
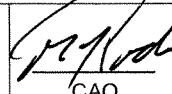


COUNCIL AGENDA/INFORMATION		
<input type="checkbox"/> Closed	Date: _____	Item # _____
<input checked="" type="checkbox"/> Reg. Council	Date: <u>July 20</u>	Item # <u>3</u>
<input type="checkbox"/> Supplemental	Date: _____	Item # _____

 Director	 CAO
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3

Attachments for item **3**
provided under separate cover

DISTRICT OF WEST VANCOUVER
750 - 17TH STREET, WEST VANCOUVER, BC V7V 3T3

COUNCIL REPORT

Date: June 22, 2009 File: 2620-10 / 0117-MSUP
 From: Leanne Sexsmith, Community Planner – Social Services
 Kelly Diamond, Access Coordinator
 Claudia Freire, Assistant Planner
 Subject: **Measuring Up Working Group - Final Report and Recommendations**

RECOMMENDED THAT:

1. The expanded and updated 2009 “Access and Inclusion” policy developed by the Measuring Up Working Group and attached to the June 22, 2009 report titled “Measuring Up Working Group – Final Report and Recommendations” be approved to replace the existing 2004 “Accessibility” policy;
2. In accordance with the expanded and updated 2009 “Access and Inclusion” policy, the following be implemented:
 - a) The Director of Parks and Community Services report back with an implementation plan for District leadership, coordination and communication of the policy initiatives;
 - b) In accordance with the direction and guiding principles outlined in the 2008 “Blueprint for Social Responsibility and Change,” Directors from each Division identify immediate and long term actions to respond to the proposed policy initiatives in their departmental work programs;
 - c) Staff incorporate the proposed policy definition and initiatives into the Social Action Plan to be developed in 2010;
3. The “Accessibility Means Business” brochure developed by the Measuring Up Working Group be promoted in the broader community; and
4. Access improvements at John Lawson Park initiated by the Measuring Up Working Group be celebrated and publicized through the District website, park signage and other communications tools.

Purpose

To report on the completion of the Measuring Up Working Group’s key tasks and mandate and to bring forward their recommendations for enhancing accessibility and inclusion in West Vancouver.

Executive Summary

In April 2008, Council formed the Measuring Up Working Group (MUWG) to assess, prioritize and take action on accessibility and inclusion issues, and build on an existing foundation of District policy and initiatives in this area. In fulfilling their mandate, the MUWG completed three projects that demonstrate how the combination of policy, education and infrastructure can achieve community goals and build community capacity for access and inclusion. These projects included: developing an updated and expanded 2009 “Access and Inclusion” policy; creating awareness in the business community; and initiating improvements to beach access. This report documents, and brings forward recommendations related to each of these projects. The District’s MUWG has been recognized across Canada for their outstanding work and leadership in responding to the increasing social and cultural diversity of our community.

1.0 Background

1.1 Prior Resolutions

On April 21, 2008 Council established the Measuring Up Working Group to assess and increase accessibility and inclusion in West Vancouver.

1.2 History

Over the past decade, the District has taken significant steps in supporting policies and initiatives that address accessibility issues in the community. The formation of the North Shore Advisory Committee on Disability Issues (ACDI) more than ten years ago has been at the forefront of the community’s progress in this area. The ACDI is a tri-municipal committee whose members are appointed by the three Municipal Councils of the North Shore. The ACDI’s mandate is to respond to requests and make recommendations to promote, develop and sustain an accessible community free of physical and social barriers. Their work has focused primarily on disability issues and has resulted in a solid foundation of District policies and initiatives, including the current “Accessibility” policy (2004), the “Pedestrian Access Guidelines” (2000) and accessibility policies within the “Official Community Plan” (2004). Current access and inclusion initiatives being undertaken by the District are outlined in Appendix A and discussed in section 3.6 of this report.

More recently, the Community Grants / Social Services Working Group has identified broader issues around access and inclusion through their work in developing the District’s “Blueprint for Social Responsibility and Change” (2008). The Blueprint’s vision and principles clearly identify the importance of embracing values of equity, diversity, social inclusion, security and adaptability in all District initiatives.

Date: June 22, 2009
From: Leanne Sexsmith, Community Planner – Social Services
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Claudia Freire, Assistant Planner
Subject: **Measuring Up Working Group - Final Report and Recommendations**

Page 3

With this foundation of work, the District was well positioned to apply for new funding through the Provincial Government's 2010 Legacies Now "Measuring Up Initiative". "Measuring Up" enables communities to assess, prioritize and take action on accessibility and inclusion issues using community based committees as the cornerstone in their approach. In March 2008, the District of West Vancouver was successful in receiving a \$20,000 grant through this program, and subsequently formed the "Measuring Up Working Group" in April 2008 to support this work, and fulfill the funding requirements. The Measuring Up Working Group (MUWG) is comprised of ten community members from West Vancouver, including two representatives from the ACDI (see Appendix B).

2.0 Policy

2.1 Accessibility Policy (May 2004) - see Appendix C

The District of West Vancouver is committed to implementing, maintaining and enhancing accessibility, so that persons with disabilities can participate actively as members of the community.

2.2 Pedestrian Access Guidelines (June 2000; updated 2007) - see Appendix D

Communities need to be built to allow people to live as independently as possible. An accessible community provides both social and financial benefits for its residents. For pedestrians with visual impairments or for those who use mobility aids, or for any pedestrian, major pedestrian areas need to be safe, easy to access, and clearly marked. The Pedestrian Access Guidelines were developed by the ACDI to assist municipalities to create a pedestrian-friendly community. The Guidelines were approved by Council in 2000, and were recently updated by the ACDI in 2007.

2.3 Blueprint for Social Responsibility and Change (July 2008)

Vision and Framework: to advance community well being through leadership and innovation in social responsibility; to embrace values of equity, diversity, social inclusion, security and adaptability in District initiatives; to provide a framework for a long range social action plan.

2.4 Official Community Plan (June 2004) - see Appendix E

- Social Planning - continue to work toward an accessible community, free of social and physical barriers, for people with disabilities.
- Housing - support the provision of adaptable design in a variety of housing forms.
- Built Form - promote safe and accessible public environments.
- Community Recreation - recognize and plan for people with diverse means needs, and abilities, and continually assess the potential to maximize the access and range of recreational opportunities within the municipal financial framework.

- Transportation and Mobility - support efforts to improve transportation safety and accessibility.
- Governance and Civic Participation - encourage citizen participation and input in the planning and implementation of Municipal programs and approvals.

3.0 Analysis

3.1 Discussion

The contribution of the MUWG over the past year has been significant. Their key task was to bring forward recommendations for District initiatives to support access and inclusion in the community. To achieve this, the MUWG initiated three projects that could be completed within the Working Group's timeframe and budget, and which would demonstrate how the combination of policy, funding and infrastructure can achieve community goals and build community capacity for access and inclusion. These included:

- developing an updated and expanded 2009 "Access and Inclusion" policy;
- creating awareness in the business community; and
- initiating improvements to beach access.

These three projects were selected by a consensus based process from a larger list of many worthwhile ideas and projects identified by the MUWG. The complete list of ideas generated through this process is included in section 3.5 of this report.

The District's MUWG has been recognized across Canada for their outstanding work and leadership. The Provincial Government's Measuring Up Coordinator has contacted the District to seek permission to use the proposed 2009 "Access and Inclusion" policy to illustrate best practices for other communities. St. John's Newfoundland has contacted the District to request permission to use the proposed policy as a model in their community. Translink's Access Transit Strategy Group has contacted the District to share information on accessibility initiatives. Throughout the Lower Mainland, West Vancouver's MUWG has put the District at the forefront in responding to broad issues of access and inclusion which reflect the increasing social and cultural diversity of our communities, as well as the continuing importance of disability issues.

3.2 Updated and Expanded 2009 "Access and Inclusion" Policy

In undertaking their key task (to support access and inclusion) the MUWG identified policy development as a priority, and has brought forward an expanded and updated 2009 "Access and Inclusion" policy for Council consideration (Appendix F).

Policy plays a fundamental role in guiding District programs, services and projects and in demonstrating clear leadership and commitment required to effect

Date: June 22, 2009
From: Leanne Sexsmith, Community Planner – Social Services
Kelly Diamond, Access Coordinator
Claudia Freire, Assistant Planner
Subject: **Measuring Up Working Group - Final Report and Recommendations**

Page 5

progressive change. It sets direction and provides a foundation for ongoing and new work program opportunities, as well as for securing grant funding from other levels of government.

The District has a number of policies which support accessibility initiatives in West Vancouver. However, the District's primary 2004 "Accessibility" policy and associated actions were developed by the ACDI and, in keeping with their mandate, focused primarily on addressing disability issues. The MUWG felt that it was important to build upon this work with an updated and expanded policy definition and initiatives that would reflect the range of access and inclusion issues stemming from the community's growing cultural, social, economic, and age diversity, and to provide a foundation for more focused District leadership in this area.

To develop the updated policy, the MUWG reviewed all existing related policies, as well as best practices used in other communities. Based on this review and their overall objectives and experience in West Vancouver, they developed the following expanded policy definition and initiatives. This proposed policy continues to recognize the important and ongoing role of the ACDI in addressing access issues.

