

# **An Accessibility & Inclusiveness Study For the City of Langley**



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*Submitted to:*

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## **I. Executive Summary**

In May 2007 the City of Langley retained the Social Planning and Research Council of BC (SPARC BC) to undertake research for the preparation of a Plan for Accessibility and Inclusion in the City of Langley. The plan focused on four key issue areas:

- Municipal Policies and Practices
- Physical Accessibility
  - Public facilities
  - Parks and Recreation
  - Restaurants
  - Lodging
  - Shopping and Entertainment
- Accessible Tourism; and
- Inclusive Employment Practices

To guide the study, the City of Langley established a Steering Committee that included people with disabilities, the business community, and agencies serving people with disabilities. An Open House was held in June to seek public input into the issues to be addressed by the study, and to develop an inventory of sites to be audited over the summer. In September, a workshop was held to give stakeholders an opportunity to review the audit results and set priorities for the City's Plan for Accessibility and Inclusion. This report presents the recommendations that resulted from the Audit, the Workshop, and the Steering Committee, for Council's consideration.

### **Study Objectives**

The purpose of the Study is to develop a comprehensive strategy to make the City of Langley accessible and inclusive for people with disabilities. In particular, this Study:

- a) Inventories the existing conditions in the City of Langley's built environment as they relate to accessibility and inclusion;
- b) Identifies issues and opportunities to improve accessibility and social inclusion in the City; and
- c) Presents a plan and implementation strategy for making the City of Langley a model community for accessibility and inclusiveness.

### **Key findings**

In general, City of Langley does a good job of accessibility and inclusion. The City of Langley has provided leadership through Council's commitment to becoming a model community for accessibility and inclusiveness, and City Council adopted the 10X10 Challenge, committing the City to increasing employment of people with disabilities by ten percent by 2010.



The City's Official Community Plan recommends that building and site design address physical accessibility. New municipal buildings are fully accessible, and older buildings have been retrofitted. Parks are mostly accessible, although some improvements could be made to several of the washrooms. The City has also addressed pedestrian access: curb cuts and audible pedestrian signals have been installed at major intersections.

Despite of all that is going well in the City of Langley, there is always room for improvement. Several minor and not so minor improvements are recommended to municipal facilities to demonstrate the City of Langley's ongoing commitment to accessibility. Several important recommendations were made during the stakeholder Open House and Workshop to enhance pedestrian safety and convenience.

The accessibility audit also resulted in recommendations for hotels, restaurants and commercial businesses to improve their accessibility in support of Langley's goal of accessible tourism.

### **Proposed Accessibility and Inclusion Plan**

Activities identified for Year 1 of the plan include:

1. Establish an advisory committee on accessibility and inclusion
2. Address (& inspect) safety issues identified during the audit
3. Introduce a "Gold Star"<sup>1</sup> plan to recognize accessible businesses, and establish a funding program to assist businesses and organizations to become fully accessible
4. prioritize improvements to physical accessibility to some municipal facilities, starting with Municipal Hall, and
5. Establish an accessibility and inclusion program with an annual budget

Year 2 and 3 activities include

1. Additional physical improvements to public facilities, parks and pedestrian access
2. Capacity building among staff
3. Introduction of Policies in the areas of
  - i. Inclusive hiring practices
  - ii. Accessible streets
  - iii. Access to municipal information
  - iv. Emergency preparedness plan specifically addressing the needs of people with disabilities
  - v. Adaptable/visitable<sup>2</sup> design for residential facilities
  - vi. Full service options at gasoline stations

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<sup>1</sup> See Attachment 1 for Criteria for Gold Star recognition.

<sup>2</sup> See Attachment 2 for definitions of terms used throughout this report.

## **II. Acknowledgements**

SPARC BC is pleased to submit the following Accessibility and Inclusiveness Study for the City of Langley.

As part of this Study, SPARC BC engaged key stakeholders and the community at large in the processes of issue identification and developing solutions. In particular, we wish to acknowledge the contributions of the Steering Committee: Lori Andrist and Bruce Teichman of the Regional Disabled Person's Association; Marika Van Dommelen, Rick Hansen Foundation; Nelly Bakker, Royal Bank; Teri James, Langley Downtown Merchant's Association; Sid Gullion, Langley Seniors Housing Society; Sharon Birney, Langley Seniors Centre; James Mitchell, consumer, Meredith Wilson, BC Paraplegic Association, and Wendy Johnson, HD Stafford Secondary Principal.

We would like to thank the City of Langley for this opportunity to work with the municipality to further the goals of accessibility and inclusiveness. In particular, we would like to thank Gerald Minchuk, Director of Development Services and Economic Development, for his guidance and support during the study.

## **III. Introduction**

The purpose of the Study is to develop a comprehensive strategy to make the City of Langley accessible and inclusive for people with disabilities. In particular, this Study:

- a) Inventories the existing conditions in the City of Langley's built environment as they relate to accessibility and inclusion;
- b) Identifies issues and opportunities to improve accessibility and social inclusion in the City; and
- c) Presents a plan and implementation strategy for making the City of Langley a model community for accessibility and inclusiveness.

## **IV. The Context of the Project**

*Whether we are born with a disability, ... acquire a disability later in life, ... or are simply encountering the realities of old age, we are all only temporarily able-bodied.*<sup>3</sup>

With the 2010 Paralympic Games in Vancouver and Whistler on the horizon, the City of Langley is looking to position itself as a model community for accessibility and inclusiveness.<sup>4</sup> The City's vision recognizes both the potential of developing the new

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<sup>3</sup> Patrice Pratt and Jonathan Ross/TDH Strategies (2005) *The Accessible/Inclusive Cities and Communities Project (Draft Report)*, p. 2.

<sup>4</sup> Distinguishing between 'accessibility' and 'inclusion' serves to draw out two dimensions of active participation in a community. Accessibility is about removing physical or structural barriers to participation

market niche of 'accessible tourism' (which is expected to grow as the regional population ages)<sup>5</sup> and the importance of creating a community that is completely inclusive – a community where everyone is able to live more independently and participate more fully.

Significantly, the City of Langley's recent Economic Development Strategy Plan has singled out tourism as an economic sector with considerable potential for acting "as a catalyst for creating new partnerships and business activity throughout the community" (p. 4).<sup>6</sup> The goal of positioning itself as an industry leader with an emphasis on accessible tourism makes sense. It is known, for example, that the market of people with disabilities, conservatively estimated at 14% of the BC population, is largely untapped, that the day trip market for Langley is sizable and growing (both north and south of the border) and, according to the Accessible/Inclusive Cities Project's experience with ten BC communities, that "business considerations are a key motivator in building accessible and inclusive communities" (p. 5).

While the City of Langley has had a Mayor's Advisory Committee on Accessibility for some time and "ensures that its facilities are maintained at a high level of accessibility,"<sup>7</sup> it nevertheless sees its efforts to date as limited and ad hoc. In calling for a comprehensive study of both accessibility and social inclusion, the City is taking note of what the disabled community has told all British Columbians – namely, that the active participation of disabled community members depends on two things. The first, accessibility, is about removing physical or structural barriers to participation (largely but not entirely in the built environment) – 'it's what gets you in the room,' advocates say. The second, inclusion, goes further – 'it's knowing that once you are in the room, your presence, participation and contributions are recognized.'<sup>8</sup> Working towards participation of this kind on the part of everyone in Langley clearly meets the City's goal for this project – "to enhance the welfare of City residents."

An accessible community is not a "special" measure for people with disabilities. An accessible community is good for every member of that community, be it a mother pushing a baby buggy, a young person who's temporarily injured in some sports activity, or a person who uses a wheelchair, etc.

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– it's what gets you in the room. Inclusion goes further – it's knowing that once you are in the room, your presence, participation and contributions are recognized. (because you use the same quote on the next page, you may want to delete this footnote.)

<sup>5</sup> The City of Langley Economic Development Strategy notes this trend in tourism (p. 97), stating: "In Canada, by the year 2011, the age group of 44-64 year olds will number 10.2 million, up from 6.4 million today. Significant potential during the next decade will be with the 75+ age group."

<sup>6</sup> This is the basic premise of *2010 Legacies Now* in its support of the 'Measuring Up Guide,' a tool that promotes full inclusion of people with disabilities throughout B.C.'s communities.

<sup>7</sup> SPARC BC (2006/06) *Access Links: Community Accessibility Contacts*, p. 24.

<sup>8</sup> Avril Orloff (2005) *Measuring Up: A 2020 Vision for Inclusive Cities*, *Abilities*, No. 64, p. 32. See also SPARC BC (1996) *Making Space for Everyone: A Guide to Creating Accessible Cities*; Inclusive Cities Canada (2004) *Background Paper and Project Overview, Phase 1*; SPARC BC (2006) *Everybody's Welcome: A Social Inclusion Approach to Program Planning and Development for Recreation and Park Services*; and Patrice Pratt and Jonathan Ross/TDH Strategies (2005) *The Accessible/Inclusive Cities and Communities Project (Draft Report)*.

Although the City of Langley is designated as one of seven Regional Town Centres in the Metro Vancouver<sup>9</sup>'s *Livable Region Plan* and has evolved into an important regional hub, the City's current population stands at about 25,000 and is growing relatively slowly. Accordingly, a plan for improving accessibility and inclusiveness that can be implemented on a small scale and on a step-by-step basis is realistic. At the same time, much of the City's physical terrain is flat, local priorities already include growing the tourist industry, revitalizing the downtown, beautifying its streets, and enhancing personal safety. The 2010 Olympic and Paralympics undoubtedly provide a unique opportunity to both showcase the community and galvanize support for the initiative.

For all of these reasons, and because much of the 'expertise' in such matters resides locally in the community of people with disabilities, the City recognized that engaging the community in identifying the issues and developing the solutions is critical to the success of this Study.

## **V. Project Methodology**

### **1. Literature Scan**

The literature scan covered four topics: (1) legislative authority for municipalities to introduce bylaws and procedures to promote accessibility; (2) funding opportunities for programs that promote accessibility and inclusion; (3) the City of Langley's accessibility/inclusion policies and actions to date; and (4) the most recent best practices in the accessibility/inclusion field.

The first part of the literature review involved an examination of the two Acts governing municipal authority: the *Community Charter* and *The Local Government Act*. The second part of the literature review involved a scan of federal and provincial programs to support people with disabilities. The third part of the scan involved a key document review of reports and documents related to accessibility and social inclusion in the City of Langley. The final part of the review involved research into best practices in the field of accessibility and inclusion in Canada and elsewhere, and built upon work SPARC BC has already done in this area.

In particular, the literature review was employed to:

- determine the City of Langley's current stage of development in relation to municipal accessibility/inclusion policies and practices;
- set a baseline to chart the City's progress towards the accessibility/inclusion goals it set for itself during the public participation process.
- present best practices and lessons learned in other municipalities; and
- set realistic goals for improvement in the future.

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<sup>9</sup> Formerly GVRD.

## 2. Working with the Steering Committee

During the course of the Accessibility and Inclusion Study, SPARC BC worked with a Steering Committee made up of stakeholders representing non-profit organizations serving people with disabilities, the business community, and consumers. Their first task was to identify the key members of the community that needed to be involved in the project. The second task was to identify problem areas and issues for examination during the accessibility inventory/audit. Their third task was to map out the precise areas to be covered in the inventory/audit. Three members of the Steering Committee also volunteered to assist in conducting the inventory/audit. The Steering Committee provided feedback on the findings, and identified any gaps prior to holding our priority-setting workshop. They also reviewed the draft report and recommendations.

## 3. Open House

In order to gather the perceptions, experiences and considered input of the community members who are most closely involved with accessibility and social inclusion issues in the City of Langley, an Open House was held on June 28, 2007. The workshop received coverage in the local paper (Langley Advance) and on the Municipal web site. Additionally, representatives of local organizations and other stakeholders were sent written invitations. See Attachment 3 for the invitation list.

The purpose of the Open House was to gather information, prior to the inventory/audit, to establish the nature, extent and location of the barriers and structural constraints currently faced by City of Langley residents with disabilities. Fifteen people attended the Open House, and were invited to comment on City of Langley's level of accessibility in several key areas, including transportation, pedestrian access, housing, recreation and leisure, shopping, working, and access to services. The participants spoke about the City's strengths and identified areas that require improvement. Invitees who were unable to attend the open house were sent the feedback forms and were invited to send in written responses. Three people sent their feedback to the consultants in this way. See Attachment 4 for a summary of the feedback from the stakeholders.

## 4. The Accessibility Inventory/Audit

The inventory sites included all the sites identified by the Steering Committee and those identified by stakeholders during the Open House. Because of the City of Langley's focus on accessible tourism, the audit also included the five hotels in the City of Langley, and the major restaurants and shopping areas. The audit was divided into 5 major theme areas:

1. Municipal buildings/facilities
2. Parks and Recreation facilities
3. Transportation
4. Hotels/restaurants
5. Shopping.

While housing was selected as an initial theme area, and one or two examples came up during the initial open house, housing was not part of the inventory. Housing policies however, are addressed in the proposed Accessibility and Inclusion Plan, along with major policy areas like employment and access to information.

See Attachment 5 for a complete list of inventory sites.

Standard procedures were used for conducting, photographing and recording the audit of the physical and built environment. The literature review revealed that very few comprehensive (city-wide) audits have been conducted and most previous audits (at least in the US and Canada) have focused on one building or street at a time. However, there were some good checklists and methodological templates available.<sup>10</sup> For the purposes of the Langley Accessibility and Inclusion Audit, SPARC BC developed our own checklist, which allowed us to quickly and efficiently review a number of facilities over a relatively short period of time (See Checklist, Attachment 1). This tool can be used by the City of Langley if they wish to audit additional facilities.

The audit tool was not used to undertake a full access audit of each building but was designed to assess the major barriers to access. It concentrated on the following elements:

- Designated accessible parking
- Accessible entrances
- Circulation (corridor width, obstructions, flooring material, width of doorways, thresholds)
- Service counters
- Accessible washrooms
- Access to all facilities and amenities
- Signage
- Seating
- Accessible elevators

In addition to the checklists, audit tools included a digital camera, a pressure gauge to measure the pressure required to open and close doors and a tape measure.

The Downtown Business Improvement Area (BIA) was assessed through a technique that can be compared to “window shopping”: the consultants walked through the BIA and noted whether or not the shop entrances were accessible, and evaluated whether the aisles were sufficiently wide (and free of obstructions) to allow for easy wheelchair passage. Special visits were made to “key services” such as financial institutions and pharmacies. Department stores were subject to a more thorough review, including an audit of washroom facilities.

Streets were assessed using pedestrian access guidelines as contained in SPARC BC’s Accessible Bylaws Project.

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<sup>10</sup> We adapted our checklists primarily from the following sources: Canadian Abilities Foundation Access Guide Canada ([www.abilities.ca/agc](http://www.abilities.ca/agc)), and Mobility International USA

### **User involvement:**

For the vast majority of sites, at least one person with a wheelchair participated in the audit. Based on the audit, the Consultants developed a list of recommendations for the City. While businesses were audited as part of the study, the recommendations made to private businesses are not included in the Consultant's Report. Instead, the findings were sent directly to the manager or owner of the business.

### **5. Priority Setting Workshop**

A workshop on September 25, 2007 was held to present the findings of the audit to stakeholders, and to engage the stakeholders in setting priorities for the City of Langley's Plan for Accessibility & Inclusiveness. An invitation to the workshop was sent to everyone who attended (or were invited to) the June 28 Open House. Eight stakeholders attended the workshop, and two more provided their input on the recommendations via e-mail. During the workshop, participants identified a few new issues that had not been documented by the consultants. These issues were added to the list of recommendations. The consultants' recommendations had been put up on the walls of the meeting room, and the participants were invited to select their priority recommendations through a technique known as "dotmocracy". Each participant was given a strip of 10 red dots, which they were asked to place on their top priority items. Participants were permitted to place more than one dot on a recommendation, but were asked to place no more than 3 dots on one item. Participants were also given a strip of 6 yellow dots, to identify their secondary priorities (important items, but not as urgent as the red items).

## **VI. STUDY FINDINGS**

### **Literature Review**

#### **1. Legislative Framework for Accessibility**

Municipal governments are delegated responsibilities and powers from the Provincial government. In BC, regulations governing municipal responsibilities are outlined in the *Local Government Act* and the *Community Charter*. A brief outline of the regulations that impact on a municipality's authority to introduce bylaws and other regulations to promote accessibility follows. For a detailed discussion of municipal authority in the area of accessibility, see SPARC BC's *Model Municipal Bylaws for Accessibility* (forthcoming)<sup>11</sup>.

#### **The Community Charter**

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<sup>11</sup> This Report will be made available to the City of Langley upon completion

Section 7 of the *Community Charter* establishes what the legislature considers to be the purposes of a municipality. These include: (a) providing for good government of a community; (b) providing for services, laws and other matters for community benefit; (c) providing for stewardship of the public assets of the community; and (d) fostering the economic, social and environmental well-being of the community. Section 8 of the *Community Charter* establishes the broad categories of powers that municipalities in British Columbia possess. Under Section 8(3)(1), municipalities are prevented from developing and enforcing building standards that are more stringent than those in the building code. This is a crucial clause, as it restricts the municipality's ability to pass bylaws requiring accessible, adaptable or visitable<sup>12</sup> buildings and structures. The response of many municipalities has been to develop voluntary guidelines for developers, along with some incentives that are further discussed later in this report.

Section 10 further spells out the limits of municipal jurisdiction in relation to provincial law, confirming that a municipal bylaw has no effect if it is inconsistent with a Provincial enactment. This means that if a person can only comply with a bylaw by violating provincial law, then the bylaw is invalid.

Section 12(1) gives municipalities the power to discriminate and differentiate between people, places and circumstances. This is a helpful tool in developing accessible bylaws. For instance, it allows municipalities to designate people with disabilities as a class of people who can then become beneficiaries of bylaws designed to enhance their interests. The full section reads:

12 (1) A municipal bylaw under this Act may do one or more of the following:

- (a) make different provisions for different areas, times, conditions or circumstances as described by bylaw;
- (b) establish different classes of persons, places, activities, property or things;
- (c) make different provisions, including exceptions, for different classes established under paragraph (b).

12 (2) A council may, in exercising its powers under section 8 (1) [natural person powers], establish any terms and conditions it considers appropriate.

This section allows municipalities to make special provisions for target groups, such as people with disabilities (for example, designating certain parking spaces).

Section 15(1) of the *Community Charter* allows for municipalities to control the issuance of licenses, permits or approvals, by establishing standards, codes or rules. Municipal licensing powers are some of the strongest tools available to a municipal council. For example, a municipality can require that gas stations serve people with disabilities by providing a full service option to customers in order to receive a license to sell gasoline.

Part 5 of the *Community Charter* authorizes councils to establish advisory committees for public consultation. One member of a select committee must be a council member. Section 904 of the *Local Government Act* allows municipal governments to establish different density regulations for a zone, one of which is generally applicable and

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<sup>12</sup> See Attachment 2 for definitions of terms used throughout this report.



another, higher density one which will apply if the owner meets certain conditions, such as the provision of amenities or affordable and special needs housing.

### **The Local Government Act**

Section 905 of the Local Government Act gives municipal governments the power to enter into “housing agreements” to make sure that a certain percentage of houses are accessible for people with disabilities. However, such an agreement will not vary the use or density from that permitted in the applicable zoning bylaw.

Section 906(1) allows municipalities to require that parking spaces be reserved for people with disabilities. The section reads:

- 906 (1) A local government may, by bylaw, require owners or occupiers of any land, building or structure to provide off-street parking and loading spaces for the use, building or structure, including spaces for use by disabled persons, and may
- (a) classify uses, buildings and other structures and differentiate and discriminate between classes with respect to the amount of space provided,
  - (b) exempt from any requirement of a bylaw made under this subsection or subsections (2) and (3),
    - (i) a class of use, building or structure, or
    - (ii) a use, building or structure existing at the time of the adoption of a bylaw under this subsection,
  - (c) impose different requirements for different areas and zones or different uses within a zone, and
  - (d) establish design standards, including the size, surfacing, lighting and numbering of the spaces.

The *Local Government Act* also gives municipalities the power to engage in community planning. The power is primarily established in section 876 of the Act.<sup>13</sup> Section 878(1)(a) is also important because it gives municipalities the power to include “policies of the local government relating to social needs, social well-being and social development.” It is this clause which authorizes municipalities to develop an accessibility plan as part of their community plan.

Section 36(11) of the *Motor Vehicle Act* grants legislative authority for a municipal government to regulate taxi companies.<sup>14</sup> A regulation under the Act establishes rules

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<sup>13</sup> 876 (1) A local government may, by bylaw, adopt one or more official community plans.

(2) An official community plan

(a) must be included in the adopting bylaw as a schedule, and

(b) must designate the area covered by the plan.

(3) In developing an official community plan, the local government must consider any applicable guidelines under section 870 [provincial policy guidelines].

<sup>14</sup> s. 36(11) The council of a municipality may by bylaw provide for the regulation, in accordance with this section, of chauffeurs in the municipality and for the issue of permits to chauffeurs by the chief of police.

for accessible taxis.<sup>15</sup> This means that municipalities, having the power to regulate and license taxis, can require taxi companies to provide some taxis which meet the provincial accessibility requirements.

## 2. Funding for Accessibility and Inclusion Initiatives

The City of Langley's Accessibility and Inclusion Plan corresponds to Phase 2 of the 2010 Legacies *Measuring Up* Program. Additional funding is available through Phase 3 of *Measuring Up* (to a maximum of \$25,000) for implementation of accessibility initiatives identified during Phase 2. It is recommended that the City of Langley apply for Phase 3 funding to implement this Accessibility and Inclusion Plan. Another program that Langley can apply to for funding is the Province's new "Let's Play" program, which offers up to \$50,000 for accessible playgrounds. In addition to these funding programs, Federal and Provincial programs support social development, employment initiatives, and housing for people with disabilities. The City of Langley can encourage businesses in the City to employ people with disabilities, and provide them with information about the programs that are available to facilitate this employment. The City itself can take advantage of these programs, including those that help employers find qualified employee prospects. See Attachment 6 for a summary of federal and provincial programs that support accessibility and inclusion, and links to additional information.

## 3. City of Langley's Accessibility and Inclusion Policies and Practices

The City of Langley has provided much needed leadership in the area of accessibility and inclusion. The City has made a commitment to becoming a model community for accessibility and inclusiveness, and City Council adopted the 10X10 Challenge, committing the City to increasing employment of people with disabilities by ten percent by 2010. They have also appointed representatives to the 10X10 Committee. The City's Official Community Plan recommends that building and site design address physical accessibility. See Attachment 7 for a full listing of Langley policies and practices that enhance Accessibility. In addition to these initiatives, the City has recognized the need for a systematic approach to addressing accessibility and inclusion and is one of the first municipalities in the province to undertake an accessibility and inclusiveness study.

## 4. Best Practices in Accessibility and Inclusion

Best practices in the areas of community planning and policy development, physical access, accessible tourism and employment were examined during the literature review. In the realm of physical access, standards for public facilities, streets and pedestrian circulation, parking, and municipal parks and recreation were explored. The Province of Ontario has more rigorous accessibility requirements than does British Columbia and has thus provided a wealth of resources. Bylaws adopted by various British Columbia

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<sup>15</sup> B.C. Reg. 26/58, *Motor Vehicle Act*

municipalities also proved to be invaluable. For a full discussion of best practices and model bylaws, see SPARC BC's *Model Municipal Bylaws for Accessibility* (forthcoming)<sup>16</sup>.

The City of Langley is well on its way to being a leader in accessibility and inclusion, but there is plenty to learn from other jurisdictions. The Ontarians with Disabilities Act requires municipalities to develop an annual accessibility plan. The Act requires that municipalities create an advisory committee, conduct an accessibility audit, and develop an accessibility plan. Areas that are generally addressed in these plans include physical accessibility, access to information, accessible programs and services, hiring practices, and municipal grant programs. The City of Langley, in absence of a similar act in British Columbia, has implemented all the requirements contained in the Ontario Act. The Council of the City of Langley may, however, wish to advocate for a similar Act for British Columbia.

An accessibility advisory committee should include people with a broad range of disabilities, although they can also include other people such as business and health sector representatives. These committees assist the municipality in conducting accessibility audits of municipal practices, programs and the built environment, developing accessibility plans and conducting an annual review and update of the plan, provide guidance on the development of policies and regulations related to accessibility, and help municipal staff review development applications for accessibility. While the City of Langley established a Steering Committee for the development of the Accessibility and Inclusiveness Plan, it is recommended that the City of Langley use an advisory committee to guide implementation of the Plan as well.

Progressive municipalities in BC have adopted policies and regulations in the following areas:

- Accessible municipal literature/Access to information
- Accessible parking bylaws
- Pedestrian access
- Adaptable, universal and accessible design
- Hiring practices
- Taxi bylaws
- Street and traffic bylaws
- Housing policy (including accessible design and density bonusing)
- Full service provisions for gas stations.

## **Audit Findings**

In general, City of Langley does a good job of accessibility and inclusion. New buildings are fully accessible, and older buildings have been retrofitted. Parks are mostly accessible, although some improvements could be made to several of the washrooms. Curb cuts and audible pedestrian signals have been installed at major intersections.

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<sup>16</sup> This Report will be made available to the City of Langley upon completion

Despite of all that is going well in Langley, there is always room for improvement. Several minor and several more comprehensive improvements to municipal facilities will demonstrate the City of Langley's ongoing commitment to accessibility. Several important recommendations were made during the stakeholder Open House and Workshop to enhance pedestrian safety and convenience.

Five hotels/motels were audited as part of this study. The newer hotels in the City of Langley are reasonably accessible, with some improvements possible in the accessible guest rooms, particularly in regards to accessible bathing. Some of the older facilities can be retrofitted to achieve a reasonable level of access. Two of the facilities are not accessible, and are unlikely to achieve accessibility until major renovations or replacement is undertaken.

The level of accessibility among restaurants varied, with some achieving a good level of accessibility, and others that could become accessible with minor improvements. Each hotel and restaurant will be sent a written report on the results of their audit, with recommendations for improvements.

Most businesses have flush thresholds, and keep their aisles reasonably clear of clutter. Suggestions have been made to some store operators to improve accessibility. The 20400 Block of Fraser Highway presents some challenges, as most store fronts along the north side of that block have steps leading up to the store entrance. In some cases, access ramps have been constructed. Detailed findings of the Audit are described in Attachment 8.

## **Results of Priority-setting Workshop**

At the September Workshop, stakeholders identified increasing accessibility of businesses in the downtown core as high priority, particularly the accessibility of restaurants. They strongly supported the establishment of a "Gold Star" program to recognize businesses that are accessible. The concept involves rating businesses on a continuum from "not accessible" (no stars) to "exemplary" (4 stars), and recognizing accessible businesses in a number of ways (presenting them with certificates at a Council meeting during Access Awareness Week in June, announcing the recipients on the City Web Site, providing the businesses with an accessibility sticker, etc). See Attachment 1 for the proposed criteria for the Gold Star program.

Rated next in priority by the stakeholders were safety issues: providing a raised "lip" or railing at the viewing area at Brydon Lagoon (to prevent wheel chairs or strollers from rolling over the edge), increasing accessibility of the pedestrian signal button at the North East corner of Fraser and Number 10 highways, and removing obstacles in pedestrian pathways. Next in priority were various improvements to City Hall and Library and various parks. For a complete list of prioritized items, see Attachment 9.

## **VII. CITY OF LANGLEY PLAN FOR ACCESSIBILITY & INCLUSIVENESS**

In all, 75 recommendations for improving physical accessibility in the City of Langley were identified as a result of the Open House, Audit, and Workshop. The review of best practices resulted in a list of potential municipal policy responses, as well as municipal practices for promoting inclusion. While some of the recommendations can be implemented at little or no cost, some do have cost and resource implications, and the reality of municipal budgets and work loads means that these initiatives will need to be phased. Even when all proposed improvements are made, advances in technology and building techniques and standards are likely to mean accessibility is never “done”, but is a process of ongoing improvement. Now that the accessibility audit and draft plan are complete, an annual review of progress and development of an annual implementation plan will ensure that the City of Langley stays on track and remains “The Place to Be” for Accessibility and Inclusiveness.

A proposed Plan for Accessibility and Inclusiveness is presented here for Council consideration. Some of the Year 1 items may need to be postponed to subsequent years due to budget limitations. Access to new funding sources and shifting community priorities could result in changes to the plan, but an annual review can ensure that the plan continues to be responsive to community needs.

### **YEARS 1-2**

#### **1. Establish an advisory committee or a community coalition on accessibility and inclusion**

It is important to provide ongoing opportunities for community involvement and seek consumer<sup>17</sup> advice in the implementation of the City of Langley Accessibility and Inclusion Plan. One approach to achieving these objectives is to establish a municipal advisory committee.

An advisory committee on accessibility and inclusion should include City of Langley residents with a wide range of disabilities, as well as a Council representative. It should include at least one member of municipal staff (e.g. from Planning, Parks and Recreation, or Engineering, for example), and it is advisable to include members of the business community or service agencies. The City of Langley has a number of options: they can invite the members of the Steering Committee who assisted in the development of this plan, to sit on a new Accessibility and Inclusion Committee. The City may also wish to consider establishing a joint advisory committee with neighbouring municipalities (such as the Township of Langley and Aldergrove). Alternatively, the City

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<sup>17</sup> People with disabilities are generally referred to as ‘consumers’ when a support service for people with disabilities is being planned, and it is customary for people with a wide range of disabilities to be consulted during the planning phase to ensure that the service meets their various needs.

may wish to expand the membership and mandate of the existing Parks, Recreation and Culture Committee.

While the responsibilities of the Committee can vary, at the minimum, the Committee should assist the Municipality in monitoring the implementation of the Accessibility Program and Plan, and provide guidance on policy development. An advisory committee can also review development applications for accessibility. A proposed Terms of Reference modelled on the North Shore Advisory Committee on Disability Issues is attached (Attachment 10).

During the Steering Committee review of the Draft Plan, interest was expressed in making the Accessibility and Inclusion initiative broader than just a municipal program. With this in mind, the advisory body could take the form of a coalition of community groups and organizations that are interested in accessibility and inclusion. Other community based models include developing a community accessibility planning table (modelled on the Child Care Planning Tables that are operating in many municipalities), or actually forming a new non-profit society with membership from various stakeholder groups and with consumer representation.

## 2. Address safety issues

1. Add a safety lip or railing at the edge of the viewing platform at Brydon Lagoon to prevent wheel chairs and strollers from rolling off the edge.
2. Improve pedestrian "island" at No. 10 Highway and Fraser Highway – NE corner. (approach to signal push button). This Island should ideally be larger, with a more gentle slope from the roadway on to the island. See Attachment 8 for details.
3. Move garbage receptacles and other "street furniture" blocking pedestrian pathways on sidewalks in the Business Improvement Area
4. Add signage at the library emergency exit (inaccessible) to direct patrons in wheelchairs to the accessible exit.

## 3. Encourage businesses in the City of Langley to become accessible, and to increase employment of people with disabilities.

1. Introduce a Gold Star Program for accessible businesses (See Attachment 1).

At the priority-setting workshop, stakeholders identified increasing the accessibility of businesses as a high priority. This priority also helps the City meet its objective of accessible tourism. Municipalities are limited in their ability to demand accessibility initiatives from private operators and land owners, but can encourage businesses to become more accessible in a number of ways.

As part of the Accessibility and Inclusion Study, the consultants have conducted audits of hotels, restaurants and major commercial areas in the City, and suggestions will be sent to business owners/managers.

The City of Langley can encourage Businesses to take measures to address the accessibility issues that were identified, by creating a “Gold Star Program” that recognizes accessible business. Businesses that were not part of the original audit could be encouraged to contact the City of Langley if they wish to participate in the Gold Star Program by undertaking a free accessibility audit.

Those facilities that already meet accessibility requirements and those that follow the suggestions arising out of the audit can be recognized by the City with a “Gold Star” accessibility designation. The City can recognize these businesses publicly at a Council meeting, and publicize the accessible facilities on their web site, in publications and also add them to the Canadian Abilities Foundation *Access Guide* web site (see <http://www.abilities.ca/agc/index3.php?pid=2&cid=287>)

## 2. Provide grants for accessibility initiatives

In order to assist businesses and organizations in addressing the accessibility issues identified during the audit, the City of Langley can implement a grant program. While municipalities cannot provide grants or other forms of assistance to businesses, a grant could be provided to a non-profit organization such as the Rick Hansen Wheels in Motion or the Regional Disabled Person’s Association and the recipient organization could work in partnership with businesses to retrofit existing buildings for accessibility. A possible source of funding for this could be the Phase 3 funds of the Measuring Up Program of 2010 Legacies Now. The Rick Hansen Foundation may also have funds available for this purpose.

## 3. Encourage businesses to hire people with disabilities

The City of Langley can also work closely with the Chamber of Commerce and the Downtown Langley Business Association to encourage local businesses to hire people with disabilities. The City can encourage businesses located in the City of Langley to adopt affirmative hiring policies, and can provide information on hiring people with disabilities. Excellent brochures are available through WorkAble Solutions ([www.workablesolutionsbc.ca](http://www.workablesolutionsbc.ca)). The City can also let businesses know about funding programs that are available to support accessible employment initiatives (see Attachment 6).

## 4. Focus on physical accessibility in municipal facilities

Eighty-four recommendations to improve physical accessibility in the City of Langley were identified during the study<sup>18</sup>, and stakeholders prioritized these recommendations during the September workshop. Once safety issues are addressed, it is recommended that the Municipality “start at home” by undertaking several improvements to municipal facilities. The following list of items received priority ratings during the September workshop.

1. Replace washroom sign in Municipal Hall with larger, high contrast sign.
2. Lower mail box/property tax box
3. Lower check out counter in library
4. Provide ramps to concrete pads at City Park
5. City Park and Sendall Gardens – provide accessible picnic tables with extended table top; asphalt pad and paved path to accessible table
6. Make accessibility improvements to park washrooms
7. Provide/improve bus shelter(s) along Logan Avenue.

## YEARS 2-5

### 1. Continue addressing physical barriers to accessibility in the City of Langley

It will likely take several years for the City of Langley to address all the issues of physical accessibility that were raised during the Open House, Audit and Workshop. The City of Langley should work with the advisory body on accessibility and inclusion to develop an annual implementation plan, including the establishment of annual priorities for addressing physical accessibility. The results of the audit and prioritization workshop (Attachments 8 and 9) can assist the City to select the projects to be implemented each year as the City budget allows. However, other priority issues may arise, and the advisory body’s guidance will be invaluable in this regard.

### 2. Build the capacity of municipal staff

#### 1. Provide customer service training for staff

Very often services providers are uncomfortable in direct contact situations with persons with disabilities because they don’t know what is required from them. There is a range of disabilities which may have different implications for customer service. Usually, these customers require no additional assistance, although many of them will appreciate it. Staff training provides municipal staff with a level of comfort and skill in accommodating people with special needs. Even where the staff member may not know how to best

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<sup>18</sup> This total includes 6 recommendations for Twin Rinks, and 6 initiatives to encourage businesses to become accessible.



meet the needs of a particular client, they will gain valuable skills in respectfully interacting with people with disabilities (particularly with people with communication barriers). Often, simply increased awareness and good communication skills on the part of staff are more important than knowing specifically how to best assist someone with a disability in any particular situation. Providing good service often means being willing to ask “What can I do to help you with this?” and just being willing to help as best as one can.

## 2. Provide training for community planners and permit officers in universal/adaptable/visitable design principles

Courses and workshops are advertised on the Planning Institute of BC’s web site, and PIBC members can gain credits for the compulsory Continuing Professional Development Program for attending a course on Universal or Adaptable Design or on the concept of “visitability”. SFU’s Urban Design Program has regular offerings in this regard.

## 3. Explore development of an inclusive hiring practices policy

People with disabilities are an untapped resource and can assist in addressing local labour shortages. The Canadian labour supply per capita is projected to decline beginning around 2012. New entrants into the labour market, such as people with disabilities, youth, and immigrants, could help to offset this situation.

A municipal inclusive hiring practices policy should include a commitment to employment equity, and a commitment to forward job postings to organizations that assist people with disabilities to find employment. See Attachment 11 for a model inclusive hiring practices policy.

The municipality can register with WorkAble Solutions, an initiative sponsored by the Minister’s Council on Employment for Persons with Disabilities and BC Human Resources Management Association (HRMA).

The WorkAble Solutions website offers employers an exclusive site to post employment opportunities for persons with disabilities and search through lists of skilled job-seekers with disabilities. Employers and job-seekers with disabilities can also use the website to access resources and connect with community agencies that work with employers and persons with disabilities.

WorkAble Solutions also provides employers and Human Resources professionals with tools to support recruitment and retention. All the materials are easily accessible online at [www.workablesolutionsbc.ca](http://www.workablesolutionsbc.ca).

In addition to following its own employment equity policies, the municipality can follow procurement policies that favour doing business with organizations that support employment of people with disabilities.

#### 4. Explore development of an accessible street bylaw

An accessible street bylaw is designed to make the transportation infrastructure of the municipality more accessible and user friendly for people with a variety of different disabilities. A model bylaw is contained in Attachment 12, and is based upon accessibility plan guidelines developed by the City of Toronto.<sup>19</sup> The bylaw states that “all pedestrian routes shall be safe and easy to use by a wide range of persons with disabilities. Pedestrian routes shall be easily identifiable, clearly separated from vehicular routes, and free of obstacles at all times of the year.” The bylaw then establishes guidelines to make numerous aspects of municipal streets more accessible. The bylaw’s guidelines should be implemented with all new construction, and in other areas in accordance with the municipality’s accessibility plan. Areas covered by this bylaw include: bridges; crosswalks; curb ramps/curb cuts; grades and elevation changes; lay-bys for vehicles; paths, sidewalks and walkways; pedestrian routes; ramps; stairs and steps; traffic islands on public right of way; bus/public transit shelters; bus stops; emergency vehicle access; street furniture and vending machines; passenger loading zones; boardwalks; crosswalk/pedestrian signals; lighting for exterior areas not including roads; traffic signals; garbage cans and recycling bins; benches and seats; bicycle racks; mail boxes; snow-melting and snow removal.

