

APPENDICES



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APPENDIX 1: BACKGROUND WORK AND RESEARCH

To ensure this plan is robust, actionable, and effective, it is important that it integrates well with existing City of West Kelowna policies and strategic priorities, and complements and strengthens existing frameworks.

As a part of the background work to begin the process of engaging the Committee, the public, and staff, existing plans and policies were reviewed. It was important to understand how the City currently plans for accessibility, where we are in the cycle of updating and/or renewing relevant plans, and what opportunities there are for further integrating accessibility into City frameworks.

Key documents, plans, and strategies were reviewed including the following:

- The Official Community Plan, 2020-2040
- Our Community Vision, 2020-2040
- Council's 2022-2026 Strategic Priorities
- Transportation Master Plan (Feb. 2014)
- Housing Strategy
- Parks Master Plan
- Recreational Trails Master Plan
- Boucherie and Casa Loma Multi-Use Pathways
- 2023 Annual Report
- 2022 Annual Report
- Relevant bylaws and policies

Future updates of the Communications and Engagement Plan should also include an accessibility lens, as resources permit.

Highlights of the Review

The City of West Kelowna reported several specific activities that improved accessibility in the 2022 Annual Report, including accessibility upgrades in Beechnut Park and Casa Loma Dock Park.

The City of West Kelowna's Vision document reflects a strong desire to build a city and communities that are welcoming, livable, and accessible to all people. Key statements include:

- "We are inclusive and supportive of one another, and we are ready to create our future together."
- "Our West Kelowna is a city that is inclusive and welcoming to all."
- "We care for and support one another and celebrate our diversity."
- "We engage with our community to make important decisions together."
- "We plan ahead for our future infrastructure needs."
- "We remain prepared to face future emergencies."

The City of West Kelowna's Official Community Plan (OCP) is a forward-looking document that is informed by the City's Vision. The review found that the plan considers a wide range of community needs and users. Broadly, in terms of accessibility, the OCP:

- Refers to Universal Design, the requirements of the large over-55 population, calls for transit and pedestrian-oriented planning, need for more accessible housing, and ground-oriented.
- Considers additional residential uses in combination with the institutional use, where the proposed residential use supports housing initiatives with a broader community interest such as supportive, transitional, community, affordable or non-market housing.
- States that there should be no barriers to access – physical, social or economic – including access to effective public transportation.

Descriptors such as "universal accessibility", "barrier-free" and "aging-in-place" appear numerous times throughout the OCP.

Examples include:

- Section 3.1.3 Built Form and Community Character: "New development should incorporate principles of universal accessibility."
- Section 3.6.1.3 Community Services and Recreation Policies: "Encourage new development to contribute to or deliver, where appropriate, universally accessible community spaces and facilities including for childcare, recreation, and youth programming."

The review found that the City of West Kelowna is on a path toward a community that is inclusive, welcoming, and accessible to its residents and visitors.

The review also found that there are many opportunities to further embed accessibility throughout the OCP. Undertaking the actions in this Accessibility Plan—such as conducting accessibility audits to identify priorities, developing accessibility criteria, and creating workplans—will provide much more clear and specific direction that can be incorporated into future iterations of the OCP.

APPENDIX 2: LIST OF RESOURCES

Best Practices and Research

- Accessible Community Bylaws
 - [Sparc B.C.](#)
- C.N.I.B. – Canadian National Institute for the Blind
 - [Access Labs](#)
 - [Clearing Our Path Version 2.0](#)
 - [C.N.I.B. Clearing Our Path info on accessible signage](#)
 - [C.N.I.B. Clearing Our Path info regarding accessible pedestrian signals](#)
 - [C.N.I.B. Clearing Our Path info on placements/functions of different types of tactile walking surface indicator\(TWSI\)](#)
- Employment and Social Development Canada:
 - A way with words and images: Guide for communicating with and about persons with disabilities
- Example of an Accessible Wayfinding Strategy:
 - City of Port Moody
- Guide for increasing diversity on accessibility committees:
 - [University of Guelph](#)
- The Accessibility Toolkit
 - [University of British Columbia](#)
- Universal Design Guidelines for Outdoor Spaces: Plan and Design of Choice
 - [City of Maple Ridge](#)
- International Journal of E-Planning Research
 - [Exploring the Smart Future of Participation: Community, Inclusivity, and People With Disabilities](#)
 - Bricout & Moon, 2021