Proposed Policy Definition

Accessibility cultivates inclusivity by eliminating barriers and creating social, physical and economic environments that enable all residents to participate actively in the community. Inclusivity embraces and values diversity in: age, culture, disability, gender, language, marital status, religion, sexual orientation, and socio-economic status.

Proposed Policy Initiatives

A) The District of West Vancouver:

- i. Recognizes and plans for people with diverse means, needs, and abilities, and continually assesses the potential to maximize accessibility for all within the range of programs, services and infrastructure and ensures financial planning includes the allocation of budget(s) to achieve accessibility initiatives;*
- ii. Supports and adopts the provision of accessible building design;*
- iii. Promotes safe and accessible environments for the public;*
- iv. Ensures the Pedestrian Access Guidelines are used and updated as best practices; and,*
- v. Ensures that means of civic participation are accessible for all persons, including the accessibility of public meeting spaces.*

- B) *North Shore Advisory Committee on Disability Issues (ACDI):*
- i. *Reviews development applications referred by staff;*
 - ii. *Provides input prior to and during the design and/or upgrading of public facilities and spaces;*
 - iii. *Meets annually with senior staff from all municipal divisions and other community members with expertise in accessibility issues. This meeting needs to occur prior to and/or during each division's budget consideration schedule. The purpose of this annual meeting is to review current and future accessibility initiatives for the District of West Vancouver; and,*
 - iv. *Meets annually with appropriate senior West Vancouver Transit and related municipal staff, and other community members, to provide input into public transit services and municipal infrastructure that supports the continuous improvement of an available and accessible transit system.*

Implementation of the Proposed Policy

The MUWG recognized that policy requires a clear implementation strategy to achieve significant results for the community. This was of particular interest to the MUWG group, and the subject of much discussion. Although a number of excellent accessibility initiatives have been undertaken by the District in recent years (see section 3.6), some of the key actions identified in the existing 2004 "Accessibility Policy" have not been implemented.

The initiatives specified in the proposed 2009 "Access and Inclusion" policy are relevant across multiple Divisions within the District, and in many cases involve cross departmental partnerships in many cases. To fully achieve community goals for access and inclusion, the District will need to dedicate resources towards a leadership role for cross departmental coordination and implementation of initiatives, and communications with the broader community. This role is well aligned with the Parks and Community Services Division, and it is therefore recommended that the Director of Parks and Community Services, in consultation with the Community Planner of Social Services, report back on the financial and work program implications (staffing and other resources) of taking on this role.

In the interim, the District's 2008 "Blueprint for Social Responsibility and Change" provides good direction to support the expanded and updated 2009 "Access and Inclusion" policy. It is recommended that Directors in each Division continue to support access and inclusion initiatives in their departmental work programs by identifying immediate and long term actions to respond to the proposed 2009 "Access and Inclusion" policy, with consideration given to the additional ideas generated by the MUWG, as identified in section 3.5 of this report.

For the longer term, it is recommended that the proposed 2009 "Access and Inclusion" policy be incorporated into the Social Action Plan to be developed in 2010.

Date: June 22, 2009
From: Leanne Sexsmith, Community Planner – Social Services
Kelly Diamond, Access Coordinator
Claudia Freire, Assistant Planner
Subject: **Measuring Up Working Group - Final Report and Recommendations**

Page 7

As outlined in the proposed 2009 policy, the ACDI will continue to play a key, ongoing role in facilitating the implementation of District accessibility initiatives.

3.3 MUWG - Creating Awareness in the Business Community

Creating Awareness in the Business Community was the second project initiated by the MUWG.

The first phase of this project involved joining forces with the 2010 Legacies Now Accessible Tourism Strategy to help undertake accessibility audits of local businesses. One of the MUWG members was trained to complete the audits for West Vancouver, and completed thirteen audits on businesses with links to Tourism.

The second initiative of the project involved creating a publication aimed at all businesses and services within West Vancouver used by the public with helpful hints on how to improve accessibility. The brochure includes ideas and quick fixes for finding the business, getting into the business, getting around the business and for customer service. It also provides additional resources to businesses. The MUWG worked diligently to create an impressive and professional publication titled “Accessibility Means Business”.

Fourteen hundred copies of “Accessibility Means Business” were mailed out to local businesses in June of this year (see brochure and cover letter attached as Appendix G). In celebration of International Access Awareness Week, the brochure was also featured at the ACDI’s annual “Access Awareness Event” at the West Vancouver Community Centre as part of Community Day on June 6, 2009. A media release, featuring work of the MUWG, including the “Accessibility Means Business” brochure, will be issued by the District in July.

The “Accessibility Means Business” publication will benefit many in the community by providing guidance to business owners who are open to making positive changes to improving accessibility within their businesses. It is therefore proposed that the brochure be further promoted in the broader community, for example, at a Chamber breakfast meeting, through the Business Associations, and through the District’s business licensing process. Funding has been set aside within the Measuring Up Working Group’s budget to support printing costs for additional copies of the brochure, and in addition, the brochure can be distributed electronically.

3.4 MUWG - Improvements to Beach Access

Improving beach access was the third project initiated by the MUWG. As a result of this project, accessibility upgrades are now underway at John Lawson Park.

The improvements include installation of:

- automatic door openers in the washrooms;
- accessible platforms adjacent to the waterfront for individuals using wheelchairs, scooters, walkers and strollers;
- upgraded trails with hard packed, level surfaces;
- improved transition between the seawalk trail and the new Lawson Creek bridge; and
- wheelchair accessible picnic tables.

This project involved:

- finding a suitable location for improving beach access;
- identifying specific features for improvements; and
- securing funding to implement improvements.

John Lawson Park was chosen for these upgrades due to its central location within the community and its accessibility from three points of entrance.

This project was implemented through a partnership with the Parks Department of West Vancouver, the ACDI and the MUWG. It began with a Parks staff awareness event (modelled on the ACDI's annual access awareness event) at John Lawson Park using recommendations from a park accessibility audit, completed for the District by Shira Golden in 2007. As part of the event, staff navigated throughout the park using a wheelchair. Upon completion of the event, staff received a "cheat sheet" of accessibility standards for trails and parks. As a result of the staff awareness event, the Working Group determined areas within the park in need of improvements. Parks Department staff provided budget estimates for the upgrades at approximately \$13,000. The MUWG dedicated \$5000 of the Measuring Up budget to these upgrades. The Parks department matched the amount, contributing another \$5000. The District applied for additional funding through the North Shore Disability Resource Centre (Chambers Memorial Endowment Fund) in the amount of \$3000. The grant was awarded to the District's MUWG on January 9, 2009, bringing the total contribution to this project to the estimated cost of upgrades (\$13,000). This work will be completed between May and September 2009.

Many will benefit from the upgrades at John Lawson Park: parents with strollers will be able to join their children on the playground, individuals using wheelchairs or scooters can join their families during picnics, and all will benefit from a regularly graded, hard packed surface of the trails along the waterfront.

Date: June 22, 2009
From: Leanne Sexsmith, Community Planner – Social Services
Kelly Diamond, Access Coordinator
Claudia Freire, Assistant Planner
Subject: **Measuring Up Working Group - Final Report and Recommendations**

Page 9

To further promote access and awareness, upon completion of this project, it is recommended that the improvements at John Lawson Park be celebrated and publicized through the District website, park signage and other communications tools.

3.5 Additional Ideas and Projects Identified by the MUWG

The Working Group's three key projects were identified and selected through a consensus based process that generated a large list of potential ideas and projects. The complete list of ideas generated through this process, and through subsequent discussions by the MUWG, is provided below. It is recommended that these ideas be reviewed and considered by District staff in developing and implementing departmental work programs to support the proposed 2009 "Access and Inclusion" policy.

MUWG – ideas and projects to be considered:

- Spirit Trail accessibility
- Parking for scooters
- Universal Design - As building policy, "safer homes" (minimum proportion set by building codes)
- Sidewalk Maintenance - hedge encroachment, bylaw enforcement
- Public Education - of the needs of people living with disabilities, "invisible disabilities"
- Hearing Assistance - codified for new developments, hearing induction loops for banks, retail shops and taxis
- Disaster Planning for individuals with accessibility challenges - improved signage, central registry of people living with disabilities for emergency crews
- Education - IEP (Individual Education Plan) enhancement and enforcement, coordination of resource teachers
- Challenge Businesses - to improve access, to attract business / tourists / etc.
- 2010 Preparations
- Increasing public transportation to additional areas (e.g. Kay Meek Theatre)
- Increasing disability parking
- Lack of bylaw support (e.g. parking at bus stops)
- The needs of an aging population – (e.g. hearing loss)
- Needs of low income residents
- Lack of street lighting
- No accessible transit to Municipal Hall
- Expand on work done on park accessibility audit
- Incorporate accessible features on Community Map (disability parking, accessible parks, accessible public restrooms etc)
- Consider incorporating recommendations in the Business Access Brochure into the Business License Bylaw.

3.6 Current Status of District Initiatives on Access and Inclusion

Many initiatives related to access and inclusion have been implemented across departments within the District.

At Municipal Hall, the Finance Department has made changes to the customer service areas to make them more accessible for individuals with mobility challenges.