#### 5. Explore development of guidelines for access to municipal information

In a knowledge-based economy where access to and exchange of information is almost essential to participating in society and in the economy, accessible communication is an increasingly important subject. A draft Guidelines for Access to Municipal Information is included in this report as Attachment 13. These Guidelines address readability and plain language, availability of alternative formats for printed material, and web accessibility standards.

It is anticipated that current and future advances in technology will allow the City of Langley to increase accessibility of municipal information at reasonable cost. For example, programs that offer live captioning (for Council meetings and other public meetings), or programs that allow written text to be transcribed into audio format, will likely be available in the future at reasonable cost.

For an example of current voice to text technology, see <http://www accuraterealtime.com/about.aspx>.

For an example of current text to voice technology, see <http://www.nextup.com/TextAloud/index.html>

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<sup>19</sup> City of Toronto: Accessibility Plan Guidelines, <http://www.toronto.ca/diversity/accessibilityplan2003>

## 6. Review emergency preparedness plans and emergency services

The Municipal Emergency Preparedness Plan should address the needs of people with disabilities. First responders need to address the evacuation requirements for vulnerable people in the event of an emergency. Municipal emergency services often work in collaboration with municipal Geographic Information Systems specialists to identify households that include people with special needs. Emergency volunteer training should include a component on accommodating the needs of people with various disabilities. Local Block Watch captains can be invaluable resources in ensuring that the needs of people with disabilities in their neighbourhoods are addressed during an emergency. The municipal emergency management staff can also provide emergency training to residents to help them prepare for emergencies, including people with disabilities. Finally, municipal emergency evacuation plans for any municipally owned buildings should also address the needs of people with disabilities.

## 7. Explore development of adaptable design guidelines for residential development

Under Section 8(3)(1) of the Community Charter, municipalities are prevented from developing and enforcing building standards that are more stringent than those in the building code. This is a crucial clause, as it restricts the municipality's ability to pass bylaws requiring accessible, adaptable or visitable<sup>20</sup> buildings and structures. The response of many municipalities has been to develop voluntary guidelines for developers, along with incentives such as density bonusing for provision of accessible or adaptable suites. Examples of adaptable design guidelines from the City of North Vancouver and the District of North Vancouver are included as Attachment 14.

## 8. Explore development of an accessible gasoline stations regulation

There is a growing trend towards having self-serve gasoline stations that do not provide a full service option. While many consumers benefit from self-serve because it saves them money, the absence of service can mean difficulties for some people with disabilities. Municipalities can remedy this problem through their power to regulate business under section 8(6) of the *Community Charter*, which can be used in conjunction with the licensing and standards authority that municipality's have under section 15 of the *Community Charter*.

The bylaw's primary requirement is that in order to receive a licence to sell gasoline in the municipality covered by the bylaw, a gasoline station must provide a full service

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<sup>20</sup> See Attachment 2 for definitions of terms used throughout this report.

option to customers who chose to use it. Failure to provide a full service option would be punishable by revocation of the licence (See a model fuel station bylaw in Attachment 15). Ideally, this service would be available to persons with disabilities at an equivalent cost to that of a self serve station so that they are not punished with the higher cost just because they are unable to fill up for themselves.

## BEYOND YEAR 5

1. Establish an accessibility and inclusion program and an annual implementation plan with the guidance of the advisory committee/coalition on access and inclusion
2. Provide a consistent annual accessibility budget for implementation of the plan
3. Work with other municipalities to advocate for changes to BC legislation relating to accessibility.

People with disabilities ought, to the fullest extent possible, to enjoy the benefits of full citizenship, and municipal governments need to take proactive steps to ensure this goal's realization. This requires that the physical infrastructure, transportation networks, information systems, programs and services of a community be as accessible as possible and that policy development processes be inclusive. In British Columbia, municipalities have limited ability to meet these objectives. To fully realize accessibility, passing provincial legislation similar to Ontario's *Accessibility for Ontarians with Disabilities Act*<sup>21</sup> is imperative. Improvements can also be made to the BC Building Code<sup>22</sup>, and municipalities would benefit from legislation that permits them to enforce parking rules on private lots (such as shopping centres). It is recommended that the City of Langley work with SPARC BC and other municipalities to advocate to the Union of BC Municipalities for changes to BC legislation governing accessibility for people with disabilities.

## 4. Consider additional accessibility policies

The City of Langley has done a good job in making public facilities accessible. However, Council may wish to consider formalizing their commitment to full accessibility

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<sup>21</sup> *Accessibility for Ontarians with Disabilities Act*, 2005, S.O. 2005, c.11

<sup>22</sup> For example, the requirement for a higher accessible toilet has been removed from the BCBC, reducing accessibility

by adopting formal policies which set accessibility standards. Examples of model bylaws are available in SPARC BC's BC's *Model Municipal Bylaws for Accessibility* (forthcoming)<sup>23</sup>.

#### 4.1. Accessible public facilities bylaw

An accessible public facilities bylaw (Attachment 16) aims to provide a set of ideas that municipalities can adopt to make their public facilities more accessible. The bylaw is aimed at municipally owned and operated facilities, as well as facilities that provide municipal services to the public. At this time, municipalities in British Columbia cannot impose stringent and intensive mandatory requirements upon other bodies because of B.C. Regulation 86/2004, imposed under the concurrent authority powers in section 9 of the *Community Charter*. However, municipalities could establish this bylaw as a set of requirements for all municipal buildings, and encourage developers of private commercial facilities and other buildings accessible to the public to voluntarily follow the municipality's example.

It is important to note that municipal bylaws must comply with the minimum requirements of the B.C. Building Code. If there remain any errors that do not meet the minimum requirements of the code, it should be noted that the minimum requirements of the code must be met or exceeded.

#### 4.2. Accessible parks bylaw

An accessible parks bylaw aims to make municipal parks and municipally-owned outdoor recreation facilities accessible for people with disabilities. Access to recreation, exercise, amusement and the cultural life of the community are fundamental human rights.<sup>24</sup> People with disabilities are entitled to enjoy infrastructure that the community develops to provide for those needs. The standards should be implemented in all new facilities, and upgrades to existing facilities should be implemented in accordance with the priorities outlined in the municipal accessibility plan. Areas covered by the bylaw include: campgrounds; docks; grandstands and viewing areas; outdoor swimming pools and wading pools; parks play spaces; picnic areas; sports, fields and spectator areas; terraces and patios; trails and footbridges; viewing areas; waterfront areas; wilderness and conservation areas; outdoor public address systems; signage and way finding; garbage cans and recycling bins. See Attachment 17 for a model accessible parks bylaw.

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<sup>23</sup> This Report will be made available to the City of Langley upon completion

<sup>24</sup> See Article 24 of the *Universal Declaration of Human Rights*, "Everyone has the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay," and Article 27(1), "Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits."

### 4.3. Accessible parking bylaw

Accessible parking is a crucial component of an accessible transportation system. Freedom of mobility and respect for equality rights should include structuring our transportation system in a way which ensures accessibility. While section 3.8.3.4.(2) of the B.C. Building Code has minimal requirements for the number of accessible parking stalls that must be provided, these are not sufficient to adequately meet the needs of people with disabilities. Under this section of the building code, an accessible parking space only has to be provided when more than 50 parking stalls are provided, and thereafter only at a ratio of 1 for every 100 or part thereof.<sup>25</sup> Section 3.8.3.4.(1) of the Code also establishes minimal requirements for the dimensions of accessible parking spaces. The City of Langley currently requires that 5% of parking spaces be designated accessible. While this exceeds the Building Code minimums, the City of Langley may wish to consider adopting a bylaw similar to the City of Vancouver, which specifies the number of designated spaces depending upon the use of the facility. For example, special needs residential facilities in the City of Vancouver are required to make the first two parking spaces accessible, with 10% accessible spaces after that. See Attachment 18 for a model accessible parking bylaw.

The City of Langley can work with the proposed advisory committee on access and inclusion to review the need for an accessible parking bylaw, including establishment of

- minimum dimensions for the size of accessible parking stalls,
- different requirements for minimum numbers of accessible parking stalls depending on the type of facility the parking is adjacent to, and
- fines for parking without a valid parking permit.

### 4.4. Accessible taxi bylaw

Another tool for ensuring that the transportation system is accessible for people with disabilities is a strong bylaw providing an adequate level of accessible taxi coverage and requiring that taxi companies respond to requests for service from people with disabilities. An accessible taxi bylaw authorizes the City to set the number of taxi licences that it will issue; and the proportion of these licences that will be accessible taxi licences (for example, 15%). An accessible taxi licence requires that a taxi comply with the regulations for accessible taxis that exist under the *Motor Vehicle Act*.<sup>26</sup>

Additional standards can be required for a company to maintain its taxi permit. For example, the bylaw may require the company to give priority service for accessible taxis to people with disabilities. Secondly, the bylaw can require permit holders to respond to requests for service from people with disabilities in a timely and efficient manner. One

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<sup>25</sup> While the B.C. Building Code is not available to the public for free, there is an accessibility handbook on the internet which include section 3.8.3.4.(1) and (2) of the code. The section can be viewed at: <http://www.housing.gov.bc.ca/building/handbook/ramps.html#parking>

<sup>26</sup> *Motor Vehicle Act* [RSBC 1996] Chapter 318; *Motor Vehicle Act Regulations* B.C. Reg. 26/58, O.C. 1004/58

condition a driver often needs to meet to obtain a municipal licence is completion of training that teaches the operator how to meet the needs of people with disabilities. See Attachment 19 for a model taxi bylaw. These ideas are based on taxi bylaws in the Cities of Vancouver, Burnaby and North Vancouver.<sup>27</sup>

The municipality can assess penalties against the operator for failure to comply with the provisions of the bylaw, including suspension or cancellation of the permit to operate a taxi company.

## **VIII. CONCLUSION**

The City of Langley is one of the first municipalities to undertake a far-reaching accessibility audit, and develop a comprehensive plan for accessibility and inclusion. Developing and implementing an annual action plan for accessibility and inclusion will ensure that the City of Langley remains a leader in accessibility and inclusion.

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<sup>27</sup> City of Vancouver, Vehicles for Hire By-law No. 6066, <http://vancouver.ca/bylaws/79945.htm>; The Corporation of the District of Burnaby, Bylaw No. 3102, <http://burnaby.fileprosite.com/contentengine/launch.asp?ID=303&Action=bypass>; City of North Vancouver, Cab Regulation Bylaw, 7787, 2006, [http://www.cnv.org/c//DATA/1/84/CAB REGULATION BYLAW, 7707, 2006.PDF](http://www.cnv.org/c//DATA/1/84/CAB%20REGULATION%20BYLAW,%207707,%202006.PDF)

# Attachment 1

## PHYSICAL ACCESSIBILITY CHECKLISTS

The following pages provide checklists for assessing the levels of accessibility for a range of types of facilities. These checklists present maximum and minimum dimensions, heights, forces, etc. for a facility to be considered fully accessible, and in many cases will exceed BC Building Code requirements. They are not meant to be comprehensive audits, but assess basic levels of accessibility.

### RATING KEY

- \* Does not meet criteria
- ✓ Meets criteria
- ✓✓ Surpasses criteria

### Recommended action

- A Health and Safety Issue, address ASAP
- B Important: address w/in 12 months
- C Lower priority; address as practical (i.e. when next refurbished)

### ACKNOWLEDGING ACCESSIBLE BUSINESSES WITH A "GOLD STAR" PROGRAM

Those facilities that already meet accessibility requirements as outlined in the check lists and those that follow the suggestions arising out of the audit can be recognized by the City with a "Gold Star" accessibility designation. The City can recognize these businesses publicly by presenting them with a Certificate at a televised Council meeting during Access Awareness Week in June, along with a decal bearing the universal accessibility symbol for placement at the entrance to their premises. In addition, the City can publicize the accessible facilities on their web site and in their various publications, and also add them to the Canadian Abilities Foundation Access Guide web site. This Web site is well known by people with disabilities throughout the world, and can be searched by prospective visitors to Langley with particular accessibility needs. The Access Guide provides space to detail the accessibility features, such as the location of the designated accessible parking.  
(see Access Guide Web site at <http://www.abilities.ca/agc/index3.php?pid=2&cid=287>)

### CRITERIA FOR "GOLD STAR" ACCESSIBILITY PROGRAM

The "Gold Star" is not an "all or nothing" program, but allows for rating of facilities along a continuum, similar to the star rating for quality of accommodation used world wide.

Symbol	Rating	Description
-		<b>Not Accessible:</b> Facilities that have made no efforts to become accessible, and/or have significant barriers to physical accessibility for people with disabilities will not receive "stars"
*	<b>BRONZE</b>	<b>Somewhat Accessible:</b> Facilities that meet current building code requirements for access but have not gone beyond minimal requirements will receive a single star. Older facilities that are not required to be up to current code but have made efforts to upgrade to code will also receive a single star, as long as entrances, washrooms and customer areas are reasonably accessible for most people with disabilities For Accessibility requirements in the building code, see "Building Access Checklist attached or see <a href="http://www.housing.gov.bc.ca/building/BuildingAccessHandbook.htm">http://www.housing.gov.bc.ca/building/BuildingAccessHandbook.htm</a>
**	<b>SILVER</b>	<b>Reasonably Accessible:</b> Meets all of the requirements of the single star, PLUS most people with disabilities can access all areas of the facility and use all amenities generally available to the public.
***	<b>GOLD</b>	<b>Considered fully accessible:</b> Meets all of the requirements of the double star, PLUS entrances, washrooms, seating and circulation meet ideal accessibility standards as identified in the check lists AND all work areas are fully accessible
****	<b>PLATINUM</b>	<b>Exemplary:</b> Goes beyond the standards in the check lists by providing a high level of accessibility, comfort and convenience for people with disabilities. These facilities can be considered "models of accessibility".



<b>FACILITY</b>					
DROP OFF/Pick UP					
Accessible drop/off					
min. Dimensons 6 m x 1.5 m (19'8"x4'11")					
Close to accessible entrance					
Sheltered					
Overhead clearance (actual)					
Accessible transit					
<b>PARKING</b>					
Sufficient designated spaces (5%)					
Designated spaces close to entrance					
Proper signage					
Min 3.7 m (12') wide					
If not, actual measurement					
Overhead clearance (actual)					
<b>ENTRANCE</b>					
Wheelchair accessible					
Threshold max 13 mm (1/2") high*					
Automatic opener					
Exterior doors max 3.87 kg (38 N) force					
Call button for assistance					
If ramp, slope max 1/12 width min 914.4 mm (3')					
If ramp longer than 1.83 m (6'), railings					
1.52 m (5') landing for every 9.14 m (30')					
ramp, top, bottom and switchback					
If steps, marked with texture/color					
If steps, handrail					
Door min opening 914 mm (36")**					
Door handle height 1219.2 mm (48") or less					
Lever handle					
Large print, hi contrast signage					
adequate lighting (min 100 LUX)					
<b>INTERIORS</b>					
Corridors at least 1.06m (3'5") wide					
Corridors free of obstructions					
non skid flooring					
Wheelchair accessible counters(max 853mm 2'8")					
Free path to service counter					
Tables w 680 mm clearance, accessible					
Accessible directional signage					
Doors - 2.27 kg (5 lb) force or less					
1.52 m (5') circle or T space to turn chair					
Places to sit and rest					
good lighting (min. 100 LUX)					
*if bevelled, can be 76.2 mm (3/4") high					
**or 812.8 mm (32") clear opening					

<b>FACILITY</b>					
<b>ELEVATORS</b>					
Call buttons max 1.37 m (4'5")					
Braille or raised buttons					
doors reopen upon meeting obstacle					
floor indicator (audible beep)					
sign on both door jams identifying the floor (in raised letters or braille)					
<b>WASHROOMS</b>					
Easy access (well located)					
Wheelchair accessible					
automatic door or lever handle					
Min 914.4 mm (36") wide door opening					
Cubicle min 823 mm opening (2'7")					
cubicle min 1.5mx1.5m (4'11"x4'11")					
Has Grab bars					
Grab bars betw. 762 & 853mm (2'5" & 2'8")					
Top of toilet seat betw 426-457 mm from floor (1'4" & 1'5")					
Min 1.04m (3'5") transfer space by toilet					
min 701mm (2'3") sink height					
lever faucet handles					
Bottom of mirror max 1 m high (3'3") (or tilted downward)					
Appropriate signage					
Stall door operable w closed fist					
unisex accessible washroom					
<b>PUBLIC TELEPHONES</b>					
Have public telephones					
wheelchair accessible					
volume control					
TTY available for use					
If more than 4, is one TDD?					

Accessibility Audit  
LODGING

<b>FACILITY</b>					
DROP OFF/Pick UP					
Accessible drop/off					
Dimensions 6 m x 1.5 m (19'8"x4'11")					
Close to accessible entrance					
Sheltered					
Overhead clearance (actual height)					
Transportation options (shuttles, etc.)					
<b>PARKING</b>					
Sufficient designated spaces					
Close to accessible entrance					
Proper signage					
Min 3.7 m (12') wide					
If not, actual measurement					
Overhead clearance (actual height)					
<b>ENTRANCE</b>					
Wheelchair accessible					
Threshold max 13 mm (1/2") high					
Automatic opener					
Call button for assistance					
If ramp, slope max 1/12 width min 914.4 mm (3')					
If ramp longer than 1.83 m (6'), railings					
1.52m (5') landing for every 9.14 m (30 ft)					
ramp, top, bottom and switchback					
If steps, marked with texture/color					
If steps, handrail					
Door min opening 914.4 mm (36")					
Door handle height 1219.2 (48") or less					
Lever handle					
Appropriate signage					
Well lit					
<b>INTERIORS</b>					
Corridors at least 1.06m (3'5") wide					
Seating areas for resting					
non skid flooring					
Wheelchair accessible counters(max 853mm 2'8")					
Free path to service counter					
Tables w 680 mm clearance, accessible					
Appropriate directional signage					
Doors - 2.27 kg (5 lb) force or less					
127 mm (5') circle or T space to turn chair					
Well lit					
<b>ELEVATORS</b>					
Call buttons max 1.37m (4'5")					
Braille or raised buttons					
doors reopen upon meeting obstacle					
floor indicator (audible beep)					
sign on both door jams identifying the floor					
(in raised letters or braille)					

Accessibility Audit  
 LODGING

FACILITY					
<b>WASHROOMS</b>					
Easy access (well located)					
Accessible signage					
Wheelchair accessible					
automatic door or lever handle					
Min 914.4mm (36") wide door opening					
Cubicle min 822mm opening (2'7")					
cubicle min 1.5mx1.5m (4'11"x4'11")					
Grab bars					
Grab bars betw. 762 & 853mm (2'5" & 2'8")					
Top of toilet seat betw 427-457 mm from floor (1'4" & 1'5")					
Min 1.04m (3'5") transfer space by toilet					
min 701mm (2'3") sink height					
lever faucet handles					
Bottom of mirror max 1 m high (3'3")					
Stall door operable w closed fist					
unisex accessible washroom					
well lit					
<b>PUBLIC TELEPHONES</b>					
Have public telephones					
wheelchair accessible					
volume control					
TTY available for use					
If more than 4, is one TTY					
<b>GUEST ROOMS</b>					
Accessible rooms available					
raised numbers or braile					
max 914.4 mm (36") doorway					
lever doorhandle					
door handle mounted betw 426mm & 1219mm (1'4" & 4')					
Non-slip flooring					
If carpet, low pile					
Accessible:					
* Thermostat					
* Light switches					
*closet racks					
*peep holes					
Flashing light on door knocker					
Telephone - volume control					
Telephone - speakerphone					
Telephone - light flashes when it rings					
If desk, wheelchair accessible					

Accessibility Audit  
 LODGING

<b>FACILITY</b>					
<b>GUEST WASHROOMS</b>					
Wheelchair accessible					
automatic door or lever handle					
Min 914.4 (36") wide door opening					
Cubicle min 823mm opening (2'7")					
cubicle min 1.5mx1.5m (4'11"x4'11")					
Grab bars					
Grab bars betw. 762 & 853mm (2'5" & 2'8")					
Top of toilet seat betw 427-457 mm from floor (1'4" & 1'5")					
Min 1.04m (3'5") transfer space by toilet					
min 701mm (2'3") sink height					
lever faucet handles					
Bottom of mirror max 1 m high (3'3")					
Bathtub					
If Bathtub, grab bars					
Roll in shower					
* bath bench					
* grab bars					
* handheld shower knozzle					
* min 792 X 1524 mm (2'6"x 5")					
well lit					
<b>SAFETY</b>					
alarms with flashing lights					
evacuation plan for people w disabilities					
fire alarm pulls max 1.2m (4') from floor					
fire extinguishers max 1.2m (4') from floor					
Audible safety-route signalling device					

Accessibility Audit  
RESTAURANTS

FACILITY					
DROP OFF/Pick UP					
Accessible drop/off					
Dimensons 600mm x 150mm (19'8"x4'11")					
Close to accessible entrance					
Sheltered					
Overhead clearance (actual height)					
PARKING					
Sufficient designated spaces					
Proper signage					
Min 370 mm (12') wide					
If not, actual measurement					
Overhead clearance (actual height)					
ENTRANCE					
Wheelchair accessible					
Threshold max 13 mm (1/2") high					
Automatic opener					
Call button for assistance					
If ramp, slope max 1/12 (1/20 preferred)					
If ramp, min 915 mm wide (36")					
If ramp longer than 1830 mm (6') provide hand railings					
1525 mm (5') landing for every 30 ft ramp, top, bottom and switchback					
If steps, marked with texture/color					
If steps, handrail					
Door min opening 915 mm (36"), or 810 mm clear opening					
Door handle height 1220 mm (48") or less					
Lever handle					
Appropriate signage					
well lit (100 LUX)					
INTERIORS					
Corridors at least 106mm (3'5") wide					
non skid flooring					
appropriate directional signage					
Doors - max force required 2.24kg (22 newtons/5 lb)					
1525 mm (5') circle or T space to turn chair					
well lit (100 LUX)					
ELEVATORS					
Call buttons max 137mm (4'5")					
Braille or raised buttons					
doors reopen upon meeting obstacle					
floor indicator (audible beep)					

Accessibility Audit  
RESTAURANTS

FACILITY					
WASHROOMS					
easy to access (appropriately located)					
Appropriate signage					
Wheelchair accessible					
automatic door or lever handle					
Door min opening 915 mm (36"), or 810 mm clear opening					
Cubicle min 810mm opening (2'7")					
cubicle min 150mmx150mm (4'11"x4'11")					
Grab bars					
Grab bars betw. 750 & 850mm (2'5" & 2'8")					
Top of toilet seat betw 400-460mm from floor (1'4" & 1'5")					
Min 104mm (3'5") transfer space by toilet					
min 680mm (2'3") sink height					
lever faucet handles					
Bottom of mirror max 1 m high (3'3")					
Stall door operable w closed fist					
unisex accessible washroom					
well lit (100 LUX)					
SERVICE COUNTERS					
Wheelchair accessible counters (max 860mm/2'8")					
Free path to service counter					
Food visible to patron in wheelchair					
DINING AREA					
Menus Available in braille					
Menu available in large font (14 pt or better)					
Accommodate dietary restrictions					
Adequate lighting					
adequate room to manoeuvre wheelchair					
Non-slip flooring					
If carpet, low pile					
Tables w 680mm clearance, accessible					
PUBLIC TELEPHONES					
Have public telephones					
wheelchair accessible					
volume control					
TTY available for use					
SAFETY					
alarms with flashing lights					
evacuation plan for People w Disabilities					
fire alarm pulls max 1.2m (4') from floor					
fire extinguishers max 1.2m (4') from floor					
Audible safety-route signalling device					

Accessibility Audit  
PARKS AND TRAILS

<b>FACILITY</b>					
DROP OFF/Pick UP					
Accessible drop/off					
Dimensions 6 m x 1.5 m (19'8"x4'11")					
Sheltered					
Overhead clearance (actual)					
<b>PARKING</b>					
Sufficient designated spaces					
Proper signage					
Min 3.7 m (12') wide					
If not, actual measurement					
Overhead clearance (actual)					
<b>CIRCULATION</b>					
paved pathways					
If boardwalk, hard and slip resistant					
pathways at least 1.2m wide (4')					
Picnic tables accessible					
accessible path to water					
trail surface (material)					
trail surface hard, slip-resistant					
* free of obstacles, leaves					
* easy to maneuver					
* slopes max 1/12					
Places to sit and rest					
well lit (if open at night)					
<b>PUBLIC TELEPHONES</b>					
Have public telephones					
wheelchair accessible					
volume control					
TTY available for use					
If more than 4, is one TTY					
<b>PLAY EQUIPMENT</b>					
<b>PICNIC AREA</b>					



Accessibility Audit  
PARKS AND TRAILS

<b>FACILITY</b>					
<b>WASHROOMS</b>					
easy access (appropriately located)					
Wheelchair accessible					
automatic door or lever handle					
Min 914.4 mm (36") wide door opening					
Cubicle min 823mm opening (2'7")					
cubicle min 1.5mx1.5m (4'11"x4'11")					
Grab bars					
Grab bars betw. 762 & 853 mm (2'5" & 2'8")					
Top of toilet seat betw 426-457 mm from floor (1'4" & 1'5")					
Min 1.04m (3'5") transfer space by toilet					
min 701mm (2'3") sink height					
lever faucet handles					
Bottom of mirror max 1 m high (3'3")					
Stall door operable w closed fist					
unisex accessible washroom					
well lit					
<b>SERVICE COUNTERS</b>					
Wheelchair accessible counters max 853mm (2'8")					
Free path to service counter					
Products visible to patron in wheelchair					
<b>DINING AREA (if applicable)</b>					
Menus Available in braille					
Menus Available in large font					
Accommodate dietary restrictions					
Adequate lighting					
adequate room to manoeuvre wheelchair					
Non-slip flooring					
If carpet, low pile					
Tables w 680 mm clearance, accessible					

Accessibility Audit  
PUBLIC FACILITIES

<b>FACILITY</b>					
DROP OFF/Pick UP					
Accessible drop/off					
Dimensions 6 m x 1.5 m (19'8"x4'11")					
Close to accessible entrance					
Sheltered					
Overhead clearance (actual)					
<b>PARKING</b>					
Sufficient designated spaces					
Proper signage					
Min 3.7 m (12') wide					
If not, actual measurement					
Overhead clearance (actual)					
<b>ENTRANCE</b>					
Wheelchair accessible					
Threshold max 13 mm (1/2") high					
Automatic opener					
Call button for assistance					
If ramp, slope max 1/12 width min 914.4 mm (3')					
If ramp longer than 1.83 m (6'), railings					
1.524 m (5') landing for every 9.14 m (30 ft) ramp, top, bottom and switchback					
If steps, marked with texture/color					
If steps, handrail					
If steps, Non-slip tread					
Door min opening 914.4 mm (36")					
Door handle height 1219.2 mm (48") or less					
Lever handle					
Appropriate directional signage					
Doors - 2.27 kg (5 lb) force or less					
<b>INTERIORS</b>					
Corridors at least 1.06m (3'5") wide					
Corridors free of obstructions					
non skid flooring					
1.524 m (5') circle or T space to turn chair					
Places to sit and rest					
Wheelchair accessible counters(max 85mm, 2'8")					
Free path to service counter					
Tables w 680 mm clearance, accessible					
Appropriate directional signage					
well lit					
<b>STAIRS</b>					
approach to stairs cane detectable					
clearly marked transitions					
non skid surface					
railings w extensions.					

Accessibility Audit  
PUBLIC FACILITIES

FACILITY					
<b>MEETING ROOMS/PERFORMANCE HALLS</b>					
Seating choice for people with wheelchair					
Induction loop for hard of hearing					
Signage indicating loop available					
Way finding - appropriate signage					
Well lit					
<b>ELEVATORS</b>					
Call buttons max 1.37m (4'5")					
Braille or raised buttons					
doors reopen upon meeting obstacle					
floor indicator (audible beep)					
sign on both door jams identifying the floor (in raised letters or braille)					
<b>WASHROOMS</b>					
easy access (appropriately located)					
Accessible signage					
Wheelchair accessible					
automatic door or lever handle					
Min 914.4 (36") wide door opening					
Cubicle min 823mm opening (2'7")					
cubicle min 1.5mx1.5m (4'11"x4'11")					
Stall door operable w closed fist					
Grab bars					
Grab bars betw. 762 & 853mm (2'5" & 2'8")					
Top of toilet seat betw 427-457 mm from floor (1'4" & 1'5")					
Min 1.04m (3'5") transfer space by toilet					
min 701mm (2'3") sink height					
lever faucet handles					
Bottom of mirror max 1 m high (3'3")					
unisex accessible washroom					
<b>PUBLIC TELEPHONES</b>					
Have public telephones					
wheelchair accessible					
volume control					
TTY available for use					
If more than 4, is one TDD?					
<b>OTHER</b>					

Accessibility Audit  
TRANSPORTATION

Location							
<b>ACCESSIBLE TRANSPORT</b>							
Accessible taxis							
Accessible buses							
accessible bus stops							
Bus shelters							
Shelters are accessible							
<b>PARKING</b>							
5% Designated Parking							
designated stalls							
designated Parking located next to curb cut							
Min 3.7 m (12') wide							
<b>PEDESTRIAN SIGNALS</b>							
Audible Pedestrian signals at major intersections							
Consistent pole and signal button location							
signal button close to cross walk							
Visual count-down timer (ideal)							
Vibrating arrow for blind-deaf (ideal)							
<b>SIDEWALKS</b>							
1675 mm wide (ideal)							
1525 mm wide (minimum)							
Actual width of sidewalk							
Pedestrian pathway clear of obstacles							
Curb cuts 1500 mm wide							
Slopes max 5%							
Cross slopes max 2%							
ramps max 1/12 (min)							
ramps max 1/20 (ideal)							
<b>CROSSWALKS</b>							
300 mm wide							
100 mm painted white lines							



# BUILDING ACCESS CHECKLIST

Date: \_\_\_\_\_

Address of Project: \_\_\_\_\_



Type of Project :    New Building      
                                  Renovation      
                                  Addition     

## Registered Professional/Designer/Builder/Owner

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ email: \_\_\_\_\_

Occupation: \_\_\_\_\_

Contact Name : \_\_\_\_\_

Checklist Submitted To: \_\_\_\_\_

## Checklist Completion Instructions:

Each section of the checklist has the relevant Article number from the B.C. Building Code 1998 and each checklist item is preceded by the Sentence or Clause in brackets. Page numbers in brackets refer to the relevant pages of the Building Access Handbook 1999. Refer to the Building Code or the Building Access Handbook for clarification.

List each location of items such as ramps, entrances, doors, etc. in the Location table and answer yes (Y) or Not Applicable (NA) in the corresponding box in the checklist.

Use the Comments section to explain any questions answered with NA.

**Note:** This checklist is not a replacement for the B.C. Building Code. The project must comply with all applicable building regulations.

# BUILDING ACCESS CHECKLIST

## 1. Parking, 3.8.3.4.[p. 27]

**Location:**

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

Total number of parking spaces in the lot

**3.8.3.4.(2)** Number of identified disabled spaces

**3.8.3.4.(1)** Number of disabled spaces equals number of accessible sleeping units or number of viewing positions

A	B	C	D	E	F	G	H	I
---	---	---	---	---	---	---	---	---

**3.8.3.4.(1)(a)** designated disabled parking spaces min 3.7 m wide

**(b)** have a slip resistant and level surface

**(c)** located close, and accessible to an entrance per 3.8.3.5.

**(d)** clearly identified for disabled use only

**Comments:**

# BUILDING ACCESS CHECKLIST

## 2. Exterior Walkways/Paths of Travel, 3.8.2.3. [p. 4], 3.8.3.2(1) [p. 18]

**Location:**

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

	A	B	C	D	E	F	G	H	I
<b>3.8.2.3.(1) (a)</b> building has accessible path of travel from the street (or off-street parking) to at least one accessible main entry									
<b>3.8.3.2.(1)</b> Walkways to at least one main entrance and all ancillary areas that are required to be accessible shall:									
(a) provide continuous plane not interrupted by steps or abrupt changes in level									
(b) permanent, firm and slip resistant surface									
(c) have uninterrupted width of 1 500 mm and gradient not exceeding 1 in 20									
(d) curb min 75 mm high where, in absence of walls, railings or other barriers on either or both sides of the walk, the vertical drop from the walk exceeds 75 mm									
(e) no gratings with openings that will permit the passage of a sphere more than 13 mm in diameter and have all elongated openings approx. perpendicular to path of travel									
(f) min 1 500 mm wide walk of a different texture to that surrounding it where the line of travel is level and even with adjacent walking surfaces									
(g) freedom from obstructions for the full width of the walk to a min height of 1 980 mm									
(h) designed as a ramp where the gradient of the walk exceeds 1 in 20									

**Comments:**

# BUILDING ACCESS CHECKLIST

## 3. Entrance/Exit/Doors, 3.3.1.12. [p. 32], 3.8.3.5. [p.28]

### Location:

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>
<b>3.3.1.12.(1)</b> Doors in public corridors shall:									
(a) have a clear opening width of 800 mm									
(b) in a multiple leaf doorway have active leaf providing min 800 mm clear opening									
<b>3.3.1.12.(10)</b> Door assemblies providing access									
(b) has a clear and level area									
(i) door swings toward user: 1 500 mm long by width of door plus 600 mm beside latch jam									
(ii) door swings away from user: 1 220 mm long by width of door plus 300 mm beside latch jam									
(iii) automatic door swings away from user or sliding door: 1 100 mm long by width of door									
(iv) automatic door swings toward user: 1 100 mm plus width of door long by width of door									
(c) operating hardware does not require tight grasping and twisting of wrist (lever, etc.)									
(d) maximum opening force of 38 N for exterior doors and 22 N for interior doors									
(e) not less than 3 sec closing time									
(11) Threshold max 13 mm and bevelled									
(12) Doors in series separated by at least 1 220 mm plus width of any door swinging into intervening space									
<b>3.8.3.5.</b> Main Entrances:									
(2) Sign clearly indicating location of accessible main entrance									
(3) Possible for disabled persons to travel to all parts of the building from each accessible entrance									
(4) Power operated doors at accessible entrances as per 3.8.3.5.(4)									

### Comments:



# BUILDING ACCESS CHECKLIST

## 4. Stairs and Ramps

### Location:

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

	A	B	C	D	E	F	G	H	I
<b>3.8.3.11.(1)</b> [p. 50] <b>Stairs</b> Tactile warning at top of stairs									
<b>(2)</b> Tactile warnings at top 725 to 750 mm wide by width of stair									
<b>(a)</b> located one tread width back from the top riser									
<b>(b)</b> slip resistant									
<b>(c)</b> durable									
<b>(d)</b> max 3 mm above or below floor surface									
<b>(e) &amp; (f)</b> tactile detectable by walking on and contrasting colour									
<b>3.4.6.1(1)(b)</b> [p. 46] nosings visible from both directions									
<b>3.4.6.7.(l)(c)</b> closed risers									
<b>3.4.6.4.</b> [p. 48] <b>Handrails</b>									
<b>(3)</b> Continuously graspable along entire length									
<b>3.4.6.4.(5)</b> Inside turns continuous between flights at landings									
<b>(7)</b> Extend, parallel to floor, 300 mm past top riser and continue 300 mm parallel to floor past bottom riser									
<b>3.8.3.3.</b> [p. 20] <b>Ramps</b>									
<b>(1)(f)</b> ramp gradient per Table 3.8.3.3.									
<b>(1)(a)</b> ramp 1 500 mm min width except per 3.8.3.3.(4), (5) & (7)(b)									
<b>(b)</b> where vertical drop at edge more than 75 mm has a curb, wall, railing or other barrier									
<b>(c)</b> free from obstructions for full width to height of 1 980 mm min									
<b>(d)</b> clear level area min 1 500 mm long by width of ramp at top and bottom and abrupt changes in direction									

### Comments:

# BUILDING ACCESS CHECKLIST

## 5. Corridors, 3.3.1.9. [p. 29]

**Location:**

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

	A	B	C	D	E	F	G	H	I
<b>3.3.1.9.(1)</b> Min unobstructed width of public corridor 1 100 mm									
<b>(2)</b> Min unobstructed width of corridor used by the public, corridor serving classrooms and corridor serving patient sleeping rooms 1 100 mm									
<b>(3)</b> Obstructions less than 1 980 mm above floor project not more than 100 mm and do not present hazard to visually impaired (see (4))									
<b>(4)</b> Objects projecting more than 100 mm extend to less than 680 mm above floor									
<b>(5)</b> Occupancy in corridor does not reduce required unobstructed width									

**Comments:**

# BUILDING ACCESS CHECKLIST

## 6. Elevators, 3.5.2.1.(3) [p. 39]

**Location:**

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

	A	B	C	D	E	F	G	H	I
1. Automatic levelling device to level car within 13 mm of floor									
2. Doors open 910 mm wide									
3. Automatic re-opening activator at 125 mm ± 25 mm and 735 ± 25 mm above floor									
4. Doors remain fully open for 3 secs									
5. Control panel buttons between 890 mm and 1 370 mm above floor and panel installed on side wall unless return panel is at least 470 mm wide									
6. In car control buttons that visually register a call and extinguish when answered, 19 mm min dimension, raised, flush or recessed and recessed not more than 9 mm when operated									
7. Contrasting 1 mm raised 16 mm high identification to the left of the buttons									
8. A star symbol adjacent to the main entry floor button									
9. Illuminated car position indicator with 16 mm high numbers on contrasting background									
10. Car floor has slip resistant finish or low pile carpet without undercushion									
11. Handrails at 815 mm ± 25 mm and 46 mm ± 25 mm clear of wall									
12. External call buttons centered 1 070 mm ± 25 mm above finished floor									
13. External call buttons visually register a call and extinguish when car arrives									
14. Hall or in-car signals that visually and audibly indicate a car is stopping at the floor and its direction; visual signal at least 60 mm in smallest dimension and 1 830 mm above floor									
15. Tactile floor designations on each jam of each hoistway entrance, 38 mm high, raised 1 mm and 1 524 mm above the floor									

