

City of New Westminster Accessibility Plan



NEW WESTMINSTER



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LAND ACKNOWLEDGEMENT

INTRODUCTION

Located along the Lower Fraser River, on the unceded homelands of the Halkomelem speaking people, New Westminster is a diverse city, rich with people from a wide range of lived and living experiences. It has long been a crossroads of people, pathways, and ideas, where innovation and culture are interwoven and celebrated, making this city a great place to live, work, and visit. This diversity is a strength, and the City of New Westminster is committed to fostering an equitable, inclusive and welcoming community that is accessible to all community members, regardless of their ability or disability.

The City values recognizing and celebrating differences, elevating the contributions made by all staff and community members in creating a welcoming and inclusive city for people of all backgrounds, abilities, and identities. By implementing this Accessibility Plan, we look to identify and remove attitudinal, systemic, physical, sensory, information, communication, and technology barriers. We recognize that individuals have diverse identities and lived realities that intersect and affect how they experience barriers and accessibility.

Regardless of identity, the City of New Westminster is committed to providing people of all abilities and life experiences the opportunities to participate in their community through work, play, and other daily activities.

BACKGROUND

The City of New Westminster recognizes that increasing accessibility in our city means removing barriers and increasing inclusion and independence for everyone. As a City, we are continually developing and enhancing a variety of plans, standards, programs and initiatives through community engagement, coordinated and collaborative research, and community-based assessments. One of our objectives is to ensure our practices, services, and communication are inclusive and accessible for everyone in our community, regardless of ability. In alignment with the Accessible BC Act (the Act), the City of New Westminster aims to create a culture change, working closely with the disability community to ensure that their perspectives are included in the work we do.

“Nothing about us, without us” is an integral component of accessibility and it is a priority for the City to ensure that the voices of people with lived experience with visible and invisible disabilities are not only heard but included. It is long recognized that the disability community

has faced historic challenges, systemic barriers and unconscious bias that has resulted in the barriers to meaningfully participating which many individuals still face today.

The Accessible B.C. Act, was passed into law in June of 2021 to set up a comprehensive legal framework aimed at identifying, eliminating, and preventing barriers that hinder the full and equitable participation of individuals with disabilities. This groundbreaking legislation marks a significant stride towards genuine accessibility throughout the province.

Under the Accessible B.C. Act, the government is mandated to create an accessibility plan that is regularly updated, at minimum once every three years. The plan's development involved close cooperation and consultation with various government agencies, the disability community and insights brought forward by the Provincial Accessibility Committee.¹

The legislation requires that when developing or updating your plan, the following principles must be followed:

- Inclusion;
- Adaptability;
- Diversity;
- Collaboration;
- Self-determination; and
- Universal design

The Purpose of New Westminister's Accessibility Plan

The purpose of creating Accessibility Plans is to:

- Identify, remove and prevent barriers experienced by people with disabilities and those who have additional access needs when interacting with the City;
- Ensure that New Westminister is a place where people of all abilities, backgrounds and ages are able to fully participate in and contribute to all aspects of community life in the manner of their choosing; and
- Foster a community that recognizes and values the contributions of people with disabilities and collaboratively works to promote accessibility across sectors.²

¹ AccessibleBC: B.C.'s Accessibility Plan 2022/23–2024/25. Government of British Columbia, 2022.

² AccessibleBC: B.C.'s Accessibility Plan 2022/23–2024/25. Government of British Columbia, 2022.

The Accessibility Advisory Committee

As part of the Accessible BC Act, the City established the Accessibility Advisory Committee, (“the Committee”) a Committee of council, chaired by Councilor Jamie MacEvoy with members representing a variety of internal departments, collaborating with the City of New Westminister’s police department, fire department, library and including members of our community.

The goal and mandate for the Committee is to provide input and direction to the City and Library Board on the development of a City of New Westminister organizational accessibility plan, focusing on three key areas:

- Identifying accessibility and inclusion barriers that City staff and community members experience or may experience in the course of interacting with the City: Employment; Delivery of Service; the Built Environment; Information and Communications; Transportation; and Procurement;
- Development of an organizational accessibility plan; and
- Development of a mechanism for public feedback on accessibility.

The Committee held its first meeting in March of 2023 and continues to meet on a regular basis as they will be reviewing current practices, standards, and services to assist with continuous learning and improvement through recommendations, new standards, and inclusivity measures to support people with a variety of disabilities (both visible and invisible) in order to enhance and develop equitable opportunities to access, participate and contribute to City life.

Moving Forward

Part of the work going forward includes developing definitions and principles that reflect what accessibility means for the City and the greater community. This includes understanding and addressing seen and unseen barriers, conscious and unconscious biases, and systemic limitations, through conversations, research, audits, partnerships, and outreach.

Our work will include enhancing our physical environment as well as the various services and programs provided throughout the City to increase active opportunities to enhance inclusion, adaptability, diversity, collaboration, self-determination, and universal design.

The overall intent of this Plan is to explore and apply various accessibility tools, guidelines and standards, informed by the Accessibility Advisory Committee, to enhance our built environment, service delivery, information and communications, and employment in order to prioritize accessibility and inclusion for people of all abilities, ages, cultures, identifies and backgrounds.

ACKNOWLEDGEMENTS

We gratefully acknowledge the work and contributions of our staff liaisons and our community members for their contributions to the Committee and to improving accessibility across the City.

Staff Liaisons:

- Councillor Jaimie McEvoy;
- Karen Basran, Human Resources Business Partner;
- Mike Anderson, Manager of Transportation, Engineering;
- Shelly Schnee, Program Coordinator, Seniors, Parks and Recreation;
- Hailey Finnigan, Communications Officer, Office of the CAO & New Westminster Police Department;
- Anur Mehdic, Social Planner, Climate Action, Planning and Development;
- Carilyn Cook, Committee Clerk, Legislative Services;
- Zaria Alibhai, Coordinator, Public Engagement and Communications;
- Hazel Fitzpatrick, New Westminster Police Department;
- Christopher Koth, Manager of Programs and Community Development, Library; and
- Erica Mark, Recreation Services and Facilities Manager, Parks and Recreation.

Community Members:

- Anne Belanger;
- Taryn Bruckshaw;
- Iris Cheng;
- Shannon Dolton;
- Hazel Fitzpatrick;
- Nancy Kato;
- Vic Leach;
- Susan MacAndrew;
- Karla Olson;
- Wendy Parry; and
- Julia Schoennagel

This Accessibility Plan was created in partnership with the accessibility and universal design consultant team at Meaningful Access Consulting.