Our municipal website has been enhanced, with feedback from users, to allow users to adjust the font size.

Internal to our organization, the Human Resources Department has led staff through training sessions related to respectful workplace and cultural diversity, and has been successful in registering with the Ministry of Employment and Income Assistance's "10x10 Challenge" through our District's "Recruitment and Selection Policy" to hire candidates based on suitability for the job regardless of background or disability.

Community Services offers assistance to residents facing cultural, economic, physical, developmental and social barriers. Staff in Community Services are participating in several West Vancouver and North Shore committees focused on coordination, development and implementation of support services for new immigrants in the community among West Vancouver and North Shore organizations. Training opportunities for Community Services Staff on creating welcoming and inclusive communities have been made available through these initiatives.

The Parks Department has completed sensitivity training for frontline staff who undertake trail work and park maintenance and have had an accessibility audit completed on all District parks.

The Planning Department plays a key role in accessibility and inclusion by dedicating staff resources to represent the District on the ACDI. Their work has brought insight and direction into many projects through this committee and also includes the adoption of Pedestrian Access Guidelines in 2000 and continuous negotiation of adaptable and accessible design in new developments. Also, following consultation with the ACDI, the Permits and Bylaws Department has amended their sign bylaw to prohibit pedestal signage on sidewalks.

Engineering, Roads and Transportation has diligently worked on installing accessible pedestrian traffic signals at intersections, curb letdowns, wheelchair pads and shelters at bus stops, and plans on having an accessibility focus related to the strategic transportation plan. Furthermore, Transit has an entirely

Date: June 22, 2009
From: Leanne Sexsmith, Community Planner – Social Services
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Claudia Freire, Assistant Planner
Subject: **Measuring Up Working Group - Final Report and Recommendations**

Page 11

wheelchair accessible Blue Bus Fleet and will be installing a new radio system next year which will include next stop annunciation on buses.

A detailed chart outlining Departmental initiatives on access and inclusion is provided in Appendix A.

3.7 Social Sustainability

An accessible community is one that nurtures diversity by eliminating barriers and creating social, physical and economic environments that enable all residents to participate actively in the community. This is a fundamental component of the health and well-being of communities, and affects quality of life for all.

3.8 Financial Implications

The District has undertaken many initiatives to support access and inclusion. Staff will continue to incorporate access and inclusion initiatives within their existing departmental work programs and resources.

The Measuring Up Working Group's successes in implementing three key projects (policy development, infrastructure improvements at John Lawson, and business community education) demonstrate how additional resources can strengthen access and inclusion initiatives. Funding can be leveraged and increased through other sources, such as grants from other levels of government and community organizations, when a foundation of successful work is in place, and when resources are provided to support coordination and leadership of initiatives.

With the completion of the MUWG, the financial implications (staffing and other resources) of having the Parks and Community Services Division play an ongoing leadership role for cross departmental coordination, implementation and communications with the broader community of specific actions within the proposed policy will be outlined in a report back to Council from the Director of Parks and Community Services, in consultation with the Community Planner of Social Services.

Date: June 22, 2009
From: Leanne Sexsmith, Community Planner – Social Services
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Subject: **Measuring Up Working Group - Final Report and Recommendations**

Page 12

4.0 Options

4.1 Council may support or reject the proposed recommendations, with or without changes.

Author:

Concurrence
(optional) _____

Appendices:

- A- Current District of West Vancouver Accessibility and Inclusion Initiatives
- B- MUWG Members
- C- District of West Vancouver 2004 "Accessibility" Policy
- D- ACDI Pedestrian Access Guidelines (updated 2007)
- E- Official Community Plan (2004) – Summary of Policies and Actions Related to Access and Inclusion
- F- MUWG Proposed 2009 "Access and Inclusion" Policy
- G- MUWG "Accessibility Means Business" Brochure and Cover Letter

**The District of West Vancouver
Departmental Initiatives – Accessibility and Inclusion**

Department	Initiative
Communications	<p>Alternative fonts for the District Website – A Website Usability Evaluation was conducted in 2007, where a number of residents, including those with accessibility issues were interviewed. The primary comment from this group was that the font size was quite small. The re-design of the new website (completed in 2008), incorporated a font that was one of five of the most legible fonts for website use (as recommended by the firm who developed the design). As well, the new Content Management System (CMS) enabled functionality to increase the font size - this button is incorporated into the menu along the top of the screen.</p>
Engineering, Roads and Transportation	<ul style="list-style-type: none"> • Accessible pedestrian signals. • Count down pedestrian signals. • Curb letdowns at all intersections. • Wheelchair pads and shelters at bus stops. • Development of a sidewalk network within the business areas, high density residential areas, along collector and arterial roads. • Traffic calming adjacent to schools, high density residential areas, collector and arterial roads. • On street parking for persons with disabilities adjacent to traffic generators i.e. banks and medical centers. • Multi-user Spirit Trail Greenway application had an important Measuring Up component. Accessibility was demonstrated by ensuring the space is safe, lit, flat and separate from traffic. • Strategic Transportation Plan will have an accessibility focus. At least one working group member will be a representative for persons with disabilities.
Finance	<ul style="list-style-type: none"> • Accessible main floor (elevator, power assisted doors, wheelchair access, etc) • Special front counter area for wheelchair access • Special front counter area and seating for elderly and disabled
Human Resources	<ul style="list-style-type: none"> • Corporate training on respectful workplace, understanding cultural diversity, dealing with conflict, coaching for excellence • Engaged in facilitated dialogue processes where specific work teams need assistance dealing with diversity challenges • Succeeded as a registered municipality in the Ministry of Employment and Income Assistance's "10x10 challenge" with the Recruitment and Selection Policy where we hire candidates based on suitability for the job regardless of background or disability.
Parks and Community Services	<ul style="list-style-type: none"> • Access Coordinator staff position – This position provides support for members of the West Vancouver Community who face barriers (social, physical/developmental, economic, cultural) to accessing recreation services and programs and provides staff support for facilities access. • Measuring Up Working Group – To support initiatives of access and inclusion. Projects include Access and Inclusion policy, "Accessibility Means Business" brochure for businesses within West Vancouver, and John Lawson Park accessibility upgrades. • Multicultural Support Services – focuses on coordination, development and implementation of support services for new immigrants in the community among West Vancouver organizations, including the School District and District of West Vancouver.

	<ul style="list-style-type: none"> • NS Welcoming Action Committee – This is a North Shore Committee focused on strategies and actions, including training and services, to facilitate the integration of new immigrants and refugees on the North Shore, and support the development of welcoming and inclusive communities. • School Community Connections Project / After School Programs – development and implementation of after school programs to support children aged 9-12 develop healthy behaviours through after school activities, and to encourage use of municipal community services by immigrant families • Building Connections for Older Adults’ Health Promotion – pilot project being implemented to support frail and isolated seniors to better access existing programs and services across the North Shore • NS Accessible Recreation Committee – This committee is North Shore wide, focussing on opportunities for the community to access recreational opportunities • Summer Camp Support Program – Providing one on one support for children with disabilities enrolled in the District’s summer camp programs • Multilingual signage at Civic Site • Information Sessions for new immigrants • Language Translation Service – providing translation to residents where English is their second language • Leisure Access Card membership – providing free access for support workers of residents who require additional support to participate in programs and services • Financial Assistance program – providing financial subsidy for residents of West Vancouver who cannot afford to pay the full price of recreation programs and services • Senior Centre Shuttle Bus Program – that provides transportation for seniors to/from seniors centre programs and services • Senior Centre Go Bus – 6 month pilot project made possible by a partnership with the City of North Vancouver, the West Vancouver Community Foundation and the West Vancouver Seniors’ Activity Centre. The senior friendly transportation service is available once per week in West Vancouver to transport seniors to various shopping locations • Community Grants Program – DWV funding to non-profit community organizations serving WV residents through programs and services that reduce social, economic or physical disadvantage and improve quality of life • Senior Centre Outreach Program – “Outreach Coordinator” staff position to promote and supervise the “Keeping Connected” programs which are specifically targeted at frail and isolated seniors. Keeping Connected programs are aimed to promote physical and social health through group outings, shared meals, discussion and games, and light exercise. • Parks staff sensitivity training on accessibility – staff used wheel chairs in a park setting to understand what impedes mobility/access in a park environment. • Parks Accessibility Review completed in 2007 – an initiative with a practical focus to identify access improvement opportunities for West Vancouver Parks as funds become available. • John Lawson Park accessibility upgrades are underway including the addition of automatic door openers in the washrooms and increased seating access for individuals utilizing wheelchairs, scooters, walkers and parents with strollers
Permits & Bylaws	<ul style="list-style-type: none"> • Amended sign bylaw in 2007 to prohibit pedestal signage on sidewalks • Existing pedestal signs will be slowly phased out • No new permits for pedestal signs are issued to new businesses for any reason
Planning	<p>PEDESTRIAN ACCESS GUIDELINES (PAG's) The Pedestrian Access Guidelines, produced by the ACDI, were adopted by DWV in June of 2007 and revised by the ACDI in 2007. The PAG's are a tool for municipal staff to ensure that</p>

pedestrian areas are safe, easy to access and clearly marked. The guidelines include examples of 'good' and 'bad' design under the following categories: sidewalks, curb cuts, construction sites, bus stops, road signs, pedestrian crossings, maintenance of sidewalks, obstructions, sidewalk signs, commercial & public establishments, public entrances, stairs/ramps into or inside public facilities, public buildings and public telephones. I have attached a copy of the guidelines for your reference.

