

**Accessibility Advisory Committee Meeting  
Agenda**

Wednesday, July 26, 2023, 5:30 p.m.

Open to public attendance in Committee Room G

Lower Level, City Hall

Committee members may attend electronically

We recognize and respect that New Westminster is on the unceded and unsurrendered land of the Halkomelem speaking peoples. We acknowledge that colonialism has made invisible their histories and connections to the land. As a City, we are learning and building relationships with the people whose lands we are on.

---

	Pages
1. <u>CALL TO ORDER AND LAND ACKNOWLEDGEMENT</u> The Chair will open the meeting and provide a land acknowledgement.	
2. <u>INTRODUCTIONS</u>	
3. <u>CHANGES TO THE AGENDA</u> Additions or deletion of items.	
4. <u>ADOPTION OF MINUTES FROM PREVIOUS MEETINGS</u>	
4.1 June 28, 2023	3
5. <u>REPORTS AND PRESENTATIONS</u> Staff and guest reports and presentations for information, discussion, and/or action	
6. <u>UNFINISHED BUSINESS FROM PREVIOUS MEETINGS</u>	
6.1 Accessibility Focus Areas Summaries	10
6.2 Update: Accessibility at the New Westminster Police Department	18
7. <u>NEW BUSINESS</u> Items added to the agenda at the beginning of the meeting.	
7.1 Universal Design	

**7.2 Additional August Committee Meeting**

**8. END OF MEETING**

**9. UPCOMING MEETINGS**

Remaining scheduled meetings for YEAR, which take place at 5:30 p.m. unless otherwise noted:

August 23

September 27

October 25

November 22



**Accessibility Advisory Committee**

**MINUTES**

**Wednesday, June 28, 2023**

**Open to public attendance in Committee Room G**

**Lower Level, City Hall**

**Committee members may attend electronically**

**PRESENT:**

Councillor Jaimie McEvoy	Chair
Anne Bélanger	Committee Member
Karen Basran	Human Resources Business Partner
Taryn Bruckshaw	Committee Member
Shannon Dolton*	Committee Member
Hazel Fitzpatrick*	Committee Member
Nancy Kato	Committee Member
Vic Leach	Committee Member
Julia Schoennagel	Committee Member

**REGRETS:**

Iris Cheng	Committee Member
Wendy Parry	Committee Member

**STAFF PRESENT:**

Mike Anderson	Manager of Transportation
Hailey Finnigan	Communications Coordinator
Erica Mark*	Recreation Services and Facilities Manager
Carilyn Cook	Committee Clerk

\*Denotes electronic attendance

---

**1. CALL TO ORDER AND LAND ACKNOWLEDGEMENT**

Councillor McEvoy opened the meeting at 5:31 p.m. and recognized with respect that New Westminster is on the unceded and unsurrendered land of the Halkomelem speaking peoples. He acknowledged that colonialism has made invisible their histories and connections to the land. He recognized that, as a City, we are learning and building relationships with the people whose lands we are on.

## **2. INTRODUCTIONS**

Introductions took place.

## **3. CHANGES TO THE AGENDA**

New Business items 7.1 – Accessible BC Act Session Hosted by Disability Alliance BC and Urban Matters and 7.2 – SPARC BC Grant Opportunity were added to the agenda by Karen Basran, Human Resources Partner.

## **4. ADOPTION OF MINUTES FROM PREVIOUS MEETINGS**

### **4.1 May 24, 2023**

MOVED and SECONDED

**THAT** the Minutes of the May 24, 2023 Accessibility Advisory Committee be adopted as circulated.

**Carried.**

All members present voted in favour of the motion.

## **5. REPORTS AND PRESENTATIONS**

### **5.1 Accessibility Focus Areas Summary**

Karen Basran, Human Resources Business Partner, advised that staff are currently working on Accessibility Focus Areas Summaries which will be discussed at the next meeting. She noted that some of the issues that the Human Resources summary will address include:

- Interview questions will be provided to applicants in advance so that they can be better prepared;
- More inclusive verbiage in job postings; and
- Staff implementation of the Diversity, Equity, Inclusion and Anti-Racism (DEIAR) Framework in city work and initiatives.