KEY TERMS

The terms of accessibility and disability are complex and ever-changing as society grows and develops. Moving from a previous medical model of disability to the current social model, the B.C. Government, defines Accessibility as follows:

“Accessibility means that all people can take part in their communities through work, play and other daily activities.”³

Below are some key terms and their definitions that will be found within this document. A full glossary can be found in the appendix.

Barrier: “Anything that hinders the full and equal participation in society of a person with [a disability]. Barriers can be caused by environments, attitudes, practices, policies, information, communications or technologies, and affected by intersecting forms of discrimination.”⁴

Built Environment: The constructed aspects of physical surroundings, “including homes, communities, schools, workplaces, parks/recreation areas, business areas, roads and green spaces, [that vary] in size from large-scale urban areas to smaller rural developments.”⁵ For the purposes of the Plan, the built environment applies to all public spaces. This includes buildings, sidewalks, road systems, parks, playgrounds, and other public infrastructure encountered by people in their everyday life.

Disability: A complex term that is based on a person’s physical body experiencing barriers created by the environment that prevent a person from fully participating in the community to the greatest extent possible. Many members of the disability community prefer the term disability, however this is not necessarily the case for everyone, and other terms may be preferable for some members of the community.

Equity: “Equity is the fair treatment and access to equal opportunity (justice) that allows the unlocking of one’s potential, leading to the further advancement of all peoples. The equity pursuit is about the identification and removal of barriers to ensure the full participation of all people and groups.”⁶

Inclusion: “Inclusion is a universal human right and its objective is to accept, welcome and embrace all people irrespective of race, gender, disability, medical or other need. Inclusion

³ AccessibleBC: B.C.’s Accessibility Plan 2022/23–2024/25. Government of British Columbia, 2022.

⁴ Accessible British Columbia Act. Government of British Columbia, 2021.

⁵ Healthy Built Environments. Government of British Columbia, 2017.

⁶ Inclusion, Diversity, Equity and Accessibility, Canadian Commission for UNESCO, 2021.

consists of the efforts and practices to ensure groups or individuals with different backgrounds are culturally and socially accepted and treated equally.”⁷

Universal Design: “The design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability.”⁸

Wayfinding: “Wayfinding has the function to inform people of the surroundings in the (unfamiliar) built environment, it is important to show information at strategic points to guide people into the right directions.”⁹ This includes elements like signage, acoustics, illumination and surface finishes.

7 What is Inclusion? Inclusion Ontario. 2022

8 Centre for Excellence in Universal Design. National Disability Authority, 2020.

9 Introduction to Wayfinding. Design Workplan. 2023

OUR ACCESSIBILITY STORY AND PURPOSE

As one of western Canada's busiest ports, a major rail junction and one of British Columbia's largest industrial and marketing centres, the City of New Westminster is a principal hub for commerce, industry, government, education, health care, and goods and services within the Lower Mainland and the Metro Vancouver Regional District. The City is also noted for its flourishing community of arts and history, athletics, community service organizations and special events.

We recognize the importance of all our citizens participating in all aspects of community life. As a City who has committed to Inclusion, Diversity, Equity and Accessibility, we look forward to building on the work that we have already done, and to work collaboratively to continue making New Westminster a welcoming community to people of all backgrounds, ages and abilities.

New Westminster's Accessibility Successes

Diversity, Equity and Inclusion anti-Racism Framework

In 2022, New Westminster adopted a Diversity, Equity Inclusion and Anti-Racism Framework (DEIAR) that seeks to provide the residents of New Westminster with the best possible municipal services that reflect the diverse strengths and needs of the community. That means recognizing and celebrating difference, valuing the contributions made by all current and future staff, identifying power differences linked to social inequities and acting every day to eliminate those inequities.



For the City of New Westminster, the DEIAR Framework is intended to be a starting point for culture shift that aims to work towards equity and a better world for all. The City will work towards becoming a community that supports and fosters a diversity of perspectives and provides equal opportunities for its residents. The aim is for the City to provide programs and services that meet the diverse needs of the community and equally committed to an inclusive workplace that welcomes, respects and values a diverse workforce that reflects the qualities and differences of the broader population it serves.

This Framework also supports the outcomes of the Accessible BC Act and the Accessibility Plan by understanding that diversity and inclusion speak also to the needs of individuals who have disabilities or diverse accessibility needs.

Employment

Diversity, Equity and Inclusion anti-Racism Framework (DEIAR)

Through a collaboration with LevelUp Planning and Consulting, we conducted city-wide research through various consultation strategies to develop and implement a Diversity, Equity, Inclusion, and Anti-Racism (DEIAR) Framework for the City, including the Police and Library Boards.

The framework includes next step recommendations, toolkits, and resources to ensure there are opportunities to review current practices, obtain different perspectives and incorporate equitable options to enhance inclusivity and diversity through learning and training.

Recruitment and Hiring Practices

Through the development of the DEIAR framework, the Human Resources Department has been working in conjunction with hiring managers to review and update our current recruitment strategies to include a diversity statement, reviewing postings for inclusive language and adopting alternate strategies to enhance the recruitment process such as offering virtual interviews, providing interview questions in advance and providing feedback to candidates.

The Human Resources department has the ability to offer virtual and in-person interviews as well as has a separate, accessible, entrance to City Hall.

We work with various post-secondary institutions to explore co-op learning opportunities as well as establish long-term partnerships. We conduct outreach to form and deepen relationships with diverse organizations including local agencies, post-secondary institutions and return-to-work program providers.

Taleo

The Human Resources Department for the City uses the software known as Taleo for its recruitment and onboarding of employees. This software, which is mobile-friendly (adding to its accessibility), allows for job seekers to be more organized, receiving alerts and being able to enable automatic uploading of resumes and forms being completed. Internally, it allows for a greater information sharing as to what roles candidates have applied for an where they may be well-suited.

Community Action Network (CAN)

In 2019 the City of New Westminster partnered with the BC Poverty Reduction Coalition on a unique project called the Community Action Network (CAN), through which people with lived and living experience share their perspectives to support with planning and policy development. This enduring partnership is intended to ensure:

- That planning and policy development processes are inclusive of all community members, including those with lived experiencing in poverty and homelessness;
- That barriers to meaningful engagement are identified and addressed;
- That people with lived and living experience are acknowledged as subject matter experts and compensated accordingly; and,
- That plans and policies are more responsive to the diversity of community needs.

In 2023, the City was awarded the Gold Award for Excellence in Planning Practice – City & Urban Areas from the Planning Institute of British Columbia (PIBC) for its Community Action Network.

Recreation and Health

Access and Inclusion Program

New Westminster's Parks and Recreation Access and Inclusion program aims to enable as many people in our community to participate in our programs as possible. We do this by removing barriers to participation in our programs and facilities, offering financial assistance for those in need, and consistently providing low-cost activities.