**Comments:**

## BUILDING ACCESS CHECKLIST

### 7. Washrooms, 3.7.4.8. [p. 59], 3.8.2. [p. 3 - 17]

**Location:**

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

	A	B	C	D	E	F	G	H	I
<b>3.7.4.8.(2)(a)</b> toilet compartment min 1 500 mm x 1 500 mm									
<b>(b)</b> door opens out with clear opening width min 760 mm									
<b>(c)</b> 140 mm long graspable inside handle 800 mm - 1 000 mm above the floor and 200 mm - 300 mm from hinge edge of door									
<b>(3)(a)</b> toilet center line 450 mm ± 30 mm from grab bar wall and min 1 020 mm from any obstruction on non grab bar side									
<b>(b)</b> toilet seat 430 mm ± 30 mm above floor except in sleeping rooms (see 3.8.3.14.(I)(h)(i) [p. 71])									
<b>(c)</b> toilet seat NOT spring-up type									
<b>(d)</b> accessible hand operated flush control									
<b>(e) &amp; (f)</b> tank lid bolted down or toilet seat cover rests against rear grab bar for back support									
<b>(4)(a)(i)</b> grab bars 30 mm to 40 mm in diameter									
<b>(ii)</b> grab bars clear of wall by at least 35 mm									
<b>(iii)</b> grab bars to withstand 1.3 kN load									
<b>(iv)</b> grab bar min 900 mm long, horizontal 840 mm - 920 mm above floor, mid-point in line with front of toilet; may angle upward 60 degrees at mid-point									
<b>(5)(a)(ii)</b> wash basin max 865 mm above floor									
<b>(iii)</b> vertical clearance min 715 mm under apron									
<b>(iv) &amp; (v)</b> knee and foot clearance under basin 660 mm high by 250 mm back from apron and further 250 mm high to 500 mm back from apron									
<b>(b)</b> clear space centred in front of wash basin min 800 mm wide by 1 100 mm deep									
<b>(c)</b> insulated pipes under basin where leg contact possible									
<b>(d)</b> lever type faucet(s) operable with closed fist (NOT spring-loaded)									

**Comments:**

## BUILDING ACCESS CHECKLIST

### 7. Washrooms, 3.7.4.8., 3.8.2 (cont.)

**Location:**

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

	A	B	C	D	E	F	G	H	I
<b>3.7.4.8.(6)</b> Where <b>urinals</b> are provided, one mounted with rim max 500 mm ± 10 mm above floor or floor mounted with no step									
<b>(7)</b> Where <b>mirror</b> is provided it shall be mounted with bottom max 1 000 mm above floor or be tilted									
<b>(8)</b> One of each <b>washroom accessory</b> usable by persons in wheelchairs and installed with user control max 1 100 mm above floor									
<b>(9)(a)</b> <b>toilet room</b> shall have floor area 3.7 m <sup>2</sup> with min dimension 1 700 mm when door swings out or 4.0 m <sup>2</sup> and min dimension 1 800 mm when door swings in									
<b>(b)</b> fixtures located for max manoeuvrability for wheelchairs									
<b>(c)</b> a <b>toilet</b> conforming to 3.7.4.8.(3)									
<b>(d), (e) &amp; (f)</b> a wash basin, mirror and accessories conforming to 3.7.4.8.(5), (7) & (8)									
<b>(g)</b> a one hand operable <b>lock</b> on the door									
<b>(10)(a)</b> where <b>bath</b> provided, clear area in front min 1 500 mm long by 800 mm out from tub									
<b>(b), (c) &amp; (d)</b> accessible <b>controls</b> and water temperature control									
<b>(e)</b> removable seat which is stable, supports min 1.33 kN, is impervious to water and easily cleaned									
<b>(f)</b> where <b>shower</b> is provided is the hand-held type and is at the same end as the controls									
<b>(g), (h) &amp; (i)</b> integral slip resistant bottom, no shower doors and fully recessed soap holders accessible from seated position									
<b>(j)</b> <b>grab bars</b> min 600 mm x 900 mm with 600 mm vertical portion 300 mm ± 25 mm from the control end and the 900 mm horizontal section 150 mm to 300 mm above the tub rim									
<b>(11)(a)</b> where <b>shower</b> provided, min 1 500 mm wide x 900 mm deep with 1 500 mm wide entrance									

**Comments:**

## BUILDING ACCESS CHECKLIST

### 7. Washrooms, 3.7.4.8., 3.8.2(cont.)

**Location:**

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>
(b) clear <b>floor area</b> in front of shower 1 500 mm wide x 900 mm deep									
(c) lever type <b>controls</b> accessible from seated position									
(d) portable or wall-mounted <b>seat</b> 455 mm ± 25 mm above floor on side wall, 50 mm ± 10 mm less than shower depth by 480 mm ± 50 mm wide, supporting min 1.33 kN, impervious to water and easily cleaned									
(e) & (f) temperature controlled hand-held telephone type <b>shower head</b> accessible from seated position									
(g) & (h) no shower doors and max 13 mm bevelled threshold									
(i) recessed <b>soap holders</b> accessible from seated position									
(j) horizontal <b>grab bars</b> min 750 mm x 900 mm x 90 degrees, 750 mm ± 25 mm above floor with 750 mm section on seat wall									

### 8. Drinking Fountains, 3.8.3.17. [p. 76]

**Location:**

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>
(1)(a) spout opening at each fountain 750 mm to 915 mm above floor									
(b) lever or push-bar on front or both sides operable by max 22 N force									
(2)(a) & (c) if in an alcove fountain must be surface mounted and alcove min 800 mm wide									

**Comments:**

## BUILDING ACCESS CHECKLIST

### 9. Public Telephones, 3.8.3.16. [p. 75]

**Location:**

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

**A B C D E F G H I**

- (1)(a) where more than one telephone is installed at least one shall have unobstructed access to an 800 mm wide x 815 mm deep space which allows the user to be max 300 mm from front of telephone
- (b) & (c) min clearance below telephone (or shelf) 715 mm and coin slot max 1 200 mm above floor
- (d) adjacent shelf min 250 mm wide x 350 mm deep with clearance above min 250 mm
- (e) & (f) hearing aid coupler coil & wheelchair & deaf signage

### 10. Life Safety, 3.8.3.19 [p. 78]

**Location:**

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

**A B C D E F G H I**

- (1) Floor area is sprinklered, OR
- (a) elevator is provided and protected with vestibule or corridor
- (b) floor area is divided into two fire separated zones
- (c) accessible balconies are provided for residential occupancies
- (d) a ground level exit is provided from the floor area
- (e) an accessible ramp is provided to ground level

**Comments:**

# BUILDING ACCESS CHECKLIST

## 11. Signage, 3.8.3.12. [p. 55], 3.8.3.13. [p. 58]

### Location:

<b>A</b>	<b>D</b>	<b>G</b>
<b>B</b>	<b>E</b>	<b>H</b>
<b>C</b>	<b>F</b>	<b>I</b>

	A	B	C	D	E	F	G	H	I
<b>3.8.3.12.(1)(a)</b> signs indicate direction to: alternate entrance									
<b>(b)</b> alternate access routes									
<b>(c)</b> accessible viewing positions									
<b>(d)</b> accessible refreshment facilities									
<b>(e)</b> accessible washrooms									
<b>(f)</b> levels containing accessible parking in multi-level garages									
<b>(g)</b> accessible parking stalls									
<b>(h)</b> accessible checkout lanes									
<b>(3)(a)</b> located to be easily read and understood									
<b>(b)</b> visible from a wheelchair									
<b>(c)</b> non-glare surface									
<b>(d)</b> for parking spaces, 1.5 m above ground									
<b>(e)</b> arabic numerals and sans-serif letters, stroke width-to-height ratio of 1:6 to 1:10 and character width-to-height ratio of 3:5 to 1: 1									
<b>(f)</b> colours highly contrast with background									
<b>(g)</b> international Symbol of Accessibility & additional symbols necessary to convey understanding									
<b>3.8.3.13.(1)</b> Identification on doors for public use from public areas is Arabic numerals of sans-serif letters									
<b>(a)</b> min 25 mm high, raised 0.7 to 3 mm with a high stroke width-to-height ratio for ease of reading by touch									
<b>(b)</b> located beside doors and openings centered 1350 mm ± 3 mm above the floor within 150 mm of the jamb									

### Comments:



## Attachment 2

### Glossary

#### **Accessibility**

Accessibility can perhaps best be understood as being accomplished when social, political, economic and physical barriers which prevent people from accessing social, economic, cultural and political opportunities have been removed. In the context of people with disabilities, accessibility refers to a variety of practical and concrete measures which assist people with disabilities to access the community, including, making building and infrastructure accessible, making civic services and programs accessible, making information available in alternative formats and providing various accessible transportation options.

#### **Accessible community**

An accessible community works to support the independence, comfort, self-esteem, and security of everyone, including people with disabilities. SPARC BC considers the following elements to be necessary components of accessibility: physical access, access to services, social inclusion, equality and respect, and equality in opportunities.

#### **Adaptable Design**

An “adaptable” home is one that has been designed and built to be easily modified or adapted to meet the changing needs of the residents. For example, the bathroom walls will be reinforced so that a grab bar can easily be installed at a future point.

#### **Disability**

Disability is defined as:

- (i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (ii) a condition of mental impairment or a developmental disability,
- (iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (vi) a mental disorder, or
- (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workers Compensation Act*.

An accessible parking bylaw will define disability more narrowly, because only certain disabilities result in a person requiring a parking permit. The definition of person with a disability for that bylaw is “a person who has a physical disability,

illness or injury which results in the person needing extra space to exit an automobile, or the person cannot walk more than 100 meters; or the person is legally blind and meets any other criteria required to be issued a person with a disability parking permit by the Social Planning and Research Council of British Columbia.”

### **Equal Opportunity**

Equal opportunity is a philosophical idea of justice that builds off of the work of John Rawls. Equal opportunity proposes that society should be organized such that everyone has an equal opportunity to society’s goods and resources. According to the theory, barriers to fair competition must be removed in order to organize society into a level playing field<sup>1</sup>.

### **Inclusion**

Inclusion, by its very nature, is difficult to define. There is a thriving debate on the nature of inclusion, and a person’s views on the matter are driven by one’s politics.<sup>2</sup> For the purposes of this project, it means that people with disability can participate in the planning and decision-making process regarding issues that affect them; that society’s policies and laws embrace diversity and varying needs; and that all members of societies contributions are valued.<sup>3</sup>

### **Universal Design**

Universal design is the design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. The intent of universal design is to simplify life for everyone by making products, communications, and the built environment more usable by as many people as possible at little or no extra cost<sup>4</sup>.

### **Visitability**

A “visitable” home is one that has at least a basic level of accessibility to accommodate guests with disabilities. Basic visitability has four main criteria: (1) an accessible path of travel; (2) a no-step entrance; (3) passable interior circulation on the main floor; (4) access to a main floor washroom.

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<sup>1</sup> Ruger, J. (Winter, 2007) Rethinking equal access: Agency, quality, and norms. *Global Public Health*. 2(1), p. 78-96.

<sup>2</sup> Andrew Mitchell and Richard Shillington, *Perspectives on Social Inclusion: Poverty, Inequality and Social Inclusion*, December 2002, p. 13.

<sup>3</sup> Peter Clutterbuck and Marvyn Novick, “Building Inclusive Communities: Cross-Canada Perspectives and Strategies,” *Federation of Canadian Municipalities and The Laidlaw Foundation*, (April 2003) 5.

<sup>4</sup> Vandebelt, D., Beaulne, T., Boston-Nyp, D., DeSantis, G., MacDonald, V., Hunsberger, J., Sanderson, M., and Saunders, P. (April, 2001). *Disabilities: Universal Design*. Social Planning Council of Cambridge and North Dumfries and the Social Planning Council of Kitchener-Waterloo. Retrieved August 15, 2007 from <http://www.waterlooregion.org/spc/trends/disabilities/design.html#endnotes>

### Attachment 3

City of Langley Accessibility and Inclusion Study				
List of Stakeholders Invited		Steering Committee	Attended Open House	Attended Workshop
Name	Organization		June	Sept
Lori Andrist	Regional Disabled Persons Association	✓	✓	(regrets)
Dennis Drobot	Regional Disabled Persons Association	✓	✓	✓
Ruby Allen	Regional Disabled Persons Association	✓	✓	✓
Marika Van Dommelen	Rick Hansen Foundation	✓	✓	✓
Nelly Bakker	Royal Bank	✓	✓	✓
James Mitchell	Consumer	✓	✓	✓
Sherri Baker	55plus Pros	✓	✓	(regrets)
Teri James	Downtown Langley Merchants Assoc.	✓	(regrets)	✓
Sid Gullion	Langley Seniors Housing Society (Rainbow Lodge)	✓		
Sharon Birney	Langley Seniors Centre Society	✓	(regrets)	(regrets)
Ernie Ellis	Langley Seniors Centre Society		✓	✓
Wendy Johnson	HD Stafford Secondary School		☐	✓
Meredith Wilson	Rehab Consultant, BC Paraplegic Association	☐		
Dan Collins / Betty Anne Batt	Langley Association for Community Living			
Pat Weibelzahl	You Gotta Have Friends			
Mike Nicholson	CNIB			
Bob Groulx				
Hattie Hogeterp	School District			
Debbie Boles	Mennonite Central Committee Supportive Care Services			
Jeanette Dagenais	Langley Lions Senior Citizens Housing			
Fraser Holland & Maureen Joyce	Stepping Stone Community Services Society			
Pauline Huth	Langley Meals on Wheels			
Barb Scott	Big Brothers and Sisters			
Joy Wilson	Langley Child Development Centre			
Karen Walden	MEIA Langley Office			
Millie Jagdeo	Resident		✓	
Gorgina Toosley	Resident		✓	
Janice McTaggart	Resident		✓	
Patrick Jagdeo	Resident		✓	
Enes Staples	Resident		✓	
Linda Joy Thomas	Resident		✓	
Laura Forrest	Resident		✓	

Attachment 4      **City of Langley – Accessibility & Inclusiveness Study**  
**STAKEHOLDER INPUT**  
June 25, 2007 Open House

**ACCESSIBILITY AND INCLUSION**

What does accessibility mean to you?

- Everyone has an equal right to services, although all services may not be physically accessible
- Accessibility is a two-way street
- Goes beyond physical, visible, and cognitive abilities, to recognize
- Washrooms could be a standard/must be accessible
- The City of Langley is very accessible
- A community is accessible when most people are able to access most resources. This is based on the understanding that there will always be some places that are inaccessible
- As above (the short paragraph in the form) and consideration of other barriers including financial, intellectual, physical, emotional, spiritual
- Programs, entertainment, work opportunities for all
- A community that has only made basic changes for mobility is not accessible
- A city that is accessible has removed all the mobility barriers
- Langley should be applauded for this project because they are getting feedback from a wide range of people
- Mobility
- Businesses are accessible
- Parks are accessible
- Where public space and private space is accessible
- Accessibility is about physical barriers and social barriers (like attitudes although attitudes are getting better)
- Being able to access the community with a wheelchair, and being able to access anywhere I want to go
- Accessibility means that people can easily get around and access services in their community. This means that street side walks are designed to accommodate strollers, wheelchairs, scooters, and walkers (pathways need to be well maintained to prevent cracked and/or uneven surfaces). It also means that road signs are clear and visible, and that vehicle parking lots have sufficient handicapped parking spaces that allow enough room for ramps to be used to load and unload wheelchairs etc. Crosswalks need to allow sufficient time for people who have mobility issues to safely cross the street before the walk signal changes. Crosswalks with audio prompts are very helpful for people that have visual impairments.
- Accessible buildings are also an essential part of our community. When buildings are either being built or renovated it is very important that extra attention be given to ensuring accessibility. Accessible washrooms are one of the key ingredients (sufficient space to get into and out of the

washroom and sufficient space in the washroom stall). The washroom needs to have an accessible sink and hand towel dispensers mounted at various levels to accommodate not only people in wheelchairs but small people like children. Children also need to have a sink that is either mounted lower or a sturdy step- up so that they can wash their hands without having to be held up by an adult to reach the sink. Families with small children also need access to diaper changing stations or a washroom designated as a family washroom that is equipped with a diaper change station.

- Another key accessibility ingredient is having buildings that are easy to get into/ out of (automatic doors whenever possible and elevators) and that have unobstructed hallways and /or pathways. Building codes give guidelines for accessibility but they don't ensure that community buildings are in fact accessible. An example that comes to mind are aisle displays in grocery stores that reduce the width of the aisle as well as blocking access to items that are on the store shelf.
- Accessible refers to infrastructure that includes everyone's needs (where people with a wide range of needs can have access to a building)

What does inclusion mean to you?

- Inclusion: all voices, including people with disabilities are not challenged trying to enter their domicile.
- Self-esteem
- Put community events on radio stations for people
- Community events section on website
- Call in numbers – to find out what is going on at city hall and in the community
- Businesses could have staff “volunteer” at group homes, etc.
- Inclusion is where: we all have equal rights; access to opportunities to attain personal potential; freedom from harmful discrimination
- A wide range of people with disabilities should be consulted in major community decisions
- Minimum standards should be run by a wide range of people with disabilities who live in the community because each community is different
- An inclusive community is one that knows how to make it accessible, and invites people with a wide range of abilities/disabilities (physical and mental) to participate in planning and decision making. It includes everyone's opinion/ideas/suggestions/and experiences
- Everyone has an opinion of what they like and dislike – these opinions, simple or complex, should be included
- As above (the short paragraph in the form) and the invitation to take part
- No judgement of lifestyle or ability
- No segregation of groups
- Recognizing and accessing each person's gifts

- An inclusive community is being heard, participating in a process that welcomes and encourages people to be heard
- Inclusive is a process that seeks opinions that are not usually expressed, such as the voices of seniors (because they don't get to as many things as younger, more active people do), people with disabilities and their families
- Valuing opinions and considering a wide range of needs so they can participate
- Inclusive encompasses all disabilities, abilities
- Everyone, whether mentally or physically handicapped, or anyone of any ethnic background should be treated the same, by being given the same rights and privileges as the next guy
- An inclusive community is one that welcomes and enables its citizens to participate fully in community life. Public education about inclusion makes a big difference in reducing social barriers for people with disabilities (focusing on the positive contributions that people with disabilities bring to our community).

## TRANSPORTATION

What does Langley do well?

- Policing is good ... (but understaffed for traffic control – speeders – through residential areas, e.g. 56<sup>th</sup> Ave – 200<sup>th</sup> St to 201A St)
- City staff respond professionally when asked or needed
- (#3) Example of a good curb cut (cut away sidewalk)
- Signal lights – sound
- Curb cut outs
- Designated parking spot in front of Regional Disabled Persons Association done in record time

Where could Langley make improvements?

Public transportation:

- Need streetcars (like San Francisco)
- Increased bus routes
- Great public transportation: ideally could get on and off multiple times; low floor, grab bars or handles; go to recreation centres, shopping centres; a shuttle to take people to community events, etc.
- Handidart – not reliable: have to book 3 days in advance; sometimes late
- HandiDart could make improvement as far as times of pick-up - could use more buses
- Increased HandiDart or wheelchair cab services
- HandiDart is often not able to come because of other people's doctors appointments being a priority.

- HandiDart – time involved in going through two or three areas (ie. cities – three hours to go from Cloverdale to Langley)
- Bus shelters that accommodate wheelchair or scooter
- Transit stops on Logan Ave west of Glover St are in desperate need of shelter that is a solid protection from wind, snow and rain for seniors

#### Sidewalks

- Sidewalks – repair cracks
- Visible transitions on sidewalks
- Maintaining smooth and safe sidewalks wide enough for passing
- 204<sup>th</sup> south of the new fire hall at industrial needs two things: (1) a sidewalk for pedestrians and (2) a clear view north from industrial when drivers are trying to access the now heavily traveled new overpass
- (#11) Should have more cracks and uneven sidewalks painted orange. When walking it makes it easier to see them and to not trip on them.
- (#11A) Uneven pavement near seniors centre (204th is done and it's great)
- (#2) Poor sidewalk in poor condition for an electric wheelchair

#### Curb Cuts

- Curb cuts – not smooth enough and not enough of them for above ground entry, multiple family condos and apartments included. Persons with disabilities (ramp to entry, but not from road to enable boarding/unloading from Handidart – it's dangerous.
- (#3) Fraser and Willibert Drive – curb cut is dangerous (too high) and poorly designed
- (#10) 10th and Fraser Highway – intersection is dangerous – curb cut hard to get onto

#### Pedestrian signals

- Audible pedestrian signals: IGA; 53<sup>rd</sup> – doesn't always work; Douglas @203; Price Mart
- Intersection at 206<sup>th</sup> – Langley Seniors Centre – beeper goes but cars are turning right – almost got hit there
- Longer pedestrian walk signal needed
- (#10) Longer crosswalk time for pedestrian and wheelchair users

#### Parking

- Some businesses have handicapped parking in very inconvenient places for the larger vans. Also the cutouts or ramps are not always placed close to parking. Trains in the downtown sector make long wait-times for cars. I still see people using handicapped parking when they are too lazy to walk further, or do not have a handicapped sticker
- Parking – need more wheelchair parking (larger spaces)

#### Other

- More traffic free areas are needed and could be designed similar to the gathering space at McBurney Lane which works well in this regard.
- (#10) Mandatory visible flag/sound when wheelchair in motion. Is there a speed limit on sidewalk use?

## ENTERTAINMENT, SHOPPING AND SERVICES

What does Langley do well?

- Overpass
- Overpass may be great but the grade may be too steep for wheelchairs
- City tries to make streets accessible
- Needs curb cut for Innersports corner (20257 53A); HandiDart says they can refuse to stop there for her
- Streets good
- Cutouts good
- Many improvements have been made in recent years to streets, sidewalks, crosswalks and public buildings.
- Parking good
- Wheelchair parking spot for RDPA done well in record time
- Accommodation is fair
- Some stores are good
- Ricky's, Willowbrook Mall, Sears, all have accessible washrooms where you can take a helper
- One particular dress shop does not have handicapped change rooms but they let us take the clothes home and return any that do not fit
- Fraser Valley Audio Library in Abbotsford (Audio-Vision Canada) has narrated movies – I can watch at home with DVD - headphones in movies and CNIB talking books
- Langley City is a strong supporter of the annual Community Living Day event hosted at Douglas Park.
- Langley City's Ambassador Project provides a welcome, personal presence in the downtown core.
- The City is beautiful with its seasonal displays whether its summer time flowers or winter time Christmas lights. Communities in Bloom encourages the whole community to get into the act!
- The City hosts a number of family events including Langley Days, Good Times Cruise In, The Art Walk and many more.
- Congratulations to the City of Langley for actively gathering public input that will help them to develop a more accessible and inclusive community!

Where could Langley make improvements?

- Would like to see businesses that do well being recognized
- Restaurants – large type or “audio” menus
- Accommodation – no choice of seating, always have to sit in same place in theatre, hockey rink, etc. can't sit with friends.
- Vision-mates-aides for blind people to go shopping etc



- Non-profit organizations seem to be the advocates for change, city needs to take a leadership role; each one forms in response to a need, to fill a gap
- Minimum requirements are usually all that are provided; incentive needed to encourage businesses to be more proactive and generous in making their spaces accessible
- More public spaces for gathering informally, e.g. McBurney Lane

#### Pedestrian Access

- Cutouts on streets (some are dangerous)
- (#5) Downtown Langley – sidewalks slope towards the road and are bumpy due to the bricks
- Fraser Hwy and #10 dangerous intersection
- (#3) Fraser Highway and #10 intersection dangerous
- Willowbrook and Fraser Hwy dangerous
- (#3) Willowbrook and Fraser Highway dangerous
- Enforcing regulations: “yellow curbs”; designated parking
- HandiDart – places to drop people off
- HandiDart could make improvement as far as times of pick-up - could use more buses

#### Entrances

- Some buildings and restaurants do not have good doorways for people in wheelchairs; stores are crowded
- Older buildings on the one way – not accessible
- Some shops on the one way you can't get into
- Storefronts with doorsteps – should be leveled to sidewalk height
- Storefronts have a little lip that needs to be leveled
- (#5) Downtown Langley – store need handicap door openings and need smooth ramp to get in (easy access when in a wheelchair)
- (#5) Thai restaurant not accessible
- Chapters and Starbucks at Langley Bypass and 200th (door closer is way too tight)

#### Washrooms

- Not many washrooms accessible
- Some businesses need better washrooms
- Washroom bars are not placed at proper height
- (#5) Stores downtown need washroom rails in the correct position
- (#5) Washrooms in the walmart – doors are too heavy

#### Interiors/Circulation

- Accessibility of shops inside – no room to move
- Home Hardware – crowded, not aisle space
- Some stores are too cluttered
- (#5) Stores need to be considerate of wheelchairs (keep aisles clean so wheelchairs can go through)
- Counters in stores are too high – can't be seen in a wheelchair
- Some stores have handicapped change rooms but they are inaccessible.

## GETTING INVOLVED

What does Langley do well?

- Mayors Advisory on Disability: find people at city hall very willing to listen, friendly; councilor – friendly and approachable
- Celebrates volunteers
- Hard line on drug users/pushers applauded

Where could Langley make improvements?

- Do we have volunteer bureau?
- Provincial Disabled Persons Association seems to focus on MS
- Events in neighbourhoods: “Ice-cream truck” to announce major city celebrations – go to neighbourhoods); (long, low fat bed) street car system
- Guardian angels would make me feel safer in some areas
- Need central information and volunteer bureau that is staffed by persons with the ability to discover an individual’s gifts and strengths
- That council receive an assessment of the social implications of their decision as well as the environment, economic etc

## HOUSING

What does Langley do well?

- Occasional custodial or housekeeping help (someone to call on if I break a glass etc.)
- Langley does much better than Surrey

Where could Langley make improvements?

- Housing that is not safe – it is unhealthy, sanitation
- Fire safety in condos
- Not enough units or subsidies
- (#10) More seniors/adults affordable housing – substantial size (affordable to who’s standards?)
- (#8A) Seniors housing – reserve housing for seniors only. The seniors are finding it difficult to function with various age groups (drugs and alcohol).
- (#8B) Private home care, please contact 604-530-5140, a qualified home care provider. Abuse, financially, verbally and ought to be investigated. Known to have mistreated people in various ways. Was fired from Langley Caregiver Association.
- Need quality control bylaws for group homes and/or subsidized Housing
- (#2) Quality control bylaws for groups housing or supported suites

- Make sure group homes are treating people well
- (#8C) Suitable quality housing for disabled persons. E.g. one person that is able to communicate – “having” to reside with “deaf” persons – t his individual is “cut-off” communications – who’s responsible for this? This individual ought to be removed from the situation and suitably placed.
- (#3) Patsy S. Residence needs better wheelchair washroom
- (#5a) 90 degree bends in access ramps – too tight in some new buildings. Building code requirements are not sufficient to enable proper wheelchair access.
- (#5b) Loading zones in front of many apartment buildings are not long enough to allow HandiDart parking and pickup.
- Located near centres for ease of access to necessities
- Brad is in group home – but could live independently in accessible unit with home support – he is not happy there
- We need assisted living suites – even just as temporary respite for caregiver
- My strata-council held meeting week early so we missed it (metro) think something shady might be going on – mismanagement – we pay a bank
- Strata owners need protection
- Respite facilities – could have a “host” to make people feel welcome, less nervous
- Langley is faced with many challenges including offering affordable, accessible mixed housing and shelter for the homeless. Ensuring that our most vulnerable citizens have access to safe, affordable housing is an increasing concern especially given the polarized economic climate we live in today. In addition to housing concerns ensuring that vulnerable families have nutritious foods to eat will require communities working together to find creative ways to address this issue (the food bank is only one piece of this puzzle).

## **PARKS AND RECREATION**

What does Langley do well?

- Pools offer lifts
- Community events
- Community rooms well used
- Gets info out
- Majority of facilities are accessible
- Nikomekyl Trail is great – I can use my scooter
- Seniors Centre – duck ponds
- Brydon Park – very nice – birds – would like to have asphalt and trail around the water; Sendall Gardens, Greenhouse
- Douglas Park pathways are great

- Walnut Grove Pool has accessible ramps in the hot tub. It is very convenient to get in with a water wheelchair
- Langley City offers a variety of programs that are accessible to most families. The City offers child minding for families at the Timms Centre.

Where could Langley make improvements?

### Safety

- Safety – clean washrooms; litter picked up; security at Douglas Park around evening; would like to see more security in general – MF etc.
- Lights and safety
- Pools – restrict wilder play to one area (e.g. balls)
- Improving public safety is an area that needs attention. Unfortunately many people do not feel safe in their neighbourhood. RCMP bike patrols, community policing offices and security guards have all helped but more of a visible police presence is needed. Another dimension to public safety is concern over drug/alcohol addiction and related crimes. More treatment facilities and addictions programs are needed to address this issue.

### Picnic sites

- Picnic sites always on block of cement involving step up or uneven ground; no pathway to or from
- (#2) City park picnic shelter has uneven ground around the cement slab
- (#10) Picnic tables, adaptable to wheelchair/scooters in grassed areas

### Public gathering places

- More public gathering spaces needed within the city or within neighbourhoods
- (#2) Need more community spaces

### Washrooms/Change rooms

- Washroom doors difficult to push open
- Washrooms
- Public washroom facility – need for accessible washrooms where an assistant of the opposite sex can go in
- Washrooms at Sendall Gardens (gets vandalisms)
- (#1) Douglas park – Washroom doors in community centre are difficult.
- Parks and green space: I suggest that most of the parks, especially the smaller ones should be made more handicapped friendly – more washrooms should be added at more strategic points as opposed to only the entrance and exits. A need I've noticed is the availability of clean tap drink water – more outlets are necessary
- Walnut Grove Pool handicapped change room is often used by other people. The shower does not have a hose; the seat belts are broken in the change rooms; sharp metal parts on the chair cut feet

### Trails and Pathways

- Parks not really accessible – gravel paths; more paved pathways would make it easier

*Is this study  
exclusive to the  
city of Langley*

*city?*

- Improving the flood plain trail access would be a great improvement.
- There are not many accessible trails.
- (#1) Nikomekl Floodplain Park – paths are gravel and hard to get around on.
- Need accessible fishing spot.

#### Recreation Staff Support

- In order for many children, youth and adults with disabilities to successfully participate in Parks and Recreation programs they need additional supports. It would take the burden away from families to provide this support if Parks and Recreation had a suitable program. Staff would need to be trained and a coordinator would be required to develop this program.
- Not enough choice of programs or volunteers available to assist people in the programs; staffing needed to oversee programs
- Need more volunteers that can assist at the pool.
- (#7) Community involvement for people with visual impairments. CNIB isn't helping. No community resources for assistance for family.

#### Other

- Langley has to find a way to protect its parks and green spaces while at the same time offering housing and business development opportunities. Children's play grounds need to be accessible and well maintained with equipment that is developmentally appropriate for young children.
- (#3) City has provided some access to Brydon Park playground (cut open in wood framing to all access). Sawdust is still awkward for wheelchairs.
- (#1) Al Anderson Pool needs a lift (NOTE: has a lift; needs signage to indicate)

## WORKING

What does Langley do well?

- Kwantlen College – Job Placement Program
- Non-profits do most of the work here

## Where could Langley make improvements?

- (Provincial – takes money off disability person, should be at least \$1,000) – need incentives to work; flat rate; but keep additional earnings
- Be proactive – people with disabilities have many skills, qualifications
- On the job training (hard to get certificate)
- Free education (only pay if don't pass)
- Lots of assistance with new technologies (e.g. visual impairments) – screen narrators
- Advocacy for individuals
- Well informed information officers – we need an information bureau to assist people
- Educating employers about the benefits and concerns and available supports around hiring someone with a disability – physical, intellectual; reducing fear; give them menus or tools; encouraging employers participation through incentives and education
- Helping to fund those organizations that already support marginalized persons
- Speaking provincially and federally to above

Attachment 5

AUDIT SITES

**Langley Accessibility and Inclusion Audit**

	Locale	comments	Address
	<b>SHOPPING</b>		
5	Downtown	Washroom bars are not placed at proper height Generally - nonaccessible washrooms, grab bars in wrong place, stores too crowded, can't circulate aisles have obstacles need automatic doors	
S25	Commercial strip - Fraser Highway between 201st and 208th Streets (and roads parallel to the hwy)		
S26	Willowbrook Mall		19705 Fraser Highway
S27	Langley Regional Town Centre Big Box Plazas (200th St. and 64th Ave)		
S28	Chapters and Starbucks at Langley bypass and 200th - door closer is way too tight		
S30	Home Hardware – crowded, not aisle space		20427 Douglas Crescent
	<b>RESTAURANTS</b>		
	Ashoka Indian Restaurant		20530 Fraser Highway
	Athina Greek Restaurant		20202 Fraser Highway
D5	Athina Souvlaki Taverna		
D9	Choo choos family restaurant		
	Cielito Lindo		20491 Fraser Highway
D10	C-Lovers Fish & Chips		
	Langley Dairy Queen		20300 Fraser Highway
	Dragon Garden Chinese Restaurant		20151 (105) Fraser Highway
	Flourishing Chinese Seafood Restaurant		20472 Fraser Highway
	Kam Wah Restaurant		20611 Fraser Highway
	Kostas Greek Restaurant		20080 Fraser Highway
	Lee's Famous Recipe Chicken		20162 Fraser Highway
	Me-N-Eds Pizza Parlor		20270 Fraser Highway
	My Thai		20542 (107) Fraser Highway
	Old Yale Bistro		20408 Fraser Highway
	Patsies Uptown Bistro		20477 Fraser Highway
D8	Pepitas Mexican Restaurant		
	Pho Hoa Restaurant		20633 (101) Fraser Hwy
	Pho Rex Vietnamese Cuisine		20248 Fraser Highway
	Poseidon Greek Restaurant		20795 Fraser Highway
	Sakura Sushi		20493 Fraser Highway
	The Seasonal Experience		20226 (118) Fraser Highway
D3	Sonoma Grill		
5	Thai Restaurant	Not accessible	107 - 20542 Fraser Hwy
D4	Venetis Restaurant		My Thai
	Viva Mexico		20505 (103) Fraser Highway

	Locale	comments	Address
	<b>Restaurants NOT audited:</b>		
	Bamboo Palace Chinese Restaurant		20587 Fraser Highway
	Delena Souvlaki Tavernia		20204 Fraser Highway
	Extreme Pita		20821 (39) Fraser Highway
			20631 (106) Fraser Highway
	Han River Korean Cuisine		only open in the evening
D1	Hourglass Restaurant		20493 Fraser Highway
	Matsudo Sushi		Moving
D2	Melange Restaurant		
	<b>HOTELS</b>		
H1	Best Western		5978 Glover Road
H2	Coast Hotel and Convention Centre		20393 Fraser Highway
H3	Days Inn		20250 Logan Avenue
H4	Best Value Westward Inn		19650 Fraser Highway
H5	West Country Hotel		20222- 56 Avenue
H6	Langley Hotel		20340 Fraser Hwy
	<b>ARTS CULTURE &amp; HERITAGE</b>		
A6	Innes Corners Plaza		
A7	McBurney Lane		
A8	Michaud House		(next to Portage Park)
A9	Wark-Dumais House		
			(in Coast Hotel - 20393 Fraser Highway)
A10	Summit Theatre		
A11	Langley Community Music School		
	<b>RECREATION FACILITIES</b>		
	Washroom doors in community centre are difficult.		
R1	Douglas Recreation Centre		
R7	Timms Community Centre		
R5	Langley Seniors Centre		
R8	City Library/Municipal Hall		
			Pools – restrict wilder play to one area (e.g. balls)
R4 (1)	Al Anderson Memorial Pool		
R3	Langley Twin Rinks		
R37	Newlands Golf and Country Club		
	Need more people to assist PWD		
	<b>PARKS AND TRAILS</b>		
	Nicomekl Floodplain park - gravel paths are hard to get around on.		From 200 st. to 208 street, south of 53 Avenue
P30 (1)			
R1 (1)	Douglas Park - paved paths are great.		
P1	Brydon Park – very nice – birds – would like to have asphalt and trail around the water;		
P1 (3)	Brydon park has made playground somewhat accessible, but sawdust hard for wheelchairs		
R4 (1)	Al Anderson pool needs a lift.		
R2 (2)	Langley City Park picnic shelter has uneven ground around cement slab		
P2	Portage Park		
P3	Linwood Park		



	Locale	comments	Address
P4	Condor Park		
P5	Centennial Park		
P6	Nicholas Park		
P29	Sendall Gardens	(Washrooms get vandalized) Greenhouse nice Safety – clean washrooms; litter picked up; security at Douglas Park around evening; would like to see more security in general – MF etc. Not enough choice of programs or volunteers available to assist people in the programs; staffing needed to oversee programs More public gathering spaces needed within the city or within neighbourhoods Better Lights and safety Washroom doors difficult to push open Washrooms - need mixed gender washroom for assistant to help Parks not really accessible – gravel paths; more paved pathways would make it easier Picnic sites always on block of cement involving step up or uneven ground; no pathway to or from not many accessible trails need accessible fishing spot	
		<b>TRANSPORTATION/getting around</b>	
T1 (3)	Fraser Hwy and #10	dangerous intersection	
T1 10	10th and Fraser Highway	- dangerous, hard to get onto curb cut.	
T2 (3)	Willowbrook and Fraser Hwy	dangerous	
T2 3	Fraser and Willibert (Willowbrook?) Drive	- poorly designtned curb cut, too high, dangerous	
T3	Overpass	Is it too steep?	
T4	Audible pedestrian signals: IGA; 53 <sup>rd</sup>	– doesn't always work; Douglas @203; Price Mart	
AS3	IGA		
AS1	Douglas & 203		
AS2	20151 Fraser Highway - PriceSmart		
T5	Intersection at 206 <sup>th</sup>	– Langley Seniors Ctr – beeper goes but cars are turning right – almost got hit	
T5-11a	Uneven pavement near seniors' centre		
T6	Transit shelters on Logan Ave west of Glover St	are in desperate need of shelter that is a solid protection from wind, snow and rain for seniors	
T7	204 <sup>th</sup> south of the new fire hall at industrial	needs two things: (1) a sidewalk for pedestrians and (2) a clear view north from industrial when drivers are	
T8 & T9			
-2	Poor sidewalk in poor condition.		
T10	brick sidewalks are bumpy		
T10	sidewalk slopes towards road		
T11	need curb cut for Innes Park corner (20257 53 a Avenue Handidart can refuse stop);		
3	Good example of curb cut		
10	Longer crosswalk time for pedestrian and wheelchair users		
	Longer pedestrian walk signal needed		
	Visible transitions on sidewalks		
	Bus shelters that accommodate wheelchair or scooter		
	Wheelchair parking stalls not wide enough, need more designated stalls		
	highlight transitions, cracks, uneven sidewalks.		