Accessible Event Checklist

- [Accessible Events Checklist](#)
 - City of Vancouver

Accessibility Criteria

- Emergency Planning Resources
 - [Government of British Columbia](#)
- Emergency Response Notification Form
 - [City of Port Coquitlam](#)

APPENDIX 3: RELEVANT LEGISLATION

- B.C. Accessibility Standards – under development
- B.C. Building Code
- Accessible B.C. Act
- The British Columbia Human Rights Code
- The Local Government Act
- The Community Charter
- The Building Act and The Public Health Act

APPENDIX 4: ACCESSIBILITY LENS

Creating an Accessibility Lens

- Core Components of an Intersectional Accessibility Lens:
 - accessible.canada.ca/can-asc-1-1/AnnexD
- Example of a Disability Policy Lens
 - disabilitypolicyalliance.ca/tools/disability-policy-lens.html

The Canadian Disability Policy Alliance has developed a Disability Policy Lens “to assist scholars, policy-makers & advocates to analyze policy affecting people with disabilities in Canada. The Disability Policy Lens [is] a means of ensuring that the implications for people with disabilities are taken into account in every policy in Canada.”

The Canadian Disability Policy Alliance’s lens consists of seven questions, designed as a tool to assist policy makers to consider the ways a decision or policy will affect people living with disabilities who live in or visit their community.

Canadian Disability Policy Alliance’s Seven Questions:

1. Does the policy specifically mention people with disabilities? Has explicit consideration been afforded to the consequences for people with disabilities?
2. If so, how is disability defined? Who is considered “disabled” according to the policy? Does the policy refer specifically to people with:
 - a. Physical, cognitive, sensory or mental illness-related disabilities?
 - b. Permanent, long-standing, temporary or episodic disabilities?
 - c. Severe, moderate or mild disabilities?
 - d. Who is considered eligible for consideration under the policy? Who is included / excluded, and who decides who qualifies as disabled?
3. Which of the following three aims does the policy seek to achieve?
 - a. Access – ability to participate?
 - b. Support – resources to address special needs?
 - c. Equity – freedom from discrimination?

- d. If the goal is equity, does the policy define equity as:
 - i. Outcome equity – whatever it takes to achieve equal outcomes with non-disabled?
 - ii. Vertical equity – special considerations to create equal opportunity for disabled people?
 - iii. Horizontal equity – equal treatment; that is, the same as everyone else?
4. Does the policy view disabled people as members of a minority group with special needs, or as one of the many citizen groups whose issues must be considered in establishing policy? As individual rights holders, or as members of the collective responsible for the good of the whole population?
5. How does the policy relate to other policies (for a survey of legislation, regulations, programs related to disability in Canada:
 - a. Within the jurisdiction – in the same ministry, in other ministries (including both disability specific and non-disability-specific policy)?
 - b. In other jurisdictions -- national, provincial, regional, municipal?
6. How is the allocation of scarce resources affected by this policy? Who wins and who loses when this policy is implemented? What would be the impact on: other disability groups; business/private sector; other minority groups; other citizens generally/taxpayers?
7. How did this policy come into effect? What is the history associated with it? Who were the champions/detractors? Where might one anticipate support/opposition?

Source: disabilitypolicyalliance.ca/tools/disability-policy-lens.html

Anti-Ableism (USA, Canada, International)

- www.everydayactivismnetwork.org/archive/how-to-be-anti-ableist
- inclusioncanada.ca/this-is-ableism/
- Anti-Ableism Action Plan
 - www.cihr-irsc.gc.ca/e/54121.html
- What is Ableism? United Nations Human Rights Commission
 - vimeo.com/492480733

APPENDIX 5: FUNDING OPPORTUNITIES

This 2024 list highlights organizations and programs that currently or previously funded accessibility initiatives. Contact them to confirm availability or future opportunities.