The City is proud to work with community partners to match funding, staff or volunteers to help customers that need support to participate in our programs one on one, based on availability.

Healthier Communities Committee

The Healthier Community Partnership Committee is a health promotion initiative to encourage the community to *EAT WELL, BE ACTIVE, AND LIVE TOBACCO-FREE*. It is a three-way partnership between the City of New Westminster, Fraser Health, and School District No. 40 and looks at the preventable risk factors of chronic disease - specifically nutrition, physical activity, tobacco and the built environment (e.g. how neighbourhood design affects our health). The focus is on education, programming and policy recommendations to ensure lasting behaviour change and better health for all.

Access Tickets

The Access Tickets initiative provides bulk sales to pre-approved qualifying Social Service agencies that offer mental health residential or transitional services in New Westminster. We

have established partnerships with these agencies and they in turn dispense the Access Tickets that provide a 50% discount on admission fees to their clients.

Facility Accessibility Audits

In 2022, our recreation centres received accessibility audits for staff to better understand the current state of accessibility within our facilities as well as the areas of improvement that would make a positive impact for the disability community. We are continuing to improve accessibility in our facilities and building to higher accessibility standards in the future.



The təməsewtx^w Aquatic and Community Centre

The təməsewtx^w Aquatic and Community Centre is a multi-year project that is scheduled to open in 2024. The City is working with Rick Hansen Foundation Accessibility Certification professionals to ensure it is built to a universal design best practice. The facility will feature accessible parking spaces, pools with a range of access types including beach and ramped entry, intermittent and dispersed seating, accessible showers and changing facilities, as well as a range of fitness equipment that is designed to accommodate users with a variety of abilities.

Information, Communications and Technology

To ensure equitable access to information, the City uses a variety of ways of communicating with the public including both digital and print formats as well as social media and traditional media opportunities. The City offers digital newsletters, a City Calendar of Events, web content, is active on social media (YouTube, Facebook, X and Instagram) and shares information regularly using digital billboards, reports, posters and advertising in local new publications.

We are working to integrate digital accessibility best practices and currently have closed captions enabled on our YouTube videos with some pertinent videos including hard or embedded captions. We strive to include photos that demonstrate diversity and inclusion as well as use plain language in our publications.

Be Heard New West

Be Heard New West is the City's online community engagement platform is an accessible public engagement tool. The website offers a number of ways for people to contribute feedback and meets WCAG standards.

Committees of Council and Council Meetings

The Social Inclusion, Engagement and Reconciliation Advisory Committee, formed in 2021 was a Committee of Council, whose mandate included supporting and facilitating social equity and inclusion for under-recognized groups and vulnerable populations and implementing the City's Public Engagement Strategy and develop public engagement tools and practices that are accessible to and reflective of the entire community.

The City holds hybrid Council meetings and workshops which allow people options for attending committee meetings and engagement opportunities in ways that work well for them. With support from Councilor McEvoy, we are working to better understand how to increase accessibility of our various meeting rooms, particularly from an auditory disability perspective.

Digital Technology Program

The City partners with the Purpose Society to donate devices that have completed their use cycle by City employees to elevate digital accessibility for those with financial barriers.

Getting around the City

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 who use mobility aids. This project resulted in the [Wheelability Map of Uptown and Downtown New Westminster](#), showing the location, designation and configuration of curb ramps, presence of slopes, gradients of transportation corridors and the location of accessible transit stops and washrooms.

The City has installed curb letdowns, accessible pedestrian signals (APS), and improved pedestrian crossings across New Westminster to enhance safety and accessibility. There are also a variety of accessible design examples within our City, such as Tactile Walking Surface Indicators (TWSIs) along the Agnes Greenway, universally designed picnic tables at the Victoria Hill Play Space and Moody Park, improved accessible parking at Moody Park Arena, and improved pathways in Riverside Park.



Signalized Intersections Policy

This policy outlines best practices for consistency in the design and installation of traffic signals and crosswalks that are focused on pedestrian convenience, comfort, and accessibility with a central emphasis on addressing accessibility barriers for people using streets networks.

Improvements and Enhancements to Bylaws

The *Subdivision and Development Control Bylaw* was recently updated to outline how private developers can ensure that new public infrastructure is accessible. It includes details regarding construction materials, measurements and other factors that need to be considered. As well, the updated Zoning Bylaw includes provisions for off-street accessible parking in new developments.

City of New Westminster Design Criteria

The criteria laid out in Bylaws 8128 and 8369 specify that these design criteria are considered to be a minimum standard and designers are encouraged to seek superior solutions as appropriate. These criteria reflect many of the best practices put out by the Canadian Standards Association for accessibility such as the design of curb cuts, widths and material-use for sidewalks and lighting levels when developing City infrastructure.

Agnes Greenway Project

The Agnes Greenway Project is improving pedestrian and cyclist safety along Agnes Street and includes features such as a raised crosswalk and additional street furniture such as benches.

New Westminster Police Department (NWPD)

The New Westminster Police Department has a new accessibility landing page that offers insights on how to get to the building and the building's accessibility features allowing for community members be aware of how the building may meet their needs if police services are required. Overall, the police have demonstrated a commitment to identifying access barriers through community input, and developing solutions. While constrained by resources, they are working to make gradual improvements through both small and large changes.

Training

Recruits at the Justice Institute of British Columbia receive training on how to serve people with apparent and non-apparent disabilities, including autism spectrum disorder, as well as mental health disabilities including Obsessive Compulsive Disorder, Schizophrenia and Schizo-Affective Disorder. Officers also receiving training through the Deaf Wellbeing Program. Officers are trained to adapt and use creative problem solving as needed. The NWPD uses these trainings and other ongoing trainings to ensure that officers are confident and comfortable in providing community members with respectful and dignified interactions.

E-COMM 9-1-1

E-COMM 9-1-1 provides support with some of the non-emergency call taking and offers translation services in over 200 languages.

Mental Health

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.

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.

The Built Environment

The New Westminster Police Department building has a number of accessible features including a lift, lowered counters and some available seating with many plans to provide improvements to improve accessibility of the space. The NWPD is looking at ways to improve or replace the current lift, offer a greater range of seating and explore the ability to install power doors for the entrance and washrooms. The department is also looking at installing a second reports phone inside the accessible entrance which not only would increase accessibility overall, but another reports phone would allow more than one person to file a police report at a time with privacy and independence.

