: barrior at the end. Language is powerful, using positive words when describing people who are blind and avoiding the old language like Blind as a bat, or blind sighted terminology that has somehow been in our vocabulary without though. People who are blind are people first.
-

Q5. **What type of accessibility barrier(s) were experienced?**

- Architectural, structural or design
- Attitudinal or social
- Emergency planning
- Information and communication
- Physical environment
- Sensory (lights, smells, sounds)
- Service
- Systemic, policy or procedure
- Technology

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Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.**

not answered

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Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Accessibility is the key. People who are blind want to be independent. Having a barrier free community is inclusive to people how are blind, deaf, parents with strollers, people with walkers, people in wheel chairs. Notice how I have said People first. These difficulties do not define the person is what they are challenged with. How can the City eleviate the challanges?

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Q8. **What would you recommend to eliminate or reduce the barriers?**

Transportation Including sidewalks, that are cleared and well maintained. Please note that most people who are blind, or have a guide dog or use assistive walking devices need extra room on a sidewalk. Making sidewalk wide enough for a person who is blind, the guide dog, and a friend to walk. Clearly defined Bus Routes: Expecially when there is a floating bus stop. Bus stop signs should be on the side walk side, and large numbers as well as braille option. Business to be trained in Sighted Guide, make it a requirement. I have heard of people grabbing people who are blind and pulling them here and there. Having one person, perhaps the first aid attendent from each Business, lead classes and training on sighted guide would help. By retirement 50 percent of the population will have some type of sight loss and this will help a lot. Clearly painted steps and curbs with yellow , well maintained. Shovel the sidewalks in winter especially where bus stops are located. Have busses that run more often and to more places and especially to the city centers. Educate the communtiy that Guide Dogs are allowed everywhere - it is the law. Consult with organizations that really understand accessibility when building large city run areas like Aquatic Centres and communtiy halls and City Buildings. Someone who is not blind or deaf or in a wheelchair may not trully understand the needs that someone with a lived experience may have.

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Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia's Junction accessible and inclusive play space)**

Putting a sidewalk in front of the new City hall is a success story. When ever I would go to special events at Memorial Park and get off the bus on Dobbin it would be so dangerous to walk to the park. I just wish that there would be tactile bumps.

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**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

Sidewalks with Auditable talking signals, clear street crossing with groves in the crossings to help people with mobility canes to cross leading from peoples homes to the city centre, parks and shopping centers. Shop owners that receive training programs on how to deal with people who are blind including allowing guide dogs to enter thier facility. Working in collaboration with organizations like CNIB at the planning stages of building communy areas so taht you can have the accessibly in the planning and not need to do it later. Having accessibility in all city contractors that are standard and mandatory and not optional. Websites that are accessible to everyone not just righted people. Telephone options for the people who are blind and partially sighted for voting and important announcements rom the City. Emergency response plan to assist the people who have disabilities. For accessibility to become the norm in the city so education to our engineers, contractors and builders. A city where EVERYONE can work and live and play. A place to call home.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Accessibility Events - picnics or Awareness Fairs. People can come out and learn from different accessibility organizations similar to Westside Daze but for Accessibility and Inclusion.

**Q12. What neighbourhood do you live in?** Smith Creek

**Q13. If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

**Q15. Select your age category:** 55 to 64 years

**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** From CNIB



**Respondent No:** 81

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 29, 2024 11:27:58 am

**Last Seen:** Apr 29, 2024 11:27:58 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** **Other (please specify)**  
Proper sidewalks along Brown from end to end and Elliot from Main St to Butt Rd as well as Butt Rd to Old Okanagan Rd.

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Without proper sidewalks for safety it is very difficult to enjoy our healthy walks around our community. Butt Rd is especially bad between Elliot and Old Okanagan Rd. I had to step off beside my husband when a car was coming along especially fast in August 2020 damaging my lower back which now will never heal properly.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Proper sidewalks not that unprofessional and unsafe one us Brown Rd residents paid for over 20 years ago. A white line on a road without a raised proper walking sidewalk is unsafe to say the least and especially when vehicles are constantly parking on that surface.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Much better and proper sidewalks for the town of Westbank itself for a change instead of all our tax dollars being used for the wine trail Boucherie Rd. Our south end of Brown Rd has hundreds of tax paying families which includes a lot of seniors who need walkers and or wheelchairs is especially important for safety reasons alone.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Again SIDEWALKS. We have been tax paying owners here in old Westbank for 28 years now.

Q12. What neighbourhood do you live in?	Westbank Centre
Q13. If you live in West Kelowna, how many years have you lived in the City?	Over 30 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	65+ years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Local newspaper and also FB.