ADAPTABLE/ACCESSIBLE DESIGN IN NEW DEVELOPMENTS

West Vancouver negotiates adaptable/accessible units through the development process. Staff apply best practices, refer to the City of North Vancouver's Adaptable Design Guidelines as well as the City of Vancouver's 'Universal Standards' and have been successful in securing accessible units - the table below lists such units and their level of 'adaptability/accessibility':

LOCATION	# UNITS	REQUIREMENT
Evelyn Drive Study Area	349 total	<ul style="list-style-type: none"> · 100% of all apartments to meet a visit-ability standard (min 210 apt. to a max 266 apt.) · 20% of all apartments to be to Level 2 City of North Vancouver standard (min 210 apt. to a max 266 apt.)
1891 Marine Drive	10	2 to be designed to Level 2 City of North Vancouver Guidelines
2388-2396 Marine Drive	15	2 to be Level 3; 9 to be level 2 & 4 to be level 1 (w/ visit ability & backing in washrooms) The 4 level 1 units are live/work
AMICA Supportive and Assisted Living - Clyde Avenue	112	18% or 20 designed to Level 2 City of North Vancouver Guidelines
AMICA Seniors 605 Clyde Avenue	14	All with adaptable design features as recommended by NS Advisory Committee on Disability Issues
6390 Bay Street	16	All designed to Level 1 City of North Vancouver Guidelines and 5 with additional features
Dundarave Landing (IGA) Marine Drive and 25 th	24	<ul style="list-style-type: none"> · 25% or 6 units designed to Level 2 City of North Vancouver Guidelines · 4 townhouse units to be rental for 10 years
Kiwanis Supportive and Assisted Living - 21 st Street	76	100% designed to Level 2 and higher
Water's Edge - Clyde Avenue	95	<ul style="list-style-type: none"> · All 95 units finished to the universal standards set out in the City of Vancouver building Bylaw · 5 units finished to designed to Level 2 City of North Vancouver Guidelines

NORTH SHORE ADVISORY COMMITTEE ON DISABILITY ISSUES (ACDI)

A joint North Shore Committee, which formulates proposals and makes recommendations to the three North Shore Municipalities and the North Shore Health Board on matters affecting people with disabilities. It also provides a forum for discussion on issues affecting people with disabilities.

	<p>A comprehensive list of projects completed from 2005 through 2008 is attached.</p> <p>ANNUAL ACCESS AWARENESS EVENT HOSTED BY THE ACDI</p> <p>In celebration of International Awareness Week, the ACDI has hosted an 'Access Awareness Event' for the past three years. The first year (2007), committee members invited the Mayors and Councillors of the three NS municipalities to participate in 'access simulations' involving mobility aids, hearing simulations, cognitive disabilities, chronic pain and various vision conditions. The ACDI coordinated with WV Transit who provided a WV Blue Bus for the event so that Mayor and Council could experience navigating transit with a disability. The following year (2008) the committee repeated the 2007 event and invited municipal staff. For 2009, the ACDI hosted their event as part of West Vancouver Community Day, which was also International Access Awareness Day (June 6). Committee members featured information displays, an assistive listening demonstration, simulations of various vision conditions as well as information and display of work accomplished by the DWV Measuring Up Working Group.</p>
Transit	<ul style="list-style-type: none"> • West Vancouver Blue Bus fleet is entirely wheelchair accessible including the Community Shuttles • Increased number of accessible bus stops in partnership with Roads and Engineering • Staff training includes appropriate procurement, sensitivity and assistance of mobility aides • WV Transit will be going to a new radio system TMAC sometime next year which will include next stop annunciation on buses.

Measuring Up Working Group Members

Name
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Rosamund van Leeuwen
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Staff Representation:

Name	Position
Kelly Diamond	Access Coordinator
Leanne Sexsmith	Community Planner
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District of West Vancouver CORPORATE POLICY

Planning and Development Services Division	Accessibility Policy
Policy # 02-80-316	
CIS File: 0282-01	

1.0 Purpose

To establish an accessibility policy for the District of West Vancouver.

2.0 Policy

2.1 The District of West Vancouver is committed to implementing, maintaining and enhancing accessibility, so that persons with disabilities can participate actively as members of the community.

2.2 Council endorsed the following initiatives for implementation:

- a) staff report on the ACDI's role in the review of development applications as part of the Stantec Report implementation and after consultation with ACDI;
- b) ACDI continue to provide input into the design of public facilities and spaces;
- c) adaptable design guidelines for housing, and implementation measures, be brought before Council for consideration;
- d) senior staff meet with the ACDI annually, for the purpose of discussing the progress of accessibility improvements within the District;
- e) the Pedestrian Access Guidelines continue to be used and updated as best practices in the upgrading and construction of pedestrian rights-of-way; and
- f) an accessibility audit be undertaken prior to any upgrading of public facilities within the District.

Approval Date: May 17, 2004	Approved by: Council Resolution May 17, 2004 (Item 5.2 Regular Meeting of Council)
Amendment Date:	Approved by:

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PEDESTRIAN ACCESS GUIDELINES

North Shore Advisory Committee on Disability Issues



Photo Study of Good/Bad Design, 2nd Edition

© ACIDI, 2007



North Shore Advisory Committee on Disability Issues (ACDI)

A tri-municipal, cross-disability committee sponsored by:

- City of North Vancouver (CNV)
- District of North Vancouver (DNV)
- District of West Vancouver (DWV)

PURPOSE

The members of ACDI advise the Mayors, Councils and staff of the three North Shore municipalities on municipal issues affecting people with disabilities, such as physical access, diversity, pedestrian traffic, and transportation.

MEMBERSHIP

Twelve people with disabilities and one member from each North Shore Council. Members live in a sponsoring municipality, have a disability, and consider issues from a cross-disability perspective. Mayors and Council appoint members.

HOW ACDI WORKS

The Mayors and Councils refer issues for ACDI input. Municipal staff consults with members of ACDI on various issues.

ACDI brings issues and recommendations to the Mayors and Councils for consideration.

CONTACT INFORMATION

For more information or to contact the ACDI, write, call or e-mail:

c/o The District of North Vancouver,
355 West Queens Avenue,
North Vancouver, BC V7L 4K1
acdi@dnv.org

or

Planning Department

City of North Vancouver
604-983-7333

District of North Vancouver
604-990-2421

District of West Vancouver
604-925-7055

ACKNOWLEDGEMENTS

On behalf of the North Shore Advisory Committee on Disability Issues (ACDI), I would like to thank the following members of the original subcommittee for their dedication, perseverance, and hard work in developing the first edition of this study:

- Fred Fox
- Pam Horton
- Maureen Martin
- John Neumann
- Brian Platts
- Cathy Prem

I would also like to thank the subcommittee that worked along with me in updating the Pedestrian Access Guidelines and producing the 2nd edition of this study:

- Alice McSherry
- Glenda Tennyson
- Janet Becker
- Jean Chambers
- Rosamund van Leeuwen (and guide dog Janey)
- Sonia Koehler

I would also like to acknowledge the following staff members for their tremendous support and contribution to this project:

- Claudia Freire, Planning Analyst, DWV (2nd Ed.)
- Robyn Newton, Social Planner, DNV (1st & 2nd Ed.)
- Larry Orr, Social Planner, CNV (1st Ed.)
- Paul Penner, Social Planner, CNV (2nd Ed.)
- Ann Sarte, SFU student intern, CNV (2nd Ed.)
- Leanne Sexsmith, Planning Analyst, DWV (1st Ed.)

I would also like to express my sincere appreciation to the Mayors and Councils of the three municipalities for their support of the work of the ACDI. The results of this Photo Study will help the staff members of the three North Shore municipalities, developers, members of the building community, and the general public to make the North Shore a better community in which to live.

M. Pattenaude

Mike Pattenaude, Chair
North Shore Advisory Committee on Disability Issues

TABLE OF CONTENTS

PURPOSE	I
MEMBERSHIP	I
HOW ACDI WORKS	I
CONTACT INFORMATION.....	II
ACKNOWLEDGEMENTS	III
TABLE OF CONTENTS	V
INTRODUCTION	1
SIDEWALKS	2
CURB CUTS	4
CONSTRUCTION SITES	5
BUS STOPS	6
ROAD SIGNS	7
PEDESTRIAN CROSSINGS	8
MAINTENANCE OF SIDEWALKS	10
OBSTRUCTIONS.....	12
SIDEWALK SIGNS	14
COMMERCIAL AND PUBLIC ESTABLISHMENTS	15
PUBLIC ENTRANCES	15
STAIRS/RAMPS INTO OR INSIDE PUBLIC FACILITIES	16
PUBLIC BUILDINGS	17
PUBLIC TELEPHONES.....	18



PLEASE NOTE: *These are GUIDELINES only. Please refer to the appropriate municipal bylaws for regulations applied within your municipality.*

INTRODUCTION

Communities need to be built to allow people to live as independently as possible. An accessible community provides both social and financial benefits for its residents. For pedestrians with visual impairments, or for those who use mobility aids, pedestrian areas must be safe, easy to access, and clearly marked. By implementing the following Pedestrian Access Guidelines, municipalities can create accessible communities for all pedestrians. These guidelines should be used by municipal staff to actively identify problem areas for corrective action and to ensure that new development is fully accessible.