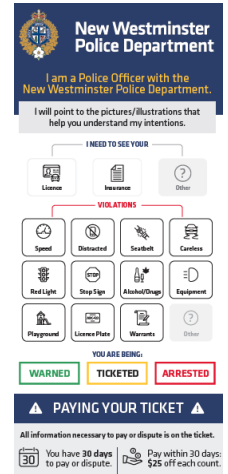


Communications and Information Sharing

A newly developed accessibility webpage outlines what all visitors to the police department can expect when they make a visit. Information about accessibility is now being provided for large-scale police organized public events. On the NWPD's website people can read about accessibility as it relates to upcoming NWPD events such as Soccer School. Information provided on this website includes: Accessible washrooms, transit, entrances, viewing platforms, and places to seek refuge from the heat. The webpage includes a text-based description and photos, featuring ALT-text of the entry, parking and lobby for individuals. The NWPD uses Youtube's caption feature as well as offers hard coded captions on the short form videos.

The 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 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).

The NWPD has developed a rack card that allows an officer to use symbols and pointing to communicate with someone who may not speak English as a first language or who may have a cognitive or hearing disability. The cards are available to officers and are now found in all police vehicles including patrol cars and motorcycles.



Employment

The New Westminster Police Disability Management Policy provides a framework for supporting both sworn and civilian employees with health situations impacting their ability to attend work regularly and/or perform their regular job duties. The policy outlines the responsibilities of the NWPD in creating and maintain an inclusive and accessible workplace in which employees can make meaningful and productive work contributions as well as the accommodation process.

New Westminster Public Library

The City Library provides access to collections, services and programs free of charge to residents of New Westminster through both our Main and Queensborough branches. The library operates a Home Library Service for those experiencing challenges using print materials, as well as other challenges that make it difficult to access the library in person. This service also includes free loan of audiobook devices equipped with text-to-speech technology, access to the Centre for Equitable Library Access's (CELA) extensive audiobook collection, as well as access to digital materials available from the National Network for Equitable Library Service (NNELS).

In addition, the library's team of community librarians work directly outside the walls of the library to meet individuals 'where they are', identifying and addressing visible and invisible barriers to library services in support of the library's strategic goal of inclusive access for all.

Programs

In order to begin addressing invisible accessibility needs, the library has recently begun adding materials such as 'sensory kits' for those living with neurodiversity. These kits contain noise-canceling headphones, sunglasses, reusable writing pads, weighted blankets, adjustable bouncy seats, as well as fidget toys and stress balls. The library has also begun to provide a number of core information materials such as a 'Welcome Brochure' in a number of different languages other than English, as well as deploying a translation option for content available via the library website.

The library works closely with the Canadian National Institute for the Blind to best understand the low vision experience and to review ways for the library services to be more inclusive of persons who are blind or experience low vision.

Accessible Computer Station

Equipment and software have been purchased to install an accessible computer station in the library with the intention of creating a workstation that can meet the needs of a variety of community members with disabilities including those who are blind or experience low vision as well as those using mobility devices. The station will feature a range of adaptive equipment including a height-adjustable computer table to be available in the summer of 2024.



Technology and Communications

The library is also continuing to introduce hybrid programming options that will allow residents the choice to attend programs in person or virtually, depending upon their preference. Throughout 2024 the library website will start to introduce increased accessibility options to enhance the effectiveness of screen reading technology.

Our Building

The library is reviewing ways to renew its interior spaces to be more welcoming and functional for a diverse range of emerging needs, incorporating key principles of Universal Design as a part of that process.

Alignment with Current Strategies and Plans

New Westminster's Official Community Plan (OCP)

New Westminster's Official Community Plan highlights accessibility directly in the transportation and accessibility section but also has goals that speak to the needs of individuals with disabilities directly. The Plan's first goal is to be an equitable, inclusive, safe place where all community members have opportunities to contribute, while feeling connected and accepted. It speaks to diverse housing choice, excellent programs and being a liveable city, all elements that speak to the needs of all residents, regardless of ability. It acknowledges that social and physical accessibility to civic amenities, infrastructure and services is key to achieving community and individual wellbeing.



Walking routes need to be accessible for people with walkers and scooters.

The OCP highlights that the public realm should be accessible to all with accessibility being a guiding principal of excellent urban design. It acknowledges that urban design extends to creating complete streets and neighborhoods that create a more livable community for people of all ages and abilities.

The OCP includes Development Permit Areas with guidelines to address how buildings combine with streets and public spaces to create unique, attractive places that fit and include accessibility. Additionally, it speaks to the partnership and collaboration with TransLink to provide accessible and complete public transportation networks.

Council Strategic Priorities

The Accessibility Plan strategically aligns with the Council Strategic Priorities Plan (2023-2026), which includes five areas of focus, with Community Building and Connection being a central focal point. The other focus areas include Asset Management and Infrastructure, Homes and Housing Options, People-Centered Economy, and Safe Movement of People.

*A vibrant,
compassionate,
resilient city where
everyone can thrive.*

The outcomes of the plan speaks directly to many of the needs of the disability community including:

- Belonging and Connectedness;

- Greater Awareness and Appreciation;
- New and Growing Connections;
- City Services Alignment and Support;
- Addressing Homelessness;
- Affordable Housing;
- High quality jobs;
- Strategic Infrastructure Investments;
- Culture Change; and
- Sustainable Service Delivery .



Collectively, we strive to recognize, inspire, and empower all residents by developing and nurturing relationships with and across communities. We recognize identities and values to support the development of welcoming, respectful, and inclusive processes, activities, and spaces and places. The social and cultural make-up of New Westminster has fundamentally changed and is more diverse now more than ever, and it is vital that we all foster a community in which everyone feels they belong.

Master Transportation Plan (MTP) & Neighbourhoods Plans

The Master Transportation Plan & Neighbourhood Plans are overarching long-term plans for transportation in New Westminster that prioritize sustainable modes of transportation (walking/wheeling, cycling, transit) and call for improved sidewalk accessibility and integrating principles of Universal Design.

The MTP provides long-term direction that will guide transportation policies, priorities and investments within each element of the transportation network over the next 25 years. It relates directly to increasing accessibility by creating a walkable community that ensures walking is a safe, convenient and universally accessible way to get around the city and by providing attractive and convenient transit for trips within the city and region. “The focus of the City’s efforts to create a walkable city will be on making walking a safe, comfortable, accessible and pleasant mobility choice for people of all ages and abilities, be they residents or visitors.” The document highlights the need for curb cuts, accessible pedestrian signals, countdown timers and ensuring that sidewalks remain free and clear of barriers. Lighting is also a primary point of consideration.

The MTP will be updated within the next three years, with the opportunity to be more explicit about accessibility, particularly as it relates to transit.

Through the MTP, the City aims to have 100% of its public bus stops as accessible with the intention of creating a universally accessible transit system.