Councillor McEvoy requested that the topic of Universal Design be added to the next meeting agenda for discussion.

## **6. UNFINISHED BUSINESS FROM PREVIOUS MEETINGS**

### **6.1 Accessibility at the New Westminster Police Department**

Hazel Fitzpatrick, Committee Member, shared that work is currently being done to make the New Westminster Police Department more accessible including, but not limited to:

- Facility tour, including the cell area, with Asifa Lalji, a local accessibility advocate;
- The website has been updated;
- Signage around the facility has been updated; and
- Review of procedures regarding interaction with people with disabilities.

## **6.2 Civil Volunteer Position at the New Westminster Police Department (NYPD)**

Hazel Fitzpatrick, Committee Member, shared information about their volunteer position with the New Westminster Police Department noting that it came about as a result of a connection they made with a New Westminster Police Officer through another volunteer position they had. The Officer requested that they provide a speech at a fundraising event which opened the door for more opportunities, including connecting with Hailey Finnigan, the Communications Coordinator for the NYPD.

In response to questions from the Committee, they provided the following comments:

- Accommodations provided for the volunteer position includes a parking pass to park at the back of the Police Station along with police vehicles to allow for easier access to the building and use of a computer and trackball mouse;
- Ms. Finnigan acts as both a supervisor and mentor; and
- It is a very rewarding experience including learning how to communicate with the public professionally and effectively.

In response to questions from the Committee, Ms. Finnigan advised that an assessment has not been done regarding Mx. Fitzpatrick's volunteer experience and that they are the first person in this role. Ms. Finnigan expressed her gratitude for Mx. Fitzpatrick's assistance and noted that, prior to taking the position, they were a Communications student at Douglas College making the position a natural fit.

Councillor McEvoy stated that it was mandated by the Provincial Government to have Police Department representative on the Committee. He asked Committee members if they had any comments regarding the NYPD and accessibility. In response, Committee members provided the following comments:

- It would be good to know the kind of training that Officers receive with respect to interacting with those with a disability such as during traffic stops and arrests;
- The intercom located at the top of the stairs at the Police Department is not accessible;
- The New Westminster Community Police Liaison Office, previously located at Sixth Street and Sixth Avenue is no longer there;
- The Police have a good program in place to report elder abuse and will attend situations in civilian clothes so that people do not feel intimidated;
- Police Officers should be aware that those with invisible disabilities may have anxiety as a result of their condition and may respond to things differently than expected; and
- A pilot program has been started in Vancouver that provides the Police emergency access to apartment buildings.

A Committee member shared details of a traumatic experience they had when they were in trouble and tried to access the Police Department after hours via the intercom located at the entrance to the NRPD. They noted that, through the intercom, they spoke with someone in another city who did not recognize that she was in distress.

In response to a question from a Committee member, Karen Basran, Human Resources Business Partner, advised that there are some Human Resources positions at the Police Department and that some city policies apply to all city staff while some are specific to the NRPD. She noted that work is being done on recruitment right now; however, there is also work to be done on policies and procedures;

In response to questions from the Committee, Hailey Finnigan, Communications Coordinator, New Westminster Police Department, provided the following comments:

- The Police Department is located in a heritage building that has two challenging entrances;
- Work is being done with Tobi May, Manager, Civic Buildings and Properties, and Angela Zhang, Facilities Management Coordinator, to make the elevator and intercom more accessible;

- On any given night, there are six to eight Police Officers responding to calls with few staff at the headquarters and this can be challenging;
- E-Comm can offer communication in more than 200 languages and there are between 15 and 20 different languages spoken by Officers at the NRPD;
- People with hearing loss can register with E-Comm to enable texting; however, it is unclear if this service is available to everyone with a disability. An update can be provided at an upcoming meeting;
- If frontline officers see an unhoused person who may benefit from resources, they will let Bylaw Officers know so that they can reach out to the person as the Police may be intimidating to some; and
- There is a city document that outlines nuisance behaviour and the roles of bylaws and police, etc.