**Respondent No:** 82

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 29, 2024 11:36:09 am

**Last Seen:** Apr 29, 2024 11:36:09 am

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** Yes
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** **Other (please specify)**  
Mobility
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Brown Road needs a proper sidewalk. This is a major seniors area with condos. And with your office approving. the businesses such as Truck 59 & Crown & Thieves access to Brown Road the traffic has increased dramatically, thus there is a major safety concern.
- 
- Q5. **What type of accessibility barrier(s) were experienced?** **Other (please specify)**  
Not having a proper sidewalk is as well very concerning in the winter, when cars from Mera Vista are continually parking on the road & the snow plows can not properly plow the street. Thus traffic is forced to drive on the make believe sidewalk. I would like to also know where is the Bylaws office that is suppose to be monitoring the parking on the street, some vehicles are not moved in days.
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Westside Seniors Activity Centre
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
The Seniors Centre requires a cross walk indicator on the Old Okanagan Hwy street. I have another issue with this Seniors Centre , I can’t believe that they are required to pay rent to the city. With all the tax dollars you are receiving from seniors, I would think the city should be able to provide the centre to the seniors free of charge. After all stop & look at all the money you are spending on wine trails, hiking trails, parks, etc. Maybe you look give the seniors some of this funding.
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
The city does have to provide a proper sidewalk on Brown Road before some gets seriously injured or killed. Crosswalk at Seniors centre.
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
-

**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

Not very safe

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**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Have Bylaws Office spend more time monitoring street parking in the winter

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**Q12. What neighbourhood do you live in?**

Westbank Centre

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**Q13. If you live in West Kelowna, how many years have you lived in the City?**

10-20 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.**

not answered

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**Q15. Select your age category:**

65+ years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?**

Some one from the Interior Health Network. Didn't appear to be very well advertised.

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**Respondent No:** 83

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 29, 2024 12:00:21 pm

**Last Seen:** Apr 29, 2024 12:00:21 pm

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 2 (Fair)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Environmental/Sensory, Physical/Motor/Mobility, Visual

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Service, Facility

Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design; Attitudinal or social; Emergency planning; Information and communication; Physical environment; Sensory (lights, smells, sounds); Service; Systemic, policy or procedure; Technology

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. Westbank Lions Community Centre, Parks, playgrounds and trails, Beaches and boat launches

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

Bus service and sidewalks need attention. Lots of problems finding information about accessibility. Parking lots often have blocked accessible parking.

Q8. What would you recommend to eliminate or reduce the barriers?

not answered

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)

It was designed to be accessible and therefore it’s really good.

Q10. Please tell us what an Accessible West Kelowna looks like for you.

One where we can go where we want and access the things we want as a family, without worrying about being excluded.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Make accessibility the focus of all new planning (buildings, programs, budgets).

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Q12. **What neighbourhood do you live in?**

**Other (please specify)**

frequent visitor

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Q13. **If you live in West Kelowna, how many years have you lived in the City?**

I live outside West Kelowna

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.**

nearby

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Q15. **Select your age category:**

45 to 54 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?**

Facebook post from a group

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**Respondent No:** 84

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 29, 2024 15:19:26 pm

**Last Seen:** Apr 29, 2024 15:19:26 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Johnson Bentley Memorial Aquatic Centre (JBMAC) Lakeview Heights Community Hall Westbank Lions Community Centre

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Johnson Bentley gym is completely inaccessible to a person in a wheelchair due to the small size and resulting lack of maneuverability of Equipment for safe use by a person in a wheelchair. Lakeview Heights community hall is only accessible by an outside ramp at the back, clearly making a person with a disability feel like an afterthought (also with an unmanageable grade on the ramp and no cover for rainy/snowy days). Westbank Lion's centre has a ridiculously long entry ramp with an unmanageable grade for a person who independently moves with a wheelchair (it is humiliating to have to ask for help from another person for something so basic - many people with a disability take pride in their independence). So many disabled parking spots need to be repainted as the accessibility logo has faded badly to the point that people cannot even see the symbol anymore (Also upright signs at these same designated spots need to be much more visible. City and private West Kelowna businesses often use the designated disabled parking spots as the dump-spot when plowing snow

Q8. **What would you recommend to eliminate or reduce the barriers?**

All new builds or public/private accessibility upgrades MUST be properly reviewed by at least one person (ideally more...) who uses a wheelchair and/or experiences other types of disabilities. Too often, decisions are made by people or accessibility committees that have zero - minimal knowledge and/or representation from the disability community. This just does not make practical sense.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

FULL consultation and inclusion of the disability community in all urban planning and reviews.

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**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Full and frequent consultation and inclusion of the disability community throughout any new build/change/upgrades ...not just "prior" to a new initiative but also during and especially afterward to review the result collaboratively. Provide stronger regulations, guidelines and incentives for local businesses to follow (i.e. restaurants cannot only have high bar-like tables, etc.)

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**Q12. What neighbourhood do you live in?** Glenrosa

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 45 to 54 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** FaceBook

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**Respondent No:** 85

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 29, 2024 16:47:26 pm

**Last Seen:** Apr 29, 2024 16:47:26 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Westside Seniors Activity Centre  
West Kelowna Skate Park at Memorial Park

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Memorial Park & Seniors Centre virtually impossible to go to if you have mobility problems. Also would like to address the south end of Brown Road No proper side walk, with the additional traffic from two wineries, It is very dangerous for everyone walking on the so called existing painted line on the pavement sidewalk. Also the vehicles parked along Brown Road by Mira Vista in the winter makes it impossible for the snow plows to do a proper job, thus causing traffic to encroach on our so called side walk, thus making the so called sidewalk access impossible & very dangerous.