New Westminster's Age and Ability Friendly Community Strategy

The City was officially recognized as an Age-Friendly British Columbia (AFBC) community in 2018. Ahead of its successful application to become an AFBC community, the City developed an Age-Friendly Community Strategy. This strategy proactively addresses present and future needs associated with an aging population and supports a vision of the City as a welcoming, inclusive and accessible community in which older adults and seniors can continue to lead fulfilling, involved and meaningful lives.

With over half of New Westminster Seniors reporting a disability and many more experiencing even temporary disabilities or accessibility barriers, an Age Friendly Community Strategy also directly helps support the disability community as a whole, especially as the principles of the strategy reflect an accessible, inclusive, engaged and respectful community.

The strategy speaks directly to accessibility in the Built Environment and also includes a Transportation focus area, directly aligning with an Accessibility Plan: "Buildings, parks and open spaces, and transportation systems must be accessible, comfortable and safe to build trust and confidence in the built environment. Removing barriers that prevent connections between "home" and the larger "community" will increase the mobility and independence of seniors, while promoting health and well-being."

The City is planning to update its Age and Ability Friendly Community Strategy.

New Westminster Dementia-Friendly Community Action Plan

A Dementia-Friendly Community Action Plan was developed in conjunction with the Alzheimer's Society in February of 2016, which included creating a framework through a project working group, survey, and literature review.

A Dementia-Friendly Community is one that aligns with universal design best practices and is highlighted throughout the document: "A dementia-friendly community is defined by both its physical and social characteristics. Physical characteristics include accessible public bathrooms, clear and legible signage, distinctive structures and landmarks for orientation and way-finding, and welcoming and inclusive civic facilities, open spaces and parks. Social characteristics include recognizing that people with dementia are more than their diagnosis and that dementia can

affect a person's cognition, behaviour, emotions and physical capabilities (Alzheimer Society of B.C., 2015)."

Public Engagement Policy and Public Engagement Strategy

Public engagement is based on the principle that those impacted by a decision have a right to be involved in the decision-making process. The City of New Westminster understands that public engagement builds trust and connection with residents and community members and implements the principles of public engagement which include that of diversity and accessibility and inclusion, specifically, that public engagement includes accessibility for all community members, recognizes their right to participate and values the knowledge and experience they contribute.

- Venues, language and communications channels are assessed for their accessibility when planning public engagement initiatives;
- Planning for public engagement initiatives includes concrete steps to mitigate barriers to participation; and
- Participants are offered multiple channels and formats to engage for different abilities and learning styles.

Community Poverty Reduction Strategy

The Community Poverty Reduction Strategy incorporates a five-year action plan and is based on extensive research and a comprehensive community consultation process, including with those with lived experiences. It focuses on families living in poverty and with low incomes but recognizes that families reside in communities. The strategy acknowledges the intersectionality with disability and highlighted the need for greater awareness of programs and services available as well as the financial barriers faced by the community to access quality recreation programming. It also highlights the importance of employment in the community.

New Westminster Child and Youth Friendly Community Strategy

New Westminster adopted the New Westminster Children's Charter, based on the United Nations Convention on the Rights of the Child (UNCRC) which includes a number of focus, including:

- Creating accessible, inclusive and safe neighbourhoods;
- Maintaining a healthy, natural and sustainable environment; and
- Facilitating involvement and participation regardless of ability, age, culture or income.

- **CONNECTIVITY:** Healthy streets connect places where people live, play, shop and work. Pedestrians, cyclists and wheelchair users should have more than one route to get to their destinations.
- **DIVERSITY OF PEOPLE AND ACTIVITIES:** Healthy streets have a diversity of people ranging from children to seniors. Healthy streets have people engaged in different activities, including sidewalk café dining, sitting on benches, strolling, visiting with friends, walking dogs and window shopping.
- **MOVEMENT CHOICES:** Healthy streets allow for a diversity and co-existence of movement. The streets support people who want to walk, cycle, use transit or drive to their destinations.

THE ACCESSIBILITY PLAN

Focus Areas

In alignment with the focus areas put forward by the BC Government, New Westminster's inaugural Accessibility Plan themes are crucial for ensuring that all community members can participate fully in city life, enjoy equal opportunities, and have access to the resources they need. The focus areas put forward by the Province include accessibility in the Built Environment, Employment, Information Technology and Communications, City Programs and Services, Transportation, and Procurement and Financial Services.

Built Environment

Physical access in the built environment is important for everyone to create thriving, inclusive cities as it directly impacts the places where people live, work and play. The Built Environment includes City operated parks and open spaces, sidewalks and roads, and civic facilities, including libraries, recreation centres, arenas, trails and dog-parks.

Physical access looks at how people can walk or wheel through the City, interact with City facilities independently and safely and effectively navigate the environment to participate in the spaces and places the City offers for residents and visitors alike.

Employment

As a major employer in the region, the City has an important role in promoting inclusive hiring practices and workplace accessibility. This creates opportunities for people with disabilities and diverse backgrounds to contribute their perspectives as valued members of the City's workforce. By ensuring hiring processes are welcoming and accommodations are available, the City can support each candidate and employee to fully participate and thrive throughout their employment journey. An accessible and inclusive workplace benefits the City through new insights and talents while reflecting the community it serves.

Information, Technology & Communication

As technology advances, there are more opportunities and ways for individuals to obtain information and participate in community discussions. Ensuring accessible information formats and diversity in communication methods is imperative in improving the access to information for everyone.

When looking at access to Information, Technology and Community printed, digital, and in-person communication, closed captioning, interpreters, alternative methods of communication, accessible websites and PDFs should be considered.

Programs and Services

The City wants to make sure all community members can participate fully in all the programs and services that New Westminster has to offer. By taking a proactive approach to identify and remove barriers, the City can make its wide range of programs, services, events, and facilities

more welcoming and inclusive over time. This means people with disabilities won't have to be excluded or needing to arrange last-minute accommodations.

Whether it's paying bills, using parks and recreation programs, attending special events, or accessing any City service, the goal is for accessibility to be built in from the start. The more accessible the City's offerings, the easier it is for all residents to take part in community life.

Transportation

Transportation around the City is an integral part of community life. It is important that we look to meet the diverse needs of New Westminster residents, whether it's utilizing active transportation such as walking or wheeling, taking a bus, driving your own vehicle or taking a taxi or ride-hail vehicle.

The City is responsible for City sidewalks, street parking and city-owned parking lots, snow removal at these locations and civic facilities, taxicab and ride-hail licensing, and the partnership with TransLink for public transportation services.

Procurement & Financial Services

Procurement is the act of finding and acquiring goods and services for the City to support its daily operations. The aim of accessible procurement is to not only ensure the City works with contractors that deliver products or services at the right time, right price and best cost, but also includes accessibility and universal design in the bidding and proposal process.¹⁰

Taking an accessibility-oriented approach to the policies, practices, and decision-making processes of an organization is essential to advancing accessibility in the City. By incorporating accessibility into the organizational structure, it promotes an inclusive, diverse, and fair workplace and corporate culture.