- B.C. Accessibility Hub Resource
 - Web link: [Disability Alliance B.C.](#)

Mixed Grants

- National AccessAbility Week
 - Web link: [Accessible Canada – National AccessAbility Week Funding](#)
 - Audience for grant: mixed, including education, and local government.

Community Grants

- Accessibility Project Grants
 - Web link: [Accessibility Projects – Disability Alliance B.C.](#)
- Local Community Accessibility Grant Program
 - Web link: [Local Community Accessibility Grant Program – Sparc B.C.](#)
 - Audience for grant: Local governments.
- Lighthouse Organizations Fund
 - Web link: [Lighthouse Organizations Fund - Vancouver Foundation](#)
 - Audience for grant: Large charities working to advance poverty reduction and social inclusion.
- The Enabling Accessibility Fund (E.A.F.)
 - Web Link: [Enabling Accessibility Fund – Government of Canada](#)
 - Audience for grant: The Government of Canada website states that “funding (is) for projects that make Canadian communities and workplaces more accessible for persons with disabilities. E.A.F. aims to create more opportunities for persons with disabilities to take part in community activities, programs and services, or access employment.”
- The Opportunities Fund
 - Web link: [Opportunities Fund – B.C. Centre For Ability](#)
 - Audience for grant: A program that helps individuals with disabilities to prepare for, obtain, and maintain employment—serving both individuals with disabilities and employers.

- Rick Hansen Foundation (RHF) B.C. Grants Program
 - Web Link: [British Columbia Accessibility Grants - Rick Hansen Foundation](#)
 - Audience for grant: Municipalities and Indigenous communities.
- Access Awareness Day Grants
 - Web link: [Local Community Accessibility Grant Program – Sparc B.C.](#)
 - Audience for grant: Local government partners, local accessibility committees, as well as local disability serving organizations.
- B.C. Rehab Project Grant Program
 - Web link: [Project Grant Eligibility – B.C. Rehab Foundation](#)
 - Audience for grant: Non-profit organizations and community groups in British Columbia.
- Age-friendly Community Grants
 - Web link: [Age-friendly Communities – B.C. Healthy Communities](#)
 - Audience for grant: “The B.C. Age-friendly Communities Program provides funding, resources and capacity-building supports to help Indigenous and local governments, as well as other partners to achieve this vision.”
- Community Gaming Grants
 - Web link: [Community Gaming Grants – Government of British Columbia](#)
 - Audience for grant: Not-for-profit organizations providing programs or services of direct benefit to the broader community.
- Community Development Grants
 - Web link: [Community Development Grants - Jumpstart](#)
 - Audience for grant: Organizations that provide sports and recreation programming for children between the ages of 4–18 in financial need or youth with disabilities aged 4–25.

Home Renovation Grants

- The B.C. Rebate for Accessible Home Adaptations
 - Web link: [B.C. Rebate for Accessible Home Adaptations – B.C. Housing](#)
 - Audience for grant: The website says that “The program allows seniors and people with permanent disabilities and diminished ability with low and moderate incomes to gain greater independence within their homes.”
- The Home Renovation Tax Credit for seniors and persons with disabilities
 - Web link: [Home renovation tax credit for seniors and persons with disabilities](#)
 - Audience for grant: Seniors and persons with disabilities – eligible individuals 65 and over to assist with the cost of certain permanent home renovations to improve accessibility or be more functional or mobile at home.

Property Tax Grants

- Home owner grant for people with disabilities
 - Web link: [Home owner grant for people with disabilities – Government of British Columbia](#)
 - Audience for grant: People with disabilities who receive government funding for cost of living and persons with disabilities who have expenditures related to their disability over a certain amount a month or who have made modifications to their residence to accommodate their disability.
- Property Tax Deferment program
 - Web link: [Property tax deferment program – Government of British Columbia](#)
 - Audience for grant: People with disabilities who cannot afford to pay property taxes for the year can have the taxes deferred.