Because of the topography of the North Shore, it is not always possible to adhere to maximum slopes as identified in these guidelines. In all cases, the intention is to make slopes as gradual as possible and to make transitions smooth and predictable.

These guidelines are divided into areas of responsibility. Municipalities have a major role in ensuring their communities are accessible through policies, bylaws, regulations, practices and enforcement activities. However, all members of a community share the responsibility to make the community fully accessible to all people.




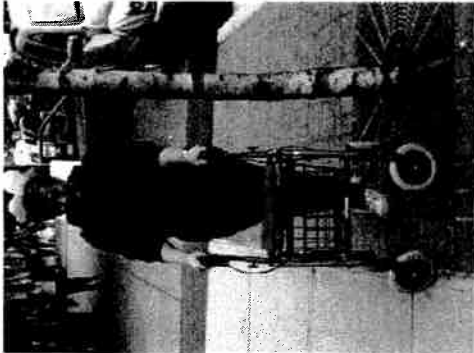
SIDEWALKS

Municipalities (Municipal Engineer) and Developers

Developers are often responsible for installation of pedestrian walkways, street trees, curb cuts, etc. as part of a development proposal. The municipality is responsible to ensure that accessibility standards are met, whether municipal staff, contractors, or developers are actually doing the installation.

- a. New sidewalks and pedestrian pathways should have a regular, even surface that is as level as possible.**
- b. Sidewalk continuity: Pedestrian pathways should be straight and clear, rather than have unexpected turns.**
- c. Transitions and tie-ins with older sidewalks should be smooth with no lips or dips.**
- d. Tree grates:**
 - i. should be of consistent design;**
 - ii. level with the sidewalk;**
 - iii. grate holes should be filled with drainable material, or material small enough so it will not catch canes, etc;**
 - iv. spaces between grates and trees should be filled with plants, sand, or other material so they do not pose a tripping hazard.**
- e. Driveway crossing slopes: Sidewalks should stay as close as possible to the standard 2% cross slope rather than sloping with driveways, and should be no steeper than a 9% cross slope, wherever possible.**

SIDEWALKS

	
<p>BAD Uneven pavement; narrow sidewalk; no curb cut.</p>	<p>GOOD Even pavement; wide sidewalk; no obstructions.</p>
	
<p>BAD Uneven surface; cane can get caught in ground material.</p>	<p>GOOD Tree grate is level with sidewalk; grate design does not pose tripping hazard.</p>

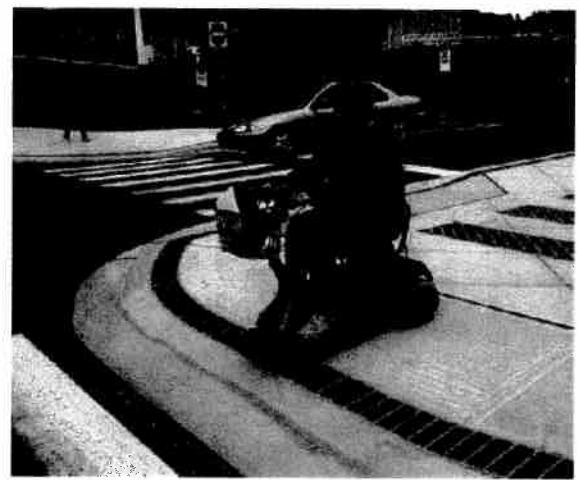
ACDI Pedestrian Access Guidelines, Photo Study of Good/Bad Design (2007)

CURB CUTS

- a. Maximum cross slope should be 9% (5% preferred where possible).**
- b. All curb cuts on a given intersection should have consistent style, placement, direction, and width.**
- c. Curb cuts should be textured on the apron to signal entrance to roadway for people with visual impairments. They must be cane detectable but should not trip pedestrians, wheelchairs (e.g., scoring at entrance to roadway).**
- d. There should be smooth transition from sidewalk to curb cut, to road surface.**



BAD No curb cut at crossing area.

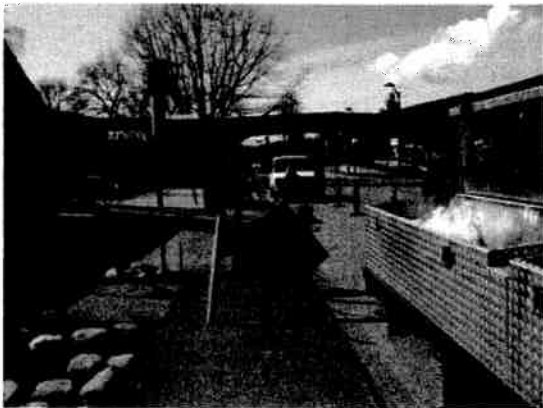


GOOD Good cross slope and smooth transition; paving provides texture and colour differentiation.

CONSTRUCTION SITES

(Chief Building Official or Bylaw Enforcement Officer)

- a. There should be a smooth, safe pathway around construction obstacles (plans submitted before building permit is issued).**
- b. This pathway should be a minimum of 4' wide wherever possible.**
- c. Ramps rather than steps should be provided when there are elevation changes, with a maximum slope of 1/14 (1/20 is preferred).**
- d. This pathway must be kept clean and free of debris in accordance with Part 8.2 of the BC Building Code, "Safety measures at construction sites."**
- e. There should be cane detectable barriers around the construction site.**



BAD No alternative pedestrian route provided around construction site.

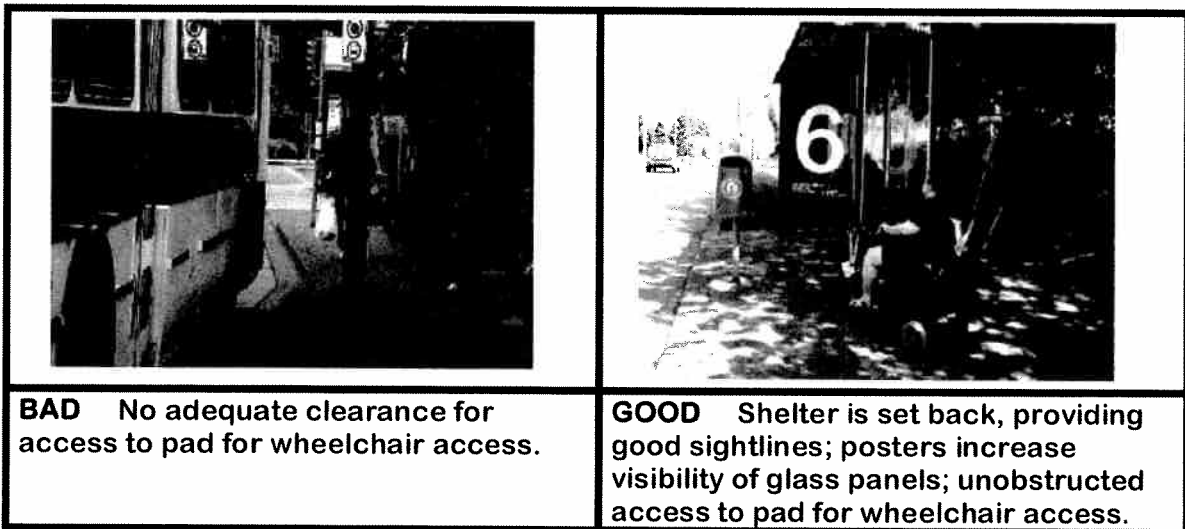


GOOD Smooth, safe pathway clear of debris; cane detectable barrier.

BUS STOPS

(Municipal Engineer)

- a. Bus shelters should be set back from sidewalks to give good sightlines for bus drivers to see persons signaling for pick-up.**
- b. There should be unobstructed access to pad on wheelchair accessible routes; pad should be located adjacent to the shelter, not inside it.**
- c. Glass panels should have visible stripes, hardware or some other features (e.g., posters) to increase visibility.**
- d. Follow Crime Prevention Through Environmental Design (CPTED) principles when planning landscape features near bus stops to maximize safety and visibility.**
- e. All shelters should be well lit; preferably with more than just regular street lighting.**



ROAD SIGNS

(Municipal Engineer)

- a. Road signs should meet or beat the standards of the Manual of Uniform Traffic Control Devices:**
- i) Road signs should be large and placed in highly visible locations.**
 - ii) Road signs should be easy to read, with high colour contrast between lettering and a non-glare background.**



BAD No signs indicating wheelchair parking are placed in a visible location.



GOOD Large, highly visible location; easy to read with colour contrast.