Recommended Actions

Interdepartmental

1. Establish a baseline for understanding City's current state and capacity for advancing accessibility.
2. Determine a reporting structure for accessibility in addition to the annual report to Council. There is an opportunity to ensure that projects and plans being brought forward include an accessibility lens before being brought to Council. Consider how the Accessibility Advisory Committee may play a role in offering recommendations and consultation so that the Plan outcomes are being integrated into the greater work being done by the City.
3. Develop a budget and financial plan to integrate accessibility across departments to remediate and prevent barriers to access City-wide.

¹⁰ Procurement. Business Development Bank of Canada.

4. Revise emergency management plans to include the perspectives of persons with disabilities including safe exit from civic facilities, activations of reception centres and ensuring that the ESS supplier list includes services that offer accessible accommodations.
5. Review opportunities for community outreach to better understand the City's current state of accessibility and the barriers that residents and community members face when interacting with City facilities, programs or services.
6. Review opportunities to use plain language in meeting minutes and public-facing documents.
7. Alignment across City departments is encouraged with ongoing sharing of the work being accomplished or piloted from an accessibility perspective.

Built Environment

8. Complete the developed plan to review the recommendations from the accessibility audits and implement the changes based on the action plan and budget to remediate and remove barriers to access in a prioritized way.
9. Complete an accessibility audit of remaining facilities including the libraries, police department and City Hall.
10. Upon receiving grants to upgrade City facilities, enact these upgrades and communicate outwards to the community the new features and accessibility improvements.
11. NRPD to continue working with City staff to explore options for installing power doors and necessary signage on the entrance and washrooms of the NRPD building.
12. Develop a strategy to include universally designed equipment in the replacement of fitness equipment, park infrastructure and playground equipment.
13. Consider leveraging the work being done by the Intermunicipal Committee and their work in developing Enhanced Accessibility Design Guidelines to promote meaningful access and design for transportation infrastructure. These guidelines can also be provided to developers to supplement the current Design Guidelines and increase accessibility across the City.
14. Explore opportunities to include an accessibility outreach package for developers which includes high level accessibility information that supports universal design and accessibility such as wayfinding and space use best practices.

Employment

15. Include accessibility and accommodation in the diversity statement. An example of an accommodation statement would be: "We are happy to provide reasonable accommodations throughout the recruitment process and while working at the City of New Westminster. If you require support applying online because you are a person with

a disability, please contact us by phone or email. We welcome the opportunity to discuss accommodations and ensure fairness in our hiring process.”¹¹

16. Develop a training plan that includes inclusive hiring training for managers and integrated disability awareness training for all public-facing staff members. Integrate disability awareness training into the onboarding process for all new hires.
17. Create a consistent conversation with hiring managers for screening candidates who declared a disability and ensure those candidates are viewed and considered.
18. Foster ways to increase employee self-declarations for diversity and inclusion to both explain the importance of declaring and update employee representation.
19. Seeks ways to empower first responders with additional awareness training including, but not limited to autism, dementia and disability awareness training.
20. Consider ways to expand the current DEIAR Framework to also include accessibility and the intersectionality of disability as this framework has already been widely adopted within the City’s departments.
21. Work with disability service organizations (such as Neil Squire Society and the Canucks Autism Network) and City staff who have disabilities to develop and implement a workplace accommodation process during recruitment, onboarding, and retention of new and existing employees.
22. Consider developing a video that provides potential candidates information on the hiring and onboarding process.

Information, Technology & Communication

23. Captions, Alt-text and Plain Language: Create a communications procedure or guideline to ensure that all new webpages or webpages being updated include captions on videos, alt-text and plain language as a matter of process. All newly uploaded videos should have at least closed captions enabled on YouTube as an interim step until hard coded captions is a matter of practice. Social media posts should also include ALT-text.
24. Public Engagement: Leverage the Seniors Engagement Toolkit and expand upon it to create an inclusive and accessible toolkit for engagement that highlights accessibility best practices in both digital engagement and in-person activities.
25. Refine public engagement procedures to ensure that the public engagement process is accessible and ensuring the inclusion of targeting outreach to include the disability community during the engagement process.
26. Explore the possibility of offering an honorarium or contribution of gratitude for providing lived expertise, for members of task forces and committees.

¹¹ Adapted from the Vancouver Airport Authority’s accommodation statement, accessibleemployers.ca

27. Develop a policy for the hiring of American Sign Language (ASL) interpreters for special events, announcements and important information dissemination from the City.
28. Develop a communications plan to highlight accessibility successes, current projects and achievements of the City to further elevate accessibility and the disability community as well as demonstrate the 'wins' to help build trust and transparency.
29. Implement consistent and inclusive language use: Simplify language, particularly on external facing documents and resources such as the website and add informational content on accessible features and programs. Ensure that features are descriptive and using disability-friendly terminology (See appendix), limited the use of overly medical jargon, restrictive or redundant.
30. Update the information provided about New Westminster's parks, community centres and pools to include tangible information as to what features are available for users. Providing descriptions on what features exist is much more inclusive than labelling something as "Accessible" or "Fully Accessible." For example: Moody Park Outdoor Pool features changerooms with benches and a variety of lockers heights, a wheel-in shower with a fold-down bench and grab bars and ramped entry into the pool with an available aquatic wheelchair.
This information should be found on the accessibility webpage as well as the individual facility webpages.
31. Develop a photo bank of people with diverse disabilities and abilities from the community to be included in communications materials.
32. Develop a process for fielding questions or concerns related to accessibility. One suggestion may be to have a designated person or to create a living document that offers the breadth of accessible resources across the City, available for front-desk clerks and the City's call-centre.
33. The NWPD will communicate the differences between police officers and bylaw officers to the public to help the public better understand the differences and support the work being done by both departments.
34. Develop a communications plan to communicate to the community the current accessibility offerings and integrate this plan into ongoing event communications and when programs or facilities have been upgraded such as when sensory friendly kits are made available and what they include.

Programs and Services

35. Create "accessibility kits": Offering additional supports for facilities and programs could be as simple as loanable kits that amplify accessibility for a user. For example, an inclusive fitness kit might include tools and equipment that can help someone modify a piece of equipment or exercise such as "active hands" and weightlifting hooks. An

inclusive art kit could include wide handled paint brushes, ergonomic scissors, or an extender for chalk. A sensory friendly kit would include noise-cancelling headphones, fidget toys and sensory toys. (A sensory kit is also a great idea to include for lead fire engines and available at the police department.)