A general discussion ensued and Committee members provided the following updates and comments:

- The Walkers' Caucus (WC) received a response from the Province's Accessibility Directorate (AD) regarding their request to create an accredited group that would ensure appropriately installed curb ramps, push buttons, etc., noting that the AD has indicated they will be focusing on employment and service delivery accessibility rather than road safety. It was announced that someone from the International Society for Wheelchair Professionals is working with the WC on this issue;
- Councillor McEvoy attended a conference last week with Mainland Community Services Society which addressed disability and racism;
- The Federal Government introduced Bill C-22 which aims to reduce poverty and support the financial security of disabled persons; and
- MOSAIC may be able to do some work with the Police Department regarding intersectionality.

## **7. NEW BUSINESS**

### **7.1 Accessible BC Act Session Hosted by Disability Alliance BC and Urban Matters – Karen Basran, Human Resources Partner**

Karen Basran, Human Resources Business Partner, shared an update on the Accessible BC Act session hosted by Disability Alliance BC and Urban Matters which she attended. She noted that:

- Mandated Accessibility Plans will address employment, the built environment, communications, and service delivery;
- The creation of a feedback mechanism, such as an email address for people to share their experiences and what may be missing from the community, is also a requirement that can be built upon in the future;
- The City is a bit ahead of other municipalities, some of which still do not have a committee created; and
- The suggestion is to start with a small plan and build on it and that communities work together to build their Plans.

Ms. Basran informed the Committee that she spoke with the Communications Department regarding the creation of an Accessibility Plan webpage and possible improvements to the City's website.

In response to questions from the Committee, Ms. Basran provided the following comments:

- Staff are reviewing accessibility currently in place in various aspects of the city. The Parks and Recreation Department are already evaluating their facilities for accessibility;
- Funding is another part of the Plan that needs to be considered as the city has limited finances, and:
  - It is anticipated that the Province will provide some funding; and
  - The Social Planning and Research Council of BC (SPARC BC) has launched the Local Community Accessibility Grant Program which covers many different accessibility categories.
- At the next meeting the summaries will be discussed, including supporting all city departments in the work that they have already started and will begin;
- The DEIAR Framework is just one aspect that will be considered as the city needs to assess current resources, including funding, determine where to go from here, and ascertain what is available in terms of the challenging staffing situation the city is currently experiencing; and
- Input from the community must also be sought and it may be beneficial to connect with agencies to see what we can be doing differently.



Discussion ensued, and Committee members provided the following comments:

- In addition to an email address, information could be included with utility bills to reach those that may not use email; and
- We need to celebrate the successes and recognize what is working well as a way of acknowledging the hard work that has been done.

## **7.2 SPARC BC Grant Opportunity**

This item was discussed under item 7.1.

## **8. END OF MEETING**

The meeting ended at 6:43 p.m.

## **9. UPCOMING MEETINGS**

July 26  
August 23  
September 27  
October 25  
November 22

Certified correct,

---

Councillor Jaimie McEvoy

---

Carilyn Cook, Committee Clerk

## **Accessibility Advisory Committee Summaries**

### **1) Built Environment**

The City of New Westminster's Engineering department works with various departments, contractors, external agencies and other stakeholders and agencies as we improve, update and create infrastructure that improves sustainability and accessibility for our communities.

#### **Current Guiding Documents, Projects and Plans:**

##### **[Master Transportation Plan & Neighbourhood Plans](#)**

Overarching long-term plan for transportation in New Westminster. Prioritizes sustainable modes of transportation (walking/wheeling, cycling, transit) and calls for improved sidewalk accessibility and principles of Universal Design.

##### **[Active Transportation Network Plan](#)**

New city-wide plan for 26 active transportation routes across New Westminster that are designed for people of all ages and abilities. Focused on cycling but acknowledges that users of mobility aids may also use infrastructure.

##### **[Signalized Intersections Policy](#)**

Policy for the design and installation of traffic signals and crosswalks that are focused on pedestrian convenience, comfort, and accessibility. Strong emphasis on designing and providing features for people with disabilities.