## **Attachment 6**

### **Funding and Programs for Accessibility**

#### **Overview**

The City of Langley's Accessibility and Inclusion Plan corresponds to Phase 2 of the 2010 Legacies Now *Measuring Up* Program. Additional funding is available through Phase 3 of *Measuring Up* (to a maximum of \$25,000) for implementation of accessibility initiatives identified during Phase 2. It is recommended that the City of Langley apply to 2010 Legacies Now for funding to implement the Accessibility and Inclusiveness Plan.

The City of Langley may also be able to access funding through the new *Let's Play* program, a partnership between the Rick Hansen Foundation and the Province, to make new and existing play grounds accessible. Up to \$50,000 in funding is available. This is particularly timely, as the City of Langley is planning to build new park washrooms and 2 new playgrounds.

In addition to Measuring Up funding, Federal and Provincial programs support social development, employment initiatives, and housing for people with disabilities. In particular, the City of Langley may be able to access funding for employment initiatives, and can encourage businesses in Langley to take advantage of these programs as well.

#### **FEDERAL PROGRAMS**

##### **Human Resources and Social Development Canada**

##### **Social Development**

##### **Social Development Partnership Program**

[http://www.hrsdc.gc.ca/en/community\\_partnerships/sdpp/call/disability\\_component](http://www.hrsdc.gc.ca/en/community_partnerships/sdpp/call/disability_component)

The Social Development Partnerships Program (SDPP) is a broad-based and flexible grant and contribution instrument that makes investments to improve life outcomes for children, families, and people with disabilities and other vulnerable populations. The program's long-term objectives are to contribute to more effective community-based programs and services for children, families, and people with disabilities, and improve government policies, programs, and services. Individuals are not eligible for funding through this Program.

Organizations may apply for funding only when a Call for Applications or Call for Proposals is open, usually in May of each year.

The program's immediate objectives (and the areas in which funding is focused) are to:

- identify and test best practices and innovative tools;
- create knowledge and information on trends and concerns affecting Canadians;
- build and foster alliances between organizations to work on projects of joint interest; and,
- enable national organizations to support the social development activities of their member organizations.

SDPP's flexibility and broad-based nature is demonstrated through its funding components which were created to address key priorities: people with disabilities, children and families, early childhood development for official language minority communities, Understanding the Early Years (UEY), and the community non-profit sector. Within each component, funding is delivered through Calls for Proposals that focus on specific funding priorities.

There are two funding options: grants and contributions. Grants are delivered to national non-profit organizations to provide leadership for program and service improvements offered by their community member organizations. For instance, funding can be used to develop tools for community outreach, strategic planning, or for more effective financial and administrative management which are often beyond the means of community-based organizations to undertake on their own. Contributions are delivered to national and community-based non-profit organizations to enable them to identify and test innovative programs or services or to create and share new knowledge and information. Funding can be multi-year up to a maximum of five years.

The Social Development Partnerships Program – Disability Component (SDPP-D) is an important part of the Government of Canada's support for people with disabilities. Each year, SDPP-D provides about \$11 million in grants and contributions to organizations within the disability community and for social development projects. The SDPP-D aims to help the non-profit sector meet the social development needs and aspirations of people with disabilities and to improve the quality and responsiveness of governments' social policies and programs.

### **Grant funding**

Grants may be provided to national non-profit disability organizations to make them more stable, leading to improved service delivery. The mandates and primary activities of these national organizations support personal empowerment and independence of people with disabilities, as well as their full inclusion in one or more aspects of Canadian society. To be eligible for funding, an organization must:

- be non-profit;
- be legally incorporated;
- have a mandate that encompasses goals related to social development and inclusion;
- actively pursue activities consistent with SDPP objectives;
- be national in reach (operate or have affiliates in a minimum of three of the following five regions: Pacific, Prairie, Central, Atlantic, North);
- be membership-based (individual or organizational members);
- be democratically constituted and accountable to members;
- publish annual statements of accounts and activities;
- focus on “public good,” as opposed to organizations whose primary function is to benefit or provide services to their own members (e.g., professional associations, labour unions, self-help groups); and
- be financially and administratively sound (demonstrated track record, independent audits, etc).

Organizations applying for grants through SDPP-D must also demonstrate that they are “consumer controlled” or “consumer focused.” These terms have historic meaning for the disability community and are included as eligibility criteria to ensure that the organizations truly represent the voice of people with disabilities. Seventeen organizations currently receive multi-year grant funding through the SDPP-D component. Each of these organizations must provide semi-annual progress reports about the agreed-upon objectives.

### **Contribution funding for projects**

Two factors figure prominently in the role of SDPP-D funding for social development projects. First, the funding aims to foster cooperation and development, rather than competition, across the disability community. In other words, it seeks to encourage a productive competition of ideas rather than competition between the voluntary organizations that generate these ideas. Second, the funding aims to achieve the greatest possible effect. In other words, the program should be able to show where its resources are having measurable effects in making progress or adding value to the issues, organizations, programs, or processes in which they are invested. SDPP-D contributions are allocated through three project streams: Social Development, Accommodation Fund, and Community Inclusion Initiative.

### **Social Development project stream**

Contributions may be provided for a wide range of activities including generating knowledge on emerging social issues, by exploring and testing innovative solutions, best practices, and tools and methodologies; and disseminating information and knowledge and increasing public awareness through publications, newsletters, websites, public education materials, and media; organizing conferences, workshops, and symposia; and establishing

and maintaining sustainable partnerships, alliances, networks, and collaboration through joint initiatives.

### **Accommodation Fund**

In 2005-06, SDPP-D provided up to \$20,000 to eligible organizations to enable people with disabilities to participate in key policy, program, and knowledge development events. Eligible expenses included accommodations such as sign language interpretation, real-time captioning, readers and scribes, support persons, and interveners.

### **Community Inclusion Initiative**

In 1997, the Government of Canada, through the former Human Resources Development Canada, joined the Canadian Association for Community Living, provincial and territorial affiliates, and People First of Canada and its affiliates to launch the Community Inclusion Initiative. With its annual funding of \$3 million, the Initiative undertakes specific activities and projects at the local level. The Community Inclusion Initiative is a national community development scheme that aims to promote including people with intellectual disabilities in the mainstream of Canadian life. The initiative seeks to develop and implement strategies to enable communities to inclusive all members while delivering concrete benefits at the local level to individuals and families with disabilities. The Initiative is supported by 13 provincial and territorial committees with representation from the federal, provincial, and territorial governments

### **New Horizons for Seniors Program**

<http://www.hrsdc.gc.ca/en/isp/horizons/toc.shtml>

The New Horizons for Seniors Program provides funding for community-based projects that encourage seniors to contribute to their communities through their social participation and active living. Although not targeted directly to seniors with disabilities, projects funded under this program have both a direct and indirect impact on seniors with disabilities. Among the projects that the New Horizons for Seniors Program funded in 2005-06, 15 involved organizations that deal with people with disabilities. These projects received a total of \$319,825 in funding. Calls for Applications are issued once or twice a year. In British Columbia, a call went out in May with an end of June deadline for applications.

### **Employment Programs**

#### **Federal-Provincial Multi-lateral Framework**

[http://www.hrsdc.gc.ca/en/hip/odi/08\\_multilateralFramework.shtml](http://www.hrsdc.gc.ca/en/hip/odi/08_multilateralFramework.shtml)

The goal of the Multilateral Framework is to improve the employment situation of Canadians with disabilities, by enhancing their employability, increasing the employment opportunities available to them, and building on the existing knowledge base.

Governments have identified the following priority areas:

a. Education and Training

Improve the level of basic and post-secondary education and work-related skills for persons with disabilities.

b. Employment Participation

Improve the labour market situation and independence of persons with disabilities through employment-related activities.

c. Employment Opportunities

Expand the availability, accessibility and quality of employment opportunities for persons with disabilities, in partnership with business and labour.

d. Connecting Employers and Persons with Disabilities

Enhance awareness of the abilities and availability of persons with disabilities and strengthen persons with disabilities' knowledge of labour market opportunities.

e. Building Knowledge

Enhance the knowledge base, which contributes to continuous improvement of labour market policies and programs for persons with disabilities.

Provinces and territories determine the programs and services funded under this initiative, consistent with the priority areas set out in the Framework.

In each year of the initiative, the Government of Canada contributes 50 percent of the costs incurred by provinces/territories for programs and services funded under the initiative, up to the amount of the Government of Canada allocation identified in the bilateral agreement.

### **Opportunities Fund for Persons with Disabilities**

[http://www.hrsdc.gc.ca/en/disability\\_issues/funding\\_programs/opportunities\\_fund/index.shtml](http://www.hrsdc.gc.ca/en/disability_issues/funding_programs/opportunities_fund/index.shtml)

The Opportunities Fund Program is designed to assist persons with disabilities to return to work. Individuals who self identify as persons with disabilities, are unemployed (or working less than 20 hours per week) and not normally eligible for Employment Insurance Part II Employment Programs can apply for the Opportunities Fund. Projects may be approved for a period of up to 52 weeks, however, in some circumstances may be extended to a total of 78 weeks. The duration of assistance varies according to the action plan developed for each individual and is based on the individual's need.

Funding may be provided to cover costs such as participant wages or related employer costs; and may also be provided to cover overhead costs related to

planning, organizing, operating, delivering and evaluating approved activities, including costs such as staff wages and employment related costs. Eligible expenses will be negotiated with program officials. Contributions may be made to eligible participants to cover the following costs incurred in relation to their participation in an eligible activity. These are:

- all or a portion of their living expenses;
- all or a portion of the incremental cost of participation such as expenses relating to specialized services, arrangements or equipment, dependant care, transportation and accommodation; and
- all or part of the cost of tuition for a course or a program of instruction.

### Who can apply

Businesses, organizations, including public health and educational institutions, band/tribal councils, or municipal governments, individuals and provincial/territorial government departments and agencies if specifically approved by the Minister.

To be eligible as a participant, an individual must self-identify as having a permanent physical or mental disability, be unemployed, be legally entitled to work in Canada, and be in need of assistance to prepare for, obtain and keep employment or self-employment.

Participants must normally not be eligible for assistance under the Employment Programs under Part II of the Employment Insurance Act or similar provincial or territorial programs that are subject to agreements with provinces, territories or organizations funded through Section 63 of the Employment Insurance Act.

Organizations interested in submitting an application should contact their Service Canada Centre. In many places, community-based organizations may provide specialized services and may have information available.

## Housing

### Canada Mortgage and Housing Corporation

<http://www.cmhc-schl.gc.ca/en/co/prfinas/index.cfm>

Canada Mortgage and Housing Corporation (CMHC) administers five initiatives that contribute to accessible housing for people with disabilities: the Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP-D), the Home Adaptations for Seniors' Independence Program (HASI), the Residential Rehabilitation Assistance Program – Secondary/Garden Suite, the Shelter Enhancement Program (SEP), and FlexHousing™. The details of each program are available on the CMHC website at [www.cmhc.ca](http://www.cmhc.ca). In general, assistance is in

the form of a fully forgivable loan that does not have to be repaid, provided the owner adheres to the conditions of the program. The funds allow the homeowner to make adaptations to their home to make it accessible. In the case of the Secondary/Garden Suite program, an owner without a disability can access up to \$25,000 to put in an accessible suite, provided they rent to a low income senior or person with a disability. The Shelter Enhancement Program (SEP) assists in repairing, rehabilitating and improving existing shelters for women and their children, youth and men who are victims of family violence; and in acquiring or building new shelters and second-stage housing where needed. Up to 100% financing is available for new shelters, and up to \$24,000 per unit to upgrade existing shelters.

## **Sports**

### **Sport Canada (Canadian Heritage)**

[http://www.pch.gc.ca/progs/sc/index\\_e.cfm](http://www.pch.gc.ca/progs/sc/index_e.cfm)

Sport Canada is a branch of the International and Intergovernmental Affairs and Sport Sector within the federal Department of Canadian Heritage. Sport Canada provides funding for sports programs for people with disabilities. In 2006-07 Sport Canada provided \$12.5 million for sport programming for people with disabilities, which represents over 8% of Sport Canada's grants and contributions budget in 2006-07 (about \$140 million). Of this total, \$11 million is provided annually toward programming initiatives that improve access to sport for people with disabilities (for example, support for Paralympic sport programs run by national sport organizations; mission support for the Canadian team participating in the Paralympic Games; Athlete Assistance Program stipends to more than 200 carded Paralympic athletes; funding for the Canadian Paralympic Committee's "Ready, Willing and Able" participation project to recruit participants, coaches and leaders; and base funding for Special Olympics Canada, the Canadian Paralympic Committee, and the Canadian Deaf Sports Association). An additional \$1.5 million is provided annually toward increasing participation in sport for people with disabilities (see Sport Canada *Policy on Sport for Persons with a Disability* at [http://www.pch.gc.ca/progs/sc/pol/pwad/pwad\\_e.pdf](http://www.pch.gc.ca/progs/sc/pol/pwad/pwad_e.pdf).)

## **Access to Information**

### **Treasury Board of Canada Secretariat**

#### **Common Look and Feel initiative**

<http://www.tbs-sct.gc.ca/clf2-nsi2/clfs-nnsi/clfs-nnsi-2-eng.asp>



In this federal program, universal accessibility standards are directed toward ensuring equitable access to all content on Government of Canada websites.

In a knowledge-based economy where access to and exchange of information is almost essential to participating in society and in the economy, accessibility of information is an increasingly important subject. Internet technologies have enhanced intellectual and economic freedom for many Canadians. But for others, gaining access to Web content is more complicated than clicking a mouse and operating a modem. Some Canadians rely on assistive technologies such as text readers, audio players, and voice-activated devices to overcome the barriers presented by standard technologies. Others may be limited by the technology available to them. But old browsers, non-standard operating systems, slow connections, small screens, or text-only screens should not stand in the way of obtaining information that is available to others.<sup>30</sup>

While site design is an important element of the electronic media, universal accessibility guidelines have been developed to ensure anyone can obtain content, regardless of the technologies they use. The key to effective implementation of universal accessibility guidelines lies in designing sites to serve the widest possible audience and the broadest possible range of hardware and software platforms, from assistive devices to emerging technologies. The Common Look and Feel standards are aligned with the Web Content Accessibility Guidelines, developed by the World Wide Web Consortium.<sup>31</sup> These guidelines are continuously tested against a full range of browsers and assistive devices before recommending widespread implementation. The objective is to ensure an equal and equitable access for all to the Government of Canada's Web content.

## **BRITISH COLUMBIA**

### **Let's Play**

Let's Play is a new program to contribute to the construction and renovation of accessible play spaces in British Columbia. A joint initiative of the Rick Hansen Foundation and the Province of British Columbia, Let's Play offers grants for the creation of accessible, public play spaces for children ages 0-6 in B.C., and builds awareness about accessible play and related best practices.

Grants of up to \$50,000 are available for accessible play space projects that focus primarily on accommodating children 0-6 years old and caregivers with mobility-related disabilities. Funds may be applied to new construction, renovation of an existing space, and/or the purchase of equipment. The application deadline for the first cycle will be Tuesday January 15, 2008. Successful applicants will be announced in March 2008 and grants distributed in May 2008.

For more information on Let's Play, please visit the website at [www.rickhansen.com/play](http://www.rickhansen.com/play) or call the Let's Play Coordinator at 604.709.6320.

### **The Ministry of Employment and Income Assistance**

The Ministry of Employment and Income Assistance provides a continuum of employment programs and services designed to assist clients to find and sustain employment. A revised suite of programs for clients who are expected to work, those with persistent multiple barriers, and those with disabilities are currently being implemented. This revised suite is intended to replace existing programs to address changing client needs and further improve results by implementing a different approach to programming and changes to program operations/administration. As in the past, these employment programs will be delivered through performance-based, external service provider contracts.

The Program Planning, Reporting and Partnerships (PPRP) Branch is responsible for the planning and development of the division's strategic business models; program planning and policies, standards, guidelines and performance measures; program audit plans; program evaluations and related modifications; and related quality assurance initiatives.

The Labour Market and Partnerships Unit (LMP) of the PPRP Branch manages the corporate intergovernmental relations function for the Ministry. LMP is responsible for: liaising with other ministries and federal/provincial/territorial (F/P/T) governments in the areas of policy, legislation and intergovernmental collaboration; negotiating intergovernmental agreements at the working level and manages commitments to them on behalf of British Columbia; providing research, analysis and support to the Minister and Ministry Executive on key

F/P/T forums, including the Ministers Responsible for Social Services and the Forum of Labour Market Ministers; represents the Ministry and/or the Province on F/P/T committees and policy tables; and coordinates intra-provincial labour market and social policy development initiatives for persons with disabilities and Aboriginal people.

### **Employment Program for Persons with Disabilities (EPPD)**

<http://www.eia.gov.bc.ca/pwd/eppd.htm>

The Ministry's Employment Program for Persons with Disabilities (EPPD) provides a range of specialized services to help individuals with disabilities participate in their communities; pursue their employment goals as they are able, increase their self-reliance, and build skills and experience that may lead to further employment or volunteer opportunities. It is intended to assist persons with disabilities to achieve their economic and social potential to the fullest extent possible.

The EPPD is a province-wide program with individualized services provided through Service Provider contracts. In addition to client outcomes of full time or part time employment, successful results of EPPD participation also include:

- Increased access to needed disability supports;
- Career planning and assessment;
- Employment placement and follow-up;
- Job related skill training;
- Self-employment services;
- Better understanding of the disability as it relates to employment; and,
- Increased connection to the community.

### **WorkAble Solutions**

<https://www.workablesolutionsbc.ca/>

WorkAble Solutions Initiative is sponsored by the Minister's Council on Employment for Persons with Disabilities and BC Human Resources Management Association (HRMA). WorkAble Solutions is an initiative to connect BC employers to persons with disabilities by providing valuable employment resources and support. The goal of the initiative is to help employers turn potential challenges into workable solutions and increase the recruitment and retention of persons with disabilities.

All research points to the fact that persons with disabilities represent a large, growing, and as yet, largely untapped talent pool. In light of a looming skills shortage caused by lower levels of new labour force entrants and higher levels of retirement, it is essential that employers tap into this talent pool to access skilled workers. Hiring persons with disabilities will also help to reduce turnover costs, while building an inclusive and positive work environment.

The website offers employers an exclusive site to post employment opportunities for persons with disabilities and search through lists of skilled job-seekers with disabilities. Persons with disabilities seeking employment can access lists of jobs from employers committed to accommodating successful job applicants who have a disability. Employers and job-seekers with disabilities can also use the website to access resources and connect with community agencies that work with employers and persons with disabilities.

### **The Employer Toolkit**

WorkAble Solutions provides employers and Human Resources professionals with tools to support recruitment and retention. All the materials are easily accessible online at [www.workablesolutionsbc.ca](http://www.workablesolutionsbc.ca)

**What Every Employer Needs To Know** - highlights the strong business case for hiring persons with disabilities and provides the top ten reasons to hire persons with disabilities.

**Employer Handbook** - provides employers with a practical "how-to" approach to recruiting and retaining persons with disabilities. The handbook provides useful information on how to undertake seven components of the recruitment/retention cycle. A Quick Reference Guide accompanies the handbook.

**Corporate Video** - This 3 minute dynamic and informative video offers employers a quick summary of benefits received from recruiting and retaining persons with disabilities in their organizations. Both industry leaders and employees with disabilities appear throughout the video and tell a compelling story of the mutually positive effects of being part of an organization that hires and accommodates qualified job seekers with disabilities.

**Research Report** - The Recruitment and Retention of Persons with Disabilities in British Columbia Research Project, Final Research and Validation Report is a detailed summary of the extensive research conducted throughout the province that contributed to the development of the Employer Handbook.

## Non-Governmental Organizations

### Canadian Council on Rehabilitation and Work

<http://www.ccrw.org/en/>

The CCRW is a network of organizations and individuals that provides leadership in programs and services for job seekers with disabilities and businesses committed to equity and inclusion. A one-stop shop for disability and employment resources, CCRW works with businesses of all sizes in all industries through its Job Accommodation Service, Skills Training Partnership Program, Partners for Workplace Inclusion Program and the Disability Awareness Series, and more! The CCRW also provides support to individual job seekers through its *WORKink*<sup>™</sup> site, and develops disability-positive educational material for children in grades 3-5.

1. The **Disability Awareness Series** training provides employers and employees with knowledge about disability issues, accommodation in the workplace, and tools to create an inclusive workplace in which employees can realize their potential. The Disability Awareness Series is a set of five modules on the following topics:

- a. (Un)stereotyping disability
- b. Accessible interviewing and hiring practices
- c. The duty to accommodate
- d. Accommodation management
- e. Inclusive practices in the workplace

2. The Council produced two **children's storybooks**, *I'm Wendy Blair, Not a Chair!* And *Wendy Blair and the Assignment*. SDPP-D funded the second storybook. The books help children develop a positive understanding and attitude about disability and differences. The books also help Canadian educators positively address the subject of disability. The books are "person-focused" rather than "disability-focused" to give the message to children that we are all multi-faceted and not defined by a single attribute such as a disability. A bilingual teaching toolkit is also available that outlines how best to use the storybooks.

### 2010 Legacies Now

<http://www.2010legaciesnow.com/home/>

Legacies Now is a non-profit organization that works in partnership with community organizations, non-government organizations, the private sector and all levels of government to develop sustainable legacies in sport and recreation, arts, literacy and volunteerism. Financial support from the Provincial government allows Legacies Now to assist communities create unique and inclusive social

and economic opportunities leading up to, and beyond the 2010 Olympic and Paralympic Winter Games.

### **Measuring Up Accessibility and Inclusion Fund**

[http://www.2010legaciesnow.com/measuring\\_up/](http://www.2010legaciesnow.com/measuring_up/)

2010 Legacies Now has received a \$2-million grant from the Province of BC to establish the Measuring Up Accessibility and Inclusion Fund. This fund supports community projects aiming to improve how people with disabilities can actively participate in, and contribute to, their communities.

The fund, which provides approximately 70 grants of up to \$25,000, supports the provincial government's goal to build the best system of support in Canada for people with disabilities.

The Measuring Up Accessibility and Inclusion Fund assists local community groups, particularly in the disability sector, to work with municipal, business and other community leaders to create disability-friendly ( accessible and inclusive) communities. The Fund is intended to help B.C. communities implement Measuring Up and become places where people with disabilities can fully participate and contribute, by achieving the following objectives:

- Improve access to information
- Reduce barriers to participation
- Create jobs and economic opportunities
- Increase opportunities for participation in community life

By increasing accessible employment opportunities and improving public spaces, recreation facilities, restaurants and shops, Measuring Up assists communities in becoming more accessible and inclusive. Funding is available for start up, plan development and implementation, and projects.

Langley Polices That Enhance Accessibility  
July 2007

POLICY LOCATION	POLICY / SECTION OF POLICY	ACCESSIBILITY CLAUSE
Official Community Bylaw, 2005, NO. 2600  5.0 Residential Development/ 5.2 Policies	5.2.1. Continue the long term residential densification both around and within the downtown core.	- Residential densification makes services in the downtown core more accessible.
Official Community Bylaw, 2005, NO. 2600  5.0 Residential Development/ 5.2 Policies	5.2.3. Encourage a variety of housing types to meet the needs of the population and the demographic challenges faced by the City.	- Constructing a variety of housing types makes housing more accessible because it provides individuals and families with more opportunities to locate housing that meets their specific needs.
Official Community Bylaw, 2005, NO. 2600  15.0 Development Permit Areas/ 15.4 Multiple- Family Residential	15.4.1 General - Access for the disabled should be provided for in building and site design	- Physical accessibility included in multiple family residential building designs.
Official Community Bylaw, 2005, NO. 2600  15.0 Development Permit Areas/ 15.5 Downtown Commercial	15.5.1 General - Project design should emphasize pedestrian scale and orientation;  - Access for the disabled should be provided for in building and site design.	- Pedestrian scale design of downtown commercial increases the accessibility of services.  - Physical accessibility included in downtown commercial design.
Official Community Bylaw, 2005, NO. 2600  15.0 Development Permit Areas/ 15.6 Service Commercial	- Access for the disabled should be provided for in building and site design;	- Physical accessibility included in service commercial building designs.
Official Community Bylaw, 2005, NO. 2600  15.0 Development Permit Areas/ 15.7 Industrial	15.7.1 General - Access for the disabled should be provided for in building and site design;	- Physical accessibility included in industrial building designs.
Motion	THEREFORE B.E.I.R.T. the City of Langley join the 10 x 10 Challenge and work	- In adopting the 10 x 10 Challenge and appointing committee representatives,

	<p>with the Minster's Council on Employment for Persons with Disabilities to help meet the target of increasing employment of persons with disabilities by 10% by 2010, and FURTHER THAT Councilors Sharla Mauger and Teri James (as Alternate) and Gerald Minchuk be appointed to the committee as representative of the City of Langley.</p>	<p>the City has made a symbolic commitment to accessibility and inclusion. In effect, the City has become a leader in fostering positive public attitudes towards Persons with Disabilities, while simultaneously deconstructing attitudinal barriers. In result, the community becomes more accessible and inclusive.</p>
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## ATTACHMENT 8

### LANGLEY ACCESSIBILITY AUDIT RECOMMENDATIONS

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## **1 Langley City Hall**

### **1.1 *Improve washroom signage***

Washroom Sign should be larger (twice the present size is recommended), symbols high contrast to background colour (70% contrast or better), on a non-glare surface, so it is easier to locate and read for people with limited vision.

### **1.2 *Lower property tax box /mail slot***

Mail slot is too high for people in wheelchairs or scooters to reach. Maximum height is ideally 86 cm high or less.

### **1.3 *Consider installing a Hearing Loop:***

#### **1.3.1 *Council Chambers***

#### **1.3.2 *CKF Room***



An FM loop, or other assistive listening system can be installed in public meeting rooms (priority being the Council Chambers). Often, a loop wire can be installed inexpensively when carpet is being replaced. Alternatively, a portable loop could be purchased. Sometimes the local Branch of the Canadian Hard of Hearing Association can provide a portable loop system at no cost for a public meeting.

Cost of a portable loop system ranges from \$400-\$700, and a permanent loop starts at around \$1000 plus costs for wiring and installation.

Locally, systems are available through ALDS Distributing Inc. in Langley

(<http://www.alds.com/index.php>), or

Western Institute for the Deaf and Hard of Hearing in Vancouver

<https://www.virtual-vendor.com/ecom1/100020/www/>

The Canadian Hard of Hearing Association can provide assistance in determining the best system for any particular situation, and an estimate of costs.

Abbotsford Branch

Toll-Free: 1-866-888-2442 (in BC)

Toll-Free Fax: 1-866-888-2443 (in BC)

Voice/Fax: 604-795-9238

E-mail: [chha-bc@telus.net](mailto:chha-bc@telus.net)

Surrey Branch

Toll-Free: 1-866-888-2442 (in BC)

Toll-Free Fax: 1-866-888-2443 (in BC)

Voice/Fax: 604-795-9238

E-mail: [chha-bc@telus.net](mailto:chha-bc@telus.net)

Vancouver Branch  
Toll-Free: 1-866-888-2442 (in BC)  
Toll-Free Fax: 1-866-888-2443 (in BC)  
Voice/Fax: 604-795-9238  
E-mail: [chhavancouver@hotmail.com](mailto:chhavancouver@hotmail.com)

#### **1.4 Consider installing hearing accessible pay phone in City Hall**

Telecommunications Devices for the Deaf (TDD) or Teletypewriters (TTY) are available commercially, ranging from approximately \$700 to \$1000. These devices allow members of the public who have hearing impairments to use public telephones. If the City is unable to install such a device, a shelf below the public telephone does allow people who have their own portable device to use a regular public telephone.

#### **1.5 Consider installing an automatic door into Council Chambers**

Automatic door openers for inside doors currently cost at approximately \$1500 to \$1800, while outside doors range from \$1500 to \$3000. See

[http://dpcr.ca/english/access\\_service\\_door-e.html](http://dpcr.ca/english/access_service_door-e.html) for suppliers

## **2 City Library**

### **2.1 Accessible automatic book check-out**

The Automatic Check-out at the City Library is raised above the desk top, which could cause difficulties for someone who uses a wheelchair or scooter. If the automatic device was lowered to the desk top, it would be fully accessible.

### **2.2 Lower regular book check-out counter**

### **2.3 Wheelchair accessible emergency exit**



While the entrance to the library is fully accessible, and one of the emergency exits is accessible, the second emergency exit is not (there are stairs to the outside). Because of the location and construction materials (brick and concrete), it would be expensive to retrofit this exit. If it is not possible to make the second exit accessible, clear signage should indicate the location of the accessible exits. This is a safety issue that needs to be addressed.

### **3 Community Policing Office**

#### ***3.1 Retrofit washroom***

##### ***3.1.1 Grab bars***

##### ***3.1.2 Sufficient room for transfer by toilet***

##### ***3.1.3 Accessible showers***



The Community Policing Centre has an accessible entrance. While the service counter height is higher than desirable from an accessibility perspective, we are not recommending that the counter be lower, for security reasons.

The washroom in the Centre is not accessible. An accessible toilet and sink for the volunteers and staff is desirable, when budget allows and when other renovations are being done. It is probably less important to have an accessible (roll-in) shower, but this should be considered if the washrooms are being renovated in the future. (See Attachment 1 for a description of accessibility standards for washrooms.)

### **4 Timms Community Centre**

#### ***4.1 Replace lift with larger one***

Several stakeholders noted that the lift in the Timms Centre is too small, creating difficulties for people in wheelchairs and scooters. Timms Community Centre is an older building that has been retrofitted to increase accessibility, and it is very likely that this was the largest lift that could be practically accommodated in the existing building. If technically feasible, a larger lift or proper elevator could be installed at some point, although this would be an expensive alteration.

#### ***4.2 Lever handles on sink faucets***

Lever faucet handles are easily installed on existing sinks, and greatly enhance the ease of use for people with issues of dexterity or strength. They are available from any supplier of bathroom fixtures at a range of prices.





### **4.3 Remove fascia from front of sink**

The bottom of the sink vanity should be at least 68 cm high, so that people in wheelchairs can wheel right up to the sink, with their legs underneath. Unfortunately, the fascia (sink front) in the Timms changing area extends below that. The fascia could simply be removed, or replaced with a narrower version to accommodate wheel chairs.



### **4.4 Change room areas**

#### **4.4.1 Accessible shower**



While wheel in showers have become standard in newer facilities, it is difficult to retrofit existing step-in shower stalls. Wheel in showers are generally built into a floor depression to aid drainage and prevent flooding. If a major renovation of the changing rooms is contemplated, it may be feasible to install an accessible shower stall at that time. The recommended approach is to build a new “family” shower area that is accessible, which allows a spouse or caregiver to assist their partner.

#### **4.4.2 Accessible toilet**

While there is an accessible toilet stall in the Timms Centre (behind the reception area), it would be desirable to have an accessible stall in the changing area. Again, it would be preferable for this to be a unisex washroom, so that spouses and caregivers are able to assist if necessary.

## **5 Douglas Recreation Centre**

### **5.1 Adjust tension for door closure on accessible washroom**

The washroom at Douglas Community Centre meets accessibility standards, except that the door tension is too tight, making it very difficult for people with strength issues to open the door. This is a minor adjustment to the door closer.

Maximum recommended tension for an interior door closure is 22 newtons (2.24 kg or 5 lbs), which allows for the door to close automatically without making it too difficult to open.

### ***5.2 Signage on glass needs contrasting background***

In some areas of the Centre, signs are painted directly upon glass. These types of signs are very difficult for people with low vision to read. High contrast signs printed on a non-glare surface can be placed on top of the existing signs to provide readability, or a second sign could be placed beside the existing one.

### ***5.3 Consider a lower service counter***

The service counter top was measured at 105 cm, which means that someone in a wheelchair will have poor visual access to the person behind the counter. Maximum recommended counter height is 86 cm. Lowering a counter is costly, and could be considered when major renovations are undertaken.

## **6 Al Anderson Memorial Pool**

### ***6.1 Publicize availability of lift***

Several stakeholders recommended that a lift be provided at Al Anderson Memorial Pool. The lift is a device that is used to lower people with mobility impairments into the pool, where the buoyancy of the water means that many of them can enjoy freedom of movement and exercise. There is in fact a lift available at the pool, although not all members of the public are aware of this. Signage can be installed at the service counter and at the pool to publicize the availability of this equipment.

### ***6.2 Ensure staff are available to assist patrons***

Several stakeholders noted that people with disabilities often need just a little assistance to be able to use facilities such as a pool. They recommended that recreation staff be available to provide this assistance. If the City of Langley moves forward on this recommendation, it is suggested that they work closely with an advisory group of people with disabilities to determine what level of training is required, how and when these assistants should be made available, and how best to advertise this service.

### ***6.3 Move printer to provide a lower service counter for people in wheelchairs/scooters***

While the regular service counter was measured at a height of 112 cm, one section of the service counter met the 86 cm accessibility standards. Presently there is a computer printer located on this section of the counter. If this printer was moved, this would provide an accessible service counter for people in wheelchairs and scooters.

#### **6.4 Toilet stalls need wider transfer area (min 104 cm)**

A transfer area is the space beside the toilet where someone in a wheelchair or scooter can back their chair next to the toilet. Without this transfer area, many people in wheelchairs or scooters are unable to transfer themselves from the chair onto the toilet. An accessible toilet stall needs a minimum transfer area of 104 cm. The transfer area in the accessible stall was only 87 cm, which is not sufficient for a larger chair.

#### **6.5 Lower hook in accessible washroom to 130 cm.**

Hooks for bags or clothing in toilet stalls need to be lower than standard so that they can be used by people in wheel chairs.

#### **6.6 Replace fixed nozzle in accessible shower stall with flexible hose**

The wheel in shower stall is fully accessible, but replacing the fixed nozzle with a flexible hose would make it easier for people with disabilities to rinse themselves off. A flexible hose is a standard piece of equipment that is easily installed.

#### **6.7 Replace change room mirror with full length mirror**

The change room mirror is placed too high for people in wheel chairs or scooters to use. Installing a full length mirror would make it useable for people of all heights and abilities.

#### **6.8 Sinks in change room need higher clearance for wheelchair use**

Wheel chair and scooter users need at least 68 cm clearance to be able to wheel right up to the sink basin. The clearance in the change rooms was 67 cm, so close to the accessibility standard. However, if renovations are done, a slightly narrower fascia would fully meet the accessibility standards.

#### **6.9 Install lower hot air dryer in change room**

The hot air dryer is installed at a height which suits an average adult who is standing. Installing a second hot air dryer lower would make it accessible for people in wheel chairs and younger patrons.

### **7 Michaud House**

#### **7.1 Look for opportunities to improve accessibility**



## 8 Twin Rinks

### 8.1 *Women's Wash room:*

#### 8.1.1 *Replace grab bar with "elbow" bar*

The grab bar in the women's accessible toilet stall is too far from the transfer



area. While it would be difficult to move the toilet closer to the grab bar, an "elbow bar" could be installed which fastens to the wall and the floor, to reduce the arm length required to reach the grab bar.

#### 8.1.1.1 *Put a foot stool in washroom*

There was plenty of space in the women's washroom to provide an inexpensive plastic foot stool. This

would enable smaller people to reach the sink, and could also be used by a person in a chair to assist with the transfer onto the toilet.

#### 8.1.2 *Move soap dispenser*

The soap dispenser was too far to reach for someone in a chair (and for young children). Either moving the existing soap dispenser or providing a second one that is easier to reach would address the problem.



### 8.2 *Lower water fountain*

The water fountain might be lowered to provide easier access for children and people in wheelchairs, or a paper cup dispenser could be provided. Lowering the fountain would be costly due to the need to lower the water pipes.





### **8.3 Provide spectator area for people in wheel chairs**

Spectators seated on the bleachers are protected from the playing area by a wooden partition topped by plexi-glass.

Someone sitting in a chair or scooter would not be able to see the players on the ice. It is recommended that a raised platform accessed by a ramp be installed at one side of the bleachers so that people in chairs can watch the games.