Workplace Grants

- WorkBC Assistive Technology Services
 - Web link: [WorkBC Assistive Technology Services](#)
- Disability Management Enhancement
 - Web link: [Support for B.C. Workplaces to Assess, Improve or Develop a DM Program – National Institute of Disability Management and Research](#)
- Workplace Accessibility Grant
 - Web link: [Workplace Accessibility Grant – Small Business B.C.](#)

Other Grants

It should be noted that many other federal and provincial grants, especially those that support community and cultural events, recreational and tourism infrastructure and active transportation and transit projects, contain accessibility criteria or seek specific assurances that programs, services and/or capital projects will be accessible.

APPENDIX 6: DISABILITY RELATED ORGANIZATIONS IN B.C.*

*Please note that this is not an exhaustive list but one created with input from the current Committee Members

- Agur Lake Camp
- arc programs
- B.C. Children's Hospital
- Boys and Girls Club Okanagan (B.G.C. Okanagan)
- Brain Injury Society (S.O.S.B.I.S.)
- Brain Trust
- British Columbia Professional Firefighters' Burn Fund
- Canadian Council of the Blind (C.C.B.)
- Canadian Hearing Services
- Canadian National Institute for the Blind (C.N.I.B.)
- Canadian Mental Health Association (C.M.H.A.)
- Canadian Red Cross
- Community Living British Columbia
- Community Recreational Initiatives Society and C.R.I.S. Adaptive Adventures
- Disability Alliance B.C.
- Family Connection (F.C.C.) – arc programs
- Foundry B.C.
- Interior Health Authority
- Ministry of Children and Family Development (M.C.F.D.)
- Ministry of Social Development and Poverty Reduction
- Neil Squire Society
- Okanagan Similkameen Neurological Society (O.S.N.S.)
- OneSky Community Resources
- Pain B.C.
- Partners in Resources (P.I.E.R.S.)
- Rick Hansen Foundation
- Society for Community Living (P.D.S.C.L.)
- Starbright Children's Development Centre
- Special Olympics
- Spinal Cord Injury B.C. (S.C.I.B.C.)
- Therapeutic Lake Cruises Society
- Trans-Canada Trail (T.C.T.)
- White Cane Group
- WorkBC
- YMCA of the Southern Interior

APPENDIX 7: WHAT WE HEARD REPORT

**Draft Accessibility Plan
Engagement Summary Report
November 2024**

Draft Accessibility Plan Engagement-at-a-glance

- 23 – total online and paper questionnaires received
- 26 – total questionnaire comments contributed
- 533 – total visitors to online engagement platform **OurWK.ca/accessibility**
 - Aware: 470 (viewed the project page)
 - Informed: 99 (clicked through content)
- 2: e-News updates issued and direct notifications to residents' associations
 - 3,916 – recipients of each e-News update
- 6,246 – total non-paid social media views
 - Facebook:
 - 9,089 paid views of our posts
 - 2,557 non-paid views
 - Instagram:
 - 2,088 non-paid views
 - X:
 - 392 non-paid views
 - LinkedIn:
 - 1,209 non-paid views

Background

The City of West Kelowna's Accessibility and Inclusion Committee (the Committee) was established to bring together community members and organizations 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 the experiences of people with different abilities, and fostering an inclusive community.

During the first round of public consultation, we gathered input from our community to develop West Kelowna's first Accessibility Plan. Based on this feedback, we developed a draft plan. During the second round of public consultation, we shared the draft plan with our community and asked for feedback prior to finalizing the plan.

The objective of the second round of community engagement was to inform and engage our community in reviewing the draft plan, ensuring diverse perspectives are included in the final version.

This draft plan outlines a path for building a community where everyone, regardless of ability, can actively engage in all aspects of daily life—now and in the future.

Summary

Public input was open from Oct. 28 to Nov. 11, 2024, and included an eight-question questionnaire available in a variety of formats, providing opportunities for anyone to share their input. The primary goal was to hear from West Kelowna residents and stakeholders as we work to refine the draft plan and ensure it meets our community's needs.