##### **[Subdivision & Development Control Bylaw](#)**

Newly updated bylaw that outlines how new public infrastructure should be built by private developers.

##### **[Zoning Bylaw](#)**

Bylaw covering how private development is built, including provisions for accessible parking.

##### **[BC Building Code](#)**

Provincial standard outlining all details relating to access to and within buildings.

##### **[Wheelability Assessment Project](#)**

In March 2019 the City received a Built Environment and Active Transportation Grant of \$25,000 to implement the Wheelability Assessment Project to improve mobility and transportation options for people reliant on mobility aids.

## **Examples:**

Curb Letdowns – The City has installed at least one letdown at every intersection in New Westminster. Curb letdowns now follow City of Vancouver design standards, which include detectable direction lines.

Countdown Timers and Accessible Pushbuttons – Many traffic signals include countdowns. Newer pushbutton technology is being incorporated into new traffic signals.

Improved Pedestrian Crossings – The City upgrades several pedestrian crossings every year, partly based on input/requests from the public.

Agnes Greenway – Tactile Walking Surface Indicators (TWSIs) installed at all intersections. Sawcut concrete used in new sidewalk/seating areas.

Accessible Parking – Accessible parking added at Moody Park pool. Moody Park Arena is a good example of current design approach.

Pattullo Bridge Project – City has strongly and successfully advocated for accessible grades for all pathways on the project.

Accessible Bus Stops – The City is working to address remaining inaccessible bus stops.

Riverside Park – New pathway enables improved access to the site for wheeled apparatus.

Sixth Street Play Area at Westminster Pier Park – Play equipment and rubberized surfaces were designed for accessibility. New bridge and ramp are fully accessible.

Victoria Hill Play Space and Moody Park – Wheelchair-accessible picnic tables installed.

## 2) Information and Communications

The City of New Westminster's Communications Team works in conjunction with different internal and external partners to ensure local government services are accessible through a variety of communication methods.

Currently the Communications Team is comprised of one manager and three full time staff that serve both the people of New Westminster and every department in the City of New Westminster. The Communications Team activities include disseminating timely and accurate information. They are also responsible for assisting with the advertising and promotion of City programs and events and for creating and supporting a consistent identity for communications.

The City's Communication Team works closely with the Public Engagement department to ensure that community members are equipped with the information they need to share their input, feedback and participate in civic engagement processes.

New Westminster is diverse in language, places of birth, age and education attainment levels, all good reasons for providing information in accessible formats. To ensure equitable access to information we use the following ways to communicate with the public:

- Citypage which is published in the New Westminster Record (both in print and online)
- Citypage which is emailed directly to subscribers
- City of New Westminster social media channels (YouTube, Facebook, Twitter, Instagram etc.)
- Digital signs throughout the city
- Posters in city-owned facilities
- City of New Westminster website/New Westminster Police Department website
- City Calendar of Events
- Press releases
- Reports and brochures
- Digital signage inside city-owned facilities
- Advertising in local news publications

We are working to improve accessibility by employing the following when possible:

- Captions in videos
- Using photos that address diversity and inclusiveness
- Alt Text that enables assistive technology to describe an image
- Plain language
- Websites designed and coded so people with disabilities can use them
- Simplifying layout and design

## Be Heard New West

Be Heard is the City's new online community engagement platform - a consistent, user-friendly online space where New West residents and stakeholders can learn about City projects, share their feedback and engage in dialogue with each other.

Community members can register on the site and receive updates when new projects are posted and projects are updated. The goal is to build an active online community and have residents and business operators coming to the site regularly to engage with the City. Explore the platform at [beheardnewwest.ca](http://beheardnewwest.ca).

### **3) Service Delivery**

The City of New Westminster's Parks and Recreation department has been working on providing increased accessibility in facilities and services, which has included updating accessibility policies, completing an accessibility audit, and compiling a list of recommendations.

#### **Current Services, Projects and Initiatives:**

##### Financial Assistance

New Westminster residents can receive a 50% discount on eligible programs and approved household members are granted \$1000 non-transferable credits that expire.