- a. Develop a communications plan to inform the public of the availability of these kits and instructions to staff on how to loan them out to the public when requested.
 - b. Integrate the already existing kits at the library into other programs offered such as the outdoor programming offered by librarians.
36. Consider the development of an adapted recreation plan that aligns with the current strategic plan but also provides insights on the adaptive and inclusive programs available to the public and creates an overall strategy for offering accommodations and communications on accessible and inclusive programming.
- a. Review opportunities for more inclusive and accessible program offerings to better address the recreational and leisure needs of persons with disabilities.
 - b. Increase the number of and deepen partnerships with disability service organizations to better offer programs, coordinate volunteering opportunities and apply for grants that would expand services for people with disabilities across the City.
37. Review City events plans and develop a process to include accessibility best practices such as elevated viewing platforms, accessible toilets, maps, parking, rest areas that include seats, and ASL interpretation.
38. Ensure that other formats/alternative book formats are available for current collections including large print and audio books.
39. Review current library programs and plans with accessibility as a lens and review the opportunities for accessibility to be named and highlighted in the next iteration of the library strategic plan.
40. Review and investigate the current barriers to accessing community services including the recreation, leisure, cultural and library programs and develop a plan to progressively address the identified barriers.
41. The library will complete the installation of the accessible computer station and will develop a communications plan to inform the community and particularly those with disabilities of the availability of this new resource. Direct communications with organizations such as the Canadian National Institute for the Blind is highly recommended.

Transportation

42. Fulfill the City of New Westminster Transit Master Plan goals and implement all recommendations related to accessibility and universal design while consulting with the disability community around recommendations for prioritizing initiatives.
 - a. 1.2 Address barriers to walking cycling, transit and ride-sharing within the community.
 - b. 3.3 Serve transportation needs for persons of all abilities.
 - c. 4.3 Provide transportation system that connect the City's diverse neighbourhoods.
43. Review urban design features and pedestrian amenities that improve the attractiveness and comfort of pedestrian environments and include universally designed amenities such as benches with adjacent rest areas and universally designed drinking fountains and washrooms.
44. Complete the few remaining bus stops as part of the bus stop accessibility project so that as close to 100% of bus stops are as accessible as possible.
45. Continue to implement the signalized intersections policy and retrofit intersections with APS as requested by community members.
46. Review the approach to accessible parking stalls including the number of offered stalls, the design (width, access aisle and curb cut) as well as the timing and financial implications.
47. Consider increasing the time limit for drop offs from 15 minutes to 30 minutes for accessible stalls.
48. Investigate the opportunity to review the expressed financial barriers for residential parking permits and paid accessible parking stalls on City streets and properties.
49. Develop language and guidelines for the installation of Tactile Walking Surface Indicators (TWSIs) at intersections and crossings.

Procurement & Financial Services

50. Review opportunities for including accessible housing in affordable housing developments and strategies.
51. Review the opportunity to include accessible and universal design language in the procurement process so that an accessibility lens is applied to the review of all proposals.

Appendix 1: Resources

Accessible British Columbia Act

- [Legislation](#)
- [Plain Language Summary](#)

ASL Interpreters

- [Language Linx](#) ASL Interpreting

Built Environment Canadian Best Practices

- [CSA B651:23 Accessible Design for the Built Environment](#)
- [City of Richmond Enhanced Accessibility Guidelines](#) is a document created internally by the City of Richmond to enhance accessibility in their facilities. Note, this guideline is currently being updated so isn't the most current version.

Communications

- [Accessibility Features of Microsoft Teams](#) Making Teams meetings more accessible.
- [Inclusive Design for Social Media](#) offers best practices from the Hootsuite team.
- [Hemmingwapp](#) is a website that offers tools to help writers be aware of the language level of their writing and provides suggestions on how to simplify the language into plain English.
- [Learn Accessibility](#) A free course on web accessibility (a11y) best practices
- [Microsoft 365 Accessibility Features](#) Support for making Word, PowerPoint and Excel documents more accessible.
- [Playground Communication Boards](#) inclusive play with our playground communication boards, expertly designed by speech pathologists to bridge the communication gap for children of all abilities
- [Zoom](#) Making Zoom more accessible.

Emergency Preparedness

- [Inclusive Emergency Planning](#) includes resources for individuals as well as communities
- [Clearing our Path \(CNIB\) Emergency Exits and Safety](#) provides information on emergency planning that includes the perspectives of people who are blind.
- [PreparedBC](#) Resources for People with Disabilities

Grants

- [Disability Alliance of BC](#) DABC grants These grants are for community-based projects focusing on one of the prescribed service areas to increase accessibility for people with disabilities.

- [Enabling Accessibility Fund](#) provides funding for projects that make Canadian communities and workplaces more accessible for persons with disabilities.
- [Rick Hansen Foundation Accessibility Certification Training](#) Tuition grants for individuals to take the RHFAC training to be able to fully audit the built environment.
- [Sparc BC](#) has launched the Local Community Accessibility Grant Program. This program is designed to support persons with disabilities by funding the removal of barriers identified by local governments Accessibility Committees, feedback mechanisms or Accessibility Plans.

Inclusive Employment

- [Hire for Talent](#) provides resources to help employers tap into the talent pool of people with disabilities during their search for skilled workers. They offer a free employer toolkit with resources on the hiring process, providing accommodations, customized employment and more.
- [Managers Guide to Reasonable Accommodation](#): provides guidance to BC Public Service managers and supervisors for employee accommodations.
- [The Neil Squire Society](#) services are designed to assist individuals to stay in the workforce or re-enter the workforce with suitable workplace accommodations and technologies.
- [The Presidents Group](#) is a B.C. based network of 25 change-driven BC business leaders who are champions for more accessible, inclusive workplaces. They provide free inclusive hiring training courses as well as downloadable resources created by employers for employers.

Public Engagement

- [Ontario Municipal Social Services Association Guide for Public Engagement](#) provides guidance on ensuring the public engagement process is accessible for people of all abilities including how to embed the process of accessible public engagement into engagement strategies.

Training

- [Accessible Spaces 101](#) On completion of the course, participants will understand how people with disabilities interact with the built environment, to communicate in a respectful and inclusive manner, and to apply universal design principles to designing, operating, and delivering services in physical spaces.

Universal Design

- [Rick Hansen Foundation Tip Sheets](#)
- [Rick Hansen Foundation – A Guide to Creating Accessible Play Spaces](#)
- [Rick Hansen Foundation – Let’s Play Toolkit](#)

- [Rick Hasen Foundation – Let’s Play: Inclusive Playgrounds](#)

Wayfinding

- [Canadian Museum for Human Rights Inclusive and Accessible Design Guidelines](#)

Appendix 2: Glossary

Accessibility: A barrier-free experience that offers the same opportunity for everyone to participate in their community

Accessible Pedestrian Signage (APS): “Provides auditory, visual and tactile information so that a person with vision and/or hearing loss will know when it’s safe (i.e., when the walk phase begins) to cross at a set of traffic signals. In addition, an APS may provide information to help a person with blindness travel in a straight line across a street or roadway.”¹² APS was previously referred to as audible pedestrian signals.