The consultation provided multiple ways to get involved. The community was invited to share their thoughts via an online questionnaire at OurWK.ca/accessibility, ask questions, and learn more about the Committee.

We also provided multiple alternative methods for sharing input. Paper copies of the questionnaire were located at:

- West Kelowna City Hall – 3731 Old Okanagan Highway, West Kelowna
- Westside Seniors Activity Centre – 3661 Old Okanagan Highway, West Kelowna
- Johnson Bentley Memorial Aquatic Centre – 3737 Old Okanagan Highway, West Kelowna
- West Kelowna Recreation and Culture Office – in the Mount Boucherie Recreation Complex, next to the arenas at 2760 Cameron Road, West Kelowna

What we heard

During the consultation, we received 23 completed questionnaires. An overview of the questionnaire responses is summarized below. The qualitative outcomes reflect the opinions of participants. All questions were optional, and respondents could choose to remain anonymous.

During the engagement period, we interacted with the public and stakeholders in various ways:

- 533 visitors to OurWK.ca/accessibility
 - 99 people were informed (clicked through the content)
 - 470 people were aware (visited at least one page)

Feedback highlights

- 43% of respondents felt that, after reading the Consultation Summary Report for Round 1 and the draft plan, the accessibility and inclusion challenges identified within our community were effectively captured (10 people)
- 69% felt the six focus areas of the draft plan will help guide our City's goal of becoming a more accessible and inclusive community (16 people)
- 39% suggested changes to the Draft Action Items (9 people)

Comments

Participants could provide additional feedback through open comment boxes for five questions. Commenting was optional, and not all respondents provided input.

There was a total of 26 additional comments from those who completed the questionnaire.

When asked for further comments or suggestions on the draft plan, participants mentioned:

- “Would be nice to see a map of the areas you plan to make more accessible or change in the community as available attachments to this report.”
- “It is admirable and commendable that the city is working hard to improve accessibility and inclusion. Please don't lose sight of basics that are still deficient in many areas. Street lighting, sidewalks, audible crosswalk signals, etc.”
- “When initially reading it calling accessibility and inclusion, I thought it was going to be more about inclusion (diversity and equity) too though the purpose in the beginning clarified and you have indicated that inclusion is being considered in some of the committees. I think this plan looks good for accessibility in general.”

Digital outreach and social media engagement

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 and LinkedIn.

During the engagement period, we shared four organic (non-paid) posts on each of our main channels and also boosted one of the posts on Facebook (paid).

Social media highlights

The following social media highlights are from the entire engagement period (Oct. 28 to Nov. 11):

Facebook:

- Total posts: 4 (3 non-paid and 1 paid)
- Non-paid post views: 2,557
- Paid post views: 9,089

Instagram:

- Total posts: 4
- Non-paid post views: 2,088

X:

- Total posts: 4
- Non-paid post views: 392

LinkedIn:

- Total posts: 2
- Non-paid post views: 1,209

In addition to monitoring our social media platforms daily, we conducted regular media tracking and provided further information on the City's website, including a homepage banner linking to [OurWK.ca/accessibility](https://www.ourwk.ca/accessibility) and additional information on the Council Committees webpage, which directed users to our online engagement platform.

Additional advertising

During the engagement period, we ran one print ad in the local weekly newspaper, the WestK News. Posters with QR codes were also placed at City Hall, the Johnson Bentley Memorial Aquatic Centre, and the Westside Seniors Activity Centre to further inform our community.

Conclusion and next steps

Thank you to everyone who reviewed our Draft Accessibility Plan and took the time to share their feedback.

Following round two of community engagement, we will compile and integrate our community's feedback which will help to finalize West Kelowna's Accessibility Plan, which will be presented to Council for adoption consideration later this year.

To stay informed, sign up at **westkelownacity.ca/subscribe** to receive news and alerts directly to your inbox.

Round 1 Engagement Summary

For a summary of the What We Heard Report for Round 1 Engagement, please go to **OurWK.ca/accessibility**.