##### Access Tickets

Access Tickets involve bulk sales to pre-approved qualifying Social Service agencies offering mental health residential or transitional services in New Westminster. The agency will dispense the Access Tickets that provide a 50% discount on admission fees to their clients.

##### Drop-In Programs

Customers unable to independently participate in admission based programs may be accompanied by a support person and the support person is granted free admission.

##### Register Programs

Parks and Recreation staff work with partners to attempt to meet the needs of customers.

##### Try It Programs

Each season we offer new opportunities at our \$2.00 rate. The Try It offerings change seasonally and the reduced fee applies to everyone.

##### [New Westminster Age and Ability Friendly Community Strategy](#)

In August 2016 the City was approached by UBC's School of Community and Regional Planning (SCARP) to participate in a Studio Project, which assisted with the creation of the New Westminster Age-Friendly Community Strategy in April 2017.

##### [New Westminster Dementia-Friendly Community Action Plan](#)

A Dementia-Friendly Community Action Plan was developed February 2016 which included creating a framework through a project working group, survey and literature review.

### [Age Friendly City Initiative](#)

The Age-Friendly City Initiative includes the results of a consultation process that included 72 respondents who completed a Checklist of Essential Features of Age Friendly Cities developed by the World Health Organization as a part of its Global Age Friendly Cities Project.

### [Everybody Active](#)

The City received funding from the BC Recreation and Parks Association under the Everybody Initiative and a report with consultation findings was created in November 2009.

### [Accessibility Features](#)

Each of our public city spaces including recreation centres, parks and arenas are accessible. All Recreation Centres offer handicap parking, accessible doors and washrooms. Also park accessibility refers to corresponding trails, parking and washrooms that can accommodate wheelchairs.

### [New Westminster's Official Community Plan](#)

The Community Plan provides a vision, goals, and policies for the City of New Westminister to the year 2041, which includes specific actions, development permit guidelines, and land use designations. This Plan is implemented by the City in various ways, including through policy initiatives, public programs, civic projects, and bylaws.

### [The təməsewtx<sup>w</sup> Aquatic and Community Centre](#)

The təməsewtx<sup>w</sup> Aquatic and Community Centre is a multi-year project that is scheduled to open in 2024 and we are working with the Rick Hansen Foundation to ensure it meets their accessibility certification process.

#### 4) Employment

The Human Resources Department supports each work area with respect to recruitment and selection, learning and development, absence and disability management, leadership and professional growth as well as developing and maintaining and various processes, procedures and policies to ensure legal and professional compliance as well as inclusivity.

##### **Current Services, Projects and Initiatives:**

##### Diversity, Equity, Inclusion and Anti-Racism (DEIAR) Framework

Through an RFP process we formed a relationship with LevelUp Planning and Consulting to conduct city-wide research through various consultation strategies to develop and implement a Diversity, Equity, Inclusion, and Anti-Racism (DEIAR) Framework for the City, which included the Police and Library Boards.

The framework includes next steps, toolkits, resources as well as key areas to ensure there are opportunities to review current practices, obtain different perspectives and incorporate equitable options to enhance inclusivity and diversity: Leadership and Accountability; Building Capacity to Set the Framework in Motion; Policy and Practice; Staff Engagement and Communications; Human Resources Policies and Practice; Education and Training; and Monitoring and Evaluation.

The framework has been utilized to assist with enhancing the strategic plan which has been collaboratively developed with Mayor and Council. This process has also included developing and utilizing foundations and lenses to ensure the overall framework is an integral part of our decision making process.

##### Recruitment Strategies

Through the development of the DEIAR framework, the Human Resources department has been working in conjunction with Hiring Managers to review our recruitment strategies, which has included adopting the following:

- Updating the verbiage within our postings to include a diversity statement and land acknowledgement:
  - To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.
  - New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land. We are learning and building relationships with the people whose lands we are on.