PEDESTRIAN CROSSINGS





(Traffic Engineer)

a. Pedestrian signals:

- i) Activation buttons must be a minimum of 5 cm. in diameter, offer high colour contrast (i.e., yellow against black), and require not more than 1.8 pound pressure to activate. Vibro-tactile surfaces should be located next to and on the same pole as the pedestrian activation button and adjacent to the intended crosswalk.**
- ii) Should be located close to curb cut without obstructing pedestrian traffic. Activation buttons serving two perpendicular crosswalks at the same corner should be on separate poles, separated by a minimum distance of 3.3 m.**
- iii) Surface around the pole should be firm, hard ground.**
- iv) Audible tones operating during the WALK interval must sound for a minimum of one-half (1/2) of the time that the walk cycle is activated.**
- v) The CNIB can provide standard minimum crossing times for given road widths.**

b. Audible signals should be installed at priority intersections (as identified by municipal staff and the ACDI), and also when there are upgrades or new installations at major intersections.

c. There should be continuity at all intersections: Curb cuts should be located directly across the street from each other so that people with visual impairments can easily find the other sidewalk.

	
<p>BAD Poor placement of pole; lack of firm, hard surface around pole; small push button.</p>	<p>GOOD Pedestrian signal located close to curb cut; button activates audible signal; large push button.</p>
	
<p>BAD “Broad” Apron, no “East/West” “North/South” curb cut definition.</p>	<p>GOOD Curb cut definition gives sight impaired persons directionality; tactile. Should be at least a 60-inch square, at the top curb, to allow for radial turn for wheelchair. (ASIC)</p>

MAINTENANCE OF SIDEWALKS



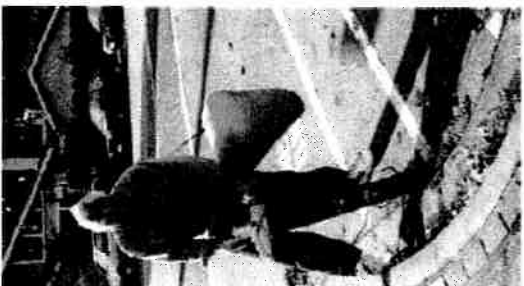

(Public Works)

- a. Identify rough areas, cracks, and depressions, and repair hazardous areas as soon as possible. Other areas repaired as soon as resources permit.**
- b. Priority should be given to access and egress to bus stops, routes used by seniors, children, and people with disabilities (e.g., between seniors' centres, seniors residences, churches, shopping centres, health care facilities, and tourist facilities).**
- c. Publicize telephone number (i.e., in the Blue Pages) for pedestrians to notify the municipal staff of hazards.**
- d. Quick response to maintenance and hazards requests.**

(Property Owners)

- e. Prompt leaf removal in autumn.**
- f. Prompt snow removal in winter.**
- g. Vegetation cut back so it does not intrude onto walkways or bus lift pads.**
- h. Select plant species that will not encroach onto sidewalks; drop cones, nuts, etc. may become hazardous obstacles.**

MAINTENANCE OF SIDEWALKS


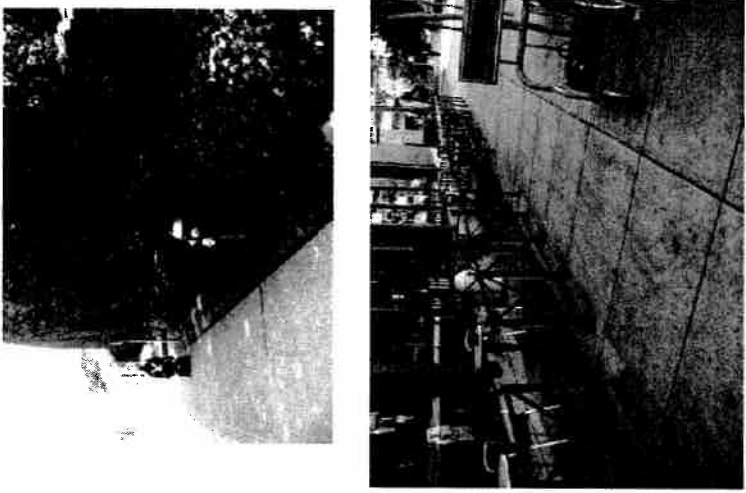
 	 
<p>BAD Vegetation intrudes onto walkway; repairs to sidewalk should ensure a level surface so as not to create a tripping hazard.</p>	<p>GOOD Leaf removal; cane detectable surface.</p>

OBSTRUCTIONS

(Property Owners)

- a. Place mailboxes, newspaper vending machines, trash cans, bike racks, hanging baskets, and other obstacles outside of the central pedestrian travel zones, and away from bus wheelchair lift pads. Shop goods should not intrude into the main pedestrian travel zone.**
- b. Outdoor customer service areas should be allowed only within fenced areas.**
- c. Maintain a minimum 4' wide line of pedestrian travel, free and clear of any obstacles where possible.**
- d. Hanging trashcans should be placed out of main pedestrian flow; they should not obstruct access to crosswalk buttons and should be low enough so that everyone can access them (i.e., people in wheelchairs and scooters).**



OBSTRUCTIONS

	
<p>BAD Shop goods block main pedestrian travel zone; no allowance for minimum 4-foot wide pathway.</p>	<p>GOOD Clear, wide sidewalk; outdoor patio is fenced in and level with sidewalk so does not impede pedestrian access; street furniture does not block main pedestrian travel zone.</p>

SIDEWALK SIGNS

(Property Owners)

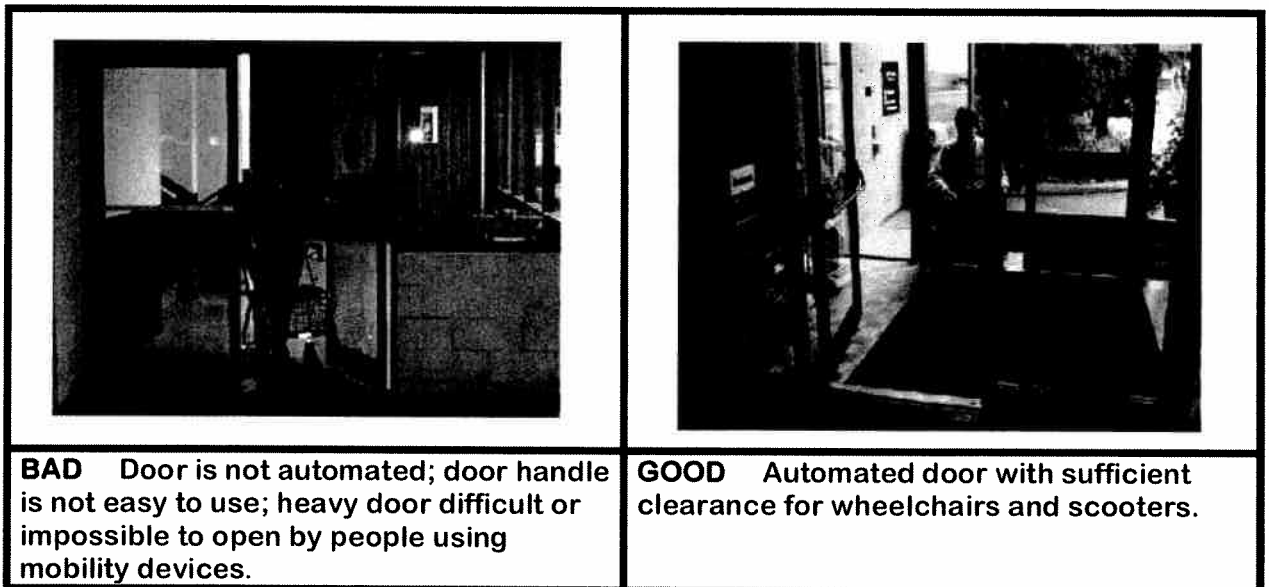
- a. The best alternative is to prohibit sidewalk signs.**
- b. Portable/temporary signs should have a sturdy (wide) base so they are not easily knocked over, and should not have casters or other wheels that would cause them to be easily moved.**
- c. Sturdy, high quality materials should be used so signs will not tear clothing.**
- d. Consistent placement within each block (i.e., back edge of sidewalk).**
- e. Municipality enforces by-laws regarding location and size (Bylaw officers).**

	
<p>BAD Sidewalk sign obstructs pedestrian pathway; poses a serious safety hazard for people with visual impairments.</p>	<p>GOOD New DWV bylaws dictate that signs should be suspended above walkway. This is the preferred choice.</p>

