



AGENDA – ACCESSIBILITY ADVISORY COMMITTEE

November 8, 2022, 4:30 P.M.

SONGHEES NATION ROOM, CITY HALL, 1 CENTENNIAL SQUARE

**The City of Victoria is located on the homelands of the Songhees and Esquimalt People
Meeting conducted electronically via Zoom and in-person**

- A. Call to Order**
- B. Land Acknowledgement**
- C. APPROVAL OF AGENDA**
- D. READING OF MINUTES**
 - D.1 Minutes from the meeting held October 11, 2022**
- E. Remarks from the Chair**
- F. Business Arising**
- G. NEW BUSINESS**
 - G.1 Staff Presentation from Transportation: curb cuts and tactile domes (15-20 mins with questions after) - level of engagement: Inform/Consult**
 - G.1.a. To share information on the progressive implementation of accessible pedestrian signals, curb retrofits and tactile warning indicators in 275km of roadways in our built environment.
 - G.1.b. To gather AAC member feedback on how the City prioritizes capital improvements to retrofit the built environment. We also welcome your experiences using truncated domes, accessible pedestrian signals or new curbs around the City.
 - G.2 AAC Protocols**
 - G.3 International Day for People with Disabilities**
 - G.3.a Response from the Province
 - G.3.b. Organization and Subcommittee Update
 - G.3.c. Proclamation to Council

G.4 Action Log – Update and Review (Linda to lead)

H. Next Meeting Agenda & Date – December 13, 2022

J. ADJOURNMENT

Attachments:

- A. Draft AAC Minutes from the meeting held October 11, 2022
- B. Proposed Corrections to the October 11, 2022 Minutes
- C. Staff Presentation – Curb Cuts, Tactile Domes, etc.
- D. International Day of People with Disabilities Proclamation Draft
- E. Action Log (updated November 1, 2022)



MINUTES – ACCESSIBILITY ADVISORY COMMITTEE

October 11, 2022, 4:30 P.M.
VIA ZOOM VIDEO CONFERENCE

The City of Victoria is located on the homelands of the Songhees and Esquimalt People

PRESENT: S. Jennings (Chair), L. Bartram, C. Marks, P. Singh, J. Scott, C. Paisley, N. Moss

ABSENT: S. Hough (Co-Chair), D. Sands

COUNCIL LIAISON: Councillor Potts

STAFF PRESENT: A. Galiev – Equity, Diversity & Inclusion Lead, J. Dutton – Senior Planner of Social Policy, B. Roder – Committee Secretary

A. Call to Order

The Chair called the meeting to order at 4:30 p.m.

B. Land Acknowledgement

The Chair acknowledged the City of Victoria is located on the homelands of the Songhees and Esquimalt First Nations communities, and thanked them for allowing us to live, work and play on their lands.

C. APPROVAL OF AGENDA

Moved By L. Bartram
Seconded By J. Scott

That the agenda be approved.

CARRIED UNANIMOUSLY

F.1 Presentation from Jayne Ducker – Director, Engagement - Accessibility Directorate (BC Ministry of Social Development & Poverty Reduction) on accessibility requirements for municipalities (30 minutes plus questions)

J. Ducker, Director of Engagement – Accessibility Directorate, provided a presentation to the Committee regarding the Accessible British Columbia Act and answered questions from the Committee.

Committee discussed the following:

1. *Disability Alliance BC's fund distributions*

2. *How individuals can find out about the requirements in their own municipality or community*
3. *Local governments have until September 1, 2023 to meet compliance*

D. READING OF MINUTES

D.1 Minutes from the meeting held September 13, 2022

Moved By C. Marks

Seconded By L. Bartram

The following revisions were made to the September 13, 2022, minutes:

E. 2. Process of distribution of completed monthly minutes

Replace paragraph with:

The Committee discussed the process of distribution of completed monthly ***minutes**. The Chair requested clarification on the process and was provided information by the Committee Secretary. ***Staff will look further into how the current process could be made more accessible and efficient**.

F.5 Scent free & pet restriction policies in City buildings

Replace bullet 3 with:

3. ****Contrary to the written report from staff read at the meeting, the Accessibility Working Group did not have an opportunity to review the policy and did not adopt it prior to it being put into practice by the City***

Move bullet 9 to separate paragraph:

Committee requested for staff to present on the scent free policy.