### **8.4 Consider automatic doors at main entrance**



There is an automatic door located to the right hand side of the main entrance, but the main doors themselves are not easily opened. Automatic door openers range from \$1500 to \$3000 so are costly, but the operators of the rink may wish to install an automatic door opener at some point. People in wheel chairs and scooters are often sent to alternative entrances, and while this is better than no accessible entrance, it is preferable that

people with disabilities be afforded the same access as able bodied patrons.

## **9 Langley Music School**



### **9.1 Define width of parking space, install designated parking sign on post**

Define width as well as length of accessible parking space with white lines and install designated parking sign on post (see Figure 28 on page 15 of Toronto's Accessibility Design Guidelines at

[http://www.toronto.ca/diversity/pdf/accessibility\\_design\\_guidelines.pdf](http://www.toronto.ca/diversity/pdf/accessibility_design_guidelines.pdf)).

## 10 Brydon Lagoon

### 10.1 *Provide designated parking space*

A gravel roadway leads from the public parking area down to the bridge and viewing area. There appears to be more than enough room to provide a designated parking space close to the bridge, for people who are not able to walk or wheel very far in a wheel chair.



### 10.2 *Provide “lip” at edge of lagoon viewing area to prevent strollers, wheelchairs or scooters from rolling over the edge*

There is an accessible viewing area on the lagoon, and the pathways are accessible. However, there is a drop in elevation from the viewing platform to the lagoon. Provision of a “stand up” edge or railing (minimum 150 mm higher than the viewing platform), would prevent wheel chairs, scooters or strollers from rolling off the edge. As this is a safety issue, it should receive high priority.

## 11 Brydon Park

### 11.1 *Provide designated parking stall close to washrooms and play area*

The public parking area is a gravel lot across the field from the play area and washrooms. It is possible to provide a designated parking stall next to the service access at the east end of the park or, alternatively, to provide a designated on-street parking stall.



### 11.2 *Pave pathway from street to washroom*



### 11.3 *Wheel chair users need to navigate on rough turf or gravel. Paved access is preferable. Paved pathway and cement pad next to play area*

The play area is accessible by wheel chair. Installation of a paved pathway and a paved “viewing area” next to the play area would increase accessibility.

#### **11.4 Lever handle on sink faucets**

Lever faucet handles are easily installed on existing sinks, and greatly enhance the ease of use for people with issues of dexterity or strength. They are available from any supplier of bathroom fixtures.

#### **11.5 Remove washroom stall wall to provide better access to toilet and wider transfer area**

The transfer area in the accessible stall is only 58 cm, which is not sufficient for a larger chair. Minimum width should be 104 cm. Because the washroom has a single stall, the partition could simply be removed to provide adequate transfer space.

### **12 Buckley Park**

#### **12.1 Move toilet roll dispenser over grab bar**

The toilet roll dispenser is too far away and could be relocated over the grab bar.



#### **12.2 Remove vanity around sink**

The vanity surrounding the sink prevents someone in a wheelchair from easily accessing the sink, and can be easily removed.

#### **12.3 Designated parking**

A designated parking stall could easily be provided close to the washrooms and entrance to the field.



#### **12.4 Access to Field**

Provide ramp from washroom to fields





## **13 City Park**

### **13.1 Extend ramp from parking lot to bridge and add side railings**

The last section of the ramp is steep, and hard for people in wheelchairs and scooters to negotiate. A longer ramp with a smooth slope, plus a side railing, would increase safety and convenience.



### **13.2 Extend picnic table tops and concrete pads to accommodate wheelchair**



City park is the park next to the Al Anderson Pool. It provides covered and open picnic tables, as well as a BBQ area. Asphalt pathways provide good access to most areas of the park. Several of the picnic tables could be replaced with newer versions that provide an extended table top so that people in wheelchairs can use the table. Extending the concrete pad for the table and providing an asphalt pathway from the main path to the accessible picnic tables will also increase ease of access for people in wheel chairs.

### **13.3 Provide "ramp" to concrete pads**

Amenities such as picnic tables, water fountain and the BBQ area are installed on concrete pads. In several cases, the pad is several inches higher than the surrounding turf, reducing access for people with wheel chairs. Providing a concrete ramp (or sloping the turf surface up to meet the top of the pad) would increase access.



## **14 Conder Park**

### **14.1 Washrooms:**

#### **14.1.1.1 Adjust door tension**

The door tension is too tight (6 kg for the men's washroom and 5.8 kg for the women's washroom), making it very difficult for people with strength issues to open the door. This is a minor adjustment to the door closer.

Maximum recommended tension for an outside door is 3.9 kg. (38 newtons), which allows for the door to close automatically without making it too difficult to open.



#### **14.1.2 Move toilet roll dispenser closer to toilet**

The toilet roll dispenser is too far away and could be relocated over the grab bar.

#### **14.1.3 Remove stall partition**

#### **14.1.4 Move/remove hot air dryers to free up space for transfer**

The transfer area in the accessible stall is only 59.7 cm, which is not sufficient for a larger chair. Minimum width should be 104 cm. Because the washroom has a single stall, the partition could simply be removed to provide adequate transfer space. Alternatively, the hot air dryer could be moved/removed so that the partition wall could be moved to increase the width of the transfer area.



### **14.2 Trim beam at entrance to play area**

The play area is accessible from the parking lot. However, the accessible entrance way is 89 cm wide, and 91 cm is preferred. The entrance could be made wider by trimming the wooden beam on the barrier back by 2 to 5 cm.

### **14.3 Improve access to spectator area**





#### **14.4 Provide designated parking**

Designated parking next to the washrooms and next to the play area is desirable.



### **15 Douglas Park**

#### **15.1 Picnic tables**

##### **15.1.1 Extend table top**

##### **15.1.2 Concrete pad**

One or two of the picnic tables could be replaced with newer versions that provide an extended table top so that people in wheelchairs can use the table. Extending the concrete pad for the table and providing an asphalt pathway from the main path to the accessible picnic tables will also increase ease of access for people in wheel chairs.



### **16 Linwood Park**

#### **16.1 Designated parking near washroom**

#### **16.2 Accessible path to washroom**

#### **16.3 Accessible path to play area**

#### **16.4 Move toilet roll dispenser closer to toilet**



### **17 Nicomekl Flood Plain**

#### **17.1 Extend concrete pad next to benches to provide room for wheel chair**

The asphalt pathways provide good accessibility, and benches are provided at regular intervals so that pedestrians can rest comfortably. Extending the concrete pad next to the benches would



allow a person in a wheelchair to sit with their companions, out of the main pathway of travel.

## **18 Nicomekl Park**

### ***18.1 Extend asphalt pad***

This is a small park at the eastern end of the Nicomekl Flood Plain trail system, where residents can walk their dogs. A bridge crossing the

Nicomekl river has been made accessible by the provision of an asphalt ramp on the south end of the bridge leading up to the wooden bridge. While the ramp is wide enough to accommodate a wheelchair, it has steep drop offs at either side. widening the asphalt ramp and providing a safety railing would improve accessibility and access. Likewise, the asphalt ramp at the north end of the bridge could also be widened to increase accessibility.



## **19 Penzer Park**

### ***19.1 Designated parking needs new paint & sign***

The designated parking stall was appropriately located and had good dimensions, but the paint was worn and hard to see. The lines need to be repainted, and while the sign can be repainted, it also needs to be supplemented by a proper sign on a pole with the universal wheelchair symbol (See Attachment 1).



### ***19.2 Consider building (accessible) washroom***

There is no washroom at Penzer Park, which is essentially a field and parking lot. A portable toilet could be installed, but would not be accessible. At some point, the City may wish to install a proper accessible washroom. (see section 3.7.4.8 of the *B.C. Building Code*, and Toronto's *Accessibility Design Guidelines* at [http://www.toronto.ca/diversity/pdf/accessibility\\_design\\_guidelines.pdf](http://www.toronto.ca/diversity/pdf/accessibility_design_guidelines.pdf)).

## **20 Rotary Centennial Park**

### ***20.1 Replace washbasin handles with levers***

The Rotary Park washrooms are accessible, and would be improved by the replacement of the existing wash basin fixtures with inexpensive lever





handles. This makes the water flow much easier to control for people with dexterity or strength issues.

## **21 Sendall Gardens:**

### **21.1 *Need painted lines to indicate boundaries of designated parking spot***



A designated parking spot is provided, but there are no lines to define the parking space. While it is not necessary to paint lines for every parking space, it is desirable to provide lines for the designated space. If someone parks too close to a vehicle with a parking permit, the user may be unable to enter into the vehicle.



### **21.2 *Extend ramp to washroom to decrease slope***

The asphalt ramp to the washrooms exceeds the 1:12 recommended slope. There is sufficient room to lengthen the ramp to achieve the desirable slope.

### **21.3 *Extend concrete pad for picnic table***

### **21.4 *Extend table top for picnic table***

One or two of the picnic tables could be replaced with newer versions that provide an extended table top so that people in wheelchairs can use the table. Extending the concrete pad for the table and providing an asphalt pathway from the main path to the accessible picnic tables will also increase ease of access for people in wheel chairs.





## 21.5 Women's Washroom

### 21.5.1 Need wider transfer area



A transfer area is the space beside the toilet where someone in a wheelchair or scooter can back their chair next to the toilet. Without this transfer area, many people in wheelchairs or scooters are unable to transfer themselves from the chair onto the toilet. An accessible toilet stall needs a minimum transfer area of 104 cm. The transfer area in the accessible stall was only 87 cm, which is not sufficient for a larger chair.

### 21.5.2 Lower sink

While a sink needs at least 68 cm clearance under the basin, the top of the basin should be no higher than 86 cm.



## 21.6 Men's Washroom



### 21.6.1 Remove urinal, move partition to create transfer area

The transfer area in the accessible stall was only 87 cm, which is not sufficient for a larger chair. Because the washroom has a single



stall, the partition could simply be removed to provide adequate transfer space. Alternatively, the urinal is not required, and could be removed so that the partition wall could be moved to increase the width of the transfer area.

## **22 Transportation**

### ***22.1 Improve bus shelters along Logan Avenue***

Two stakeholders identified a desperate need to provide shelters along Logan Avenue west of Glover Street that block wind, rain and snow. The City should ensure that all bus shelters are wheelchair accessible and protect people from the elements. An implementation steering committee can set priorities for new shelters and upgrades of existing shelters.

### ***22.2 Consider Installing curb cuts across from designated parking near IGA***

There are sufficient designated parking stalls, but they are not located directly across from the curb cuts onto the sidewalk. This happens in several spots in the large parking lot, and can present a safety issue, as people in wheel chairs and scooters end up traveling in the vehicle lane to reach the curb cut. It is easier and cheaper to relocate the accessible parking stalls than to install additional curb cuts.



### ***22.3 Consider widening apron cut at McBurney Lane***

Curb cuts should be a minimum width of 91 cm. While there is a cost to installing curb cuts, the City might consider widening this existing curb cut if other upgrades are being done in the area.



### ***22.4 Consider installing tree grates***

In a few areas, there is a change in elevation between the paved or bricked sidewalk and the hole for street trees. This can present a tripping hazard for people with visual impairments. The soil can be built up



to remove the transition or, to provide protection for the tree as well as pedestrians, a tree grate can be installed.

### **22.5 Install Bumblebee pedestrian signal buttons**

Older style pedestrian signal push buttons are difficult for people with dexterity issues to manipulate. The large yellow “Bumblebee” buttons have been installed in newer crossings. They are easier to push, and more visible for people with low vision. As crossings are upgraded, it is recommended that the older buttons be replaced with the new easier to use style of button.



### **22.6 Consider widening sidewalk on 203<sup>rd</sup> and 204th Streets**

Accessible sidewalks should be a minimum width of 122 cm. Telephone poles and light standards provide obstacles along these major streets. In some cases, extending the pavement around these obstacles can increase accessibility. It is unlikely the City will want to encroach into the vehicle lanes to provide wider sidewalks, but opportunities to improve these sidewalks should be explored.

### **22.7 Improve pedestrian crossing at No. 10 Highway and Fraser Highway – NE Corner (approach to signal push button)**

The pedestrian island is raised above the road surface, providing additional safety for pedestrians, but reducing accessibility for people in wheel chairs and scooters. Stakeholders reported that these islands were dangerous, and could result in wheel chairs tipping over. Also, it was reported that the distance to the push button was too far from the crosswalk. If upgrades are done to this intersection, a more accessible pedestrian island should be installed.

### **22.8 Improve pedestrian crossing at Willowbrook and Fraser Highway (NOTE: this is in Township of Langley)**

This intersection faces some of the same challenges as the 10<sup>th</sup> and Fraser intersection. While this intersection falls outside of the jurisdiction of the City of Langley, this recommendation was made by several stakeholders, and could be passed on to the Township of Langley for their information.



### **22.9 Move garbage receptacles and “street furniture” on side walks that are in pedestrian pathway**

For the most part, signs, garbage receptacles and benches are located out of the main



pathway of travel. There are a few areas in the downtown business area where garbage receptacles and other obstacles could be moved to improve pedestrian circulation. It is also noted that street signs are the preferred “sandwich” style, which are cane detectable by people with visual impairments.

## **23 Shopping, Dining and Entertainment**

### ***23.1 Improve access on 20400 Block of Fraser Highway***



Almost all the shop entrances in the City of Langley have flush thresholds, and so are accessible. In a few cases, wider doorways (91 cm or 36”) would be desirable. The north side of 20400 block of Fraser Highway has steps into the front entrance of most shops. In a couple of businesses, ramps have been installed to provide access. Further access improvements along this block would be desirable.

### ***23.2 Restaurants***

Audit reports will be sent to all restaurant managers participating in the audit, with specific recommendations to improve accessibility of their facilities.

#### ***23.2.1 Accessible restaurant entrances***

Not all restaurants in the City of Langley have accessible entrances.

#### ***23.2.2 Improve restaurant washrooms***

Several restaurant washrooms did not meet accessibility standards. In most cases, minor changes could improve access substantially.

### ***23.3 Give business owners specific suggestions***

While new buildings must meet current Building Code regulations for accessibility, existing buildings do not generally need to be retrofitted to meet the current code unless major renovations are being undertaken. While each municipality sets its own triggers, renovations triggering upgrades to meet building code are often based on value of construction in relation to the assessed value of the existing building. However, many business owners are keen to improve accessibility even if other renovations are not being contemplated, and these owners simply need guidance on what changes are necessary, and how to make these changes cost effectively. All businesses that participated in the audit will receive written reports with specific suggestions.

### ***23.4 Introduce a “Gold Star” program for accessible businesses***

The City of Langley is encouraging businesses to become accessible, and to look for opportunities to hire people with disabilities. The City of Langley is considering a Gold Star program that recognizes businesses that have taken steps to become fully accessible. Not only does this bring the designated businesses some much deserved recognition, it provides information for visitors to the City on which businesses are fully accessible. The businesses will be supported in their efforts to become accessible through the provision of information brochures. The City of Langley has also expanded the audit so that additional businesses can be included in the audit. Should the City of Langley proceed with the Gold Star program, all businesses that meet certain accessibility standards would receive recognition on the municipal web pages and in other municipal publications as appropriate.

### ***23.5 Grant Program for organizations/businesses to implement accessibility improvements***

While some accessibility improvements are inexpensive, some can be quite costly. The City of Langley could explore establishment of a community grant program which will assist businesses and other organizations to retrofit existing facilities and improve accessibility. Under the Community Charter, unless otherwise provided for, a municipality cannot provide a grant, benefit, advantage or other form of assistance to a business. The City could however, provide a grant to a non-profit organization such as the Regional Disabled Persons Association, and the RDPA could do a call for proposals. Using criteria established in cooperation with the City of Langley, the RDPA and/or the City could select the successful applicant(s), and the RDPA could work with the business to make the access improvements.

### ***23.6 Extension of audit – expand to include all restaurants who wish to participate***

The City of Langley has expanded the audit to cover all the restaurants in the downtown business area.

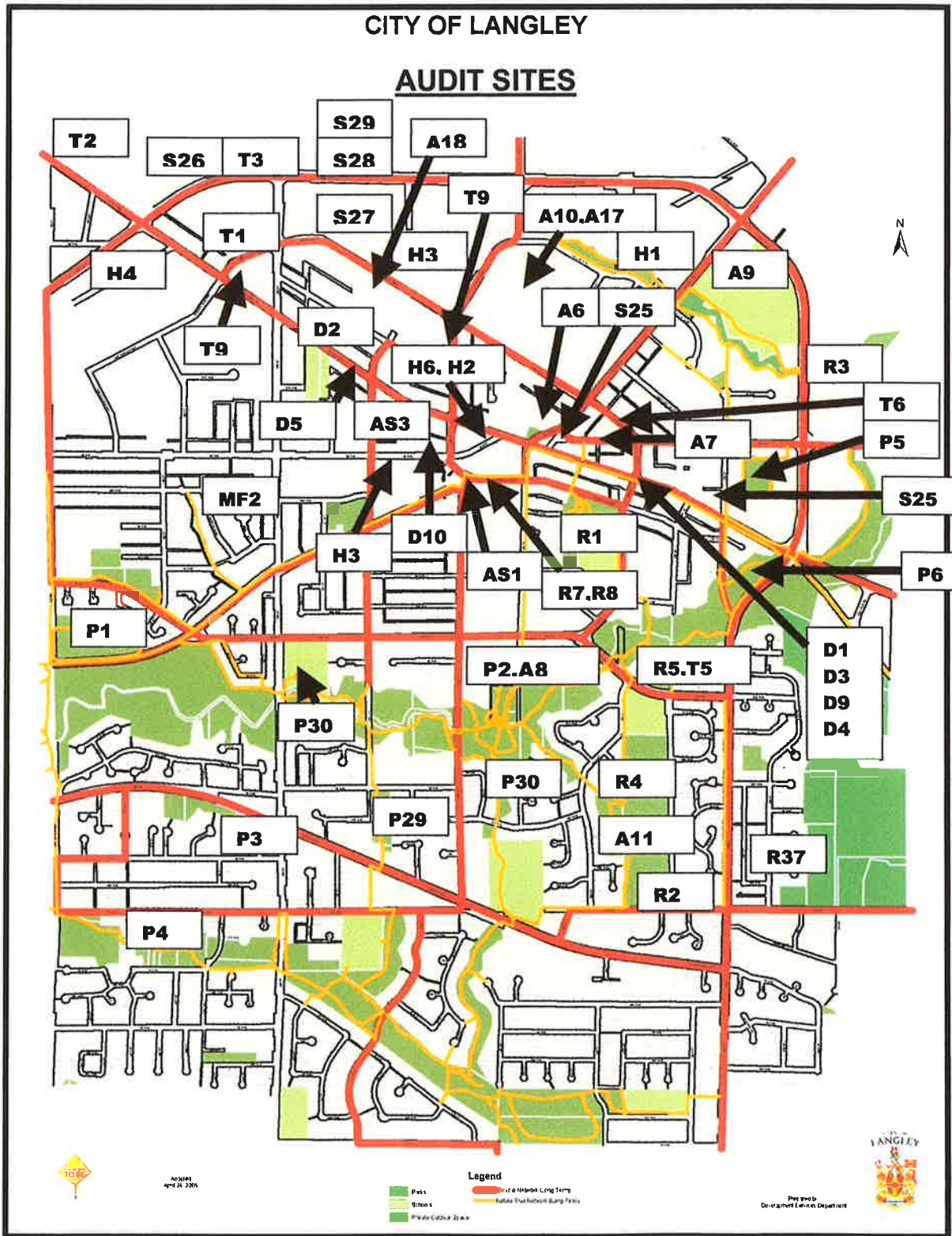
## **24 Other Recommendations**

### ***24.1 Extend audit to include schools***

School Districts generally retrofit schools as required when a student with a disability enrolls at a school that is not accessible. Over the long term, this will result in fewer and fewer inaccessible schools. However, this does not address access issues for parents with disabilities, or other relatives or friends who may wish to attend games, performances, or graduation ceremonies. If budget allows, it is recommended that the audit be extended to schools in the City of Langley.

# CITY OF LANGLEY

## AUDIT SITES



APRIL 2005

Legend  
 - Long Term  
 - Public Use/Club House



City of Langley Department

A=Arts/Culture      H=Hotels      R=Recreation  
 AS=Audible signals      MF= Multi-family      S=Shopping  
 D= Dining      B=Berks      T=Transportation

Reference Number	PRIORITY RATING	Primary	Secondary
Shopping, Dining and Entertainment 23.3	Give business owners specific suggestions to become more accessible	8	
Shopping, Dining and Entertainment 23.4	Introduce "Gold Star" program for accessible businesses	6	
Shopping, Dining and Entertainment 23.2.1	Accessible restaurant entrances	5	
Shopping, Dining and Entertainment 23.2.2	Improve restaurant washrooms	5	
Brydon Lagoon 10.2	Provide "lip" at edge of lagoon viewing area to prevent strollers, wheelchairs or scooters from rolling over the edge	4	
Transportation 22.7	Improve pedestrian crossing at No. 10 Highway and Fraser Highway – NE Corner (approach to signal push button)	4	
Transportation 22.9	Move garbage receptacles and "street furniture" on side walks that are in pedestrian path	4	
Shopping, Dining and Entertainment 23.1	Improve access on 20400 Block of Fraser Highway	4	
City Hall 1.1	Improve washroom signage	3	1
City Hall 1.2	Lower property tax box /mail slot	3	1
Library 2.2	Lower regular book check out counter	3	1
City Park 13.3	Provide "ramp" to concrete pads	3	
Transportation 22.3	Consider widening apron cut at McBurney Lane	3	
Transportation 22.6	Consider widening sidewalk on 203rd and 204th Street	3	
Douglas park picnic tables 15.1	Picnic tables - extend table top, concrete pad	2	3
Sendall 21.4	Extend table top for picnic table	2	2
Transportation 22.2	Consider Installing curb cuts across from designated parking near IGA	2	2
Sendall 21.5.1	Need wider transfer area	2	
Buckley Park 12.1	Move toilet roll dispenser over grab bar	2	
Conder park washrooms 14.1.1	Adjust door tension	2	
Linwood park 16.1	Designated parking near washroom	2	
Community Policing Service 3.1	Retrofit washroom	1	1
City Park 13.2	Extend picnic table	1	1



	Reference Number		PRIORITY RATING	Primary	Secondary
Sendall	21.6.1	Remove urinal and move partition to create transfer area		1	1
Brydon park	11.4	Lever handle on sink faucets		1	1
Timms	4.4	Change room areas: accessible shower and toilet		1	
Douglas Community Centre	5	Douglas Community Centre Recommendations:		1	
Transportation	22.1	Install bus shelters along bus routes (Logan Avenue)		1	
Douglas Community Centre Rec	5.1	Adjust tension for door closure on h/c washroom			1
Douglas Community Centre Rec	5.2	Signage on glass needs contrasting background			1
Al Anderson Memorial Pool	6	Al Anderson Memorial Pool		1	
Sendall	21.2	Extend ramp to washroom to decrease slope		1	
Sendall	21.3	Extend concrete pad for picnic table		1	
Penzer	19.1	Designated parking needs new paint and sign		1	
Nikomekl Park	18.1	Extend asphalt pad		1	
Conder park	14.3	Improve access to spectator stands for wheelchair user		1	
Brydon Lagoon	10.1	Provide designated parking space		1	
Brydon park	11.2	Pave pathway from street to washroom		1	
Library	2.3	Wheelchair accessible emergency exit			4
Transportation	22.4	Consider installing tree grates			3
Douglas Community Centre Rec	5.3	Consider a lower service counter			2
Timms	4.3	Remove fascia from front of sink			1
Al Anderson Memorial Pool	6.2	Ensure staff are available to assist patrons			1
Al Anderson Memorial Pool	6.5	Lower hook in accessible washroom to 130 cm.			1
Sendall	21.5.2	Lower sink in women's washroom			1
Penzer	19.2	Consider building accessible washroom			1
Buckley Park	12.2	Remove vanity around sink			1
Transportation	22.5	Install Bumblebee pedestrian signal buttons			1



**THE CITY OF LANGLEY**  
**ADVISORY COMMITTEE/COALITION ON ACCESSIBILITY AND INCLUSION**  
**PROPOSED TERMS OF REFERENCE**

**Purpose**

1. To provide a forum for discussion of issues affecting people with all types of disabilities.
2. To formulate proposals, to respond to requests and to make recommendations to the City of Langley that will promote, develop and sustain an accessible community, free of physical and social barriers.
3. To organize and/or to participate in relevant community events or awareness activities wherever possible.
4. To guide the City of Langley in the implementation of the Plan for Accessibility and Inclusion.

**Responsibilities**

1.
  - a) To bring forth issues and recommendations that require action by City Council and staff.
  - b) To deal with any matter referred by City Council or staff.
2. To advise on any matters that the City of Langley is undertaking (i.e. municipal works projects) in order to ensure that the issues and concerns of people with disabilities are addressed.
3.
  - a) To work cooperatively with municipal departments, boards and commissions whose activities affect people with disabilities.
  - b) To work cooperatively with agencies representing people with disabilities.
  - c) To maintain a list of key organizations and contact people willing to be resources to the committee.
4. To solicit public input on matters affecting people with disabilities as appropriate to the work of the Committee.

## Membership

1. The committee shall be a working committee composed of the following members:
  - a maximum of seven (7) people with disabilities from the City of Langley. Every effort will be made to achieve balanced geographical representation. In addition, every effort will be made to have cross-disability representation.
  - One member from City Council

This working committee's activities require planning and commitments beyond regular meetings.

2. Staff Support:
  - a) a planner will provide support to the committee;
  - b) a committee clerk shall be provided to the committee who will be responsible for minute taking, preparation of agenda packages in an accessible format for all committee members and those requesting this information, and all meeting arrangements.
  - c) staff from other municipal departments and government bodies, will serve as liaisons as needed.
3. Members shall be appointed each year for a two year period with terms concluding December 31<sup>st</sup>. Members whose terms are expiring may request a continuance for a further two year period but no member shall serve more than six consecutive years.
4. Any vacancy caused by the resignation or deemed resignation of a member shall be filled for the unexpired term of such member by selecting the most appropriate candidate from the waiting list or through the recruitment process.
5. When a person is appointed from the waiting list or through the recruitment process to fulfill an unexpired term of six months or less, then the potential for six years of Committee membership shall be considered to begin as of January 1st of the following year.
6. Notwithstanding Clause 3, an extension beyond six consecutive years may be granted where;
  - a) the member who wishes the extension expresses their reasons in writing or alternate format to the Committee
  - b) the waiting list for Committee membership is exhausted and the membership is not at capacity; and
  - c) an extension is affirmed by a simple majority vote of the Committee and must be ratified by Mayor and Council of the City of Langley

An extension will be granted for 1 year only. Further extensions can be requested in compliance with the above requirements.

7. The Committee will provide the resources necessary for every member to be able to fully participate in Committee activities. This may include reasonable reimbursement for transportation, child care, interpreters for the hearing impaired and for provision of technical equipment and administrative aids required for participation in Committee activities.
8. Any voting member who (a) has missed three or more meetings in a 12 month period,  
AND (b) is unable to fulfill his/her commitments to the Committee,  
AND WHERE the Executive Committee chaired by the Staff Liaison determines that the situations in (a) and (b) are likely to continue, and being so effects the work of the committee  
THEN a recommendation will be brought for discussion to the committee as a whole "in-camera" to decide whether or not that member will be deemed to have resigned from the Committee and if so, then that member will be advised of such in writing or in suitable alternative format.

#### **The Executive**

1. A Chair, a Vice Chair and two (2) Executive committee members shall be elected from the members by the committee at its first meeting every year. The past Chair will be encouraged to sit as a member of the Executive. If the past Chair is not available to the Executive Committee then an additional Executive member will be elected to make a quorum of 5.
2. If the Chair and the Vice Chair are absent from any meeting, another member of the Executive shall chair the meeting.
3. The duties of the Chair shall include the calling of and presiding at meetings of the committee in accordance with the parameters of the committee and such other duties as the committee may assign.
4. The Executive will
  - a) assist the Chair in reviewing the minutes, setting the agenda and preparing for meetings
  - b) carrying out such other duties as the Chair or the Committee may assign
5. a) If the Chair resigns before the end of the calendar year, the Vice Chair will become the Chair for the remainder of the year. The new Vice Chair will be elected by the membership at the next regular meeting of the Committee. If the Vice Chair is unable to take over the role of Chair, the remaining members of the Executive

Committee will act as Co-Chairs until the next regular meeting, at which time the new Chair and Vice Chair will be elected.

- b) If the Vice Chair or an executive member resigns before the end of the calendar year, the replacement on the Executive will be elected by the membership at the next regular meeting of the Committee.

#### **Quorum**

1. A quorum will be a simple majority of voting Members.
2. All decisions of the committee shall be determined by a simple majority of the quorum.
3. The Chair or person acting as Chair shall vote on all questions submitted and, in the case of a tie vote, the question shall be disposed of in the negative.

#### **Meetings**

1. The committee shall meet on the last Tuesday of each month, or at the call of the Chair, but not less than one (1) meeting shall be called in each three (3) month period. Meetings shall commence at 5 p.m. unless otherwise agreed by the Committee or deemed necessary by the Chair.
2. Regular meetings of the committee shall be open to the general public. In-camera meetings may be held based upon the provisions of the Community Charter.
3. Any voting member missing three regularly called consecutive meetings without giving a reasonable cause to the Chair or committee clerk in advance will be deemed to have resigned, and will be advised as such in writing or suitable alternative format.

#### **Procedures**

1. The Committee shall prepare an annual work plan in conjunction with the evaluation of the previous year's work plan and implementation/accomplishments.
2. The Committee shall annually file a budget appropriation request, based in part on the annual work plan to all three (3) municipal Councils for their approval. The budget should be designed to enable the committee to conduct its affairs during the coming year.
3. Members will be polled in September to determine
  - a) whether members whose terms are expiring wish to apply for a continuance of their membership (as per Membership Clause 3)

- b) whether members whose terms are not expiring intend to complete their term

The purpose of this survey is to determine the number of vacancies that will exist the following year.

- 4. A Recruitment Subcommittee, consisting of the Chair, the Staff Support person and two other committee members shall be established in August or early September of each year to request and review applications for membership and recommend applicants to fill positions that will become vacant on the 1<sup>st</sup> of January of the following year. The Recruitment Subcommittee will also develop a waiting list of applicants who would have been recommended for membership had vacancies existed.
- 5. The names of those applicants recommended and approved by the Committee shall be submitted for approval to Langley City Council. Information submitted to the Council should include the vacancy to be filled and the term of office, the resumes of all applicants and the confidential recommendation of the Committee for appointments.

## **Inclusive Employment Policy**

(1) The following policy to enhance employment for people with disabilities is adopted by council.

(2) "Contractor" means a party that enters into a contract with a municipality.

(3) Where possible, it shall be negotiated as a condition of a contract, grant or partnership agreement that:

(a) the contractor shall include an employment equity commitment in all job postings for the duration of the contract;

(b) the contractor shall send all job postings to designated organizations that specialize in placing people with disabilities.

(4)(a) The municipality shall include an employment equity commitment in all job postings;

(b) The municipality shall send all job postings to designated organizations that specialize in placing people with disabilities.

## Accessible Street Bylaw

- (1) This bylaw aims to make a municipality more accessible to people with disabilities.
- (2) The provisions of this bylaw will be implemented in accordance with the comprehensive accessibility plan being developed by the city.
- (3) All new development shall completely implement the bylaw. Existing developments shall be updated to the standards in this bylaw on a priority basis, or when major redevelopment work is completed.

### Definitions

#### 4(a) People with disabilities –

(i) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

(ii) a condition of mental impairment or a developmental disability,

(iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

(vi) a mental disorder, or

(v) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workers Compensation Act*.

(b) Pedestrian route – a path of travel that is designated for the exclusive use of individuals operating under the power of foot, wheel chair, powered wheel chair, or other form of transportation that does not utilize an internal combustion engine to power its motion.

(c) Street furniture – includes items such as dispensers, vending machines, waste boxes, planters, posts, signs and guy wires.

### Exterior Routes

5 All pedestrian routes shall be safe and easy to use by a wide range of persons with disabilities. Pedestrian routes shall be easily identifiable, clearly separated from vehicular routes, and free of obstacles at all times of the year. Pedestrian routes shall be developed in accordance with the following guidelines.

### **Accessible Bridges**

- 6(a) Pedestrian sidewalks located on either side of bridges shall have slopes no greater than 5%, and cross slopes no greater than 2%, wherever possible.
- (b) The sidewalk on a bridge shall not be less than 1220mm where there shall be minimal pedestrian traffic, and a minimum of 1525mm where there shall be frequent pedestrian traffic.
- (c) Handrails or guards located beside sidewalks shall be easy to grasp at 50mm wide and mounted at a suitable height.
- (d) Pedestrian footbridges shall have ramp access rather than stairways.

### **Crosswalks**

- 7(a) Whenever possible, engineers will design crosswalks so that the sidewalk and crosswalk are at right angles to one another.
- (b) Crosswalks shall have suitable curb ramps at each end of the walkway where sidewalks are provided, or wherever level differences of more than 19mm occur.
- (c) Crosswalks shall be at least 3000mm wide and clearly marked by 100mm painted white lines, or by using distinctive, highly contrasting paving materials.
- (d) Pedestrian crosswalks located between intersections shall include appropriate curb ramps at each end, and be located so that there is a clear view of traffic, in each direction, and sufficient distance from the intersection to permit a safe crossing.
- (e) Wherever there is a traffic light or pedestrian crossover light. There shall be a clearly identifiable pedestrian push button located adjacent to the crosswalk and mounted on a nearby post at a height of 1065mm. Paving should be level at posts, providing at least 915mm X 1220mm clear approach area for pedestrians.

### **Curb Ramps/Curb Cuts**

- 8(a) Curb ramps shall be provided wherever there is a level difference between the sidewalk, or pedestrian pathway, and the road surface at all street corners, or wherever pedestrian crosswalks are provided.
- (e) Curb transitions shall have a minimum length of 1500mm to provide safer sidewalk ramp transition slopes.
- (f) Curb ramps shall be a minimum of 1500 mm wide, have flared, non-slip sides, and be of a clearly different, cane detectable texture (e.g., incised lines, 13mm deep on 100mm centres in poured in place concrete), from the surrounding sidewalk at right angles to the path of travel.
- (g) Curb ramps shall be finished at the lower edge with a cane detectable rounded edge of 13mm in height and where possible, be in a contrasting colour to the road surface and also be of a different textured material to allow easy identification.
- (h) Curb ramps, as much as possible, shall be free of obstacles that limit free movement such as manhold covers and storm gratings. Curb ramps shall be located so that they are free of accumulated rainwater or melting snow.



- (i) There shall be a clear and level landing minimum of 1065mm deep and where possible at least 1500mm deep, at the top of curb ramps in order to allow turning of mobility aids.

### **Grades and Elevation Changes**

- 9(a) Wherever possible, grades on roads and sidewalks shall be designed so that the slope of pedestrian routes does not exceed 1:20.
- (b) Where elevation changes greater than 1:20 are necessary, and/or where steps are unavoidable, properly designed ramps suitable for persons using mobility aids must be provided in close proximity.
- (c) Where steeply sloping landscaped areas are located adjacent to pedestrian routes and where slope exceeds 3:1, a clear boundary edge; such as a retaining wall shall be installed as a locational aid for persons with visual limitations.
- (d) Where a grade drop-off adjacent to the sidewalk is 460mm or more, a handrail or guard shall be provided as an aid to persons with visual limitations.

### **Guards and Handrails**

- 10(a) Continuous handrails shall be provided on both sides of all ramps or stairs, or wherever three or more steps are provided.
- (b) Handrails shall be of a smooth, easy to grip design, no more than 50 mm in diameter and mounted between 865mm and 965mm.
- (c) A level section of handrail shall extend a minimum of 300 mm beyond the top and bottom risers of all flights of stairs or ramps.
- (d) Handrail ends shall terminate either by turning down, or by going into the wall as an aid to persons who have visual limitations.
- (e) Handrails and/or guards shall not be located within 1000mm of any roadway.

### **Lay-Bys for Vehicles**

- 11(a) Wherever regular stops for special transit vehicles are provided, a special lay-by area, free of other vehicular traffic shall be built whenever possible.
- (b) Lay-by spaces should be level (and fitting to the dimensions of the bus service used in the municipality) with a curb cut located towards the rear of the space.
- (c) Lay-by headroom shall be a recommended minimum of 3555 mm for special transit vehicle and for adapted vans etc.
- (d) Sidewalks adjacent to lay-by headroom shall be a recommended minimum clearance of 1980 mm wide, to accommodate side-loading vehicles with hydraulic lifts.

### **Paths, Sidewalks and Walkways**

- 12(a) All entrance paths/sidewalks in a public right of way and/or walkways for pedestrians and persons using mobility aids must be of firm, level, and

non-slip materials and are recommended to be a minimum of 1675 mm wide to allow two wheelchair or scooters to pass one another. In no case shall sidewalks be less than 1525 mm wide where two-way traffic is expected.

(b) Sidewalks shall be a maximum gradient of 1:20, except where site conditions prevent this.

(c) Unit paving materials used in sidewalks, paths and walkways shall be firm and level, with joints no greater than 6 mm wide.

(d) Where gratings must be located in sidewalks, no opening shall be wider than 13 mm and bars of gratings shall be perpendicular to the path of travel.

### **Pedestrian Routes**

13(a) Public Pedestrian routes shall be designed to ensure the comfort and safety of all persons regardless of age or ability.

(b) All active routes required to accommodate persons using mobility aids, walkers, or persons accompanied by guide dogs, shall be a minimum of 1500 mm wide and 1675 mm when possible.

(c) All routes shall be free of protruding obstacles, overhanging signs, branches, etc., in the walking area, to aid persons with visual limitations.