Accommodations: “An alteration of environment, program format, or equipment that allows an individual with a disability to gain access¹³” or participate in a space, place, event or program in a way that meets their needs.

Adaptability: The quality of being able to adjust to new conditions.

American Sign Language (ASL): “A complete, natural language that has the same linguistic properties as spoken languages, with grammar that differs from English. ASL is expressed by movements of the hands and face”¹⁴ and utilized by the Deaf community.

Attitudinal Barriers: “When people think and act based upon [assumptions and misconceptions that limit how a person with a disability can participate], such as making decisions about people with disabilities without including them or not believing that a person with a disability can contribute to the workforce.”¹⁵

Barrier: “Anything that hinders the full and equal participation in society of a person with [a disability]. Barriers can be caused by environments, attitudes, practices, policies, information, communications or technologies, and affected by intersecting forms of discrimination.”¹⁶

Bias: “A way of thinking or operating based explicitly or implicitly on a stereotype or fixed image of a group of people.”¹⁷ Individuals can be aware or unaware of their biases, the latter of which is referred to as having unconscious bias.

Braille: “A form of written language for [people with sight loss], in which characters are represented by patterns of raised dots that are felt with the fingertips.”¹⁸

Built Environment: The constructed aspects of physical surroundings, “including homes, communities, schools, workplaces, parks/recreation areas, business areas, roads and green spaces, [that vary] in size

12 Clearing Our Path. CNIB Foundation, 2019.

13 Add Reference Uni of Western Washington

14 American Sign Language. National Institute on Deafness and Other Communication Disorders, 2021.

15 AccessibleBC: B.C.’s Accessibility Plan 2022/23–2024/25. Government of British Columbia, 2022.

16 Accessible British Columbia Act. Government of British Columbia, 2021.

17 Working Glossary – Addressing Racism. Government of British Columbia, 2023.

18 Braille – The Reading Fingers. Translate Plus, 2015.

from large-scale urban areas to smaller rural developments.”¹⁹ For the purposes of the Plan, the built environment applies to all public spaces. This includes buildings, sidewalks, road systems, parks, playgrounds, and other public infrastructure encountered by people in their everyday life.

Collaboration: The act of two or more people, organizations or departments working together to create or achieve the same outcome.

Cross-Disability: An umbrella term that describes the inclusivity of all forms of disability.

Diversity: Ensuring that there is an honouring and respect for the variety of backgrounds, perspectives, cultures, and experiences that each of us bring.²⁰

Disability: When the features of a person’s body and mind meet a barrier created by the design of the society in which they live, preventing their full and equal participation. Individual features can be permanent, temporary or episodic; visible or invisible; range in severity; and include physical, sensory, mental health-related, developmental, cognitive and multiple features.²¹

Hard Captions: Also known as open captions or embedded captions are seen by everyone who watches the video. These are permanent and cannot be turned off.

Inclusion: The practice or policy of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalized.

Information and Communication Barriers: When communication methods are not accessible by people with disabilities, such as information that is communicated using complex language or jargon or materials that are only available in small print without large print options.²²

Multi-use pathways: “Offstreet pathways that are physically separated from motor vehicle traffic and can be used by any nonmotorized user. This includes people walking, cycling, skateboarding, kick scootering, in-line skating, and using other active modes. Multi-use pathways may also be referred to as shared-use pathways, multi-use trails, and boulevard multi-use pathways.”²³

Neurodiversity: An umbrella term “used to describe differences in the way people’s brains work. The idea is that there’s no ‘correct’ way for the brain to work. Instead, there is a wide range of ways that people perceive and respond to the world, and these differences are to be embraced and encouraged.”²⁴

Pedestrian: A term that refers to travelling by their own locomotion outside of a vehicle including on foot or using a wheelchair.

19 Healthy Built Environments. Government of BC, 2017.

²⁰ City of New Westminster DEIAR Framework, 2022

21 Federal Disability Reference Guide. Government of Canada, 2022.

22 AccessibleBC: B.C.’s Accessibility Plan 2022/23–2024/25. Government of British Columbia, 2022.

23 British Columbia Active Transportation Design Guide. Government of British Columbia, 2019.

24 What is Neurodiversity? Child Mind Institute, 2023.

Physical Barriers: “When obstacles in an environment make access difficult, such as a washroom with an accessible stall but no automatic door opener”²⁵ or a meeting that is hosted in a space with no wheelchair access.

Self-Determination: The process by which a person controls their own life.

Sensory Barriers: “When sensory information such as lights, sounds, smells, etc. prevent participation in the environment, such as co-workers wearing perfume in the workplace or use of fluorescent lighting in the workplace.”²⁶

Stigma: “The negative social attitude attached to a characteristic of an individual that may be regarded as [an attitudinal barrier]. A stigma implies social disapproval and can lead unfairly to discrimination against and exclusion of the individual.”²⁷

Systemic Barriers: When policies or procedures are not inclusive, such as a process that only permits individuals to submit or access information through an online system without alternatives being provided or a driver’s licence being required for a job when another form of transportation could be used.²⁸

Tactile: Tactile information, signals and wayfinding provide the means for individuals to access information through touch, either by input through their hands (e.g. raised print) or information received by tapping a white cane.

Technological Barriers: “When technology can’t be accessed by people with disabilities,”²⁹ such as self-service kiosks without accessibility features or touch screens without screen reader software or tactile keyboards.

Universal Design: “The design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability.”³⁰

Wayfinding: “Refers to information systems that guide people through a physical environment and enhance their understanding and experience of the space.”³¹ This includes elements like signage, acoustics, illumination and surface finishes.

WCAG: Web content accessibility guidelines.

25 AccessibleBC: B.C.’s Accessibility Plan 2022/23–2024/25. Government of British Columbia, 2022.

26 AccessibleBC: B.C.’s Accessibility Plan 2022/23–2024/25. Government of British Columbia, 2022.

27 APA Dictionary of Psychology. American Psychological Association, 2023.

28 AccessibleBC: B.C.’s Accessibility Plan 2022/23–2024/25. Government of British Columbia, 2022.

29 AccessibleBC: B.C.’s Accessibility Plan 2022/23–2024/25. Government of British Columbia, 2022.

30 Centre for Excellence in Universal Design. National Disability Authority, 2020.

31 What is Wayfinding? The Society of Experiential Graphic Design, 2022.