F.6. "To Do" List

Replace sentence with:

Committee recognizes that the official Terms of Reference cannot be revised until the new committee structure is in place. They wish however, to discuss them with the new members as they are out of date and do not accurately reflect what the committee is actually working on. The committee also noted that the website still indicates that the Terms of Reference will be updated based on the motion passed earlier this year and perhaps this should be removed from the site.

CARRIED UNANIMOUSLY

E. Remarks from the Chair

The Chair expressed her appreciation for the Committee's efforts and looks forward to the work to come in 2023.

F. Business Arising

F.2 Scent reduction & pet restrictions policies in City buildings

- **What type of questions is the committee interested in asking the city administration on this topic**

Committee discussed the following:

1. *Intention of policy was for scent reduction, rather than scent free as this is challenging to accomplish*
2. *Scent free policy was originally created for staff, and has since been modified for the public*
3. *Changes have been made to the scent free policy, including the cleaning products used in City facilities*
4. *How the City communicates the scent free policy to the public*
5. *Noted that the scent free policy was not brought forward to the Committee for feedback*
6. *Submitting questions to the City department that oversees the policy*
7. *There are public who are not able to attend City facilities as the policy is not strong enough*
8. *Tone of the poster implies a suggestion, rather than a rule*
9. *Reactive versus proactive approach*
10. *Provide recommendations on how the scent free policy can be improved to be more inclusive and accessible*
11. *How can the scent free policy be enforced*
12. *Improve visibility and education of scent free policy via posters, website, social media*
13. *Use language such as, medically adverse to scents, and note symptoms*
14. *Communication to the public should include stronger language*
15. *Pet free policy has not been implemented despite Committee's requests*
16. *Some City facilities are pet free, but not all are*

The Committee agreed to move the pet restriction policy to the March 2023 meeting.

G. NEW BUSINESS

G.1 International Day for People with Disabilities

The Chair suggested that the Committee allocate funds to host an event promoting International Day for People with Disabilities, December 3, 2022. The Committee formed a subcommittee consisting of members, N. Moss, P. Singh, and S. Jennings, with staff support from the Equity, Diversity and Inclusion Lead, and Senior Planner, to further discuss opportunities.

Committee discussed the following:

1. *Proposed submitting a proclamation to Council*
2. *This year's theme is 'Not All Disabilities are Visible'*
3. *Focus on educating the public*

4. *Suggested setting up a booth to provide information, including educational material*
5. *Suggested an online open house, or a panel for the Committee to share their lived experiences*
6. *City host a training and education session for staff and new Council members*
7. *Inclusion of mental health*
8. *What kind of message does the Committee want to share?*
9. *Provide a delegation to Council*

Councillor Potts recommended a town hall, partnering with other organizations, and/or meeting with local media.

Staff recommended incorporating the event with the December Committee meeting, and/or inquiring with other jurisdictions for collaboration opportunities.

N. Moss left the meeting at 6:10 p.m.

G.3 AAC representation in broader community (promotional material)

The Chair discussed the importance of Committee brand awareness, and she suggested business cards and more involvement in City events.

Committee discussed how the usage of a public feedback mechanism can help to promote awareness of the Committee and their work.

G.2 Informal discussion on Terms of Reference

The Equity, Diversity and Inclusion Lead noted that a revision of the Terms of Reference will take place after the Governance Review.

Committee discussed possible updates for a revised version of the Terms of Reference to reflect the current actions of the Committee.

H. Next Meeting Agenda & Date – November 8, 2022

J. ADJOURNMENT

The Accessibility Advisory Committee meeting adjourned at 6:26 p.m.

ACCESSIBILITY ADVISORY COMMITTEE

PROPOSED CORRECTIONS TO THE MINUTES OF THE MEETING HELD OCTOBER 11, 2022

F.1

The following needs more details. I am unable to provide these as the power point provided is not accessible to me.