Q8. **What would you recommend to eliminate or reduce the barriers?**

These places have to be made mobility accessible. Have you tried to go to Memorial park with a walker ??? South end of Brown requires a proper sidewalk as there is a lot a senior residents in this area . Bylaws officers must be more diligent in monitoring the parking in front of Mira Vista

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

More user friendly for people with mobility problems & also seniors.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

I believe the city is spending a lot of money on parks, hiking trails, wine trails, etc . Maybe it is time you spend some of our tax payers dollars on seniors . ie Why is the Seniors Centre paying rent to the city? People that are using parks & trails are not paying a user fee!!!!!!

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**Q12. What neighbourhood do you live in?** Westbank Centre

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** Over 30 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 65+ years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** By Health network. Not very well advertised. I have talked to several people they never heard of this survey!!!

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**Respondent No:** 86

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 29, 2024 17:52:35 pm

**Last Seen:** Apr 29, 2024 17:52:35 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Mental Health & Well-Being  
Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service  
Facility

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Johnson Bentley Memorial Aquatic Centre (JBMAC)  
Sports courts and fields  
Parks, playgrounds and trails

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**

Proper sidewalks and walking paths to all public venues.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Sidewalks everywhere. Proper seating at public beaches and parks. Proper bus stop stations. Half of the bus stops you have to stand on the side of the road and there isn’t even a shoulder to stand on. Family friendly bathrooms with change tables in them.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Sidewalks and protected bike lanes Bus stop seating/shelter Proper crosswalks with flashing lights More seating at all parks and beaches

Q12. **What neighbourhood do you live in?** Shannon Lake

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 25 to 34 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Facebook

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**Respondent No:** 87

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 29, 2024 18:14:47 pm

**Last Seen:** Apr 29, 2024 18:14:47 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** No
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Lack of safe walking areas. Lack of sidewalks to access businesses.  
Lack of safe biking areas, no clean shoulders on roads. Lack of street lighting.
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Physical environment
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails  
Beaches and boat launches
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Barrier to safely get to these areas.
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
Attention to sidewalks, lighting, pedestrian and cycling paths. Make a safe alternate way to get to the WRB bridge this will help with traffic. Parking area so people can park and use alternate transport across bridge.
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
See previous comments.
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
See previous comments
- 
- Q12. **What neighbourhood do you live in?** Westbank
- 
- Q13. **If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 55 to 64 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Facebook

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**Respondent No:** 88

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 29, 2024 18:24:06 pm

**Last Seen:** Apr 29, 2024 18:24:06 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**

There are not enough side walks or cross walks The bottom of Boucherie Road from Quails Gate to the water front walk are unacceptable and disappointing!

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Sidewalks, snow clearing on the side walks, especially along the highway 97. They are unacceptable!

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Better bus schedule and routes! Why this city doesn’t have walk ways from west Kelowna to downtown Kelowna .

Q12. **What neighbourhood do you live in?** Westbank First Nation

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 55 to 64 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** On line

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**Respondent No:** 89

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 29, 2024 19:30:06 pm

**Last Seen:** Apr 29, 2024 19:30:06 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Learning/Cognitive  
Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Other (please specify)  
Beaches

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Beaches and boat launches

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

There are no ramps down to the beach, sand, water, etc.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Make ramps and have beach chairs available to sand, water, etc.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Every business accessible to get in to. Proper sidewalks with level ramps to the street to get on/off.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Creating the accessibility committee is a great start but implementing the changes in an expedient time frame, calendar year, would be an acceptable.

Q12. **What neighbourhood do you live in?** Shannon Lake

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Social media post/link

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**Respondent No:** 90

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 29, 2024 20:41:53 pm

**Last Seen:** Apr 29, 2024 20:41:53 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

There are certain parts of my Shannon lake neighbourhood where there are no sidewalks. But I have to take those roads to get to parks, trails, school. I had to push my stroller through sand (heavy) and adjacent to very busy Shannon lake road in order to connect to other roads that did have sidewalks

Q8. **What would you recommend to eliminate or reduce the barriers?**

More sidewalks! Consider people with strollers and safety :)

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

Nice to see that the pool has a gradual entry in case someone needed that versus stairs into a pool

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Means that I can get around my community and neighbourhood with my whole family in tow (stroller, easy parking) in a safe manner.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

More sports fields/programs for kids. For "access" sometimes we are going into Kelowna

Q12. **What neighbourhood do you live in?** Shannon Lake

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 0-5 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 25 to 34 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Email

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**Respondent No:** 91

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 29, 2024 22:32:40 pm

**Last Seen:** Apr 29, 2024 22:32:40 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 1 (Poor)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** Yes
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service  
Facility
- 
- Q5. **What type of accessibility barrier(s) were experienced?** not answered
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails  
Beaches and boat launches
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Better then it is
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
I have no comment . You can do alot
- 
- Q12. **What neighbourhood do you live in?** Boucherie Centre
- 
- Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years
-

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 55 to 64 years

---

Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Internet

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**Respondent No:** 92

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 30, 2024 03:15:08 am

**Last Seen:** Apr 30, 2024 03:15:08 am

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 2 (Fair)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Physical/Motor/Mobility  
**Other (please specify)**  
Wheel chair accessibility

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Service  
Facility  
**Other (please specify)**  
Among numerous, able bodied people misusing handicap placards for themselves and taking up handicap spots where we (when with wheelchair bound family member) cannot park in a handicap spot. Also no ramps available, narrow hallways. Also metal bars on walking paths make accessibility for wheel chair and scooter negligible: we cannot move through.

Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design  
Attitudinal or social  
Information and communication  
Physical environment  
Service  
Systemic, policy or procedure

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. Parks, playgrounds and trails  
Beaches and boat launches  
**Other (please specify)**  
Various local businesses

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

Unable to load/unload safely from vehicle when handicap spot not available. Unable to use pathways/walkways in neighborhoods and parks due to metal walk through barriers that only allow pedestrian traffic through.

Q8. What would you recommend to eliminate or reduce the barriers?

Make handicap specific parking for people in wheelchairs (have a colour system for the different types of handicap) so we can safely unload/load into vehicle. Eliminate the metal barrier poles on walking patches or make them wider for wheelchairs and mobility scooters to fit through. Have proper access to beaches picnic areas for wheelchairs and mobility scooters.

**Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia's Junction accessible and inclusive play space)**

Julia's Junction is beautiful and a fully accessible park!! Only issues is parking lots mayhem when busy.

---

**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

Fully accessible for handicap people of all varieties: mobility, sensory, auditory, etc.

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**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Work on making sure everyone from businesses through people in community are all on board and working together, and if anyone violates they get held accountable.

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**Q12. What neighbourhood do you live in?**

Lakeview Heights

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**Q13. If you live in West Kelowna, how many years have you lived in the City?**

10-20 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.**

not answered

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**Q15. Select your age category:**

35 to 44 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?**

My sister

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**Respondent No:** 93

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 30, 2024 09:04:12 am

**Last Seen:** Apr 30, 2024 09:04:12 am

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Have not experienced any personal barriers of note.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Take an equitable approach to providing access to all community services/facilities. Consider universal design features in all civic facilities and encourage developers to integrate universal design in all new builds - residential/commercial/industrial.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

We need more playgrounds like Julia’s Junction!

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

The ability for anyone of any age/ability to be able to utilize all the City has to offer, including complete sidewalks with proper curb-cuts, access to all buildings. Have multiple senses (sight, sound, touch) features integrated into all designs.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Understand that accessibility is not just about the physical design. Accessibility relates to the physical, social, and economic realms. Equity is also a type of accessibility.

Q12. **What neighbourhood do you live in?** Outside West Kelowna

Q13. **If you live in West Kelowna, how many years have you lived in the City?** I live outside West Kelowna

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** Kelowna

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Email

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**Respondent No:** 94

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 30, 2024 12:28:59 pm

**Last Seen:** Apr 30, 2024 12:28:59 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Auditory/Speech  
Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility  
**Other (please specify)**  
transit

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Physical environment

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** **Other (please specify)**  
store that has two doors. The exterior door has automatic opening but leaves a person in another entry without automatic door and unable to leave or enter the premises.

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
private business. It may have been fixed since we used it last.

Q8. **What would you recommend to eliminate or reduce the barriers?**  
The people installing or having installed should have to try it out themselves.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
When a petson has to leave a bus in a wheelchair and cross at a controlled traffic light to transfer buses, the driver should be sble to ask the other driver to wait.

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
When a person with mobility issues leaves a bus to transfer to another and cross at a controlled traffic light the driver should be able to ask the other driver to wait. Curbs should be smooth and not have "dips" in them which can cause wheelchair person to be thrown forward in their chair. If sidewalks are installed the exit areas should offer a ramp.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Provide "this" voice to those that live it every day. Ensure not just the bylaws are enforced but the logic behind them. For example locked doors that open toward a person sitting in a wheelchair.

Q12. **What neighbourhood do you live in?** Glenrosa

Q13. **If you live in West Kelowna, how many years have you lived in the City?** Over 30 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 35 to 44 years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** person that is working on accessibility and then received email

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**Respondent No:** 95

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 30, 2024 22:58:59 pm

**Last Seen:** Apr 30, 2024 22:58:59 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Attitudinal or social  
Emergency planning  
Physical environment  
Service  
Technology

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Jim Lind Arena  
Beaches and boat launches

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

I have not had the opportunity to go to most of the places listed above since being in a chair, however I took a screenshot, and will go and try accessing them. Jim Lund arena for example. The lack of handicapped parking, and the wheelchair seating are half way around the arena. I cannot push myself for that long especially at an incline. The beach in my neighbourhood it is private to the neighbourhood however the hole in the fence to "walk through" is not wide enough for my chair. Any carpeting or mats, with the exception of those at doorways for water absorption cause a major accessibility issue.

Q8. **What would you recommend to eliminate or reduce the barriers?**

The city needs to make itself available to consult at each facility with someone(s) experiencing disability! I will contact the city and make myself available for consultation, as it is not just accessibility, but more importantly maneuverability!

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

Unfortunately due to accessibility and maneuverability I can’t get out of my home very often. While I have only been back in BC since November and previously living here was able bodied the only example I have is in Kelowna.

**Q10. Please tell us what an Accessible West Kelowna looks like for you.**

I am in a situation that is different than a lot of people in a manual wheelchair, as my upper as well as my lower body is affected due to auto-immune disease. So to me an accessible city is one I can get around without help most of the time. I will reach out to city leaders and make myself available for consultation.