- Other posting updates
  - Reviewing postings for inclusive languages, such as highlighting opportunities for experience in place of education, and ensuring tasks/duties are not portrayed as gender specific.
- Adopting alternate strategies to enhance the recruitment process
  - Pre-screening through telephone calls
  - Utilizing and offering virtual interviews
  - Streamlining the recruitment process with combined interviews and testing
  - Providing interview questions before the interview
- Providing feedback to internal applicants
  - Coaching opportunity in conjunction with the hiring manager to explore growth and development

#### New Talent Management System (Taleo)

We tested and implemented a new Talent Management System (Taleo) to assist with streamlining the application process. Through the new system candidates can explore job postings, set-up their profile, and establish alerts for future opportunities.

#### Establishing Community Relationships

Working with different post-secondary institutions to explore co-op learning opportunities, as well as research partnerships. With more in-person events we have started attending local job fairs as well as conducting outreach to form relationships with diverse organizations:

- Immigrant Services Society of BC
  - Non-profit that provides a variety of settlement and employment support services to those that are new to Canada.
- BC Francophone Immigration Program
  - A cooperative that offers settlement, integration and employment assistance services to French-speaking immigrants settling in British Columbia.
- WorkBC
  - Provincially funded program that connects job seekers and employers, and they offer a variety of training, education, employment services and resources including accessibility and assistive technology.
  - Career Paths – Job Fair for Skilled Immigrants

## NWPD serving people with disabilities

### **Theme: Service Delivery**

Recruits at the Justice Institute of British Columbia receive training on how to serve people with apparent and non-apparent disabilities. Specifically, recruits in police academy have a lecture and a scenario regarding Autism Spectrum Disorder and they have more training in Autism Spectrum Disorder from a Canadian Police Knowledge Network course. In addition, a panel attends to discuss Obsessive Compulsive Disorder, Schizophrenia and Schizo-Affective Disorder. This is presented by people who currently live their lives with these conditions. Also, on the same day, they have a presentation on the Deaf and Hard of Hearing Community from the Deaf Well Being Program. The Deaf Well-Being Program provides Mental Health Services for Deaf, Hard of Hearing, & Deaf-Blind people throughout the province of British Columbia.

Throughout their time at the JIBC and incorporated into continuing training offered through the NWPD there is a large focus on how to best communicate with everyone including those with apparent and non-apparent disabilities. Specifically, some of these strategies include:

- Address the person by their name
- Give them personal space and if possible speak to them at eye level
- Adopt a non-threatening stance
- Do not touch
- Speak slowly, softly, in lower tone
- Give task specific instructions
- Model desired behaviour
- Be polite and thank someone for complying with instructions
- Keep commands brief
- Minimize other stimuli
- Give time to process and be patient as it may take the person extra time to communicate

Officers are trained to adapt and use creative problem solving as needed. During any interaction officers invite and welcome the person they're communicating with to take the lead and show how communication with them can be most successful. Officers routinely use pen and paper and translators. Officers benefit greatly by working with our partners at E-COMM 9-1-1, who provide some of our non-emergency call taking and our 9-1-1 call taking in over 200 languages. This information is then relayed to officers. In high-risk situations, such as a high-risk traffic stop where officers have guns drawn, the expectation would be that the driver exits the vehicle and is safely arrested. Once it has been determined that the person is safe and police officers are safe, information sharing can take place using the guiding principals mentioned above.

Officers are empowered to use their discretion when serving members of the public. For example, there have been cases in the past where people with disabilities have been arrested but the officer decided there was no need to place the person in handcuffs.

The New Westminster Police Department has had a Mental Health Unit since 2013. Working closely with community partners (mental health clinicians, probation officers, forensics, crown counsel and other service providers) strategies are developed to support and reduce a client's incidents of crisis. As a result, citizens of New Westminster receive the support they need, further reducing their reliance on emergency service providers such as police, ambulance and hospitals.

Secondary roles for the mental health officer include improving mental health training for front line police officers, reducing hospital wait times for patients apprehended under the Mental Health Act, and enhancing community partnerships.