Committee discussed the following:

1. *Disability Alliance BC's fund distributions (more details needed)*
2. *How individuals can find out about the requirements in their own municipality or community (Should say something like "Individuals can find out more about the Accessible BC Act in their community by ...")*
3. *Local governments have until September 1, 2023 to meet compliance (Should state the three requirements as well as the deadline)*

F.2 Scent reduction & pet restrictions policies in City buildings

- **What type of questions is the committee interested in asking the city administration on this topic**
(I provided a list of questions prior to the meeting but they were not reflected clearly in the minutes. Replace with the following)

Committee discussed the following:

1. *Since this issue was raised by the Accessibility Working Group (AWG) 7 years ago, changes have been made to City procedures, including the types of cleaning products used in City facilities*
2. *The AWG's and now AAC's intention of such a policy is for scent reduction in city buildings rather than achieving a scent free environment as this is probably not possible to accomplish.*
3. *The City's current scent free policy was originally created for employees, and it appears to have been slightly modified to apply to the public after this issue was raised by AWG*
4. *AAC noted that the current scent free policy was not brought forward to either AWG or AAC for feedback as is required by the Accessibility Framework before it was deemed on the Short-Term Action Plan as being complete*
5. *There are members of the public who are not able to attend City facilities as the current policy is not strong enough*
6. *The current policy takes a Reactive rather than a proactive approach*
7. *AAC members provided the following questions regarding the current policy and poster as requested:*
 - a. **What level of engagement is the city planning to have with the AAC regarding this issue?**
 - b. **This policy focuses on protecting employees with sensitivities. What measures are included in the policy to protect**

the public which was the main concern when AWG brought this issue to the city's attention several years ago?

- c. Where can the public find this policy? Is it on the website?
- d. The policy is for all city facilities. How would the public find out which venues this includes as the policy does not list the facilities?
- e. The policy indicates it applies to visitors and presumably this is the general public. What roles and responsibilities do visitors/the public have and how are these communicated as they are not included in the policy.
- f. What recourse does the public have if this policy is not followed by other members of the public?
- g. Who can the public contact to ask for accommodations or report a concern?
- h. If someone is reported to be wearing highly scented products, would they be asked to leave the facility?
- i. What steps does the city plan to take to educate the public?
- j. Why can employees not Self identify as having a scent sensitivity rather than having to provide a medical note?
- k. Why has the city chosen to take a soft approach with the poster wording? The poster only states **“be considerate” and “avoid use of scented products wherever possible”**. Why does the poster not say “to refrain from using or wearing scented products” as is stated in the policy?
- l. What are the exceptions implied by the phrase on the poster “whenever possible” and who will determine what is “possible”?
- m. **The poster states “may affect a person’s comfort, and for some people, scented products may present a health hazard”. Why does the poster say “may” when it should just say something like “scented products are a health hazard to some people” as this is a proven fact?**
- n. Where are these posters to be posted?
- o. *Why has implementation of a pet free policy not been considered despite this issue being raised 7 years ago?*
- p. *Why are some City facilities pet free and how was this determined?*

The Committee agreed to move discussion of the pet restriction policy to the March 2023 meeting.

G.2 Informal discussion on Terms of Reference

The Equity, Diversity and Inclusion Lead noted that a revision of the Terms of Reference will take place after the Governance Review.

Committee discussed possible updates for a revised version of the Terms of Reference to reflect the current actions of the Committee.

(Replace last statement with the following)

For the sake of the new AAC members, the committee discussed how the current terms of reference do not reflect what AAC is actually doing. Some of the items listed in the mandate have been completed and some are not relevant. This list is heavily weighted towards meeting the City's needs and the ability for persons with access needs to raise their accessibility concerns through AAC members is missing. A draft with an updated mandate has been shared.

Accessibility Advisory Committee
November 2022 meeting

RE: “Update on the promotion, evaluation, and application of lessons learned through the implementation of accessibility pilot projects”

Purpose:

This document provides an information update to members of the AAC with respect to accessible pedestrian signals, curb ramp retrofits and tactile warning indicators within the built environment. The City is continuing to make investments annually to reduce barriers on our 275km network of roadways.

Update on Curb Ramp Retrofits:

The City has several programs which enable upgrading of curbs to improve comfort and accessibility. Our pedestrian network improvement program, traffic signal program, crosswalk program and cycling network improvement program contribute to intersections retrofits each year. A significant number of curb ramp improvements are also delivered through private land development.

Sometimes the City will retrofit an entire intersection; sometimes it is just a single corner. Challenges to retrofit curbs include the presence of utility poles, underground utilities, underground basements, and/or trees.

Update on Accessible Pedestrian Signals:

The City has several programs which enable upgrading of existing traffic signals. Our pedestrian network improvement program, traffic signal program, and cycling network improvement program along with Private Development help to deliver changes to improve accessibility. Accessible features are now standard with all new traffic signals.