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**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

One thing they could do is get a rental wheelchair, and try accessing the community themselves from a disabled prospective, while keeping in mind that they as able bodied people will be compensating in ways we simply cannot. Also making themselves available to disable people to discuss issues they face, and consulting with disable community members such as myself to go to places and pinpoint issues.

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**Q12. What neighbourhood do you live in?** Lakeview Heights

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 35 to 44 years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Facebook

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**Respondent No:** 96

**Login:** Anonymous

**Email:** n/a

**Responded At:** Apr 30, 2024 23:17:46 pm

**Last Seen:** Apr 30, 2024 23:17:46 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service  
Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Attitudinal or social  
Physical environment  
Service  
Systemic, policy or procedure

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** Jim Lind Arena  
Beaches and boat launches  
**Other (please specify)**  
Walking paths

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Barriers placed at ends of walking paths which eliminate use of wheelchair or mobility scooter so the wheelchair dependant person can safely manoeuvre around the neighbourhood. Walk their dog. Enjoy the weather and neighbourhood.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Specifically canvas those who are wheelchair dependant

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

Arena difficulty getting into entrance due to height of door. Issues with space at entrance to manoeuvre wheelchair. Issues accessing elevator and available seating being significant distance from washrooms. The floor covering not wheelchair friendly.

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Doorways which enable ease of access and exit of all buildings. Doors which are wide enough for not only the chair but the persons hands and arms which must use for a manual wheelchair. Flora being a surface which makes it so a wheelchair dependant person can self propell their chair. Washrooms in a reasonable distance and STALLS LARGE ENOUGH TO enter and position a wheelchair so to transfer with reasonable ease onto and off of a toilet.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Pass a bylaw meeting the needs of wheelchair dependant people. There are a significant number of locations in the community whe a regular sized Parking stall was painted for handicapped parking. These stalls do not Oprovide suffice t space to put a wheelchair beside the vehicle to exit or enter the vehicle,e.

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**Q12. What neighbourhood do you live in?** Lakeview Heights

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 65+ years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Disabled daughter yesterday who was to,d by someone on facebook

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**Respondent No:** 97

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 10:59:46 am

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service  
Facility

Q5. **What type of accessibility barrier(s) were experienced?** **Other (please specify)**  
No sidewalks down Brown Rd. just a white line. When snow piles up, you cannot see white line. Almost got run over. speeding cars.

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below.** City Hall  
Johnson Bentley Memorial Aquatic Centre (JBMAC)  
Westside Seniors Activity Centre

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

City Hall, JBMAC and Westside Sr. Centre all have limited parking. Could all be improved. City Hall long waits to pay taxes and parking. Westside Seniors Centre not enough parking. Over 500 members. Lots of homeless people hanging around. JBMAC limited parking and almost no parking when Music in the Park.

Q8. **What would you recommend to eliminate or reduce the barriers?**

Put sidewalk all way down from highway to Brown Rd. More parking spaces at the Sr. Centre. Rid numerous street people from building. Lean-toos and hanging around Sr. Centre. Very scary and not safe for seniors. Numerous seniors hassled by street people when leaving centre day and night.

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

not answered

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

More doctors on Westside and more walk in clinics, not only urgent care centre. Blood clinic and urgent care centre. always short of workers. X-ray lab too long a wait - sometimes 2-3 months.

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

did not answer

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Q12. **What neighbourhood do you live in?** Westbank Centre

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Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Westside Health Network

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**Respondent No:** 98

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 11:02:38 am

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

- Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 3 (Okay)
- 
- Q2. Do you or anyone in your family/household have accessibility needs? Yes
- 
- Q3. If so, what are the accessibility needs? Please check all that apply: Other (please specify)  
Exercise
- 
- Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Other (please specify)  
Taxes to high; no need for the BIG City Hall
- 
- Q5. What type of accessibility barrier(s) were experienced? Other (please specify)  
none
- 
- Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below. Other (please specify)  
None
- 
- Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.  
not answered
- 
- Q8. What would you recommend to eliminate or reduce the barriers?  
not answered
- 
- Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)  
not answered
- 
- Q10. Please tell us what an Accessible West Kelowna looks like for you.  
left blank
- 
- Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?  
left blank
- 
- Q12. What neighbourhood do you live in? Glenrosa
- 
- Q13. If you live in West Kelowna, how many years have you lived in the City? Over 30 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Lions Hall - Westside Health Network

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**Respondent No:** 99

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 11:06:20 am

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

- Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 3 (Okay)
- 
- Q2. Do you or anyone in your family/household have accessibility needs? Yes
- 
- Q3. If so, what are the accessibility needs? Please check all that apply: Other (please specify)  
Exercise
- 
- Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Other (please specify)  
Taxes to high. No need for the BIG City Hall
- 
- Q5. What type of accessibility barrier(s) were experienced? Other (please specify)  
None
- 
- Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below. Other (please specify)  
None
- 
- Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.  
None
- 
- Q8. What would you recommend to eliminate or reduce the barriers?  
not answered
- 
- Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)  
not answered
- 
- Q10. Please tell us what an Accessible West Kelowna looks like for you.  
left blank
- 
- Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?  
left blank
- 
- Q12. What neighbourhood do you live in? Glenrosa
- 
- Q13. If you live in West Kelowna, how many years have you lived in the City? Over 30 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Lions Hall - Westside Health Network