The New Westminster Police Department has a close working relationship with the Peer Assisted Care Team (PACT). PACT is an alternative or auxiliary response to police intervention, providing crisis support that focuses on prevention, health and well-being. Front line police officers and the Mental Health Unit speak to community members about PACT and their services on an ongoing basis.

Unfortunately, the NWPD does not have a program like Project Access. If there is interest from building managers and strata councils NWPD could take steps to duplicate the program in New Westminster, which involves creating a Memorandum of Understanding.

People who train police also discuss generally that no matter who you are interacting with, police must treat everyone with respect, kindness, empathy, dignity, and being sensitive to people's values, customs and needs.

Improvement to be acted upon: Some police departments equip officers with cards that can serve as an additional tool for communicating with people with disabilities. The accessibility committee is welcome to review this card and offer feedback on its design. See card in agenda package.

### **Theme: Built Environment**

The New Westminster Police Department is located inside a building that was built in 1939. The building was renovated to become a police department in 2001. Unfortunately there are barriers to the building being accessible to all.

#### *Public Lobby*

The following details were brought to our attention thanks to members of the community. We welcome additional feedback about the lobby and how it can be improved. There are two entrances for the public. One with stairs is located on Sixth Street, one which is a couple meters away has a porch style lift is on Columbia Street. The platform lift elevator to our lobby has a buzzer located to the right of the exterior door where you may speak to the on-duty Watch Commander or Reception Desk to be buzzed in. This buzzer is 32 inches from the ground. The exterior door to the building is a powered door, however, the entry and exit doors to the platform lift on the street level and lobby floor are not powered. The elevator is controlled by the user with a clearly marked toggle switch. This elevator can accommodate 750 lbs. There is only room for one person at a time in the platform lift elevator. Both entrances use intercoms after hours. The intercoms are very difficult to hear with ambient street noise.

Instructions can be essentially inaudible. The intercom at the entrance with stairs is 53 inches high. Seating is available inside the lobby. Two restrooms inside the lobby and one of these restrooms is accessible. A portion of our front desk is lowered. Regarding after hours service, due to the limited number of front line patrol officers (often 6 to 8) it isn't possible to have a police officer stationed at the front counter. We encourage people to call 9-1-1 if someone's health, safety or property is in jeopardy or a crime is in progress. Non-emergency calls can be made anytime from anywhere and a police officer can meet you at your home. Another option for reporting non-emergencies is through our online reporting portal.

Signage has been improved to both entrances to communicate the need for buzzing after hours. This is communicated with icons and in English, Farsi, and Dari. High vis tape has also been added to the box housing the buzzer at the accessible entrance for those with visual impairments.

Improvement to be acted upon: The NWPD is working with city staff in an effort to obtain a grant that will pay for an assessment of the lift and how it can be improved or replaced. It has also been recommended that different heights of seating be offered in the lobby. Bar stool height seating should be provided as an option in the lobby.

Additionally, installing a second reports phone inside the accessible entrance solves a number of different problems. One of which is the current reports phone is behind a set of doors and currently patrons who use the accessible entrance rely on the person who provided them access to the building to meet them at the top of the accessible lift and escort them through the second set of doors where the reports phone is located. Second, another reports phone would allow more than one person to file a police report at a time. Currently, if there is someone filing a police report and another visitor needs to do the same, they are asked to wait outside the police department to ensure privacy for the first visitor. If a second reports phone is installed work should be done to ensure privacy (sound proofing) for each person filing a police report.

#### *Interview rooms*

The New Westminster Police Department has five interview rooms. Photos of the interview rooms can be found in the agenda package. Some interview rooms are designed for interviewing victims of crime or children and have been designed with that purpose in mind.

Improvement to be acted upon: The NWPD will consider providing stim toys in interview rooms.

#### *Throughout the building*

The direction of accessible emergency exits do not exist throughout the building. Two washrooms on the second floor are suitable for power doors. Currently doors are heavy and require dexterity to open. Two washrooms on the second floor are suitable for power doors. Currently doors are not accessible as they are heavy and require dexterity to open.