The City has tested a couple of different models and our current equipment is purchased through a competitive procurement process. Staff consider requirements under the BC Manual of Uniform Traffic Control Devices, best practices from the BC Active Transportation Design Guidelines, and refer to the best available technologies.

Earlier models had push buttons and were limited to acoustic noises when activated. New models have locator beacons, hand waving technologies, vibrating features, and acoustic noises. Challenges to implement new technologies relate to compatibility of new equipment with existing signal infrastructure.

Update on Tactile Domes:

The City has piloted tactile domes in several locations to improve accessibility for people with vision loss. Staff have tested different types of mats and dome arrays, trialed different installation approaches, and considered different design requirements for domes in a retrofit scenario versus a new curb scenario.

Tactile domes are included as a best practice for the built environment in the CSA B651-18 and the BC Active Transportation Design Guidelines however no standard specifications exist at the Provincial level or have been developed by other municipalities within the CRD.

Challenges to implement tactile domes relate to lack of a common approach which would help with consistency and predictability between jurisdictions.

Input Opportunity:

When it comes to mobility, the City welcomes feedback on how we prioritize capital improvements to retrofit the built environment. We welcome your experiences using truncated domes, accessible pedestrian signals or new curbs around the City.

We also welcome feedback on specific sites for curb upgrades, tactile domes, and accessible signals that can inform future capital projects.

DATE:

FROM: City of Victoria Accessibility Advisory Committee

Rationale for item:

International Day of Persons with Disabilities is December 3, 2022. Since the day is upon us and Council is responsible to recognize this day, it is respectfully suggested that Council consider this proclamation at the December 1, 2021 Committee of the Whole.

Background:

According to the United Nations, of the one billion population of persons with disabilities, 80% live in developing countries. An estimated 46% of older people aged 60 years and over are people with disabilities. One in every five women is likely to experience disability in her life, while one in every ten children is a child with a disability. Persons with disabilities in the world are among the hardest hit by COVID-19.

International days and weeks are occasions to educate the public on issues of concern, to mobilize political will and resources to address global problems, and to celebrate and reinforce achievements of humanity.

As part of the City of Victoria's Accessibility Framework and Short -Term Plan to address issues surrounding accessibility and disability, Council is assigned to recognize December 3rd as the International Day of Persons with Disabilities.

Recommendation:

That Council declare Saturday, December 3, 2021 as International Day of People with Disabilities.

Respectfully Submitted,

AAC Action Log – Prioritization Summary

Updated: November 1, 2022

ACTIVE ITEMS (intake and progress combined)

#	Item	Prior ity	Comments	Proposed Timeframe (original)	Notes
1	Accessible Parking: “Continue to evaluate the locations, pricing and regulations associated with accessible parking stalls as a part of city-wide curb management planning”	1	May 2022: Transportation is expected to bring more information on this to May meetings due to full agenda June 2022: Committee agreed to discuss the item in the July meeting as it will be before Council. July 2022: Committee was updated on the accessible parking project and the new stall locations on public roads and in public parking lots. Updates will be provided regularly.	July 2022	
2	Washrooms in the Public Realm (from AWG)	1	May 2022: Committee received presentation on Accessible Washrooms in Public Parks. June 2022: Committee discussed concerns about inaccessible modular washrooms being ordered by the City and have noted inadequate consultation	July 2022	#2 and #3 discussed together

			from staff. In particular, the placement of the sink outside the washroom and the lack of space beneath it for wheelchair users. Linked to #3		
3	Douglas Street Public Washroom	1	April 2022: Committed received presentation on the Douglas Street Public Washroom May 2022: Council directed to engage AAC June 2022: Committee discussed concerns about inaccessible modular washrooms being ordered by the City and have noted inadequate consultation from staff. In particular, the placement of the sink outside the washroom and the lack of space beneath it for wheelchair users Sept 2022: Committee was provided information on additional accessible changes from the base model.	July 2022	
4	Helping Hands Program (raised to the City)	1	May 2022: The program aims to assist people with disabilities (proof required) and aged over 80 (no proof required) to get garbage cans to the street (gray bins). The process to get on the list is not equitable for persons with	Aug 2022	

			disabilities. Accessibility placard might be sufficient (to check further). Linda as a private citizen provided input. June 2022: Committee discussed changes to the program causing eligibility issues and agreed to discuss it at a following meeting. Sept 2022: Committee received a verbal presentation to gather feedback on the accessibility of the application form.		
5	Accessible Voting (from AWG)	2	May 2022: Voting for by-election. Accessible voting machine became available for the first time. June 2022: <i>Accessible Voting</i>: Committee discussed accessibility provisions for the upcoming general local election. Aug 2022: Committee received accessible voting clarification from Legislative Services.	Aug 2022	
6	Scent-free/reduction policy "Review and/or adopt scent reduction policies in public buildings, starting in City Hall"	1	June 2022: Committee noted a lack of staff consultation and a seeming lack of enforcement on the policy, though the item was not considered time-sensitive Sept 2022: The scent free policy was provided.	Sept 2022	