(d) The maximum allowable protrusion of objects into any pedestrian route from grade to 2030 mm is 100 mm.

### **Ramps**

14 Wherever the gradient is more than 1:20, ramps shall be provided that comply with the following criteria:

(a) Ramps shall not be steeper than 1:12, with individual ramp sections no longer than 9 m.

(b) Ramp widths shall be a maximum of 1100 mm and a recommended minimum of 1015 mm between handrails, to allow persons using mobility aids to move easily and to grasp the handrails if required while ascending or descending. If the ramp is to be used by people with visual limitations, ramps up to 1525 mm shall be used to allow space for a companion or guide dog.

(c) For intermediate level landings, a minimum of 1670 mm in depth by the width of the ramp shall be provided. Level landings at top and bottom of the ramp shall be a minimum of 1670 mm by 1670 mm.

(d) There shall be a 50 mm barrier to act as a safety stop for the front wheels of wheelchairs and/or scooters.

(e) Ramps with slopes between 1:20 and 1:12 require handrails on both sides as an aid to mobility.

(f) Handrails on ramps shall be mounted between 865 mm and 965 mm, and provide a smooth continuous surface from the top to the bottom of the ramp, without breaking the handhold.

### **Stairs and Steps**

15 (a) Exterior steps shall be of firm; non-slip materials with a recommended maximum rise of 180 mm, and a maximum tread length of 280 mm.

- (b) Tread nosings shall be clearly marked with either a brightly painted non-slip finish and/or include an integrated non-slip nosing that clearly contrasts in tone/colour from the tread.
- (c) Continuous handrails shall be provided on both sides of all exterior flights of stairs or steps, which include 3 or more risers.
- (d) For all flights of stairs or steps that are 2200 mm wide or greater, an intermediate handrail shall be installed, as an aid to persons with limited mobility or vision.
- (e) Paving surfaces at the top and bottom of all flights of stairs or steps shall include a cane-detectable and textured walking surface, a minimum of 915 mm deep, as an early warning of an impending level change to persons with visual limitations.
- (f) Exterior doors that open onto landings shall be avoided wherever possible, in order to minimize hazards to persons with visual limitations. Where such doors are unavoidable, the landing depth shall be increased to 1670 mm. No door shall open onto any sloping section of a ramp.

#### **Traffic Islands on Public Right of Way**

- 16(a) Where traffic islands are required, they shall be built of materials and finishes that are easily distinguishable from the surrounding paving, as an aid to persons who are blind or who have visual limitations.
- (b) Pedestrian crosswalks that cross a traffic island shall be level with the main crossing or have curb ramps for persons using mobility aids.
- (c) Traffic islands shall be at least 1500 mm wide (1980 mm when possible) to provide persons using mobility aids and seniors with a safe resting zone.
- (d) Where the cross surface at the island is level with the paving, the safe waiting area shall be made clearly identifiable by using different materials, colours or textures that are detectable by persons with low vision.

#### **Bus/Public Transit Shelters**

- 17(a) Bus shelters shall be located on a firm and level base approximately 4265 mm by 1830 mm and be at the same elevation as the sidewalk or walkway. Clearances around the shelter (particularly on the side of the landing pad) shall be a minimum of 1100 mm. This will allow easy wheelchair or scooter access on all sides used by pedestrians.
- (b) The bus shelter design shall provide a clear view of on-coming traffic, and have a minimum interior length of 2185 mm to accommodate persons using mobility aids.
- (c) At least one seat, between 405 mm and 460 mm high shall be provided inside the bus shelter, since it would be suitable for seniors and other persons with limited stamina. For persons who are very tall, or who have difficulty sitting, a resting ledge, or substantial handrail, mounted at 760 mm to 815 mm high shall be provided.
- (d) All glazed panels forming part of a bus shelter shall have 50 mm diameter decals or a continuous coloured line, mounted at eye-level 1525 mm. Decals

shall be positioned at no more than 150 mm on centre, to ensure easy identification by persons with limited vision.

### **Bus Stops**

- 18(a) Waiting areas at bus stops shall be of level and firm materials, at least 2000 mm wide by 12000 mm long, in order to accommodate waiting persons.
- (b) Bus stop areas shall be free of all street furniture.

### **Emergency Vehicle Access**

19. Vehicular routes, used by emergency vehicles shall be clearly identified by suitable signage and shall avoid crossing primary pedestrian routes to the main entrance or other accessible entrances wherever possible.

### **Street Furniture and Vending Machines**

- 20(a) All street furniture, including light standards, signs, planters, mail boxes and vending machines, shall be mounted to one side of the normal path of travel so as not to inhibit free movement of persons who have visual limitations, or who use mobility aids.
- (b) Amenity strips, a minimum of 610 mm wide, and composed of different materials than the path, shall be installed where possible.

### **Passenger Loading Zones**

- 21(a) Passenger loading zones on individual sites shall be located within 30m of the main or other accessible entrance.
- (b) Bus parking space at passenger loading zones should be at least 7925 mm long by 3050 mm wide, to accommodate special transit vehicles.
- (c) Headroom clearance at car passenger loading zones shall be a minimum of 2750 mm.
- (d) If the loading zones are used by special transit vehicles, the headroom clearance shall be 3555 mm.
- (e) Suitable curb ramps shall be provided at all passenger loading zones, where differences in roadway and sidewalk levels are greater than 19 mm.
- (f) Van parking spaces at passenger loading zones shall be a minimum of 7315 mm long by 2590 mm wide.
- (g) All designated passenger loading zones shall have a sidewalk or safe pedestrian zone, located behind the vehicle and at the passenger boarding side of the vehicle, a minimum of 2000 mm wide by the length or width of the boarding space, to ensure safe loading and unloading.
- (h) All designated passenger loading zones shall be marked with appropriate signage utilizing the "International Symbol of Accessibility".

### **Boardwalks**

22(a) Where boardwalks are provided, they shall be at least 1675 mm wide to allow two persons in wheelchairs to pass easily.

(b) Boardwalk surfaces shall be of firm, non-slip materials. Where wooden boardwalks are provided, planks shall be laid perpendicular to the normal path of travel with joint widths no greater than 6 mm.

(c) Where the grade drop-off on any side is greater than 205 mm, a contrasting, continuous stand up edge of at least 150 mm high shall be installed as an aid to persons with visual or mobility limitations.

(d) Where the grade drop-off is greater than 460 mm, handrails or other suitable guards are required.

(e) Roads, paths, sidewalks or other pedestrian approach to the boardwalk shall allow easy wheelchair or scooter access via level surfaces and/or suitably ramped access points.

(f) Benches and/or garbage cans shall be located to one side of the boardwalk on level, firm surfaces at the same elevations as the boardwalk.

### **Crosswalk/Pedestrian Signals**

23(a) Both audible and flashing crossing signals shall be provided as an aid to persons who have hearing or visual limitations.

(b) Audible pedestrian signals shall be at least 15 decibel louder than ambient noise.

(c) There shall be two different audible pedestrian signals made with different tones, identifying when it is safe to cross either direction.

(d) Crosswalks shall be equipped with a button which when pressed shall provide extra time to cross the street. The clearly marked pedestrian button shall be available and mounted on a pole beside the curb cut, at a maximum height of 1065 mm.

(e) Tactile features shall be provided as an aid to persons who have both hearing and vision limitations.

(f) In locations frequently used by seniors or persons with disabilities, crossing timing shall be installed to permit pedestrians, or wheelchair users to cross safely.

### **Lighting for Exterior Areas not including roads**

24(a) Exterior lighting shall be designed in accordance with I.E.S.N.A. (Illuminating Engineering Society of North America) standards, in all public thoroughfares and along all pedestrian routes to ensure safe access for persons with disabilities at sidewalks, bus stops, or parking areas leading to public facilities or amenities. Lighting levels of 100 lux. (10 ft. candles) measured at the ground of all accessible pedestrian entrances are required as an aid to persons with visual disabilities.

(b) At frequently used pedestrian routes lighting levels shall be 30 lux. (3 ft. candles).

(c) In accessible parking areas, lighting levels shall be a minimum of 50 lux (5 ft. candles) at accessible parking spaces and along accessible routes from areas of parking to accessible entrances.

(d) Lighting sources shall be selected and located at, or beside steps and stairs, to ensure clear definition of treads, risers, and nosings.

- (e) All lighting over pedestrian routes shall be evenly distributed, provide a reasonable colour spectrum, and minimize cast shadows for persons with low vision.
- (f) Supplementary lighting shall be provided to highlight all key way-finding signage.
- (g) Lighting standards or posts shall be mounted to one side of pedestrian walkways so as not to inhibit free movement of persons using mobility aids.
- (h) Low-level lighting standards shall be tall enough to clear normal snow accumulation heights.
- (i) Overhead light fixtures shall be mounted on standards that ensure clear headroom of 2030 mm is available, below fixtures or supports, as an aid to persons with visual limitations.

### **Traffic Signals**

- 25(a) Traffic light timing at specific sites shall be adjustable to suit not only the volume of vehicular traffic, but also the volume of pedestrian traffic.
- (b) Timing of lights for frequently used pedestrian crossings shall be adjustable so that the walking speed of persons with disabilities, or seniors, can be accommodated safely.
- (c) Audible pedestrian signals indicating when it is safe to walk shall operate consistently with visible pedestrian signals. The sound of signals shall be capable of being heard above ambient traffic noise. Signal sounds shall differentiate directional crossings (e.g., east to west signal should differ from north to south signals).
- (d) Where high use or specialized community facilities (e.g., Senior's Centres) are served by pedestrian crossings, crossing signals shall be capable of being activated by pedestrians waiting to cross.
- (e) Tactile features shall be provided as an aid to persons who have both hearing and vision limitations.
- (f) Buttons for pedestrian initiated calls shall be located in a constant location, on posts set in level surfaces that are identified by textured paving, for persons with visual limitations. The button itself shall be mounted at a constant height of 1065 mm and be easily identifiable by colour and profile. Push button shall provide a locator tone.
- (g) No obstacles, poles, bins, signs etc., shall be located on the level approach area or within 990 mm of the normal pedestrian approach to the call button location.

### **Garbage Cans and Recycling Bins**

- 26 (a) Garbage Cans and Recycling Bins shall be accessible to persons with various disabilities and shall be permanently located to one side of any path or walkway so as not to encroach on walkway width.
- (b) Garbage cans shall be securely mounted and be large enough to contain the anticipated amount of waste so that overflows do not cause a tripping hazard.

- (c) Garbage cans in open areas such as parks, wilderness, beach or picnic areas shall be securely mounted on firm level pads.
- (d) Waste receptacles or holders containing waste bins shall be clearly identified by suitable signs and/or colours.
- (e) Where lids are provided on waste receptacles, they shall be easy to operate with one hand and have openings mounted no higher than 1065 mm from grade.

### **Benches and Seats**

- 27(a) Exterior benches or seats shall be located to one side of public walkways or paths and be mounted on a firm and level base, such as a concrete pad, brick pavers, etc.
- (b) Fixed benches shall include suitable back supports and arms to allow for easy transfers, with a seat height between 405 mm and 460 mm.
- (c) Space shall be available beside the bench for at least one person using a wheelchair or scooter with a minimum clearance area of 1015 mm by 1220 mm.

### **Bicycle Racks**

- 28(a) Fixed bicycle racks shall be located to one side of walks, paths, or entrances so as not to impede the normal path of travel or snow clearing activities etc.

### **Mail Boxes**

- 29 Exterior mail boxes, collection boxes, or route boxes shall be mounted to one side of the sidewalk, path, or entrance to allow free, uninterrupted access along the path of travel and/or to entrance doors.

### **Snow-melting and Snow Removal**

- 30(a) Accessible entrances, ramps and steps shall be cleared within the following timelines after a snow storm.
  - (i) from a public building, within 2 hours during operating hours.
  - (ii) within 24 hours from any other accessible structure.
- (b) Sufficient catch basins and run-offs shall be provided to ensure rapid removal of water from melting snow or ice from all pedestrian routes.
- (c) At entrance canopies or at accessible entrances, radiant heating shall be used to automatically clear ice and snow, where timely maintenance and snow clearing may be problematic.
- (d) Snow removal strategies and designated snow accumulation areas shall be arranged so that no accessible pedestrian routes are inhibited by snow.

**GUIDELINES FOR ACCESSIBLE MUNICIPAL INFORMATION**

<b>Standard</b>	<b>Implementation(Responsibility)</b>
1. Public documents should be reviewed for readability and plain language	(Department Managers, Communications Officer)
2. The Municipal Web site will conform to Website Accessibility Initiative Standards	See <a href="http://www.w3.org/WAI/">http://www.w3.org/WAI/</a> (Communications Department)
3. A few copies of key documents such as publication lists are to be made available in easy-to-read format at service counters.	Publications lists are to be available at counters in large print. Managers are encouraged to provide other popular documents in large print as well. (Department Managers).
<p><b>4. Wherever possible, the following CNIB standards for easy-to-read format are to be used for written materials:</b></p> <p><b>san serif font (eg. Arial or Universe)</b></p> <p><b>no italics, only titles bolded</b></p> <p><b>don't use glossy stock</b></p> <p><b>high contrast between ink and paper</b></p>	<p><b>These standards should be applied to all reports and correspondence.</b> Some exceptions may be necessary. (Serif font is easier on the eyes for long documents). Additional steps that can increase readability include:</p> <ul style="list-style-type: none"> <li>generous use of white space</li> <li>column format</li> <li>wide margins</li> <li>large font (12 point or better)</li> </ul> <p>Documents printed for mass distribution should be exempt, but will be reviewed by staff for readability.</p> <p>(All City Staff)</p>
5. Enlarged copies of documents available on request; charges should be consistent with those for general public.	Any requests for enlarged documents should be handled in the same way as routine requests for copies of public documents, including the same per page copying costs.



<p>6. Audio transcription available by request. Legal documents should be transcribed by a qualified contractor; other documents can be transcribed in-house.</p>	<p>City staff will need to determine most appropriate process and Department responsibility. In the interim, any requests for audio transcription can be directed to the Clerk's Department.</p>
<p>7. Staff available to read short documents to clients with visual impairments, upon request.</p>	<p>There should be staff available in each Department to read up to 3 pages of District documents to residents who cannot read it themselves. Department Managers can assign responsibility for this task within their department. Larger documents can be referred to the Clerk's Department for transcription. (Department Managers/Clerical Staff)</p>
<p>8. Policy in place for provision of documents in electronic format..</p>	<p>Public documents will be provided on .the City's web pages where appropriate. Staff can also provide reports in .pdf format via e-mail. Large documents may be provided to the public on disc at cost.</p>
<p>9. Set up a publications account to subsidize costs of transcription of documents for people with visual impairments.</p>	<p>Existing budgets for printing/publications.</p>
<p>10. Routine staff training to include process for getting documents transcribed into alternative formats.</p>	<p>Human Resources.</p>
<p><b>11. Large print message on major publications indicating that alternative formats are available.</b></p>	<p>Staff should include the message (on title page or other appropriate location), in a minimum of 14 point: "This document is available upon request in enlarged print or computer disk." Publications that are normally free to the public can be provided in alternative formats at no charge; otherwise they can be provided at cost. (All Staff)</p>

12. Signs next to publications displays and at front reception counters indicating alternative formats are available.	
13. Inform public about availability of publications in alternative formats.	The Communications Officer will work with the Clerk's Department to develop the most effective and efficient way to publicize this service. City staff should also inform the public about this service at open houses, etc.
14. Distribute notice about service to local agencies.	(Communications Officer).

### **City Publications available in Alternative Formats**

In recognition of the fact that not everyone has perfect vision, the City of Langley makes its publications available in alternative formats. If you have trouble reading our regular publications, you can request:

#### **1. Enlarged Copies**

Enlarged copies are available at the same cost as regular publications.

#### **2. Computer Disk**

Bring in your own disk, or we will provide you with one at cost. Please note that documents provided on computer disk are not considered "official" documents as they can be altered.

The City continues to work to improve its service to the public. If you have any suggestions, please drop us a line or contact us at XXX-XXX-XXXX.

## **ADAPTABLE HOUSING POLICIES AND GUIDELINES**

### **Introduction**

Having visitable, adaptable, and accessible housing<sup>1</sup> is an essential component of constructing a more inclusive and accessible community for people with disabilities. Unfortunately, in recent years, while jurisdictions such as Ontario have raced forward with policies to make their communities more accessible, British Columbia has reduced municipalities' ability to make housing more accessible and has not improved on the current lackluster accessibility provisions in the existing building code. That being said, municipalities can take limited steps to provide more visitable, accessible and adaptable housing through rezoning, housing agreements and through the use of the public purse. This guide will explain the concepts of visitable, accessible and adaptable housing and outline steps that municipalities can take. It explains the planning process that municipalities can engage in, possible requirements for visitable and adaptable housing, policy tools that municipalities have available to achieve these ends and concludes with a model density bonusing bylaw that municipalities can adopt and alter for their own requirements.

### **Planning**

Section 877(2) of the Local Government Act requires a community plan that addresses special needs housing. Planning is absolutely essential to ensuring that the needs of people with disabilities are adequately met.

Before developing a plan for adaptable and accessible housing, a municipality may wish to conduct a needs assessment for the community. This component of the process involves analyzing the current and future demand for accessible housing by gathering information on the number of people with disabilities in the community, plus the age and other demographic characteristics (income, living arrangements, ability/disability, etc) of the general population. This data can be compared to the availability of housing stock that meets the needs of the current and projected population. As the population ages there will be an increased demand for accessible and adaptable housing. Having identified that a need exists for more accessible housing (ideally all housing would be accessible to everybody) then an action plan can be developed to realize the goal of creating an accessible community.

The Official Community Plan and, if applicable, local area plans, should include goal statements and implementation plans which address the need for accessible and adaptable housing. Below is an example of an action plan for accessible housing that would be suitable for inclusion in an official community plan. Area

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<sup>1</sup> See Attachment 2 for definitions of these terms.

plans could specify which sites are most suitable for the development of adaptable and accessible housing.<sup>2</sup>

### ***Sample housing goal***

To develop a comprehensive supply of housing that:

- satisfies a range of life cycle and lifestyle choices for residents
- is affordable, diverse and sustainable, and
- enables residents to age in their neighbourhood of choice.

### ***Sample accessible housing objective***

To facilitate a supply of accessible housing adequate to meet the needs of the community.

### ***Sample accessible housing policies and actions***

1. Prepare a needs assessment for accessible housing in partnership with other interested groups and organizations.
2. Support and encourage the development of accessible housing as identified in the accessible housing needs assessment.
3. Review all related bylaws, such as the land-use bylaw, to identify and remove regulatory and other barriers to the development of accessible housing in the community.
4. Revise the land-use bylaw to allow the use of the bonus density provisions of the *Local Government Act* as an incentive to providing affordable housing, special needs housing and amenities.
5. Support the use of city lands for accessible/supportive housing and prepare policies and guidelines for the sale or lease of lands for this purpose.
6. Support reimbursement of city building licence fees for affordable accessible housing projects.
7. Work in partnership with community organizations to develop an accessible community.

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<sup>2</sup> Adapted from: *Supportive Housing for Seniors: A Policy and Bylaw Guide*, Ministry of Municipal Affairs, 1999.

8. Work in partnership with other government agencies, the private sector, and non-profit organizations to ensure the provision of adequate affordable accessible housing in the community.
9. Encourage and facilitate the development of partnerships among community organizations to provide accessible housing and related services.
10. Undertake a public information initiative to provide information on housing needs in the community that will raise awareness of the role of supportive housing in the community.
11. Establish an accessible housing task force to oversee the implementation of these policies.
12. Identify key locations for accessible housing.

### **Location of Housing: Integrating people with disabilities into the community**

Another aspect of accessibility is building accessible and adaptable housing in locations where people with disabilities can access services in the community and not be ghettoized. This means that the issue should be considered when special needs housing is being planned and built, especially when public money is being used.

The City of North Vancouver has developed a set of guidelines for developing special needs housing and integrating it into the community:

1. *Locational considerations must include availability of transit, eg. on or adjacent to bus routes, and access to shopping, leisure (coffee shops, pubs, theatres) and recreation opportunities (ideally within 2 or 3 blocks).*
2. *Early in the process, find and work with a society or association which would manage the units on an on-going basis. In determining an appropriate administering group, consider efficiencies in administration from societies with other projects located nearby.*
3. *Assist in obtaining assured subsidy (on a continuing basis) for integrated units.*
4. *Attempt within each project to have a minimum of 2 or 3 subsidized rental units for persons with disabilities to prevent isolation and ghetto-ization.*
5. *For housing persons requiring higher care levels, consider a grouping of 6-8 units to enable pooling of care and services - an ideal range is 5-10% of integrated units within a residential complex.*

## 6. In stratified buildings:

- *carefully choose type and level of disability;*
- *incorporate into a housing agreement with the project developer the level of maintenance fees, and that rental status is assured for the special units. Also, stipulate these as requirements in the Strata Bylaws to provide full disclosure to potential buyers and protection for tenants and administrators of special units;*
- *consider policy that all units have one vote regardless of tenure or status.*

Due to the current legal landscape, all components of these guidelines may not be actionable. However, it can serve as something for communities to implement when special needs housing is being constructed with public money, a housing agreement has been signed, density bonusing is being used, or the voluntary guidelines are being followed.

### **Visitability**

The idea of visitability is relatively simple. Homes should be constructed in a manner that allows people with disabilities to visit the homes of friends and family with ease. Municipal governments can play a key role in promoting visitability in their communities. While in the current legislative environment, municipalities do not have many tools to mandate visitability requirements for detached homes and other forms of accommodation, municipalities can **promote** the concept by making individual home builders aware of the benefits of visitable homes. Otherwise, a lack of visitability can lead to social isolation, institutionalization, dangerous living conditions and an unacceptably poor quality of life.

There are various categories of visitability: basic visitability, enhanced visitability, and adaptable housing. Adaptable housing has been discussed in detail above.

### **Basic Visitability**

Basic visitability has four main criteria: (1) an accessible path of travel; (2) a no-step entrance; (3) passable interior circulation on the main floor; (4) access to a main floor washroom.

#### **An accessible path of travel**

There should be an accessible path of travel from the curb side to the front door. The line of travel should have a gentle grade (maximum 5%); the path of travel should be firm, stable and slip resistant; the path of travel should be a minimum of 915 mm in width; the cross slope of the path of travel should be no

more than 2%; there should be no steps along the path of travel; and there should be no drop off or slopes over 5% along the edge of the path of travel.

### **A no-step entrance**

This feature also requires an exterior landing entrance area with a minimum clear area of 1525mm by 1525mm. This areas surface should be firm, stable and slip resistant; it shouldn't have a slope in any direction of more than 2%; and the door should have a minimum width of 915mm.

### **Passable Interior Circulation on the Main Floor**

Each interior doorway should have a minimum width of 810mm (32"). There should also be a clear passage with a width of at least 915mm (36") to all main floor activity areas including the washroom.

### **Access to Main Floor Washroom**

The main floor toilet should have space for at least a 1525mm turning circle in front of the toilet, with the washroom door not crossing the turning circle while being closed or opened. Clear space under wall-hung fixtures can be included in the 1525mm requirement. The washroom should have at least one sink and one toilet.

### **Enhanced Visitability**

Enhanced visitability has some added features and requirements. These are as follows:

#### **Enhanced no-step entrance**

There is a requirement to have a minimum 610mm wide area next to the latch side of the entrance door on the pull side of the door and a minimum 305mm on the latch side of the entrance door on the push side of the door. The controls to intercoms and door bells shall be located no higher than 1220mm above the ground. The entrance and landing area must be well lighted, having lights with at least 200 lux power. Finally, door handles and locks should be easy to use and located no more than 915mm from the ground.

#### **Enhanced Interior Circulation on the Main Floor**

To meet the enhanced interior circulation requirements one has to have a minimum 610mm wide area next to the latch side of a door on the pull side of the door and a minimum 305mm on the latch side of the door on the push side of a door. In addition, there should be raised electrical outlets, no less than 455mm above the floor. Controls for items such as light switches, security controls, intercoms, and thermostats should be located a maximum of 1220mm above the floor. There should be return lever lock sets on all doors in the dwelling unit as well as an electrical receptacle located above the entrance door so that electrical controls can be added to the door at a later date.

#### **Access to an Enhanced Main Floor Washroom**

There should be at least one properly located grab bar, in addition to wall reinforcement for future grab bar installation, lever type faucets and non-slip flooring.

### **Kitchen Enhancements**

In the kitchen there should be lever type faucets and clear floor space of at least 765mm x 1220mm in front of each of the appliances, sink, and work counters and with a minimum clearance between counters and all opposing cabinets of at least 1525mm.

### **Adaptable Design Guidelines**

Adaptable design aims to have housing stock designed in a manner that makes it easily adaptable to accommodate a person with a disability. Adaptable design is most useful because it allows the occupant to modify the home as their needs change, thus allowing "aging in place." It also allows the occupant to make modifications which are most suitable to their particular disability. In addition, as the population ages there will be a corresponding increase in the percentage of the population that has a disability, and therefore an increasing need for such housing. Constructing buildings according to adaptable design will increase the percentage of housing that can accommodate them and reduce the costs to society of an aging population; it is significantly cheaper to include adaptable design features in the original construction than to make subsequent modifications.

### **Adaptable Design in British Columbia**

Several municipalities in British Columbia have imposed adaptable design requirements for new medium and high density apartment buildings. Unfortunately, under regulations pursuant to the community charter, municipalities no longer have the power to automatically impose building requirements that exceed the provincial building code. They need to get provincial approval for such a by-law. Currently, the province is in the process of developing a model template for accessible housing that could be adopted by any municipal government. It is unknown when that model template will be published. If the province refuses to approve a specific bylaw or fails to come up with a model bylaw that they will accept, the only tools that municipalities have to increase accessibility is density bonusing, housing agreements and to draft voluntary adaptable design guidelines. Municipalities can require that certain amenities be provided, including accessibility, in exchange for granting the developer permission to construct to a higher density than the zoning bylaws would otherwise permit. This is a win-win situation because the community can increase its stock of accessible housing and the developer has the potential to make greater profits. However, there are limits to what can be accomplished through density bonusing because not every development requires a change in zoning.



The City of North Vancouver and Saanich both have an excellent set of guidelines which municipalities can copy.

The CNV's guidelines have three distinct levels, each having progressively more onerous requirements. The bylaw requires that all medium and high density residential apartment complexes meet the basic level one requirements. In addition, 20% of suites must meet the level two requirements. No units are required to meet the level three standards but suites that meet level two or three requirements will have square footage removed from the floor space calculations, which allows them to construct more units.

The requirements for CNV's adaptable design guidelines and DNV's guidelines are reproduced as Attachment 2..

### **Density Bonusing**

One way in which municipalities can promote accessibility is through density bonusing. The density bonusing provisions are set out in s. 904 of the *Local Government Act*. These provisions permit a municipality to allow for greater density in exchange for providing amenities as well as special needs housing. Municipalities can use these provisions to require that housing is adaptable and accessible, when a rezoning needs to take place. However, these provisions are useless when all that needs to be issued is a building permit. For more information on this subject please see the provincial government document, *Density Bonus Provisions of the Municipal Act: A Guide and a Model Bylaw*, Ministry of Municipal Affairs and Housing, British Columbia, 1997 available online, as well as the model density bonusing bylaw at the end of this document.

### **Other supports that Municipal Government's can provide**

Section 905 of the *Local Government Act* allows municipal governments to enter into housing agreements in which the local government and the owner of the housing units agree about one or more of the following: (a) the form of tenure of the housing units; (b) the availability of the housing units to certain classes of people (such as people with disabilities); (c) the administration and management of the housing units; (d) rents, sale or share price that may be charged. Frequently, such housing agreements take place in conjunction with the municipal government providing some other type of assistance, under the community charter. As long as the municipality gives notice, section 24 of the *Community Charter* states that a municipality may dispose of land or improvements to land, or any interest or right in or with respect to them, for less than market value; it can lend money; it can guarantee repayment of borrowing or provide security for borrowing; and it can provide assistance under a partnering agreement. However, municipalities cannot provide such assistance to a business, nor can it exempt business from a tax or fee. This means that such projects will have to be operated by the not for profit sector to receive the range of support that is available from municipal governments. At times, the municipality might be able to waive some fees (find out more about this). A good example of a policy that a municipality could follow is to lease municipal land or housing on municipal land below market rates to non-profit groups. Another is to connect density bonusing to the signing of some form of housing agreement.

## Accessible Housing Bylaws<sup>3</sup>

While an Official Community Plan sets out general policy for the municipality, bylaws that enable the municipality to achieve the goals in the Plan may also be required. A bylaw which outlines the conditions for density bonusing is one of the most effective tools that municipalities can employ to obtain amenities for their community through the development process, including accessible or adaptable housing .

Wherever a "++" is used, the bylaw author needs to replace it with relevant information.

A. Section 904(1) of the *Local Government Act* authorizes a [Council/Board] ++ to adopt a zoning bylaw which may establish:

- (a) different density regulations for a zone, one generally applicable for the zone and the other or others to apply if the applicable conditions are met, and
- (b) conditions that will entitle an owner to the higher density;

B. The [Council/Board] wishes to provide for increased permitted density in the [++ specify zone(s)] if the applicable conditions relating to the provision of accessible/adaptable/visitable housing are provided [++ or conserved];

### 1. Definitions.

In this bylaw [++ or section]:

(a) "special needs housing" means, in the case of a single family dwelling, housing that meets basic visitability requirements; and in the case of apartment complexes, buildings in which every unit meets level one requirements and 20 percent meet level two requirements.

### 2A. Density.

The floor space ratio [as previously defined in the bylaw] for all building and structures on a [++ lot/parcel] must not exceed ++ . OR

### 2B. Density.

Density must not exceed ++ dwelling units per hectare of lot area.

### 3A. Bonus Density.

The floor space ratio permitted under section 2A above will be increased by

(a) ++ for each [++ dwelling unit or other unit of affordable and special needs housing provided], or

[++ to a maximum total floor space ratio of ++], but only if the conditions set out in section 4 below are met.

OR

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<sup>3</sup> Modeled on the model density bonus bylaw contained in *Density Bonusing: A Guide and Bylaw*, Ministry of Municipal Affairs and Housing, March 1997 (<http://www.housing.gov.bc.ca/housing/BONUSDN/samplbyl.html>).

### 3B. Bonus Density.

Despite section ++ 2B above, ++ additional dwelling units per hectare of lot area are permitted

(a) ++ for each [dwelling unit or other unit of affordable and special needs housing provided],

but only if the conditions set out in section 4 below are met. [In no case will the total number of dwelling units per hectare of lot area exceed ++ .]

### 4. Conditions for Bonus Density.

Following are the conditions which must be met before the bonus density under section ++ 3A/3B above will be permitted:

(a) where special needs housing is to be provided, the registered owner must enter into a housing agreement with the municipality under section 905 of the Local Government Act, to ensure that the special needs housing is constructed and maintained for the purpose of providing accessible/adaptable and visitable housing for people with disabilities;

(b) the housing agreement must contain an agreement, in the case of single family detached or semi-detached dwellings, to construct it according to visitability standards (see Schedule A); or in the case of an apartment complex, to construct the building to level one requirements with 20 percent of the units meeting level two requirements;

(c) apartment complexes shall meet the accessible parking guidelines

and must be granted, executed and delivered to the municipality prior to the issuance of any building permit for the land in relation to which the density bonus is permitted.

## ADAPTABLE DESIGN GUIDELINES

The District of North Vancouver has developed voluntary guidelines for single family dwellings, townhouses and apartment buildings. In many ways they closely follow visitability principles.

### BASIC SINGLE FAMILY & TOWNHOUSE LEVEL ONE (A)

<b>Entrance</b>	Unobstructed access to building	Enable a person using a cane, walker, or wheelchair to gain entry
<b>Entrance</b>	Canopy over entrance (91 cm x 91 cm or 3'x 3')	Provide shelter to person who has difficulty unlocking front door
<b>Entrance</b>	91 cm or 36" wide front door	To permit easier entry by person in wheelchair
<b>Entrance</b>	Doorbell max 106 cm or 42 inches above floor	To permit person in wheelchair to ring bell
<b>Entrance</b>	Large, easily read address numbers (10 cm or 4" in contrasting colour)	Assist visually impaired
<b>Entrance</b>	Flush thresholds (max 13 mm or ½ inch)	Assist those with walkers and/or visual impairment
<b>Finishing</b>	Lever door handle on all doors is preferred	Preferred, exceptions where interior design requires
<b>Bathroom</b>	Pressure balanced tub/shower valves (as per code)	Prevent scalding (Now req. by building code)
<b>Bathroom</b>	Solid backing provided in walls of tub/shower and toilet	To permit installation of grab bars
<b>Min. of one bathroom</b>	Adaptable to permit entry and wheelchair turning radius (cabinet removal if necessary)	Permit use by wheelchair
<b>Min. of one bathroom</b>	Adjustable height shower head or hand held shower on adjustable bracket	Permit sit down bathing
<b>Bedrooms</b>	Duplex outlets beside telephone jacks	Enable installation of messaging equipment

**BASIC MULTI-FAMILY APARTMENT SUITES  
LEVEL ONE (B)**

<b>Entrance</b>	Unobstructed access to building	Enable a person using a cane, walker, or wheelchair to gain entry
<b>Entrance</b>	Outside stairs – colour contrast on nosing of each stair	Assist visually impaired
<b>Entrance</b>	Unobstructed access from parking levels containing accessible parking, including 122 cm or 48 inch wide corridors and 61 cm or 24 inch clear wall space adjacent to door latch	Permit mobility of those with walkers and chairs
<b>Entrance</b>	Easy to read building address numbers (10 cm or 4 inch letters in contrasting colours)	Assist visually impaired
<b>Entrance</b>	Good lighting both outside and inside building entrance	Assist visually impaired
<b>Entrance</b>	Canopy over entrance and doorphone (91 cm x 91 cm or 36 inch x 36 inch)	Shelter for those with mobility impairment
<b>Entrance</b>	Enter phones, elevator and door bells at 106 cm or 42 inch above floor	Permit those in wheelchair to reach buttons
<b>Entrance</b>	Accessible mailbox with turning space beside	To permit wheelchair users to access
<b>Entrance</b>	Provide wiring for automatic door opener	Permit installation
<b>Entrance and doors</b>	91 cm or 36 inch doors at entry and throughout building	Permit wheelchair access
<b>Doors</b>	Flush thresholds throughout (13mm or ½ inch)	Assist those with walkers and/or visual impairment
<b>Doors</b>	Lever door handles	Assist those with mobility problems
<b>Circulation/corridors</b>	Minimum of 122 cm or 48 inch wide (except service entrance)	Permit movement of wheelchairs
<b>Circulation</b>	Contrasting colour signage in common areas	Assist visually impaired

**BASIC MULTI-FAMILY APARTMENT SUITES  
LEVEL ONE (B)  
Con't**

<b>Bathroom</b>	Solid backing provided in walls of tub/shower, toilet area, and behind towel bars	Permit installation of grab bars
<b>Min. of one Bathroom</b>	Adaptable to permit entry and wheelchair turning radius (cabinet removal if nec.)	Permit use by wheelchair
<b>Bathroom</b>	Pressure balanced tub/shower valves (as per code)	Prevent scalding
<b>Bedroom/living room</b>	Wiring for visual alarm system in living room and min. of one bedroom (Connect to fire alarm system)	Permit installation of a warning alarm for hearing impaired
<b>Bedroom</b>	Duplex outlet beside telephone jack	Permit installation of electronic equipment

**ADAPTABLE DESIGN GUIDELINES  
ENHANCED ACCESS  
LEVEL TWO**

<b>Entrance</b>	Unobstructed access to building	Enable person using a cane, walker, wheelchair to gain entry
<b>Entrance</b>	Outside stairs-colour contrast on nosing of each stair	Assist the visually impaired
<b>Entrance</b>	Unobstructed access from parking levels containing the accessible parking spots (with 152 cm or 60 inch wide corridors and 61 cm or 24 inch clear wall space adjacent to door latch)	Permit mobility of those with walkers or wheelchairs
<b>Entrance</b>	Easy to read building address numbers (122 cm or 48 inch letters in contrasting colours)	Assist the visually impaired
<b>Entrance</b>	Good lighting both outside and inside building entrance	Assist the visually impaired
<b>Entrance</b>	Canopy over entrance and doorphone	Shelter for those with mobility impairment
<b>Entrance</b>	Accessible door phone (call buttons at 106 cm or 42 inches above the floor)	Enable those in chairs to reach
<b>Entry door</b>	Provide automatic door opener for building entry	Assist the frail
<b>Entry door</b>	Flush thresholds throughout building (1.3 cm or ½ inch)	Assist those with walkers, chairs or a visual impairment
<b>Entry/foyer</b>	No polished finish on floors	Reduce slipping
<b>Entry doors</b>	91 cm or 36 inch wide building and suite entry doors	Facilitate entrance of walkers, wheelchairs, carts
<b>Unit entry doors</b>	Adjustable door closers to reduce force necessary to open door to 5 lbs. (22N)	Permit the frail to open door

**ADAPTABLE DESIGN GUIDELINES  
ENHANCED ACCESS  
LEVEL TWO**

Con't

<b>Corridors/circulation</b>	Corridors-minimum 152 cm or 60 inch wide (except service areas)	Permit movement of wheelchairs
<b>Doors</b>	Lever door handles	Permit easier opening by the frail
<b>Interior doors</b>	86 cm or 34 inches clear door opening, pocket doors in small spaces with heavy duty hardware and D-handles	Mobility and ease of operation for those with walkers, chairs, and/or who are frail
<b>Balconies and patios</b>	Min. 86 cm or 34 inch wide clear opening, level thresholds (1/2" or 1.3 cm) and 152 cm or 60 inch turning radius on balcony	
<b>Windows</b>	Prefer an opening mechanism a max of 117 cm or 46 inch above floor, easy grasp levers	Allow mobility impaired to operate
<b>Windows</b>	Sills max of 76 cm or 30 inch above floor	Allow those in chairs to see and use
<b>Electrical</b>	Switches and thermostats max of 106 cm or 42 inch above floor	Allow wheelchair users to reach
<b>Electrical</b>	Electrical outlets, cable outlets, telephone jacks not lower than 46 cm or 18 inch above floor	Reduce need to bend low
<b>Electrical</b>	Wiring for visual alarm system in living room and one bedroom connected to fire alarm system	Strobe or other device for the hearing impaired
<b>Electrical</b>	Rocker switches	For those with arthritis
<b>Electrical/phone</b>	Duplex outlets beside phone jacks	To permit installing monitoring equipment
<b>Kitchen</b>	Continuous counter between sink and stove	Allow frail to slide pans across
<b>Kitchen</b>	Pull out work boards at 81 cm or 32 inch height	Permit those in wheelchair to prepare meals
<b>Kitchen</b>	Adjustable shelves in all cabinets; D cabinet handles	Permit access by those with mobility impairment



**ADAPTABLE DESIGN GUIDELINES  
ENHANCED ACCESS  
LEVEL TWO**

Con't

<b>Kitchen</b>	Lever faucet handles	Permit easy use
<b>Bathroom</b>	Solid blocking provided in walls of tub/shower, toilet and behind towel bars	Permit installation of grab bars
<b>Bathroom</b>	Pressure balanced tub/shower valves (as per code)	Prevent scalding
<b>Bathroom</b>	Adjustable height shower head or hand held shower head on adjustable bracket	Enable sit down showers
<b>Bathroom</b>	Offset plumbing for vanity	Allow for later adaptation for wheelchair
<b>Bathroom</b>	Toilet located adjacent to wall	Allow for transfer to toilet seat from chair
<b>Bathroom</b>	Provide entry and turning radius within bathroom for wheelchair.( removal of a vanity cabinet if nec.)	Wheelchair mobility
<b>Bathroom</b>	Tub control valve placed at outer edge of tub with spout in middle	Permit filling tub without bending or reaching
<b>Bedroom</b>	Three way switched outlet near bed and doorway	Allow person in bed to control lights
<b>Flooring</b>	Non-glare kitchen floors, slip resistant bathroom flooring; and high-density low loop carpet with max. 1.3 cm or ½ inch underlay	

**ADAPTABLE DESIGN GUIDELINES  
ENHANCED FEATURES  
LEVEL THREE**

The following are general guidelines. Specifics should be determined by reference to the likely needs of the residents. In addition, advances in technology may affect many features at this level.

