

City of West Kelowna

2024 Community Accessibility & Inclusion Survey Results

Accessibility & Inclusion Plan Action Items

STAFF REFERRAL: It would be appreciated by the AIC Committee, if you could please take time to review the below 42 Accessibility & Inclusion Actions that were compiled from data collected from the Accessibility & Inclusion Survey that was provided to the West Kelowna community in April.

Under the following six headings, the **AIC Committee has prioritized the below Accessibility & Inclusion Action Items** according to their best judgement and according to their own and/or their organization's members' lived experiences:

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|------------------------------|----------------------------|
| 1. Infrastructure | 4. Service Delivery |
| 2. Facilities | 5. Policy |
| 3. Parks & Trails | 6. Attitudes |

Your input will help to inform the City's first Accessibility Plan, which will be to be a living and actionable document that contains realistic and achievable actions.

Please review the Action Items in relations to:

- Cost of implementation,
- Ease of implementation,
- Incorporation into a current/existing City plan(s), and
- Your understanding of scope of the work involved, department budget and staffing capacity related to completing the actions.
- Any other input you feel would be relevant to supporting the Accessibility & Inclusion Plan

1. INFRASTRUCTURE

1. Update snow clearing policy to ensure sidewalks and bus stops are cleared in a timely manner and accessible parking spots are kept clear.
2. Perform an audit of key crosswalks and create a prioritized list of crossings to improve with features such as auditory signals, flashing lights, tactile strips, etc.
3. Perform a sidewalk audit and draft a "Priority Sidewalk Building Plan" to begin addressing critical gaps in sidewalks.
4. Identify key routes between communities and create more safe, well-lit, and accessible roadside pathways.
5. Identify and create a list of intersection curbs that are not accessible and need replacing.
6. Perform a street light audit to identify accessibility and safety issues.
7. Adopt accessible parking design standards including vertical signage

2. FACILITIES

1. Conduct accessibility audits to further refine areas to prioritize accessibility improvements. For example: Westbank Museum, Okanagan Regional Library, Johnson Bentley Memorial Aquatic Centre, City Hall Facility, Farmer's Market.
2. Accessibility improvements at Royal LePage Place, including railings, signage, parking and flow, as well as a 'quiet room'.
3. Improve accessibility at all Community Centres (i.e. Westbank Lions Community Centre).
4. Update signage policy to ensure signs and wayfinding meet high accessibility design standards such as high contrast graphics, large font, right-height installation, and braille or tactile elements where appropriate.
5. Install family-style accessible washrooms with changing tables and benches at Johnson Bentley Memorial Aquatic Centre.
6. Improve parking and access at Westside Seniors Activity Centre.

3. PARKS AND TRAILS

1. Identify locations to improve access to beach with paved water access, accessible parking, accessible picnic areas and family-style washrooms with changing tables and other accessible amenities.
2. Assess community walking trails to improve accessibility, and create a plan. Identify existing barriers such as gates, bars, and cattleguards and develop a strategy to remove them.
3. Build accessible, family-style washrooms with changing station Julia's Junction - Inclusive Play Space.
4. Identify opportunities for more accessible playground features at playgrounds throughout the municipality.
5. Create proper accessible parking at Julia's Junction - Inclusive Play Space.
6. Improve access to Annette Beaudreau Amphitheatre in Memorial Park, including: hard-surface on pathway, more resting spots or benches.
7. Ensure sports fields are accessible for people with mobility devices.
8. Upgrade Gellatly Bay pathway with hard surface.

4. SERVICE DELIVERY

1. Ensure that disability and accessibility are embedded in all emergency planning processes. Invite diverse participation of disabled and/or elderly community members in planning. Include:
 - a. Warning signals in multi-sensory modes
 - b. Emergency communications in multiple modalities including live-captioning
 - c. Prioritize accessible transportation and accommodations in emergency plans
2. Ensure City communications are accessible. Include various modalities such as American Sign Language, captioning, audio, video, and braille. Update City website to ensure compatibility with screen readers. Consult with community partners such as Canadian National Institute for the Blind (CNIB) and disabled community members.
3. Develop and implement emergency plans specifically for disabled people and seniors. Consider a voluntary registry of community members who require assistance in emergencies such as structure fires, wildfires, power outages, and extreme weather events.
4. Create more inclusive programming at community facilities, including for children and adults with sensory/auditory sensitivities, and young adults with disabilities.
5. Designate specific times for low stimulation programming, such as dimmed lights and less noise.
6. Create an online accessibility resource with links to design standards, education opportunities, sources of funding and best practices.

5. POLICY

1. Create accessibility criteria for all Request for Proposals (RFPs).
2. Engage disabled people meaningfully in all phases of design/review, planning, and construction.
3. Adopt a policy to ensure no existing accessible features are lost in the process of a repair, upgrade, renovation, or redesign.
4. Design all new City construction and infrastructure projects with an accessibility lens encompassing all five senses.
5. Prioritize municipal projects that will improve accessibility.
6. Create inclusive programming policy to guide community activities, events and programs. Include First Nation, Metis and Inuit communities.
7. Adopt 'accessible pricing policy' to address affordability barriers.

6. ATTITUDES

1. Collaborate with partner organizations (CNIB, CRIS, Pathways, etc.) to learn from them and co-create community-building projects that increase public awareness and provide education.
2. Ensure ongoing education and accessibility is provided to all city staff. Consider making training available to community partners and the business community.
3. Develop an accessibility checklist for businesses to complete when applying for a business license.
4. Create an accountability mechanism to uphold the vision of a community that is welcoming and inclusive for everyone.
5. Establish a paid 'Disability, Accessibility & Inclusion Advocate' role.
6. Select an Inclusive Language Guide for the City to employ in ways that ensure tone and intent in communications are current, respectful and appropriate.
7. Adopt a working definition of accessibility that is broad, inclusive, and intersectional. Invite intersectional understanding with participation from people across communities - Black, Indigenous, People of Color (BIPOC), new immigrants, Two-spirit (2S), Lesbian, Gay, Bisexual, Transgender, Questioning, Queer, Intersex, Pansexual, Androgynous and Asexual (2SLGBTQIA+), Youth, Seniors.
8. Initiate an Accessibility Celebration event to create a positive message and environment around accessibility.