			Committee was provided a written clarification on the scent free/reduction policy from City administration Oct 2022: Committee compiled a list of questions for City administration to review.		
7	Pet restrictions in city facilities starting with City Hall (from AWG)	1	May 2022: Clarify background on this one (not in Short term Action Plan). AWG has been asking for restrictions for a long time. It needs to be addressed. Current situation- pets are allowed in certain facilities (related to allergies) June 2022: Committee agreed that to reduce allergens in the environment they would discuss restrictions at the September meeting October 2022: The Committee agreed to move the pet restriction policy to the March 2023 meeting.	Sept 2022	
8	Update on Old Curb Cuts	1	May 2022: Staff to inquire on progress of updates - phasing plan etc. June 2022: Committee discussed consideration of curb cuts and tactile walking surface indicators together and are requesting a staff presentation.	Oct 2022	#8 and #9 discussed together

			Nov 2022: Update to be provided		
9	Tactile Walking Surface Indicators pilot “Promote, evaluate, and apply lessons learned through implementation of accessibility pilot projects”	1	June 2022: Committee discussed consideration of curb cuts and tactile walking surface indicators together and are requesting a staff presentation Nov 2022: Update to be provided	Oct 2022	
10	Design Guidelines for Accessible Sidewalk Cafes	1	June 2022: Committee discussed reviewing the sidewalk patio policy in the fall for changes to be implemented for 2023 July 2022: Committee discussed moving this item to November 2022.	Oct 2022	
11	Accessibility Accommodation Policy “Develop a formal Accessibility Accommodation Request Process for members of the public seeking support to access City Services and programs”	1	June 2022: Committee discussed the development and implementation of an accommodation policy, and level of priority in relation to other items. July 2022: Committee discussed moving this item to January 2023.	Nov 2022	

12	Off-Leash Dog Area Pilots	1	May 2022: City keeps designating areas as off leash areas. They are called pilots ("trials"). Concern for people who walk without interference from loose dogs June 2022: Committee discussed discomfort around off-leash dog parks, particularly for individuals with mobility issues. July 2022: Moved to December 2022	Nov 2022	
13	Beacon Hill Park – accessible washrooms, access to top of the hill	1	May 2022: Roads didn't take too close to parking June 2022: Committee discussed the closure, and noted that the decision would not be revisited for some time	March 2023	
14	Clover Point Infrastructure Changes	1	May 2022: not a proper ramp June 2022: Committee discussed accessibility concerns with the implemented changes, though due to timing the issue would not be discussed until next year. Members did note an unsafe ramp, and discussed submitting a service request.	March 2023	
	Best practices for accessibility and inclusion for public event organizers seeking permits	2	June 2022: Committee noted that these items were a low priority due to the onset of summer, and therefore agreed	N/A	Remove

	Festival Investment “Grant Policy and Guidelines Develop and promote best practices for inclusion and accessibility to organizers of permitted special event and festivals being held in the City of Victoria”	2	to removing the items from the prioritization summary.		
	Government Street Refresh	1	May 2022: Community Planning presented to AAC at the March 8 meeting June 2022: Committee discussed removing the item from the priority list due to timing with other items, Councils schedule and staff timelines.	Complete	Remove

ADDITIONAL ITEMS REVIEWED:

	Inclusion and Equity Update to the Engagement Framework		May 2022: Presentation provided to the Committee		
	Website redesign feedback		June 2022: Presentation provided to the Committee Oct 2022: Call to test accessibility on website has been sent out to AAC members		

			Jan 2022: Tentatively, an update to be provided		
	Garden Suite Design Guidelines staff		Sept 2022: Staff provided presentation to gather feedback on the accessibility of the guidelines.		
	Accessible BC Act		Oct 2022: Representative of BC Ministry of Social Development & Poverty Reduction provided a presentation on accessibility requirements for municipalities		