<b>Entrances</b>	As in level Two	
<b>Entry doors</b>	As is level Two	
<b>Unit entry doors</b>	Add a second peep hole at 104 cm or 41 inches	
<b>Entry/foyer</b>	No polished finish	Reduce glare and reduce possibility of slipping
<b>Flooring</b>	High density, low loop carpet	Ease mobility/wear and tear walker/wheelchair users. Wheelchair users prefer no underlay
<b>Corridors/circulation</b>	Provide 152 cm or 60 inch turning radius outside and <u>inside</u> entry corridor of each unit	Permit movement of wheelchair
<b>Doors</b>	As in Level Two	
<b>Balconies/patios</b>	As in Level Two	
<b>Windows</b>	As in Level Two	
<b>Electrical</b>	As in Level Two	
<b>Electrical</b>	Provide wiring for automatic door opener and strike at a unit entry	To permit inexpensive addition of an automatic door opener for those with severe mobility difficulties
<b>Electrical phone</b>	As in Level Two	
<b>Kitchen</b>	Provide 152 cm of 60 inch turning radius	Enable use of wheelchair
<b>Kitchen</b>	Provide sufficient space for future installation of cook top, wall oven and side by side frig; provision for removal of sink cabinet and lowering of countertop height	Enable full use by wheelchair

**ADAPTABLE DESIGN GUIDELINES  
ENHANCED TREATURES  
LEVEL THREE**

Con't

<b>Kitchen</b>	Some electrical switches and outlets at front of counters	To enable those in a wheelchair to reach
<b>Kitchen</b>	Continuous counter between sink and stove	Allow pans to be slid, not lifted
<b>Kitchen</b>	Pullout boards at 81 cm or 32 inch height	Permit those in wheelchair to prepare meals
<b>Kitchen</b>	Adjustable shelves in all cabinets; D cabinet handles	Permit use by those with mobility impairment.
<b>Kitchen</b>	Lever faucet handles	Permit use by those with mobility impairment
<b>Kitchen</b>	Adjustable height workspace min. 81 cm or 32 inch between sink and stove	Enable those in wheelchair to prepare foods
<b>Kitchen</b>	Lowest shelf of cupboard 137 cm or 54 inch above floor	To enable those in wheelchair to reach
<b>Kitchen flooring</b>	As in Level Two	
<b>Bathroom</b>	As in Level Two	
<b>Min. of one bathroom</b>	Provide swing out door or pocket door	Access by wheelchair
<b>Min. of one bathroom</b>	Turning radius of 152 cm or 60 inch for wheelchair	Use by wheelchair
<b>Min. of one bathroom</b>	Space under sink min. 81 cm or 32 inch wide	To allow access by wheelchair
<b>Min. of one bathroom</b>	Provide for future installation of a wheelchair accessible shower with 1.3 cm or ½ inch threshold	Wheel in shower
<b>Bedroom</b>	As in level Two	
<b>Min. of one bedroom</b>	Sufficient manoeuvring space between closet and double bed	Wheelchair access
<b>Laundry facilities</b>	Provide front loading side by side washer dryer in unit or in accessible common area 122 cm or 48 inch manoeuvring space in front of washer/dryer	Permit use by those in a wheelchair

Adopted March 17, 2003

**Best Practices: Requirement for Service Bays at Fuelling Stations  
(Example from the District of North Vancouver)**

Background:

District of North Vancouver Council was concerned over the loss of service bays, and the implications for people with disabilities who may need assistance to fuel their vehicles. Municipal staff created 2 service categories and 2 zoning categories. These were defined as "gas bars- selling gas etc but without mechanical services and gas service station- selling gas etc. but with service bays. These were called C3 and C3A zones. In both zones the operator is required to provide attendants at the pump for those wanting assistance for 12 hours per day. Prior to the bylaw being adopted some gas stations were already 100% self-service and they were grandfathered so they do not have to provide help at the pump. Existing service stations are not permitted to become full service, even if they are being totally re-built. See the excerpt from the DNV Zoning Bylaw for the definitions and regulations. The full Bylaw is available at [www.dnv.org/Government/Council/Bylaws/Zoning](http://www.dnv.org/Government/Council/Bylaws/Zoning).

Excerpt:

"gasoline bars" means land buildings and structures used for the retail sale of motor fuels, lubricating oils, automobile accessories, a limited range of food and confectionery products, and a car wash, and may include a service bay for the servicing and repair of vehicles up to a gross vehicle weight of 4,500 kg. Retail sale of motor fuels shall be permitted provided that each type and grade of automotive fuel available at the self serve pumps is also available at a full service pump, for a minimum of twelve hours each day or during all hours which fuel dispensing is provided on site, whichever is less. (Bylaw 7040)

"gasoline service stations" means land buildings and structures used for the retail sale of motor fuels, lubricating oils, automobile accessories, a limited range of food and confectionery products, and a car wash, and must include a service bay for the servicing and repair of vehicles up to a gross vehicle weight of 4,500 kg. Retail sale of motor fuels shall be permitted provided that each type and grade of automotive fuel available at the self serve pumps is also available at a full service pump, for a minimum of twelve hours each day or during all hours which fuel dispensing is provided on site, whichever is less. Bylaw 7040)

## **Sample Accessible Gasoline Station Bylaw**

1 Pursuant to section 8(6) of the *Community Charter*, Council enacts the Accessible Gasoline Station Bylaw.

### **Definitions**

2(a) "Gasoline station" means a business established for the purpose of the commercial sale of petrol, natural gas, diesel, hydrogen and other fuels used to operate a motor vehicle.

(b) "Full service" means the provision of an operator who pumps fuel products for customers, including a staff member who will assist people with disabilities to fill a propane tank, if such products are sold.

### **License**

3 The municipality has the power to issue, revoke, alter or cancel a license to operate a gasoline station.

4 In order to operate a gasoline station in municipality X, the operator must be issued a license.

### **Conditions of License**

5 The following are conditions of a licence to operate a gasoline station:

(a) Full-service shall be provided at all times during which the gasoline station is open.

(b) For further clarity, nothing in this bylaw prohibits a gasoline station from providing a self-service option.

### **Violation of License**

6 The violation of any of the conditions of the licence is an offence punishable by revocation of the license.

## **Accessible Public Facilities Bylaw**

1(a) These standards shall be implemented on all new municipal public facilities.

(b) In existing municipal public facilities the municipality shall implement the standards in this bylaw in accordance with the priorities identified in the municipal accessibility plan.

### **Definitions**

2 Municipal facility- a facility owned or operated by the municipality.

### **Exterior Signage and Way Finding**

3(a) A comprehensive exterior signage and way-finding system is required at every major site or facility, to assist visitors with varying disabilities to locate appropriate parking and accessible entrances.

(b) The street address and/or building/facility name shall be clearly visible from the street or public laneway.

(c) Lettering size shall be legible at typical viewing distances such as from the road, approach route, and parking area.

(d) Signage generally shall be in bold 'sans-serif' lettering on a highly contrasting background.

(e) Building addresses or identifying signage at street level, whether it is mounted in landscaped areas or on posts, shall be high enough to be clearly visible even with snow piled nearby.

(f) Pedestrian, vehicular, and emergency routes shall all be clearly identified.

(g) One-way routes shall be clearly marked – both with paving markings and by post-mounted signs.

(h) The "International Symbol of Accessibility" shall be used to identify special amenities, such as accessible parking, accessible entrances, or accessible washrooms.

### **Benches and Seats**

4(a) Exterior benches or seats shall be located to one side of public walkways or paths and be mounted on a firm and level base, such as a concrete pad, brick pavers, etc.

(b) Fixed benches shall include suitable back supports and arms to allow for easy transfers, with a seat height between 405 mm and 460 mm.

(c) Space shall be available beside the bench for at least one person using a wheelchair or scooter with a minimum clearance area of 1015 mm by 1220 mm.

### **Drinking Fountains**

5(a) Drinking fountains shall be readily accessible to and useable by persons with disabilities, including persons who have visual limitations and those using mobility aids. (b) Drinking fountains shall be set to one side of the path of travel with enough approach room for persons using mobility aids.

- (c) Where exterior public drinking fountains are provided, they shall be securely mounted, and ensure clear knee space below 700 mm, to allow comfortable access by persons using mobility aids.
- (d) Where the drinking fountain is recessed and/or wall mounted, clear knee space of 765 mm wide by 735 mm high to the underside of the unit is required.
- (e) The controls for the drinking fountain shall be mounted to one side of the bowl; be no higher than 915 mm; and be easily operable with one hand.
- (f) *The spout for water projection shall preferably be no higher than 915 mm, with a trajectory across the bowl.*
- (g) For persons who cannot use a drinking fountain easily, an adjacent paper cup dispenser shall be provided.

### **Public Telephones**

- 6(a) Where public telephones are provided in exterior settings, at least one telephone shall be designed to be wheelchair accessible.
- (b) No controls or coin slots shall be mounted higher than 1200 mm.
- (c) Telephone enclosures or recesses shall be 760 mm wide with knee space below the phone shelf or equipment at least 685 mm clear.
- (d) Telephones shall be mounted to one side of the path of travel, clear of door swings or other obstacles, with enough open space for access by persons using mobility aids.
- (e) Lighting level at public telephones shall be at least 100 lux. (10 ft. candles).
- (f) Accessible public telephones shall be clearly identified by the "International Symbol of Accessibility".
- (g) At least one telephone shall be available that is capable of accommodating persons who are deaf, deafened, or hard of hearing (e.g., with an acoustic coupler, volume control etc.), and be clearly identified with the "International Symbol" for persons who are deaf, deafened, or hard of hearing.
- (h) Where several public telephones are located side by side, at least one TTY device (Text Telephone) shall be provided for persons who are deaf, deafened or hard of hearing.

### **Public Showers and Changing Rooms**

7. All showers and changing rooms shall meet the accessibility requirements of section 3.7.4.8.(10) and (11) of the B.C. Building Code .

### **Public Washrooms**

8. All washrooms shall meet the accessibility requirements of section 3.7.4.8 of the B.C. Building Code.

### **Vanities and Work surfaces**

9(a) Vanity surfaces located in public washrooms and cloak rooms, shall be mounted no lower than 760 mm and no higher than 840 mm to allow easy access by users with mobility aids.

(b) Knee space below the accessible vanity counter or apron shall be at least 735 mm high at the front edge of the apron by 205 mm deep from front edge and 760 mm wide, to allow easy access by persons using mobility aids.

(c) Basins in accessible vanities shall be mounted as far forward as possible, without encroaching on the recommended knee space clearances.

(d) The hot water basin temperature shall be controlled, i.e. 49 ° C or lower. Where water temperature is higher, waste traps below basins shall be insulated to prevent accidental burns.

(e) Accessible work surfaces at service or information counters, study carrels etc., shall be mounted between 760 mm and 865 mm high, with clear knee space below.

### **Vending Machines**

10(a) Where vending machines are provided in municipal owned facilities, care shall be taken to ensure that such machines are accessible to and useable by persons with mobility aids and low vision and that the machines do not block a path of travel.

(b) Vending machine controls, dispensing areas, or other working parts shall be located no higher than 1200 mm and no lower than 465 mm from the floor.

(c) Signage on vending machines shall be in high contrast letters and at least 13 mm high, to ensure legibility by persons with visual limitations.

(d) Floor space in front of vending machines shall be at least 1370 mm deep by 1525 mm long, to allow lateral access by persons with mobility aids, including wheelchair/scooter users.

### **Ticketing Machine**

11(a) Both interior and exterior ticketing machines for parking, fares, or general admission shall be accessible to persons with limited manual dexterity, persons using mobility devices and persons with low vision.

(b) Ticket dispensing machines shall not have operable or dispensing parts higher than 1200 mm or lower than 915 mm from floor level.

(c) Control buttons or card access locations shall be easy to identify and useable by persons with low vision or limited manual dexterity.

### **Interior Signage and Way-finding**

12(a) A comprehensive signage system shall be installed, for orientation and way-finding in large or complex buildings, where public services or programs are provided. Such signage and complementary way-finding strategies must be logical, consistent in design and distribution throughout the building and include lettering, numbers, pictograms or icons that are legible and easy to comprehend.

(b) All directional signage and locational signage shall be mounted at eye-level, between 1370 mm and 1525 mm high.

(c) Room numbers or names shall be mounted on the wall close to the opening side of the door, preferably within 305 mm of the doorframe as a constant reference location.



(d) Lettering for room numbers or names shall be no smaller than 25 mm high in sans serif type print and be in a highly contrasting colour of at least 70%, compared to the background colour. Raised lettering is preferred for easy identification by persons with visual disabilities.

(e) Braille information shall be located immediately below all room numbers and names, as well as below any major directional signs.

(f) In larger public facilities, a tactile map of the facility showing the distribution and location of key areas/spaces shall be provided in the main entrance lobby. In large complex buildings tactile maps may be required on each floor and shall be located close to the major point of arrival to the floor.

(g) Lettering or signs providing general directions shall be in large size print that is legible from normal viewing distance(s).

(h) Directional, instructional information, or maps showing exiting details for emergency situations shall be located on every floor of large buildings providing services or programs to the public.

(i) Where special exiting instructions are provided for persons with disabilities, (e.g., directions to safe holding areas), this information shall be in large print on a highly contrasting background for easy identification and legibility by persons with low vision.

### **Arrival and Departure Areas**

13(a) All pedestrian routes to the Main Entrance and/or other accessible entrances shall provide a safe, direct, level and obstacle free path of travel for persons with mobility or visual limitations.

(b) Provide an accessible route from the site boundary to the Main Entrance and/or other accessible entrance of at least 1675 (1500 mm is the requirement in the code) mm wide. *The path shall be made of firm, non-slip material.*

(c) Accessible pedestrian routes to entrances shall be designed so they do not cross into vehicular routes.

(d) In situations where accessible pedestrian routes cross into vehicular routes, crossings with suitable curb ramps identified by bright or white lines and/or distinct paving shall be provided.

(e) *Slopes of walkways shall not exceed 1:20 (5%).* Where steeper walks are necessary, nearby stairs shall be provided and the slopes shall be treated as ramps.

(f) Where the length of accessible routes to accessible entrances exceeds 30 m, rest areas at intervals of 30 m shall be provided.

(g) Rest areas shall be located to one side of walkways, be at least 1200 mm deep and include space for a bench, wheelchair, or scooter.

(h) *The path shall be clear of obstructions to a height of 2000 mm, except handrails, which may protrude 100 mm into the clear area.*

### **Ramps**

13 (a) Ramps shall be provided where necessary to provide access to a municipal facility.

(b) Ramps shall be constructed in accordance with section 3.8.3.3 of the British Columbia Building code.

### **Stairs and Steps**

14(a) Exterior steps shall be of firm; non-slip materials with a recommended maximum rise of 180 mm, and a maximum tread length of 280 mm.

(g) Tread nosings shall be clearly marked with either a brightly painted non-slip finish and/or include an integrated non-slip nosing that clearly contrasts in tone/colour from the tread.

(h) Continuous handrails shall be provided on both sides of all exterior flights of stairs or steps, which include 3 or more risers.

(i) For all flights of stairs or steps that are 2200 mm wide or greater, an intermediate handrail shall be installed, as an aid to persons with limited mobility or vision.

(j) Paving surfaces at the top and bottom of all flights of stairs or steps shall include a cane-detectable and textured walking surface, a minimum of 915 mm deep, as an early warning of an impending level change to persons with visual limitations.

(k) Exterior doors that open onto landings shall be avoided wherever possible, in order to minimize hazards to persons with visual limitations. Where such doors are unavoidable, the landing depth shall be increased to 1670 mm. No door shall open onto any sloping section of a ramp.

## **PART II – INDOORS**

15. All interior routes from accessible entrances to accessible exits shall be safe and easy to use by people with different disabilities, including people requiring mobility aids, and people with vision or cognitive limitations. Routes shall be clearly identified and logical in layout.

### **Canopies and Weather Protection**

16(a) Main entrances and other accessible entrances shall be protected by a suitable canopy or overhang.

(b) Where canopies project over passenger boarding zones, a minimum headroom clearance of 2750 mm shall be provided, however, where possible a clearance of 3555 mm shall be constructed to accommodate special transit vehicles, or 2895 mm to accommodate adapted vans used by persons with disabilities.

### **Doors and Doorways**

17(a) The main entrance doors and other accessible entrance and exit doors shall be a minimum of 915 mm wide.

(b) One accessible entrance is required for buildings having 1 to 3 entrances and 2 accessible entrances for buildings having more than 3 to 5 entrances. For buildings having more than 5 entrances, no less than 50 percent shall be accessible as per the standards of the B.C. Building Code.

(c) Where pairs of doors are utilized, at least one shall provide a clear opening of 810 mm wide.

(d) Accessible entrance doors and related vestibule doors shall be automatic or have power-assisted door openers.

(e) The swing patterns of doors shall be defined by a highly contrasting and textured surface (or mat) at grade, which projects a minimum of 305 mm beyond the door swing. Alternatively, suitable guards, which project a minimum of 305 mm beyond the door swing, shall be provided as an aid to persons with visual limitations. A minimum 305 mm clearance shall be provided between the guard and the opened door.

(f) In buildings where there is a significant amount of glazing at grade, door frames shall be clearly colour differentiated to aid in locating the entrance.

### **Door Hardware, Locks and Closers**

18(a) Automatic door openers shall be installed wherever there is sufficient demand.

(b) Push buttons or card access controls used to open doors shall be located away from the door swing and they shall be mounted on walls or posts, at a height between

1000 mm and 1100 mm measured to the centre of the control.

(c) The push buttons diameter shall be at least 150 mm.

(d) Doors in a series such as in a vestibule, shall be a minimum of 2135 mm apart and/or the clear floor area between door swings shall be no less than 1200 mm.

(e) Door hardware, including pulls and push plates, shall be mounted between 915 mm and 1065 mm from grade.

(f) All door handles on entrance, vestibule, and room doors shall be easy to grasp and use.

(g) Door handles for items including closet doors and drawer pulls shall be of the simple 'D' type and be between 75 mm – 100 mm long.

(h) Door locks shall be mounted between 760 mm and 1065 mm high.

(i) Door handles on sliding doors shall be easy to grasp and use and shall not reduce the effective clear opening width below 810 mm.

(j) *Where out-swinging doors must be closed to preserve privacy (e.g. on washroom doors), an additional pull handle, mounted horizontally and close to the hinge side of the door, shall be installed.*

### **Entrances**

19(a) Enough waiting space shall be provided inside the main accessible entrance, either in the vestibule or adjacent lobby, for at least two persons using wheelchairs. There shall be a clear view from waiting areas to entrance and arrival area for taxis, buses or private vehicles.

(b) Accessible entrances shall provide basic protection from the weather and include doors and vestibules that are useable autonomously.

(c) Where accessible entrances include security locks or other locking devices, a nearby call bell (or information telephone) shall be available for persons requiring information or assistance.

(d) An accessible public telephone shall be available near the accessible entrance to provide seniors and persons with varying disabilities with suitable telephone access.

### **Glazed Screens and Sidelights**

20(a) Fully glazed sidelights at exterior entrances or in interior vestibules, as well as fully glazed screens elsewhere, shall be clearly identifiable, with a row of bright decals or a continuous opaque stripe, a minimum of 50 mm wide and of highly contrasting colour, shall be mounted at eye level, between 1350 mm and 1500 mm from the floor.

(b) Partially glazed doors shall have glazed panels that extend low enough to allow persons using mobility aids to see what is on the far side of the door (i.e., maximum height from grade 900 mm to lower edge of glazing).

### **Mats and Mat Sinkages**

21(a) Mats at entrances and in vestibules shall be level with the floor and/or located in mat sinkages, so as not to create a tripping hazard for persons who have visual limitations or a hindrance to persons using mobility aids.

(b) Where occasional mats (e.g., runners provided during bad weather) are used, they shall be level with the floor surface and/or have gently beveled edges so as not to create a tripping hazard.

(c) Where runners are used to define preferred walking routes to information counters, elevators etc., such as in main entrance and lobby areas, they shall lead directly to the desired objective with no furniture or obstacles intruding into the required route. Runners shall be as continuous as possible and colour/tone differentiated from the adjacent floor colour.

### **Thresholds**

22(a) Thresholds required to accommodate floor level or finish changes to exterior areas shall be gently beveled and not exceed 13 mm in height.

(b) Thresholds at interior doorways shall be beveled and not exceed 13 mm in height.

### **Vestibules**

23(a) Interior vestibules to washrooms or other special areas shall be fully accessible to persons using mobility aids. All vestibules, corridors, or aisle widths shall be a minimum of 1500 mm wide to allow persons using mobility aids to turn at right angles through door openings.

(b) Vestibule depths shall provide at least 1500 mm floor space, clear of door swings and/or other obstacles, for maneuvering of mobility aids.

(c) Doors shall have 600 mm clear space at the jamb on the side that the door swings towards and on the side that the doors swing away from, 300 mm clear space available adjacent to the jamb on the opening edge of the door.

### **Waiting Areas**

24(a) In waiting areas for information, services or assistance, loose furniture shall be large enough to accommodate at least two persons, in addition to other members of the public.

(b) Waiting areas with fixed seating shall include enough clear space for a minimum of two persons using wheelchairs or scooters.

### **Interior Routes**

#### **Aisles and Passages**

25(a) In high use public areas, aisles and passageways, a minimum of 1675 mm wide is required to allow two persons using wheelchairs or scooters to pass each other easily.

(b) In low use areas and offices, clear aisle space and passageways between walls, glazed screens, furniture and/or other major obstacles shall be a minimum of 1100 mm to accommodate users of mobility aids.

(c) Wherever aisles that are 1100 mm wide are extensive in length or terminate in a dead end, a turning space of at least 1600 mm by 1600 mm shall be available at 30 m intervals and recommended at dead end locations.

#### **Corridors and Halls**

26(a) *Corridors and paths of travel shall be a minimum of 1500 mm wide.*

(b) Wherever extended length corridors are provided, a suitable and colour contrasted handrail shall be included, on at least one side of the corridor, as an aid to seniors and persons with limited mobility.

(c) In extended length corridors of 40 m or more, a bench shall be provided at an intermediate point along the corridor.

(d) *No obstruction located within 1980 mm of the floor shall project more than 100 mm into a corridor or hall unless the distance between the obstruction and the floor is less than 680 mm.*

(e) *Abrupt changes in floor level shall not exceed more than 13 mm.*

#### **Doors and Doorways**

27(a) Doors, doorways or arched openings shall be a minimum of 915 mm wide, with no opening less than 860 mm clear between obstructions.

(b) There shall be a minimum of 1600 mm clear area in the area towards which a door swings.

(b) Where fire doors or smoke doors are required in any corridor hallway, they should be a minimum of 915 mm wide, and provide a clear width between multiple doors of 860 mm.

(c) *The opening force required for interior doors, using closers or other automatic latching devices shall not exceed 22 Newtons.*

(d) *Exterior doors, which include panic hardware, shall be capable of being opened with a force no greater than 38 Newtons.*

### **Elevators and Platform Lifts**

28(a) Elevators and passenger platform lifts shall be designed to be useable independently by and accessible to persons using wheelchairs and scooters, in all public facilities.

(b) Elevators shall conform with the requirements of s. 3.5.2.1(3) of the B.C. Building Code except where these requirements exceed them.

(c) *Controls/buttons shall include tactile information to ensure easy use by persons who have visual limitations. Controls/buttons shall be easy to reach and push, be raised and require minimal strength to activate.*

(d) A delay button shall be available both in the cab and in each elevator lobby to allow boarding by persons who are slower than usual, as a result of ageing or disability.

(e) Individual platform lifts required to travel between levels not exceeding 1980 mm shall have a platform size of no less than 1725 mm by 1370 mm.

(f) Elevators and platform lifts used by persons with disabilities shall include an emergency call system linked to a monitored location within the building, with 2-way voice communication capability.

(g) A concave mirror shall be installed at the back of the elevator cab.

(h) *Lighting in elevator cabs and at platform lifts shall be no less than 100 lux (10 ft. candles) measured at the floor level. The same lighting level shall be provided in adjacent lobby space to minimize tripping hazards at door openings.*

### **Interior Ramps**

29(a) Interior ramps shall have a maximum slope of 1 in 12, however, a slope of 1 in 15 is preferred.

(b) The maximum length of any ramp is 9 m between level landing areas.

(c) Where short ramps are required, e.g., for level differences of 150 mm, the ramp slope shall be evaluated on case by case basis.

(b) Ramp surfaces shall be non-slip.

(e) The width between handrails shall not be less than 1015 mm and not more than 1100 mm.

(f) Handrails are required on both sides of ramps and shall extend at least 300 mm beyond the head and foot of the ramp.

(g) Provide a cane-detectable floor surface 765 mm deep at the head and foot of all ramps to alert persons who have visual limitations.

(h) The cane-detectable surface shall be colour or tone contrasted with surrounding floor to ensure easy identification.

### **Safe Holding Areas**

30(a) Where a safe holding area is part of the emergency plan for persons with disabilities, the area shall be able to accommodate a number of persons using various mobility aids.

(b) Safe holding areas shall be located in logical locations on each floor that are easy to identify by persons who have visual limitations and be accessible to wheelchair and scooter users.

(c) Safe holding areas shall have separate emergency lighting and ventilation systems. A two-way voice communication system linked to the fire control center shall also be provided.

### **Stairs and Steps**

31(a) Stair treads shall be a minimum recommended of 280 mm.

(b) Stair risers shall be a maximum recommended height of 180 mm.

(c) Interior stairs or flights of steps shall contain no less than 3 risers. Where the underside of stairs is open, a cane detectable barrier shall be provided when the headroom clearance is less than 1980 mm (2030 mm is recommended), as protection for persons who have visual limitations.

(d) *A highly contrasting and cane-detectable floor surface at least 915 mm deep, shall be located at the head or foot of each flight of steps or stairs to warn persons who have visual limitations that a level change is pending. (Similar to 3.8.3.11.(1) of the code.)*

(e) Handrails or guards shall be contrasting in colour and project a minimum of 300 mm beyond the top and bottom riser to aid persons who have visual limitations.

(f) *The treads and risers shall conform with section 3.4.6.7.(1) of the B.C. Building Code.*

(h) *A handrail shall be provided in accordance with s. 3.4.6.4. of the B.C. Building Code.*

### **Turnstiles and Control Gates**

32(a) Wherever turnstiles or other crowd control gates are used to manage the movement of people, such turnstiles shall either be of breakaway design to accommodate persons using wheelchairs/scooters or have an adjacent access gate that is wide enough to allow the passage of persons using wheelchairs/scooters or other mobility aids.

(b) Clearances at turnstiles or gates shall be a minimum of 860 mm clear width.

## **Interior Amenities**

### **Coat Closets and Clothes Racks**

33(a) In each major area or on each floor, 10% of all coat storage space shall be accessible and free of obstacles and be reachable and useable by persons using mobility aids such as wheelchairs/scooters.

(b) Accessible closets and coat racks shall have coat rods and/or coat hooks fixed securely and mounted between 1200 mm and 1370 mm high.

(c) At least one fixed shelf shall be provided in accessible sections of coat closets mounted no higher than 1420 mm. No base or lower shelf shall be installed in accessible closets.

(d) Clear door openings for closets or coat racks shall be at least 810 mm wide to allow a frontal approach by persons using mobility aids.

(e) Public check-in counters for coat storage located in entertainment facilities or other settings, shall include at least one section of lowered counter, approximately 765 mm wide and 865 mm high to allow easy access by persons using mobility aids.

### **Door and Cupboard Handles**

34(a) Door pulls or latches shall be of the lever handled or 'D' type for easy use by persons with disabilities.

(b) Door hardware shall be mounted no higher than 1065 mm.

(c) Locks shall be included as part of the handset.

(d) Sliding cupboard or door hardware shall be selected and mounted so that the clear door opening that remains is at least 860 mm wide.

(e) Pocket door hardware shall include a 'D' type pull on the leading edge.

### **Equipment and Furniture**

35(a) In selecting furniture or equipment for public and staff areas, care shall be taken to ensure that selected items and their layout will not constitute a hazard for persons who have visual limitations and that they are useable by persons with varying disabilities.

(b) All items of furniture, equipment and planters etc., shall be positioned to one side of the normal path of travel.

(c) All temporary items, including display stands, information boards, easels, and recycling bins shall be located to one side of the normal path of travel.

(d) Loose seating, chairs or benches shall have seat heights between 405 mm and

460 mm, so that seniors or others can get in and out of them without difficulty.

(e) Some seats shall be provided with both armrests and backrests to provide adequate support for frail individuals, seniors or persons with stability and/or transferring difficulties.

(f) Tables and desks shall generally be selected with a working surface no higher than 785 mm and clear knee space of 700 mm high, by at least 760 mm wide between supports, to allow easy wheelchair access and use.



- (g) Coffee and telephone tables, located in waiting areas and lounges, shall be no lower than 510 mm high and shall have an open base to ensure persons using mobility aids approach.
- (h) Planters shall have strong cane-detectable bases.

### **Information and Service Counters**

- 36(a) Counters used for information or service purposes shall have at least one section useable by persons in wheelchairs/scooters at a maximum height of 865 mm. The counter shall have no obstructions that adversely affect the ability of the public or staff to pass through information or have eye contact. Accessible sections of counters shall be a minimum of 760 mm wide, with knee space below of at least 250 mm deep by 700 mm high, to allow easy wheelchair/scooter approach and use.
- (b) Where speaking ports are provided at public service locations including inquiry counters, and ticket sales desks; at least one such position shall have the speaking port no higher than 1065 mm for persons using mobility aids.

### **Lockers and Baggage Storage**

- 37(a) In schools, recreation/transit facilities, or wherever public or private storage lockers are provided, at least some of the storage units shall be useable by persons using mobility aids.
- (b) A minimum of 5% of spaces shall be accessible for people with disabilities.
- (c) In storage or baggage lockers for people with disabilities the bottom shelf of the compartment shall be no higher than 1220 mm and no lower than 460 mm from the floor.
- (d) Locks for accessible storage lockers shall be mounted at 915 mm, but no higher than 1065 mm. Locks shall be easy to operate by persons with limited manual dexterity.
- (e) Numbers or names on lockers shall: be in distinct and legible lettering; be mounted no higher than 1525 mm; and be of either raised or recessed lettering. Lettering colour shall be highly contrasted from the background.
- (f) Lettering or number size shall be between 13 mm and 19 mm high, for easy legibility by persons who have visual disabilities.
- (g) Aisle spaces in front of lockers, baggage compartments and carousels shall be a minimum of 1370 mm deep to permit a forward or lateral approach by users with mobility aids.
- (h) Baggage racks or carousels for suitcases shall have the platform surface no higher than 460 mm from the floor.

### **Mirrors**

- 38(a) Mirrors located in public washrooms in municipally owned facilities shall be available to and mounted at suitable heights for use by persons in wheelchairs or scooters.
- (b) *The lower edge of mirrors over vanities and washbasins in public washrooms shall be mounted no higher than 915 mm from the floor. Alternatively, a tilted mirror shall be provided.*

(c) *Where suitable mirrors cannot be mounted over basins, a separate full-length mirror is recommended. The lower edge of the mirror shall be mounted approximately 610 mm from the floor and extend to no less than 1830 mm high. Such mirrors shall be located where there is a clear floor area of 915 mm by 1370 mm deep in front to ensure access by persons using mobility aids.*

(d) Mirrors shall not be mounted immediately opposite doors/openings into washrooms or elevators as the reflections are confusing to persons who have cognitive limitations.

(e) Tinted mirrors or patterned mirror surfaces shall not be installed as they present distorted images for some seniors and persons with low vision.

(f) Lighting over mirrors shall be of an even quality and not act as a source of direct or reflected glare.

### **Platforms/Daises**

39(a) Platforms or daises, provided for display or presentation purposes, shall be accessible to and useable by persons with mobility aids.

(b) Permanent or temporary ramps shall be available for persons with mobility limitations and should be located so as not to constitute a tripping hazard for persons who have visual limitations.

(c) The surface of ramps shall be non-slip and the junction with the floor shall be no greater than a 13 mm rise.

### **Windows and Window Hardware**

40(a) In buildings with operable windows, the opening sections shall be easy to reach and be capable of being operated by persons using mobility aids.

(b) Sill heights shall ideally be no higher than 760 mm from the floor to allow vision out

by persons using mobility aids or by persons who are confined to their beds.

(c) Horizontal transoms in windows shall not be mounted between 1070 mm and 1200 mm, so that they do not interrupt the eye level of seated persons.

(d) Window opening hardware shall be mounted no higher than 1065 mm, where possible.

(e) Window opening hardware shall be of the lever handle type.

(f) In residential suites, opening units of windows should be designed to deflect direct drafts away from the occupants whenever possible.

(g) Window blinds, drapes or louvers shall have operators, controls, and pull cords etc., that are accessible to persons using mobility aids by being in an open approachable space, mounted no higher than 1200 mm.

### **Interior Systems and Controls**

41 All Building Systems shall be designed to accommodate the needs of people with varying disabilities. The needs of persons with vision or hearing loss shall be particularly considered, with respect to lighting and acoustic design. Seniors and others needs, respecting personal comfort and safety, also require special consideration.

### **Acoustics**

42(a) The acoustical environment of public buildings and spaces shall accommodate the unique needs of persons who have visual or auditory limitations and who may need to differentiate essential sounds from general background noise.

(b) Floor finishes, wall surfaces and ceilings shall be selected so that occasional noise is not unduly amplified, allow foot steps to be heard by persons with visual limitations but may add confusion for persons with auditory disabilities.

(c) Design changes shall be implemented where possible to ensure that impact sounds from secondary corridors are different in quality from sounds in major routes.

(d) Ceiling shapes shall be designed so that echoes do not occur.

(e) Public address and call systems shall be capable of being zoned to key areas, rather than blanketing all areas of a building at all times.

### **Audible Signals**

43(a) Essential audible signals, such as fire-alarm signals or elevator arrival call systems,

shall be loud/distinct enough to be heard above normal ambient sounds by persons with sensory disabilities.

(b) Fire alarm signals in public buildings shall be designed to alert seniors and persons with sensory disabilities, that (1) there is a problem, and (2) when to evacuate the building.

(c) Audible alarm signals shall be accompanied by visual alarms, as an aid to persons who are deaf, deafened or hard of hearing. For persons who have both visual and auditory limitations, portable-vibrating alarms shall be provided.

(d) In all municipal buildings and institutions providing services or programs to seniors and persons with disabilities, a two-stage emergency alarm system shall be installed, with distinctive (i.e., pulses or intermittent) audible pedestrian signals for each stage (see paragraph b) above).

### **Automatic Door Openers**

44(a) Individuals with varying disabilities shall be able to enter or exit the building safely and easily.

(b) At main entrances and at other accessible entrances to public buildings and institutions, automatic door openers or assisted door openers on both the exterior entrance and the related vestibule doors shall be provided.

(c) Where interior doors in public buildings providing access to essential services, programs, work or support areas are required to have closers as part of general fire-safety requirements, power assisted openers shall be installed.