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**Respondent No:** 100

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 11:10:13 am

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

- Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 3 (Okay)
- 
- Q2. Do you or anyone in your family/household have accessibility needs? Yes
- 
- Q3. If so, what are the accessibility needs? Please check all that apply: Other (please specify) TBD
- 
- Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: not answered
- 
- Q5. What type of accessibility barrier(s) were experienced? not answered
- 
- Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below. Westside Seniors Activity Centre
- 
- Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above. Dangerous crossing the street - needs crosswalk with flasher light
- 
- Q8. What would you recommend to eliminate or reduce the barriers? Put in crosswalk with flasher light
- 
- Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space) left blank
- 
- Q10. Please tell us what an Accessible West Kelowna looks like for you. Left blank
- 
- Q11. As an organization, what else do you believe the City should do to improve accessibility within the community? left blank
- 
- Q12. What neighbourhood do you live in? Westbank First Nation
- 
- Q13. If you live in West Kelowna, how many years have you lived in the City? 10-20 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Westside Health Network

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**Respondent No:** 101

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 11:16:22 am

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** No

Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** not answered

Q5. **What type of accessibility barrier(s) were experienced?** not answered

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** not answered

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
not answered

Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
Continue to improve accessibility as the City (and seniors) grow

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
For seniors to get around independently as much as possible

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Listen and be aware of any needs that are mentioned. Too late now but my dream was for Goat’s Peak to be saved as a walking and hiking trails of different levels and challenges for everyone. It would have been a great tourist attraction too. Please save every bit that is left of it for accessibility to all levels. Improve and increase the various levels. We have lost something that could have been unique to us. Signage and an access from Gellatly Rd. would help.

Q12. **What neighbourhood do you live in?** Goats Peak/Gellatly

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Westside Health Network

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**Respondent No:** 102

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 11:28:29 am

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** Yes
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Sidewalk on Brown Rd. needs a continuous side walk on one side of the road. Walking to post the entrance to Crown and Thieves.
- 
- Q5. **What type of accessibility barrier(s) were experienced?** not answered
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Westside Seniors Activity Centre
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Parking is very limited and need at least a signaled crosswalk
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
left blank
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Continuous sidewalk on Brown Rd. from Dobin to past Crown and Thieves many reasons: -no sidewalk in places and where there is it is not one side so people font have to keep crossing the street -cars park on the "no parking" side of the road leaving walkers to walk into oncoming traffic -as the road is straight there is a lot of speaking mainly going to Centre or Crown and Thieves - there is no deterrent -as there is no sidewalk in the wintertime the City doesn't clean the snow where the sidewalk should be leaving people to walk on the road or stay home

Q12. What neighbourhood do you live in?	Westbank Centre
Q13. If you live in West Kelowna, how many years have you lived in the City?	5-10 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	65+ years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	Westside Health Network



**Respondent No:** 103

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 11:35:49 am

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** No
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** **Other (please specify)**  
Crossing Old Okanagan Hwy to Seniors Centre; Roundabout at Butt/Louie is dangerous
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Westside Seniors Activity Centre  
Annette Beaudreau Amphitheatre at Memorial Park
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Accessibility to Seniors Centre -parking, crossing the street and uneven sidewalk; lack of sidewalk in general, especially for people with disabilities
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
1. Put a sidewalk with a light to activate the crossing 2. use signs to instruct people how to use circle or take out altogether.  
Back up with light on Hwy 97 synchronize to avoid traffic backed up
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
Leave two main streets for traffic coming and going
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
Stop building at the rate we are. Traffic will soon become impossible
- 
- Q12. **What neighbourhood do you live in?** Westbank
-

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Westside Health Network

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**Respondent No:** 104

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 11:43:28 am

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

- Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 3 (Okay)
- 
- Q2. Do you or anyone in your family/household have accessibility needs? Yes
- 
- Q3. If so, what are the accessibility needs? Please check all that apply: Auditory/Speech  
Physical/Motor/Mobility
- 
- Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Facility
- 
- Q5. What type of accessibility barrier(s) were experienced? Information and communication  
Technology
- 
- Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. Johnson Bentley Memorial Aquatic Centre (JBMAC)
- 
- Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.  
not answered
- 
- Q8. What would you recommend to eliminate or reduce the barriers?  
not answered
- 
- Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)  
not answered
- 
- Q10. Please tell us what an Accessible West Kelowna looks like for you.  
left blank
- 
- Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?  
left blank
- 
- Q12. What neighbourhood do you live in? Westbank Centre
- 
- Q13. If you live in West Kelowna, how many years have you lived in the City? 0-5 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Westside Health Network Society