Improvement to be acted upon: The NWPD is working with city staff to explore options for installing power doors and necessary signage.

#### *Additional offices throughout the city*

Unfortunately due to resources, the police department is unable to operate satellite offices as it has in the past.

**Theme: Communication and Information Sharing**

Accessibility information is provided on a webpage that outlines what all visitors to the police department can expect when they make a visit. Topics include: accessible parking, entrances, transit, etc.

Information about accessibility is now being provided for large-scale police organized public events. On our website people can read about accessibility as it relates to our upcoming NWPD Soccer School. Information provided on this website includes: Accessible washrooms, transit, entrances, viewing platforms, and places to seek refuge from the heat.

The NWPD consistently uses Alt image descriptions and video captions.

NWPD uses plain language whenever possible.

NWPD values transparency and providing timely and useful information to the public.

NWPD communicates the different options available to people including: 9-1-1, non-emergency line, online reporting, attending the police department in person, and email. Additionally, we share E-Comm's information about the text to 9-1-1 service which is offered in New Westminster (users must register to use this service).

Improvement to be acted upon: The NWPD will communicate the differences between police officers and bylaw officers to the public.









## AFTER HOURS SERVICE

خدمات پس از ساعت  
خدمة ما بعد ساعات العمل



Press the intercom  
button. Wait for a police  
officer to answer.

دکمه اینترکام را فشار  
دهید. صبر کن تا به  
افسر پلیس جواب بده



إضغط على زر الإتصال الداخلي.  
إنتظر لحين قيام ضابط  
الشرطة بالرد عليك.







## AFTER HOURS SERVICE

خدمات پس از ساعت  
خدمة ما بعد ساعات العمل

When the front door is locked please press the intercom button once.

Wait for a police officer to answer. You do not have to press the button again when talking.

Wait for the green light to appear in the box underneath the intercom before attempting to open the door.



هنگامی که درب جلو قفل شده است لطفاً دکمه اینترکام را یک بار فشار دهید. صبر کن تا به افسر پلیس جواب بده شما لازم نیست که دکمه را فشار دهید دوباره در هنگام صحبت کردن صبر کنید تا چراغ سبز در جعبه زیر اینترکام قبل از تلاش برای باز کردن درب ظاهر می شود.

عندما يكون الباب الأمامي مغلقاً، يرجى الضغط على زر الإتصال الداخلي مرة واحدة. إنتظر حتى يرد عليك ضابط الشرطة. لا تحتاج إلى الضغط على الزر مرة أخرى عند التحدث. إنتظر لحين ظهور الضوء الأخضر في المربع الواقع تحت زر الإتصال الداخلي قبل أن تحاول فتح الباب.



I am a Police Officer with the Vancouver Police Department.  
I will point to the pictures that help you understand my intentions.

### I NEED TO SEE YOUR:



Licence



Insurance



Other

### VIOLATIONS:



Speed



Distracted



Seatbelt



Careless



Red Light



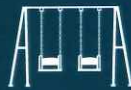
STOP



Alcohol / Drugs



Equipment



Playground



Licence Plate



Warrants



Other

### YOU ARE BEING:

Warned

Ticketed

Arrested

### PAYING YOUR TICKET:



All information necessary to pay or dispute is on the ticket.

You have **30** days to pay or dispute.



Pay within 30 days: **\$25** off each count.



# I am Deaf or Hard of Hearing

This card is to help us communicate with each other.

## COMMUNICATION TIPS

- Please face me. Eye contact is necessary.
- Pointing a flashlight at my face makes it hard for me to see your face and communicate.
- Speak slowly and clearly. Do not cover your mouth.
- I cannot lip-read everything you say.
- I may need a certified American Sign Language interpreter.
- Please contact 604-273-4484 for 24/7 emergency ASL interpreters.

## THE BEST WAY TO COMMUNICATE WITH ME IS:



Verbally



Interpreter



Assistive  
Listening  
Device



Lip-Reading



Writing

## I NEED ASSISTANCE:



Public  
Transit



Medical



Hospital



Lost



Public  
Transit



Gas



Mechanic



Tow