(d) The controls for power assisted doors shall be located clear of the door swing where there is sufficient approach space, in areas where there is a minimum clear floor space of 1065 mm by 1525 mm for access by persons using mobility aids. Controls shall be mounted between 1000 mm and 1100 mm high from floor measured from the centre of the control, preferably not on door jambs.

(e) Where automatic detection systems are used, (such as pressure sensitive mats or light beams) the layout of the mats or light beam coverage shall ensure that persons using mobility aids (e.g., wheelchairs/scooters), seniors or persons with visual limitations have time to clear the opening safely, before the door closes again.

(f) Lateral guards shall be provided where automatic exterior doors swing open toward oncoming pedestrians or are located in busy interior areas. Guards shall extend a minimum of 305 mm beyond the swing of the door on both sides of the opening, to provide a warning to persons with visual limitations.

### **Card Access Systems and Security Systems**

45(a) Card access systems shall be suitable for use by persons with varying disabilities, including persons with limited manual dexterity, visual disabilities or difficulty with reaching.

(b) Card entry systems shall be wall/post mounted, between 1000 mm and 1100 mm from the floor measured from the centre of the control card entry system.

(c) Where keypads or other encoded entry/exit systems are used, the buttons shall be raised, mounted on a high contrast background and include raised numerals or letters in a constant array.

(d) Where keypad systems are door or jamb mounted, there shall be enough space to allow a person using a mobility aid to approach and use the keypad and the door safely.

(e) Card systems selected shall have cards that are easy to use by persons who have visual limitations, either by using a distinct colour or texture on one side, or by using raised numbers, letters and Braille to ensure easy orientation and use.

### **Communication Systems**

46(a) General communication systems shall be accessible to, useable and understood by persons with various sensory limitations.

(b) All essential two-way communication systems, utilizing voice input or output, shall also include a digital display for persons with auditory or voice limitations.

(c) Communication systems shall include at least one unit in each array with volume enhancement for persons who have hearing limitations. Systems shall also include a coupling device for persons using hearing aids.

(d) At major information counters, enquiry and booking locations, a TTY telephone shall be installed.

(e) Where visual input or output displays are utilized, some consideration shall be given to the needs of persons who have visual limitations by providing an alternate or supplementary system, with an audio output.

(f) Where visual public communication systems or displays are utilized for public information purposes, an audio output, shall be installed. In addition, braille and large print copies shall be provided.

### **Controls and Operating Mechanisms**

47(a) All controls and operating mechanisms shall be reachable and useable by persons with varying disabilities.

- (b) All controls, operating components or dispensing slots shall be mounted between 610 mm and 1200 mm from the floor, to allow easy access by persons using mobility aids.
- (c) Controls and operating mechanisms shall be clearly visible and identifiable by a distinct colour or tone compared to the background colour. The colour brightness or contrast shall be 70% or greater for best visibility for persons with visual limitations.
- (d) Instruction information detailing the use of key controls or operating mechanisms shall be clearly visible in large print text, on a highly contrasting background. Instructions shall be mounted close to key controls or operating mechanisms for easy identification by all users.
- (e) Lever type controls or raised push buttons, no smaller than 13 mm in diameter, shall be used.
- (f) All light switches, thermostats and fire alarm pull stations etc., shall be mounted no higher than 1200 mm.
- (g) All duplex receptacles shall be mounted no lower than 460 mm from the floor and no higher than 1065 mm.

### **Electrical Power**

- 48(a) Electrical power shall be sufficient to allow supplementary lighting and communication devices to be added wherever needed to benefit various persons with disabilities who use the facility or site.
- (b) Emergency power shall be sufficient to ensure adequate emergency lighting levels, the use of elevators and other key operating components and/or systems during a power outage, in all major areas of the facility, along all paths of travel to exits and in all designated safe holding areas.

### **Fire/Emergency Systems and Signals**

- 49(a) Fire alarm signals shall include both audible and visible components to alert persons with sensory limitations.
- (b) Audible signals shall provide distinctive sounds and be of sufficient power to be heard clearly above the ambient noise in the environment.
- (c) Audible signals for two-stage evacuation shall have distinct noises/sounds in each stage.
- (d) Announcements regarding fire-exiting procedures shall be loud enough to carry above ambient noise levels and be preceded by a distinctive sound, in order to alert building occupants.
- (e) Visible flashing signals shall be utilized and shall be tested to ensure that the signal does not trigger epileptic seizures.
- (f) Signals shall be mounted high on the walls and shall be easily visible against background colour and lighting.
- (g) In facilities serving persons who are blind or who have visual limitations, increased warning signage shall be provided.

### **Heating, Cooling and Ventilation Systems**

- 50(a) Heating, cooling and ventilation systems shall be designed to accommodate persons whose circulatory systems are inadequate.
- (b) Ambient air temperature in municipal facilities shall be between 21° C and 26° C at all times of the year.
- (c) The humidity in municipal facilities shall be between 30% - 40%.
- (d) Mechanical, ventilation and air-cooling systems should be designed so that the air flow from diffusers/grills is not directed towards permanent seating or working locations.

### **Information Systems and Directories**

- 51(a) Information systems providing direct information to the public need to be comprehensible to a wide variety of users, including persons with sensory disabilities.
- (b) Where essential auditory information is available, it shall be complemented by suitable printed material.
- (c) Essential print information shall generally be printed in large text, minimum 12 point font, on a highly contrasting background colour. Print information shall also be available in alternate formats, including braille or audiotape, for use by persons who have visual limitations.
- (d) Information typically available on visual display screens shall also be available in other formats, including audiotape or large print.
- (e) On display monitors, an enlarging function for persons with low vision shall be included.
- (f) Information systems designed for direct access by the general public shall be easy to operate, require little physical effort and be mounted at a height suitable for use by persons with mobility aids.
- (g) Push-buttons (or other controls) accessing public information systems shall be clearly identifiable by colour and/or tone from the background colour, with a contrast of 70% or greater. Push-buttons or other controls shall include raised numbers, numerals or symbols for easy identification by persons who have visual disabilities.
- (h) Lighting levels at keyboards or other controls shall be evenly distributed at no less than 200 lux.
- (i) Visual display screens, in public information or display systems, shall be mounted to ensure there is no direct glare on the surface of the screen.

### **Artificial Lighting**

- 52(a) Artificial lighting and natural light sources shall provide comfortable, evenly distributed light at all working surfaces on the floors of all circulation routes and in all areas of potential hazard, to aid persons with low vision.
- (b) Light sources and fixtures shall be selected to minimize direct or indirect glare from nearby reflective surfaces and to ensure that persons with low vision can navigate safely.
- (c) Lighting design shall ensure that the quality of light is close to a full spectrum as possible to aid in edge and colour definition by persons who have visual

disabilities. Where fluorescent or quartz light sources with a high blue content are used, they shall be offset with incandescent lights.

(d) Light fixtures with multiple pinpoints of high intensity light shall not be used, as they add an unnecessary source of glare and leave an after image on the retina for persons with low vision.

(e) Lighting shall be laid out to create even distribution at floor level, and to minimize pools of light or areas of shadow.

(f) The leading edges of stairs, steps, ramps or escalators shall be evenly lit to minimize tripping hazards. Low-level lighting shall also be installed in special locations, including theatres and sports arenas, to aid in safe navigation by all users.

(g) Lighting levels in elevator lobbies shall be similar to the lighting levels in elevator cabs in order to minimize tripping hazards. Lighting levels in elevator lobbies shall be no less than 100 lux, at the threshold of the elevator.

(h) Emergency lighting over interior stairs and ramps, in exits, or other paths of travel, shall be at least 100 lux at the walking surface and 50 lux in exterior locations.

(i) Lighting over directional or informational signage at public telephones, informational/service counters, automatic teller machines, or other keypad operations, shall be at least 200 lux (20 ft. candles) at the working or information surface.

(j) Lighting over lecterns, podiums, platforms or other speaker locations shall be capable of being enhanced, even when other lighting is dimmed, to permit lip-reading and a view of any of the hand actions used to communicate with persons who are deaf.

### **Listening Devices**

53(a) An FM loop, or other assistive listening system, shall be used for all meeting rooms or assembly and entertainment areas, serving more than 35 persons. (see <http://www.hearingloop.org/> for more information)

(b) Where infrared assistive listening devices are used, ensure that no overhead incandescent lights cancel out the infrared signal at the receiver.

(c) In meeting areas, dimmer switches (or other transformer coils) shall be carefully located so as not to cause electro-magnetic interference with any audio induction loops.

(d) Where an FM loop system is used, portable headsets compatible with personal hearing aids shall be made available to persons who may require them.

(e) Larger meeting rooms shall be designed and furnished to allow a clear view of the speaker(s) at all times.

### **Public Address Systems**

54(a) Public address systems shall be easy to hear above ambient background noise, without distortion or feedback, as an aid persons with hearing or visual limitations.

(b) Public address speakers shall be mounted above head-level and provide effective sound coverage in required areas such as corridors, assembly and

meeting rooms, recreational, entertainment and educational facilities, as well as in common use areas located in institutional settings.

(c) Public address systems shall be located so that information can be directed to key locations only, to minimize background noise in other areas of the building.

## **Special Facilities and Areas**

### **Available Seating**

*55(a) At least 2% of seating in all municipally owned stadiums, auditoriums, theatres, gymnasiums, ice rinks, and opera houses shall be accessible to people with disabilities.*

(b) Accessible seating shall be accessible in all price ranges and to accommodate preferences for seating at the front, middle or back of an auditorium or theatre.

### **Arenas**

56(a) Sports arenas, including all coaching and playing areas, shall accommodate persons with varying disabilities, as well as persons who use mobility aids.

(b) Accessible seating locations shall have clear sight lines. The accessible seating space shall be a minimum of 900 mm wide by 1500 mm deep for side approach. At least two spaces shall be provided together in each location with direct access to an accessible aisle or passageway.

(c) Access panels, with a minimum of 865 mm clear entry width, shall be provided for all users to access the arena floor or ice surface.

(d) Changing/Locker Room accommodation for athletes or others shall be designed to accommodate all persons with disabilities, including users of mobility aids.

(e) Public washrooms shall be accessible to athletes, visitors, or staff with various disabilities.

(f) Staff accommodation and related support areas, offices or meeting rooms shall accommodate persons with mobility aids.

### **Municipally Owned Restaurants, Cafeterias and Cafes**

57(a) Cafeterias, restaurants, cafés, bars, and/or other areas providing food or beverage services, shall be accessible to persons with varying disabilities, including persons using mobility aids.

(b) Accessible seating locations for persons using mobility aids shall be available in all areas or levels, providing food or beverage services.

(c) Aisle spaces between furniture, equipment and other fixed objects shall be wide enough, at least 1065 mm wide, to allow a person using mobility aids to pass. The narrowest aisle shall be at least 810 mm wide.

(d) Where counter service is provided, at least one section of the counter shall be no higher than 915 mm by 760 mm wide, to allow a person using a wheelchair or scooter to approach.



- (e) Where cafeteria or buffet style food services are provided, displays shall be accessible and mounted on surfaces no higher than 915 mm from the floor. Overhead display shelves shall be no higher than 1220 mm. Cutlery, condiments, and napkin containers shall be mounted no higher than 1065 mm from floor level.
- (f) Beverage dispensing areas shall be accessible to persons using wheelchairs or scooters with machines that are easy to operate with one hand.
- (g) Tray rails shall be as continuous as possible to allow persons using wheelchairs or scooters to slide a tray along easily.
- (h) Cashier locations shall include accessible aisles, a minimum of 915 mm wide with clear resting surfaces for trays etc. Surfaces shall be mounted no higher than 915 mm from the floor.
- (i) Where barriers and turnstiles are provided to control access, at least one accessible location shall be included at a minimum of 915 mm wide.

### **Gymnasium**

- 58(a) Municipally owned gymnasiums, shall be accessible and useable by persons with varying disabilities.*
- (b) The main floor or exercise areas of gymnasiums shall be fully accessible to persons using mobility aids, including all related changing areas, showers, washrooms, and lockers.*
- (c) Seating areas provided as bleachers or galleries overlooking the gymnasium floor shall be accessible to persons using mobility aids.*
- (d) For persons who have visual limitations, care shall be taken to ensure that there are no obstacles in the gymnasium area that might constitute a hazard.*

### **Ice-rinks**

- 59(a) Ice-rinks, whether indoors as part of an arena, or outdoors as part of a park's winter function, shall be accessible to and useable by persons with varying disabilities.*
- (b) All public amenities and viewing areas shall be accessible to persons who have varying disabilities including persons using mobility aids.*
- (c) All change rooms, washrooms, refreshment facilities shall be accessible.*

### **Libraries**

- 60(a) All library areas, including checking areas, book stacks and reading/teaching spaces, shall be accessible to seniors and persons with varying disabilities.
- (b) Book return and check out area counters shall be designed to be accessible to persons using mobility aids, and will have induction loop systems for people with hearing impairments (see [http://www.hearingloop.org/places\\_drivethru.htm](http://www.hearingloop.org/places_drivethru.htm)).
- (c) Book stack areas shall have aisles at least 1065 mm wide.
- (d) Lighting at book stacks shall be mounted directly over the aisle space and provide a minimum of 200 lux at 915 mm above ground.
- (e) Study tables shall be designed to accommodate persons using mobility aids, with clear knee space of at least 700 mm high.

- (f) Shelving over study carrels, tables or study counters shall be no higher than 1220 mm to allow an easy forward reach over the working surface.
- (g) Acoustic quality in library, reading and study areas shall limit extraneous background noise, permitting comprehension by persons with limited hearing.

### **Meeting Rooms, Theatres and Assembly Areas**

- 61(a) Meeting rooms and assembly areas in municipally owned buildings shall be designed to be accessible to persons with varying disabilities, including persons using mobility aids and persons with sensory limitations.
- (b) Accessible seating shall be distributed and integrated throughout seating areas of assembly rooms with different vantage points available to all persons with disabilities.
- (c) All entertainment and assembly areas shall be able to accommodate persons using various mobility aids.
- (d) All meeting and assembly areas shall be able to accommodate persons who have visual limitations, and will have FM loops or other assistive listening devices for people with hearing impairments (see Section 53(a)).

### **Swimming Pools**

- 62(a) Municipally owned indoor swimming pools and related amenities shall be accessible to persons with varying disabilities.
- (b) All pool area floor surfaces shall be easy to clean, non-glare, non-slip and finished with a light colour finish.
- (c) For Public Swimming Pools a Unisex Change room/Washroom shall be provided so that assistance can be provided when needed, for persons of the opposite sex.
- (d) Ambient air temperature in pools shall generally be no lower than 25° C and no higher than 32° C.
- (e) Lighting over pool and deck areas, as well as in showers and changing areas, shall be a minimum of 200 lux at deck or floor surface. Fixtures over pool areas shall be selected and positioned to minimize reflected glare off the pool surface. Fixtures shall also be positioned for easy re-lamping.
- (f) Natural daylight in pool areas shall be controllable to minimize glare off the pool surface, especially from south and west sunlight.
- (g) Acoustic quality in the pool area shall minimize echoes and unnecessary noise, as a benefit to persons who are vision or hearing impaired.
- (h) Signage in pools shall be suitable for persons with low vision.
- (i) Exterior patios and landscaped areas adjacent to indoor pool areas shall be accessible to wheelchair users.

## Accessible Parks Bylaw

1. The standards outlined in this bylaw shall be implemented in all new parks and public facilities.
2. The standards outlined in this bylaw shall be implemented in existing municipal parks in accordance with the priorities outlined in the municipal accessibility plan.

Special viewing technology – technology such as telescopes.

Special Viewing Locations – location where one can view landmarks, special features, wildlife, entertainment and sports activities.

### Campgrounds

- (a) Municipal campgrounds shall include at least 3% accessible campsites close to essential amenities, such as washrooms and showers.
- (b) Accessible campsites shall be level with adjacent grades, be of a firm free draining surface, and include adjacent accessible parking.
- (c) A firm surface, roadway, or path shall be available between the accessible campsite, accessible washrooms, and showers or other campground amenities.
- (d) Accessible campsites shall include an accessible hydro outlet to allow recharging of batteries for electric mobility aids.

### Docks

- (a) Fishing, boating, or swimming docks shall be accessible to persons with varying disabilities.
- (b) Paths, boardwalks and/or other routes to docks shall be made of level and firm material that provides direct access without changes in elevation. Where inclined routes are unavoidable, the gradient shall be no greater than 1:20.
- (c) Grades steeper than 1 in 20 shall be designed as a ramp, with a slope gradient no greater than 1:12.
- (d) Handrails shall be provided on both sides of ramps at 1:12 gradient.
- (e) Elevation changes of 205 mm or less shall be ramped at 1:8.
- (f) Where dock surfaces are located more than 460 mm above the normal water surface, a suitable guardrail shall be provided.
- (g) Where dock surfaces are 205 mm or less above the water, a contrasting stand up edge of at least 150 mm high is recommended, on all exposed sides.
- (h) Steps down into the water for swimming areas or/at docks shall include handrails on both sides, extending to a minimum of 610 mm above the dock surface, and returned down to the dock.
- (i) Steps shall provide a safe entering position for persons with limited vision or stability.

### **Grandstands and Viewing Areas**

- (a) Where exterior grandstands and viewing areas are provided, accessible seating spaces for persons using mobility aids should be available in all price ranges.
- (b) At least 2% of all seating areas shall be designed to accommodate persons using mobility aids and located to provide a clear view of event.
- (c) *Clear floor space for a person using a wheelchair shall be a minimum of 900 mm wide by 1550 mm deep without reducing required aisle space for side approach and 1200 mm long for front or rear entry.*
- (d) At least two spaces shall be provided side by side in each accessible location to allow for a companion.
- (e) Wheelchair seating areas shall be made of level, firm and of non-slip material.
- (f) Where guardrails, handrails or fences separate viewing areas from performance areas, care shall be taken to ensure that sight lines are appropriate.
- (g) Fixed seating, benches, or loose seating areas shall include some seating with back supports and arm rests individuals with limited stability.
- (h) Seat heights shall be no greater than 460 mm above floor level and no less than 405 mm.
- (i) Viewing areas at scenic lookouts shall be accessible to persons using various mobility aids such as wheelchairs or scooters.
- (j) The ticket office, refreshment and other facilities shall be accessible.

### **Outdoor Swimming Pools and Wading Pools**

- (a) Outdoor swimming and wading pools shall be accessible to persons of varying ages and disabilities.
- (b) Swimming pools shall be generally of "level-deck" design to allow easy entry and exit to the pool. Where a stand up edge is provided around the perimeter of the pool, it shall be a recommended minimum of 205 mm high, and no higher than 405 mm. The top edge should be of 305 mm wide to allow for a seated person.
- (c) Pool boundaries shall be clearly defined by a textural change and be of a bright colour or sharp contrast (e.g.: 70% light reflectance difference) to both the water surface and the surrounding paving as an aid to persons with visual limitations.
- (d) All materials and finishes used on the pool perimeter, on the deck or on paved areas surrounding the pool, shall be of firm, non-slip materials.
- (e) Pool perimeter tile or finishes shall be easy to clean and non-abrasive, to minimize skin damage, with rounded edges at all pool boundary locations.
- (f) The walls and floors of swimming pools shall have a light coloured finish for increased safety.
- (g) Adequate drainage shall be provided on the pool deck to remove water quickly at all times.
- (h) Drainage tile, scuppers, or trenches shall be designed to minimize accidental tripping and have no openings greater than 13 mm.

(i) Pool depth markings as well as 'SHALLOW END' and 'DEEP END' signage shall be in highly contrasting colours and of sufficient size that is easily visible to persons with low vision.

(j) Where diving boards or platforms are provided, they shall be clearly marked and protected so that persons with visual limitations do not accidentally walk below.

(k) Handrails should be provided on both sides of access steps into the pool, and extend at least 300 mm onto the pool deck.

(l) Swimming pools, lanes, or lane markers should be in highly contrasting colours. Tie-off devices for lane markers shall be located where they do not constitute a potential tripping hazard.

(m) Starter blocks (for competitive racing) shall be capable of being securely fixed in place without posing a tripping hazard.

(n) Storage of safety gear or other equipment around the pool shall be positioned where it does not constitute a hazard to persons with visual limitations.

(o) Lifeguard chairs or other pool related structures shall be painted in highly contrasting colours.

(p) In public swimming pools, where there is no autonomous access for persons with disabilities, some provision for transferring persons from wheelchairs into the water shall be available. Wherever possible, permanent ramps are preferred to portable lifts.

(q) Built-in ramps into pools shall be sloped at 1:12, have handrails on both sides, and be positioned where it does not interfere with swimming lanes.

(r) Wading pool access shall be safe and gradual so that children with disabilities can be assisted into the water easily and/or use a wheelchair to enter.

### **Parks and Parkettes**

(a) Public parks, parkettes, and playgrounds shall be designed to be used by people with varying abilities/disabilities and with universal access principles in mind.

(b) Entrance gates, parking areas, paths and walkways through the park shall be fully accessible to persons using mobility aids.

(c) Play areas and recreational equipment, or other amenities shall generally be designed to be accessible to and useable by children with varying abilities/disabilities.

(d) Park benches or seating areas shall be readily available for children and older persons. Benches and seating areas shall be accessible to a variety of users.

(e) All garbage containers, light standards, or other obstructions shall be located to one side of all paths and/or active playing areas, as an aid to children with visual limitations.

(f) Park amenities (such as washrooms) shall be accessible in accordance with the relevant sections of this bylaw.

## **Play Spaces**

(a) *A certain number of play spaces shall be designed to be inclusive for all children, including those with varying abilities/disabilities. This prioritization will be based on programming needs, community input, and a physical analysis of sites.*

(b) *An accessible route to the play space from accessible parking spaces. An accessible route is defined as a pathway specifically designed to provide access for individuals with disabilities, including those who use wheelchairs or mobility devices, with a minimum clear width distance of 1500 mm (1675 mm preferred) and a maximum slope of 1:20. Ramps are needed wherever the slope exceeds 1:20. The maximum slope for a ramp is 1:12 (1:15 preferred), and the recommended minimum width of 1015 mm (between handrails), for a maximum sloped distance of 9 m. Landings are to have a minimum 2% cross-slope to allow adequate drainage and would accommodate changes of direction or rest sites as needed on accessible routes.*

(c) *An accessible resilient surfacing compliant with current Canadian Safety Association Standards, and any applicable referenced portions of the current American Society for Testing and Materials Standard Specifications for Impact Attenuation of Surface Systems Under and Around Playground Equipment (ASTM 1292) and Determination of Accessibility to Surface Systems Under and Around Playground Equipment (ASTM 1951). An accessible surfacing is to be firm, stable and slip resistant enough to be accessible by individuals using mobility aids or wheelchairs. The surface needs the ability to drain rapidly to avoid ice or water accumulation.*

(d) *Play areas separated by age appropriate equipment, including a junior area for use generally for children under 5 years of age and a senior area for use generally for children/youth 5-12 years of age.*

(e) *A diversity of play components chosen carefully to engage multiple senses, develop skills and encourage social interaction. Play components are to be linked to an accessible route through the playground. One of each type of play component is to be accessible and a minimum of 50% of all play components should be accessible for small playgrounds (10 or less play components), or 75% for larger playgrounds.*

## **Picnic Areas**

(a) **Picnic areas shall be accessible to all people regardless of age or disability.**

(b) **Some picnic tables and benches shall be located near accessible paths and walkways for persons using mobility aids.**

(c) **Accessible picnic tables or benches shall be available in a variety of sunny and shady locations.**

(d) **The design of picnic tables shall allow persons using mobility aids to approach them from one or both ends and provide adequate knee and armrest clearance.**

(e) **Garbage cans, barbecues and woodpiles located adjacent to accessible picnic areas, shall be approachable and useable by persons using mobility aids.**

(f) **Grades in accessible picnic areas shall be no greater than 1:30.**

(g) Some accessible parking spaces shall be located within 30 m of accessible picnic areas.

### **Sports, Fields and Spectator Areas**

(a) Public sports fields, parking areas, entrances and spectator areas shall be accessible to persons with varying disabilities.

(b) Controlled access points shall be designed to accommodate the free movement of wheelchairs or scooters via an adjacent gate at minimum 915 mm wide.

(c) Level, accessible seating areas should be provided beside sports fields for both spectators and athletes with disabilities.

### **Terraces and Patios**

(a) Exterior terraces and patios shall be accessible to people with disabilities.

(b) Access from exterior doors to interior areas shall be level or have sloped thresholds no greater than 13 mm.

(c) Where grade differences of 150 mm or less occur, short ramps of 1:7.5 can be created. Grade differences more than 150 mm, ramps of 1:12 will be required.

(d) Terraces or patios shall be of firm level materials laid to drain at slopes of not more than 1:50. Joints in patio/terrace materials shall not exceed 6 mm wide.

(e) Patios or terraces that are 600 mm or more above grade shall have suitable guards. The top rail of such guards or handrails shall be designed so that a seated person can clearly see below the rail.

(f) Where patios or terraces are 205 mm to 460 mm above grade, a cane detectable stand up edge, 150 mm or higher, shall be provided. Alternatively, a planter box or bench could be used as an aid to persons with visual limitations.

### **Trails and Footbridges**

(a) Where pedestrian or bicycle trails are provided, trails shall be laid out with accessible pedestrian paths and footbridges that are suitable for persons using various mobility aids.

(b) If trails include slopes greater than 1:20, alternate routes shall be provided nearby wherever possible and should include steps and ramps.

(c) Where steps, ramps or footbridges are required, the surface of the bridge should be of non-slip materials and the bridge should include suitable handrails and/or guards.

(d) Slopes on bridges shall not exceed 1:20 (5%).

### **Viewing Areas**

(a) Where special viewing locations are provided, these areas shall be accessible to persons using wheelchairs, scooters or walkers.

(b) Where special viewing technology is provided, then such instruments shall include lowered mounting heights suitable for use by children or persons in wheelchairs or scooters.

### **Waterfront Areas**

- (a) Waterfront areas in public parks, recreation facilities or wilderness locations, shall be laid out to accommodate persons using wheelchairs, scooters, and walkers, as well as persons with visual limitations.
- (b) Accessible parking areas, entrances, paths and/or lookout areas shall be suitable for persons with varying disabilities.
- (c) Accessible seating shall be located nearby.
- (d) Accessible parking shall be provided in a convenient and nearby location.

### **Wilderness and Conservation Areas**

- (a) Wilderness areas open for public enjoyment shall include accessible parking areas, entrances, paths, trails, and footbridges that will accommodate persons using various mobility aids.
- (b) Ensure that rest areas and/or lay-bys shall be provided with suitable seating to accommodate seniors.
- (c) Where special lookout locations or wildlife viewing areas are included, ensure that clear signage is provided nearby.
- (d) A tactile map shall be provided of all trails and features at the start of the trail and periodically along the trail for people who have visual limitations.

### **Public Address Systems**

- (a) When public address systems are installed, systems shall be selected that minimize distortion and provide a full spectrum of sound. Loudspeakers shall be located in positions that cover the desired area adequately without feedback and they shall be mounted on posts to ensure that the output close to speakers is at acceptable levels for nearby audience members.
- (b) Where significant information, including emergency information, is to be announced, a clear warning signal shall be provided before the announcement, to alert persons who are hard of hearing.
- (c) Where large outdoor concerts are regularly performed, every attempt shall be made to include a FM loop, or other suitable systems, for persons who are hearing impaired.

### **Signage and Way Finding**

- (a) A comprehensive exterior signage and way-finding system is required at every major site or facility, to assist visitors with varying disabilities to locate appropriate parking and accessible entrances.
- (b) The street address and/or building/facility name shall be clearly visible from the street or public laneway.
- (c) Lettering size shall be legible at typical viewing distances.
- (d) Signage generally shall be in bold sans-serif lettering on a highly contrasting background.
- (e) Building addresses or identifying signage at street level, whether it is mounted in landscaped areas or on posts, shall be high enough to be clearly visible even with snow piled nearby.
- (f) Pedestrian, vehicular, and emergency routes shall all be clearly identified.



(g) One-way routes shall be clearly marked – both with paving markings and by post-mounted signs.

(h) The "International Symbol of Accessibility" shall be used to identify special amenities, such as accessible parking, accessible entrances, or accessible washrooms.

### **Garbage Cans and Recycling Bins**

(a) Garbage Cans and Recycling Bins shall be accessible to persons with various disabilities and shall be permanently located to one side of any path or walkway so as not to encroach on walkway width.

(b) Garbage cans shall be securely mounted and be large enough to contain the anticipated amount of waste so that overflows do not cause a tripping hazard.

(c) Garbage cans in open areas such as parks, wilderness, beach or picnic areas shall be securely mounted on firm level pads.

(d) Waste receptacles or holders containing waste bins shall be clearly identified by suitable signs and/or colours.

(e) Where lids are provided on waste receptacles, they shall be easy to operate with one hand and have openings mounted no higher than 1065 mm from grade.

## Accessible Parking Bylaw

This bylaw is entitled the Accessible Parking Bylaw, and is enacted pursuant to a municipality's power under s. 124(1)(d) of the *Motor Vehicle Act*.

### Definitions

1.(a) Person with a disability – is a person who has a physical disability, illness or injury which results in the person needing extra space to exit an automobile, or the person cannot walk more than 100 meters; or the person is legally blind and meets any other criteria required to be issued a person with a disability parking permit by the Social Planning and Research Council of British Columbia.

(b) Person with a disability parking permit – is a document issued by the Social Planning and Research Council of British Columbia or another authorized body authorizing a person with a disability to park in a designated parking space for a person with a disability.

(c) Designated Parking Space for a Person with a Disability – is a space reserved for the exclusive use of a user of a person with a disability parking permit.

(d) Person with a Disability Parking Zone – a parking zone containing designated parking spaces for persons with a disability.

### Designated Parking Space for a Person with a Disability

2. The dimensions for a designated parking space for a person with a disability shall be a minimum of 3700 mm wide, 5500 mm long with a clear pedestrian aisle of 1200 mm, and have a vertical clearance of at least 2.3 meters. Where two accessible parking spaces are adjacent, the pedestrian aisle may be shared, and should preferably be increased to 1500 mm.

3. The designated space shall (a) have a firm, slip resistant and level surface; (b) be located close, and be accessible, to an entrance conforming to the British Columbia Building Code 1998 as amended; (c) be clearly identified as being solely for the use of persons with disabilities, (d) designated signage will be located on a pole (minimum height should be 1.5 m high) and (d) will follow the requirements for signage located in the Motor Vehicle Act Regulations, Division 23, Schedule 2<sup>4</sup>.

4. Designated parking spaces for a person with a disability shall be provided for according to the requirements of



<sup>4</sup> *Dimensions:* Minimum 30 x 60 cm. *Colour:* White background throughout, red top circle and centre slash, black centre "P", green bottom circle, black centre symbol, black arrows and black border. White, red and green reflectorized.

See [http://www.qp.gov.bc.ca/statreg/reg/M/MotorVehicle/26\\_58/hidden\\_26\\_58-sched.htm#division23\\_schedule2](http://www.qp.gov.bc.ca/statreg/reg/M/MotorVehicle/26_58/hidden_26_58-sched.htm#division23_schedule2)

Section 2. Where necessary to enhance accessibility official x shall have the power to order that the requirements be exceeded and may rescind, revoke, amend and vary such orders.

5. The minimum number of designated parking spaces for a person with a disability is set out in the Table of Required Disability Parking Spaces at the end of this section shall be provided for the following uses:

(a) for multiple dwellings, live-work premises, retail uses, hospitals, health care offices,

health enhancement centres, animal clinics, municipally owned parking lots, hotels, and churches, chapels, wedding chapel, funeral homes, places of worship, or similar places of assembly, and, all other uses not listed in Class B including, without limitation, office and cultural and recreational uses, the minimum number of disability parking spaces is set out in Column 1 of the Table of Required Disability Parking Spaces;

(b) for Special Needs Residential Facilities - Community Care - Class B and Seniors

Supportive or Assisted Housing, the minimum number of disability parking spaces is set

out in Column 2 of the Table of Required Disability Parking Spaces.

**TABLE OF REQUIRED DISABILITY PARKING SPACES**

Required Number of Disability Parking Spaces

	Total Number of Parking Spaces	
	Column 1	Column 2
1	1 – 39	1
2	40 – 74	2 - 29
3	75 - 124	30 - 44
4	125 – 174	45 - 59
One additional Disability parking Space	for any portion of each additional 50 parking spaces	for any portion of each additional 15 parking spaces

6. Official x shall have the power, in order to address additional accessibility needs, to order any person, organization, corporation or legal entity to exceed the requirements of section 5 and may rescind, revoke, amend and vary such orders.

7. The municipality shall not issue any permit, licence, planning approval, or certificate to a person, organization, corporation or legal entity that official x of the municipality has determined has not complied with sections 2 to 6.

8. Sections 2 to 6 enter into force on the 3<sup>rd</sup> January 1st that occurs after the bylaw is approved by council.

### **Authority to issue and cancel permits**

8. Council designates the Social Planning and Research Council of B.C as the organization responsible for issuing and canceling Person with a Disability Parking Permits according to their own criteria and regulations.

9. An application for a Person with a Disability Parking Permit may be made by or on behalf of a Person with a Disability to the Social Planning and Research Council of British Columbia.

10. All Disabled Parking Zones existing on the date of adoption of this bylaw are deemed to be authorized Disabled Zones established under this bylaw.

### **Use of the Person with a Disability Parking Permit**

11. The Person with a Disability Parking Permit may be used only by the person to whom it is issued.

### **Offences**

12. It is an offence:

(a) Punishable by a fine of \$100, for a person to stop, stand or park a vehicle in a Person with a Disability Parking Zone who does not display a valid Person with a Disability Parking Permit or a permit of a similar nature issued by another jurisdiction;

(b) Punishable by a fine of \$100 and, if the circumstances warrant, revocation of the Person with a Disability Parking Permit for a person to utilize the Person with a Disability Parking Permit and to park a vehicle in a Disability Parking Zone, if the person to whom the permit is issued is not present.

(b) Punishable by a fine of \$100, for a person to stop, stand or park a vehicle in a Person with a Disability Parking Zone that displays a valid Person with a Disability Parking Permit unless the vehicle is stopped, left standing or parked for the purpose of transporting a Person with a Disability.

## Accessible Taxi Bylaw

1. Pursuant to s. 36(11) of the *Motor Vehicle Act*, council adopts the following as the *Accessible Taxi Bylaw*.

### Definitions

2(a) “accessible taxi” means a taxi having a gross vehicle weight rating of not more than 4500 kg, which is designed and manufactured or converted for the purpose of transporting persons who use mobility aids and that meets the requirements of B.C. Reg. 26/58 of the *Motor Vehicle Act*, including how it may be amended, altered, replaced or revoked from time to time.

(b) “accessible taxi license” means a license that is issued to grant permission to a taxi company permit holder to operate an accessible taxi.

(c) “taxi license” means a license issued by the municipality which grants the recipient taxi company permit holder permission to operate an individual taxi.

(d) “Taxi company permit” means a permit issued by the municipality, which the taxi company must possess in order to apply for and receive an accessible taxi license or a taxi license.

(e) “Taxi operators license” means a license issued to a taxi or accessible taxi driver, which the driver shall have before operating a taxi or accessible taxi.

### Municipal power to issue and revoke licenses

3(a) The municipality has the power to issue, grant, revoke, or seize a taxi license or an accessible taxi license.

(b) Each taxi or accessible taxi must have its own license.

### Service Numbers

4(a) In order to receive and maintain a taxi company permit, 15 percent of a taxi company’s fleet shall operate under an accessible taxi license.

(b) The municipality shall issue x taxi licenses and x\*15% accessible taxi licenses.

### Service Requirements

5 Every holder of a taxi company permit shall, upon telephone or other notification, and after the person has identified themselves as one who requires the service because of a handicap or who uses a wheelchair, scooter or other Mobility Aid, give priority of access to an accessible taxi to such customers, and must ensure that accessible taxis are available to primarily serve such customers’ on demand transportation requirements at all times that a taxi service is provided to the public, including, but not limited to, high volume periods, and such special situations as, but not limited to, transit strikes.

6 The holder of a permit to provide a taxi service, shall insure that all requests for service, from a person or persons who have a disability or disabilities, and any person who may use a wheelchair, scooter, or other required or necessary Mobility Aid, are satisfied in a timely and efficient manner. For the purpose of this bylaw, timely and efficient shall mean the average time of response to customers requesting a taxicab.

7 The holder of a taxi company permit:

(i) shall ensure that each driver of an accessible taxi records, on a daily record, every trip

that involved the transporting of a person with a disability, stating in each case whether

such person used a wheelchair, a scooter or other Mobility Aid;

(ii) shall at all times carry liability insurance in the amount of \$5,000,000 that insures all drivers of such accessible taxis against all loss, damage, and claims arising out of, or in connection with, the loading, unloading or transporting of people with disabilities.

(iii) shall place or amend an advertisement in the Yellow Pages of the Telephone Directory providing information to residents of the City, and under the trade name under which the permit holder operates, indicating that the vehicle is capable to serve handicapped and wheelchair passengers and others who may use a Mobility Aid and that requests for service from these classes of persons shall receive priority over all other service requests.

### **Taxi Operators License**

8 Each driver of a taxi must hold a valid taxi operators license.

9(a) A taxi operators license shall be issued after successfully completing the taxi training course.

(b) The taxi training course shall include at least 18 hours of advanced training designed to develop the driver's ability to transport people with disabilities and using mobility aids, driver safety including assault avoidance and awareness, collision prevention and advanced geography through the Taxihost Program Level 2 course for drivers provided by the Justice Institute of British Columbia, or other course approved by the municipality.

### **Enforcement**

10 Non-compliance with any of the provisions of this bylaw shall be deemed to be an infraction of this bylaw and shall render the company liable to the penalty imposed by the municipality, or to suspension or cancellation of a license or permit.