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**Respondent No:** 105

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 11:48:19 am

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

- Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 3 (Okay)
- 
- Q2. Do you or anyone in your family/household have accessibility needs? Yes
- 
- Q3. If so, what are the accessibility needs? Please check all that apply: Physical/Motor/Mobility  
Visual
- 
- Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Other (please specify)  
sidewalks
- 
- Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design
- 
- Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. Johnson Bentley Memorial Aquatic Centre (JBMAC)  
Westside Seniors Activity Centre
- 
- Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.  
No sidewalk on Brown Road in from of Montecello to Highway 97; Parking at Seniors Centre and Aquatic Centre
- 
- Q8. What would you recommend to eliminate or reduce the barriers?  
Improve sidewalks Brown Rd. to Highway 97. increase handicap parking close to JBMAC and Seniors Centre
- 
- Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)  
not answered
- 
- Q10. Please tell us what an Accessible West Kelowna looks like for you.  
left blank
- 
- Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?  
Increase handi-dart service; increase handicapped parking at large venues; paint lines on the roads.
- 
- Q12. What neighbourhood do you live in? Westbank Centre
- 
- Q13. If you live in West Kelowna, how many years have you lived in the City? 0-5 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Westside Health Network Society

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**Respondent No:** 106

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 11:56:07 am

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

- Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 2 (Fair)
- 
- Q2. Do you or anyone in your family/household have accessibility needs? No
- 
- Q3. If so, what are the accessibility needs? Please check all that apply: not answered
- 
- Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: not answered
- 
- Q5. What type of accessibility barrier(s) were experienced? Architectural, structural or design
- 
- Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. City Hall
- 
- Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.  
No proper sidewalk in neighbourhoods, transit, lighting
- 
- Q8. What would you recommend to eliminate or reduce the barriers?  
not answered
- 
- Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)  
not answered
- 
- Q10. Please tell us what an Accessible West Kelowna looks like for you.  
left blank
- 
- Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?  
left blank
- 
- Q12. What neighbourhood do you live in? Glenrosa
- 
- Q13. If you live in West Kelowna, how many years have you lived in the City? Over 30 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Westside Health Network Society

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**Respondent No:** 107

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 11:58:19 am

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 2 (Fair)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Auditory/Speech  
Physical/Motor/Mobility

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: not answered

Q5. What type of accessibility barrier(s) were experienced? not answered

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facility(ies) below. not answered

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above. not answered

Q8. What would you recommend to eliminate or reduce the barriers? not answered

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space) not answered

Q10. Please tell us what an Accessible West Kelowna looks like for you. left blank

Q11. As an organization, what else do you believe the City should do to improve accessibility within the community? side walks; better lighting; Transit - Handi Dart and bus service

Q12. What neighbourhood do you live in? Glenrosa

Q13. If you live in West Kelowna, how many years have you lived in the City? Over 50 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Westside Health Network Society

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**Respondent No:** 108

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 12:00:11 pm

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** No
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** not answered
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Information and communication
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Westside Seniors Activity Centre
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Parking
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
Crosswalk at Seniors Centre
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
left blank
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
left blank
- 
- Q12. **What neighbourhood do you live in?** Westbank First Nation
- 
- Q13. **If you live in West Kelowna, how many years have you lived in the City?** 10-20 years

Q14. **If you do not live in West Kelowna, please tell us what city you live in.** not answered

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Westside Health Network Society

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**Respondent No:** 109

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 12:04:30 pm

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

- Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 2 (Fair)
- 
- Q2. **Do you or anyone in your family/household have accessibility needs?** Yes
- 
- Q3. **If so, what are the accessibility needs? Please check all that apply:** Physical/Motor/Mobility
- 
- Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Facility  
**Other (please specify)**  
Parks
- 
- Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
**Other (please specify)**  
Access to washroom facilities for w/c users
- 
- Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Parks, playgrounds and trails
- 
- Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**  
Memorial Park during the event for first responders had to push w/c uphill to JBMAC and difficult for seniors to walk uphill to pool to access washroom
- 
- Q8. **What would you recommend to eliminate or reduce the barriers?**  
not answered
- 
- Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**  
not answered
- 
- Q10. **Please tell us what an Accessible West Kelowna looks like for you.**  
left blank
- 
- Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**  
left blank
- 
- Q12. **What neighbourhood do you live in?** Outside West Kelowna
-

Q13. **If you live in West Kelowna, how many years have you lived in the City?** 5-10 years

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Q14. **If you do not live in West Kelowna, please tell us what city you live in.** Peachland

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Q15. **Select your age category:** 65+ years

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Q16. **How did you hear about the public consultation for the West Kelowna Accessibility Plan?** West Kelowna Rotary Club

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**Respondent No:** 110

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 12:11:56 pm

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

Q1. On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one: 5 (Excellent)

Q2. Do you or anyone in your family/household have accessibility needs? Yes

Q3. If so, what are the accessibility needs? Please check all that apply: Auditory/Speech

Q4. If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply: Other (please specify)  
None - no barriers as you provide exercise classes for us Seniors.  
Thank-you! for allowing us to meet 'rent free'. Much appreciated.

Q5. What type of accessibility barrier(s) were experienced? not answered

Q6. If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below. not answered

Q7. Please tell us where and how you or your family/household member experienced the barrier(s) above.

My barriers are my failing hearing and not a problem for you to provide any service

Q8. What would you recommend to eliminate or reduce the barriers?

not answered

Q9. Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)

The fitness class allows me accessibility to movement and mental wellbeing so that I can enjoy the park and trails of the area on pleasurable walks and more challenging hikes. I am well over 80 yrs old.