COMMERCIAL AND PUBLIC ESTABLISHMENTS

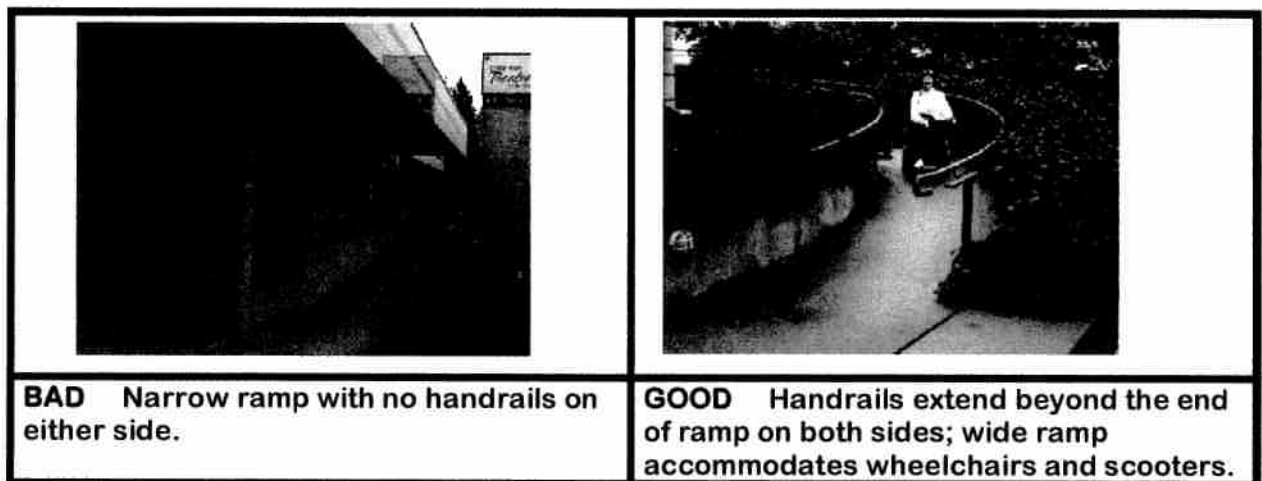
PUBLIC ENTRANCES

- a. Shop entrances should be free of all obstacles (The Fire Code specifies that "means of egress shall not be obstructed").
- b. Entrance doors should not be propped part way open; if left open, they should be securely fastened right back against the wall so they are not an obstacle.
- c. Doorstops are not always clearly visible and can become a tripping hazard for people using mobility devices.
- d. Door handles should be easy to use (i.e., lever type).



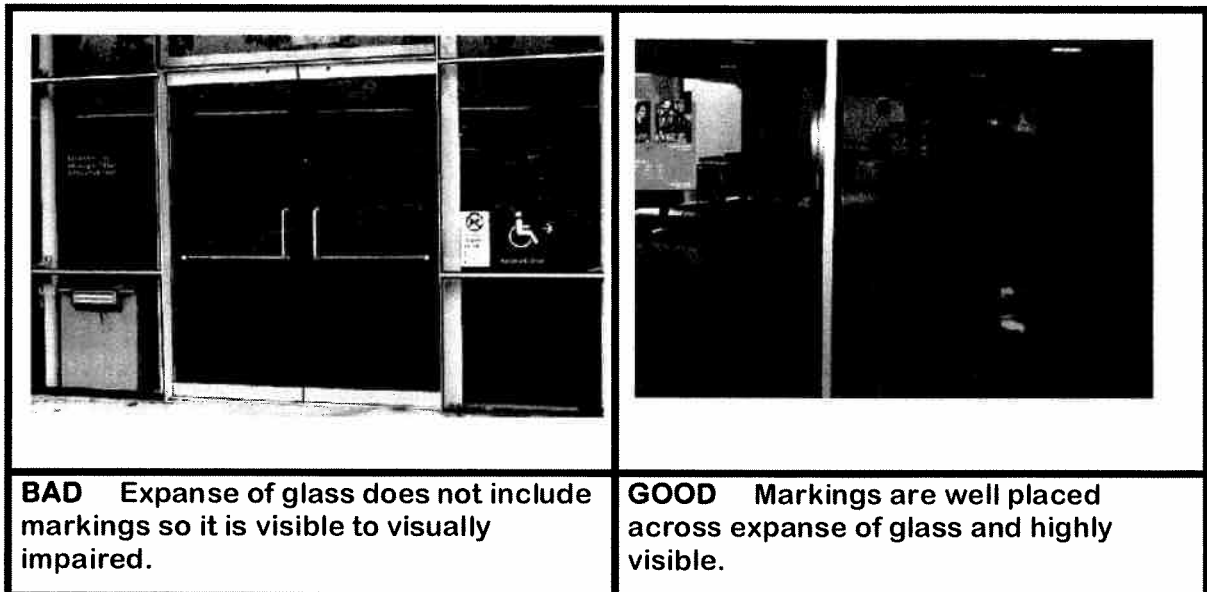
STAIRS/RAMPS INTO OR INSIDE PUBLIC FACILITIES

- a. Clearly mark stairs, ramps or elevation changes (See BC Building Code Section 3.4.5.2).**
- b. Stairs should have a uniform manageable riser height and tread length (3.7m riser maximum).**
- c. Tread edge of stairs should be of a contrasting colour (CNIB recommends a band of yellow on a dark stair tread for maximum contrast).**
- d. Stairs/ramps should have non-slip surfaces.**
- e. All stairs/ramps should have handrails on both sides (See BC Building Code Section 3.4.6.4).**
- f. There should be handrail extensions at the beginning and end of stairs/ramps, and these should be texturized to indicate top and bottom of stairs/end of ramp.**
- g. Stairs which disappear due to a slope change in the sidewalk are hazardous due to their unpredictability and should be avoided.**



PUBLIC BUILDINGS

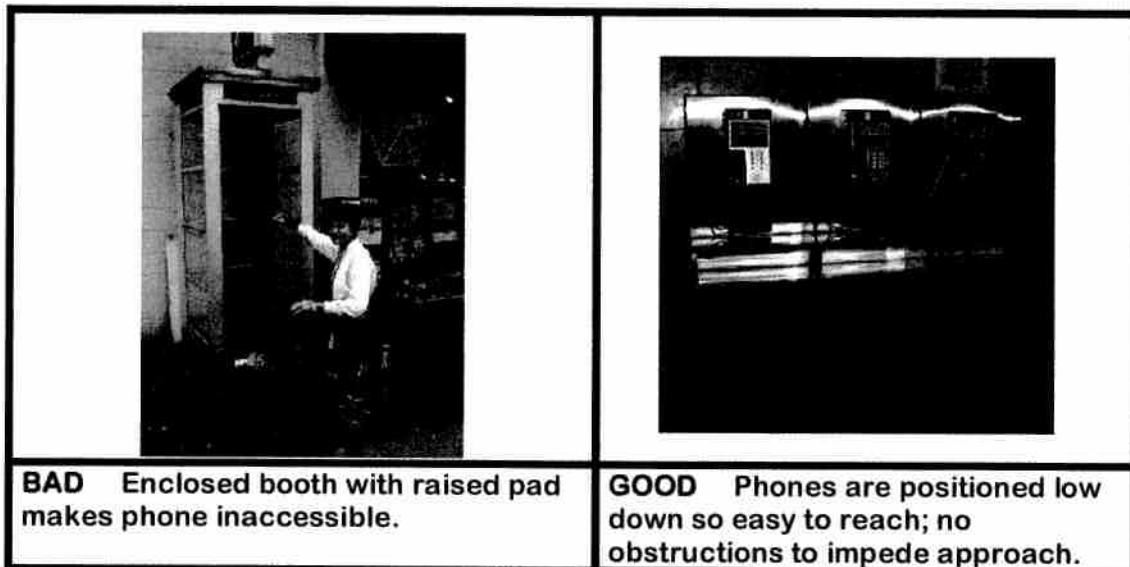
- a. "Wet floor" signs at building entrances and in washrooms present hazards to people with visual impairments, and present an obstacle to people in wheelchairs. They should be placed with caution so they do not obstruct entrances or pose tripping hazards, following best-accepted practices.**
- b. Expanses of glass should have stripes, non-transparent hardware or other markings so they are visible to people with visual impairments.**
- c. Aisles should be a minimum of 36' wide (with no obstructions that would reduce this width).**



PUBLIC TELEPHONES

(Telephone Company)

- a. Locate public telephones where people wait (e.g., at bus interchanges).**
- b. Where new public telephones are installed, they should be fully accessible in accordance with the BC Building Code Section 3.8.3.16:
 - i) can be reached safely from a wheelchair;**
 - ii) have volume control;**
 - iii) have Telephone Device for the Deaf in major locations (e.g., bus interchanges).****
- c. Approach to telephone should be safe, unobstructed, level, and paved.**
- d. They should be identified as being usable by persons in wheelchairs and persons with a hearing disability.**



**DISTRICT OF WEST VANCOUVER
OFFICIAL COMMUNITY PLAN (2004)
POLICIES ON ACCESSIBILITY**

SOCIAL PLANNING

Policy SP 8

Continue to work toward an accessible community, free of social and physical barriers, for people with disabilities.

- Promote accessibility in private and public developments and buildings.
- Consider adaptable design guidelines and their implementation for multi-family buildings and public facilities.
- Encourage programs, services and facilities to be universally accessible.

HOUSING

Policy H 8

Support the provision of adaptable design in a variety of housing forms.

- Consider establishment of adaptable design guidelines.
- Consider encouraging adaptable design through floor area bonuses.

BUILT FORM

Policy BF-A 4

Promote safe and accessible public environments.

- Require that public buildings and sites be as accessible as reasonably possible.
- Promote safety and comfort for residents in public areas.
- Inform the development community of guidelines to meet accessibility needs of persons with disabilities and to enhance public safety.

COMMUNITY RECREATION

Policy R-4

Recognize and plan for people with diverse means needs, and abilities, and continually assess the potential to maximize the access and range of recreational opportunities within the Municipal financial framework.

- Ensure that programs, services and facilities are accessible.
- Define core (basic or essential) recreation needs to assist in planning for additions or changes to programs.
- Assess financial implications of new recreation services.
- Recognize the varied intergenerational needs of the community in planning programs and services.

TRANSPORTATION AND MOBILITY

Policy T-4

Support efforts to improve transportation safety and accessibility.

- Work with the Ministry of Transportation and the Insurance Corporation of British Columbia to reduce accident rates in West Vancouver (for example, by improving intersections).
- Support development and implementation of cycling and road safety programs for schools and community centres.
- Maximize public accessibility and community connections through the appropriate design of streets, bus stops, trails, sidewalks crosswalks and public open space.
- Continue to use and update the West Vancouver Pedestrian Access Guidelines.

GOVERNANCE AND CIVIC PARTICIPATION

Policy G-2

Encourage citizen participation and input in the planning and implementation of Municipal programs and approvals.

- Undertake consultation in accordance with Council's Public Involvement Policy.
- Continue to use advisory groups that represent a broad range of viewpoints to assist Council and Staff on policy issues.
- Consider the demographic make-up of advisory groups to ensure that the diversity of community interests is represented.
- **Ensure that means of civic participation are accessible to persons with disabilities, including the accessibility of public meeting spaces, and the availability of communication technology to accommodate persons with visual or hearing disabilities.**
- Provide multiple ways for ideas, comments and suggestions to be brought forward
- Recognize that youth wish to participate in the development and implementation of a community vision, and encourage their participation through the Civic Youth Strategy.

PROPOSED ACCESS AND INCLUSION POLICY

June 2009

1.0 Purpose

To establish an access and inclusion policy for the District of West Vancouver.

2.0 Definition

Accessibility cultivates inclusivity by eliminating barriers and creating social, physical and economic environments that enable all residents to participate actively in the community.

Inclusivity embraces and values diversity in: age, culture, disability, gender, language, marital status, religion, sexual orientation, and socio-economic status.

3.0 Policy

The District of West Vancouver is committed to implementing, maintaining and enhancing accessibility for all by demonstrating a leadership role in meeting the needs of all community members for whom accessibility is a concern.

3.1 Council endorses the following initiatives for implementation:

- A) The District of West Vancouver:
 - i. Recognizes and plans for people with diverse means, needs, and abilities, and continually assesses the potential to maximize accessibility for all within the range of programs, services and infrastructure and ensures financial planning includes the allocation of budget(s) to achieve accessibility initiatives;
 - ii. Supports and adopts the provision of accessible building design;
 - iii. Promotes safe and accessible environments for the public;
 - iv. Ensures the Pedestrian Access Guidelines are used and updated as best practices; and,
 - v. Ensures that means of civic participation are accessible for all persons, including the accessibility of public meeting spaces.

- B) The North Shore Advisory Committee on Disability Issues (ACDI):
- i. Reviews development applications referred by staff;
 - ii. Provides input prior to and during the design and/or upgrading of public facilities and spaces;
 - iii. Meets annually with senior staff from all municipal divisions and other community members with expertise in accessibility issues. This meeting needs to occur prior to and/or during each division's budget consideration schedule. The purpose of this annual meeting is to review current and future accessibility initiatives for the District of West Vancouver; and,
 - iv. Meets annually with appropriate senior West Vancouver Transit and related municipal staff, and other community members, to provide input into public transit services and municipal infrastructure that supports the continuous improvement of an available and accessible transit system.

CAN YOU AFFORD TO MISS OUT ON ALL THIS BUSINESS?

Did you know...

- 15% of West Vancouver's population have a disability?
- 23% of the West Vancouver's population are age 65+
- 38% of West Vancouver's total population are immigrants (not born in Canada) and the most common mother tongue after English is Farsi (Persian) (6.3%) followed by Chinese languages (5.9%)

(Source: Statistics Canada Census)

The District of West Vancouver is committed to ensuring that all members of our community are able to enjoy the multiple benefits of living here, including access to all services and amenities.

Providing good access will make your business more successful and will benefit more members of your community:

- Delivery people or customers using wheeled carts
- Parents or caregivers of young children – particularly those with strollers
- People with a physical disability who may use a wheelchair, scooter, cane or walker
- People who are blind or visually impaired
- People who are deaf or hearing impaired
- People with learning or developmental disabilities
- People whose first language is not English
- Seniors or people with limited strength

As quality service is one of the most important things that you can offer your customers, this brochure aims to give you helpful hints on how to improve access to your goods and services.

Accessibility Means Business is a product of the Measuring-Up Working Group from the District of West Vancouver. The group, established through provincial funding, is comprised of a cross section of community members looking at issues of accessibility and inclusion within the District.

∞∞ Make the most of CUSTOMER SERVICE

- Provide a lower level counter area for those using wheelchairs
- Where washrooms are provided, one accessible stall is recommended which meets the needs of individuals with mobility aids or visual limitations
- Where fitting rooms are provided, doors should be wide and easy to open, have a large interior, include hooks at multiple levels, and include seating inside
- Installation of counter devices for the hearing impaired

Quick Fixes:

1. Staff awareness & sensitivity training.
2. Reduction or elimination of unnecessary background noise.
3. Provide a magnifying glass for individuals with vision limitations.
4. Celebrate your diversity by displaying a sign outlining languages in which you can provide service.
5. Have a chair available for those who are waiting.
6. Include both low and high level hooks within the fitting rooms.

HELPFUL RESOURCES

District of West Vancouver's webpage on accessibility:
www.westvancouver.ca/accessibility

District of West Vancouver's Access Coordinator:
 604.925.7279
accessibility@westvancouver.ca

District of West Vancouver Bylaws & Licenses:
 604.925.7152
www.westvancouver.ca/Residents/level2.aspx?id=1180

North Shore Advisory Committee on Disability Issues:
 Committee Clerk
 604.990.2211
acd@dnv.org

Provincial Building Code Accessibility Handbook:
www.housing.gov.bc.ca/building



westvancouver
THE WATERFRONT COMMUNITY

ACCESSIBILITY MEANS BUSINESS!

Helpful hints on how to improve access to your goods and services

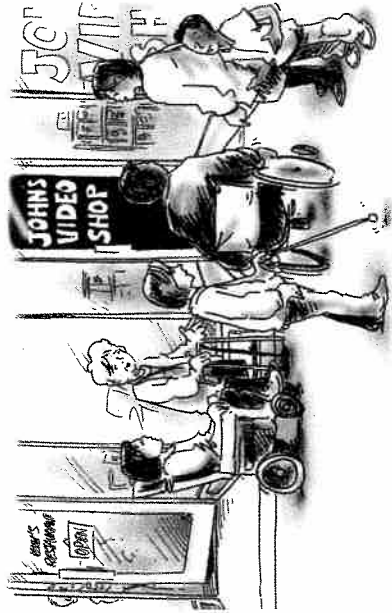


measuring up™
 progressive • inclusive • community



Make it easy for people to FIND YOU

- Access to main entrance is clear and wide with a hard surface path
- Access to main entrance is free from hazards or barriers
- Signage directing people to your business is easy to read and low enough to be seen from a wheelchair or scooter



Quick Fixes:

1. Indicate your accessible features in window signage using high contrast and large print lettering, OR the use of international symbols.
2. On your website, outline accessible transit options and nearby disability parking spaces.

Make it easy for people to GET IN

- Provide a wide main entrance
- Ensure doors are wide and easy to open (power assist where possible)
- Door hardware (levers, handles) that can be manipulated by persons with limited hand flexibility

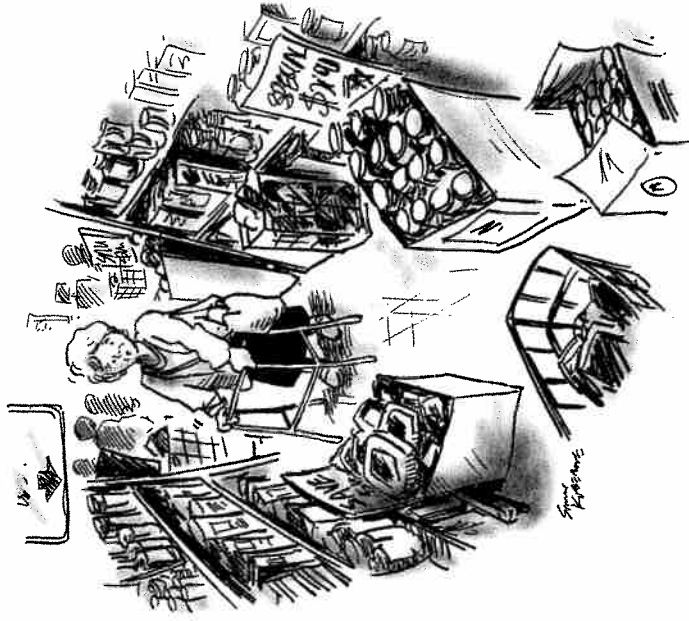


Quick Fixes:

1. Reposition handles to an appropriate height for individuals using mobility aids.
2. Mark changes in surface heights with reflective tape.
3. Secure or recess doormats.

Make it easy for people to GET AROUND

- Provide wide, unobstructed aisles free from barriers and debris (recommended minimum of 4 feet)
- Provide visible, high contrast and easy to read signage at appropriate levels for wheelchair users
- Keep the inside of your business well lit and shadow free



Quick Fixes:

1. Unobstructed aisles.
2. Bright and even lighting.

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