Q10. Please tell us what an Accessible West Kelowna looks like for you.

Luckily, I do not have barriers and am able to be mobile - but I wish to thank West Kelowna for providing the wonderful fitness classes on Tuesday and Thursday in the Community Hall Westbank. This is what keep us aging seniors relatively fit - energized and meeting our local peers. The program is wide ranging for us and lead by an absolute expert who has so many different exercises for different parts of our bodies set up with various level to meet our different physical needs.

**Q11. As an organization, what else do you believe the City should do to improve accessibility within the community?**

Keep helping seniors with fitness classes so we have an opportunity to keep accessible movement and especially balance needs as we age. It makes such a difference to our overall physical and mental needs. Please keep funding this program. It is so very valuable.

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**Q12. What neighbourhood do you live in?** Lakeview Heights

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**Q13. If you live in West Kelowna, how many years have you lived in the City?** Over 50 years

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**Q14. If you do not live in West Kelowna, please tell us what city you live in.** not answered

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**Q15. Select your age category:** 65+ years

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**Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?** Westside Health Network Society

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**Respondent No:** 111

**Login:** Anonymous

**Email:** n/a

**Responded At:** May 03, 2024 12:29:09 pm

**Last Seen:** May 03, 2024 17:39:33 pm

**IP Address:** n/a

Q1. **On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:** 3 (Okay)

Q2. **Do you or anyone in your family/household have accessibility needs?** Yes

Q3. **If so, what are the accessibility needs? Please check all that apply:** Auditory/Speech  
Physical/Motor/Mobility

Q4. **If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:** Service  
Facility

Q5. **What type of accessibility barrier(s) were experienced?** Architectural, structural or design  
Emergency planning  
Service

Q6. **If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.** Royal LePage Place  
Westbank Lions Community Centre

Q7. **Please tell us where and how you or your family/household member experienced the barrier(s) above.**

Access to Royal LePage seats -need bannisters -cannot access seats w/o balance support -Poor sound system at Lions Hall and even with hearing aids -all events using PA system muffled -Emergency help delayed for 4 days during the 2023 wildfires -JBMAC slippery walking around pool -every visit worry about slip and fall

Q8. **What would you recommend to eliminate or reduce the barriers?**

Lions - better sound system Pool - antislip walkways RLP - install bannisters (of any kind) on steps

Q9. **Please share any examples and/or stories of positive accessibility experiences (e.g. the new Julia’s Junction accessible and inclusive play space)**

Walking along the lake from the pier to the Gellatly Nut Farm. Accessible in almost all seasons and convenient rest spots along the way

Q10. **Please tell us what an Accessible West Kelowna looks like for you.**

Clean Safe Able to use City facilities with easy entrance, good signage, acoustic awareness

Q11. **As an organization, what else do you believe the City should do to improve accessibility within the community?**

Hope this questionnaire helps e.g. gives a voice, provides direction, raises awareness

Q12. What neighbourhood do you live in?	Smith Creek
Q13. If you live in West Kelowna, how many years have you lived in the City?	10-20 years
Q14. If you do not live in West Kelowna, please tell us what city you live in.	not answered
Q15. Select your age category:	65+ years
Q16. How did you hear about the public consultation for the West Kelowna Accessibility Plan?	City Council Meeting and News

ACCESSIBIITY AND INCLUSION COMMITTEE

CITY OF WEST KELOWNA

ATTENTION: CHAIR RUSTY ENSIGN AND MEMBERS.

Congratulations on the Establishment of this much needed committee and your appointments to it.

I wish to draw your attention to TWO Accessibility issues involving the City of West Kelowna Facilities and Programs.

1. I regularly attend events in Royal Lepage Place and sit in the stands. I'm A season ticket holder for the Warriors, annually attend Remembrance Day Ceremonies, and occasional other events such as the Circus last year.

I do have a hidden disability with a partially paralyzed left leg (from a major car accident in 1981) and with aging, I am finding it increasingly difficult AND dangerous to navigate the steep cement stairs, although I am finding using walking sticks helps. As I struggle, many RLP patrons comment how much the facility needs safety railings on the stairs. I drew this issue to attention of former CAO Paul Gipps 3 years ago, and a small number of railings were installed in one end section. It's not enough, as at last years' Remembrance Days Ceremony, I witnessed an elderly lady tumble down the stairs trying to get to her seat on the opposite side of the stands. I would ask that the Committee recommend to the City of continuation of the installation of railings in the aisles attached to the seats in all sections. Quite frankly this should be the highest priority for upgrades to RLP as it is a safety issue.

2. Following last summer's evacuations for the McDougall Creek wildfire (I was a volunteer for ESS) I was contacted by Arlene Brenner an advocate for Deaf and Hearing Impaired. Her issue is a valid one in that the media conferences and other communications are never in a format to communicate important information to Deaf and Hearing-Impaired residents about evacuations and support. I have advised her group on content and approach to make presentations to RDCO and Emergency Management BC. which she has done. While it is a Regional and Provincial Issue primarily, I believe the Committee should look into these requests and provide support and recommendation to the City as well on how communication should be improved. These are life/ safety issues.

Trusting the committee will find this useful information and make the appropriate recommendations.



Doug Findlater