



## **AGENDA – ACCESSIBILITY ADVISORY COMMITTEE**

**January 10, 2023, 4:30 P.M.**

**ESQUIMALT 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 December 13, 2022**
- E. Remarks from the Chair**
- F. NEW BUSINESS**
  - F.1 Patio Bylaw Update (25-30 minutes)  
Level of Engagement: Consult**
  - F.2 Committee Updates – Roundtable**
  - F.3 Snow Plowing and Accessibility**
- G. Next Meeting Agenda & Date – February 14, 2023**
- H. ADJOURNMENT**

### **Attachments:**

- A. Draft AAC Minutes from the meeting held December 13, 2022**
- B. Proposed Corrections to the December 13, 2022 Minutes**
- C. Background Document on Patio Bylaw**
- D. Helping Hands Update**
- E. Helping Hands Form**



## MINUTES – ACCESSIBILITY ADVISORY COMMITTEE

December 13, 2022, 4:30 P.M.

ESQUIMALT 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

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

ABSENT:

STAFF PRESENT: A. Galiev – Equity, Diversity & Inclusion Lead, J. Dutton – Senior Planner of Social Policy, S. Webb – Manager of Sustainable Transportation Planning & Development, 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** S. Hough  
**Seconded By** P. Singh

That the agenda be approved.

CARRIED UNANIMOUSLY

*C. Marks joined the meeting at 4:35 p.m.*

#### F.1 **Accessible Parking – Update (20-25 minutes)** **Level of Engagement: Inform/Consult**

Manager of Sustainable Transportation Planning & Development provided an update to the Committee on the new accessible parking stalls and retrofits to existing stalls.

*Committee discussed the following:*

1. *Ensuring new stalls are sized to meet accessible van needs*

2. 2024 will include a roster of new parking stalls and a long-term goal to review all current accessible parking stalls
3. Priority areas in downtown for accessible parking upgrades

C. Paisley joined the meeting at 4:42 p.m. and left at 4:48 p.m.

#### **D. READING OF MINUTES**

##### **D.1 Minutes from the meeting held October 11, 2022**

**Moved By** L. Bartram

**Seconded By** C. Marks

The following revisions were made to the October 11, 2022, minutes:

##### **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. *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?

## **G.2 Informal discussion on Terms of Reference**

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.

## **D.2 Minutes from the meeting held November 8, 2022**

**Moved By** J. Scott  
**Seconded By** S. Hough

That the minutes from the meeting held November 8, 2022 be adopted.

CARRIED UNANIMOUSLY

## **E. Remarks from the Chair**

The Chair noted that member, Daniel Sands, has resigned from the Committee and requested from staff that the vacant position be filled by two to three new members.

## **F. NEW BUSINESS**

### **F.2 Summarizing 2022 Year Progress**

#### F.2.a. Review Action Log

*Committee discussed the following:*

- 1. Revisited concerns regarding the Douglas Street washroom design being used as an example for future washroom designs*
- 2. Interest in an informal update from staff on the Residential Solid Waste Helping Hands program application form*
- 3. Member expressed challenges when using the accessible voting machine during the election, and noted that staff weren't trained to use the machine*
- 4. Members can provide feedback on their voting experience by emailing elections@victoria.ca*
- 5. Interest in a follow-up from staff to plan a field trip to visit curb cuts and tactile dome locations in the City*
- 6. Importance of patios meeting accessibility guidelines*
- 7. Need for the City to have a feedback mechanism in place, as required in the Accessible British Columbia Act*
- 8. Inquired on which department will lead the feedback mechanism project*
- 9. Need for Accessibility Accommodation Policy created for public members*
- 10. Concern regarding off-leash dog area pilots and priority for the Committee to further discuss*
- 11. Beacon Hill Park's accessible washrooms and access to top of the hill*
- 12. Noted that "additional items reviewed" section of Action Log does not include priority items and are of lesser importance*
- 13. Inquired about the progress of the Engagement Framework, and accessibility needs included in engagement processes*
- 14. Noted no major concerns regarding the Engagement Framework but requested that staff provide a draft copy to the Committee*
- 15. Committee's involvement in the review of the Meeting and Event Toolkit*
- 16. Website redesign in progress and members of Committee have provided feedback to staff*
- 17. Can remove Garden Suites Guideline from Action Log as Committee's consultation is completed*

*The Committee actioned member, C. Paisley, to submit a service request regarding an unsafe ramp.*

#### F.2.b. Committee Roundtable

The Chair opened the floor for a roundtable discussion to allow Committee members an opportunity to provide individual updates. Members and staff reflected on the year's successes and Committee's efforts.

H. **Next Meeting Agenda & Date – January 10, 2023**

J. **ADJOURNMENT**

The Accessibility Advisory Committee meeting adjourned at 6:24 p.m.

DRAFT

## **AAC December minutes proposed changes**

### **F.1 Accessible Parking**

#### **Draft reads as:**

Manager of Sustainable Transportation Planning & Development provided an update to the Committee on the new accessible parking stalls and retrofits to existing stalls.

*Committee discussed the following:*

- 1. Ensuring new stalls are sized to meet accessible van needs*
- 2. 2024 will include a roster of new parking stalls and a long-term goal to review all current accessible parking stalls*
- 3. Priority areas in downtown for accessible parking upgrades*

*Proposed changes:*

Manager of Sustainable Transportation Planning & Development provided an update to the Committee on the new accessible parking stalls and retrofits to existing stalls.

- This is part of a multi-year project with \$350,000 from the Accessibility Reserve Fund.
- *Staff assured the committee that new stalls are sized to meet accessible van needs.*
- *Staff will provide the committee with a similar update at the end of 2023 and outline the 2024 roster of new parking stalls and a long-term goal to review all current accessible parking stalls.*
- *Staff requested suggestions for Priority areas in Victoria for further accessible parking upgrade consideration.*

## **NEW BUSINESS**

### **F.2 Summarizing 2022 Year Progress**

Draft reads as follows:

F.2.a. Review Action Log

*Committee discussed the following:*

- 1. Revisited concerns regarding the Douglas Street washroom design being used as an example for future washroom designs*
- 2. Interest in an informal update from staff on the Residential Solid Waste Helping Hands program application form*
- 3. Member expressed challenges when using the accessible voting machine during the election, and noted that staff weren't trained to use the machine*
- 4. Members can provide feedback on their voting experience by emailing [elections@victoria.ca](mailto:elections@victoria.ca)*
- 5. Interest in a follow-up from staff to plan a field trip to visit curb cuts and tactile dome locations in the City*
- 6. Importance of patios meeting accessibility guidelines*

7. *Need for the City to have a feedback mechanism in place, as required in the Accessible British Columbia Act*
8. *Inquired on which department will lead the feedback mechanism project*
9. *Need for Accessibility Accommodation Policy created for public members*
10. *Concern regarding off-leash dog area pilots and priority for the Committee to further discuss*
11. *Beacon Hill Park's accessible washrooms and access to top of the hill*
12. *Noted that "additional items reviewed" section of Action Log does not include priority items and are of lesser importance*
13. *Inquired about the progress of the Engagement Framework, and accessibility needs included in engagement processes*
14. *Noted no major concerns regarding the Engagement Framework but requested that staff provide a draft copy to the Committee*
15. *Committee's involvement in the review of the Meeting and Event Toolkit*
16. *Website redesign in progress and members of Committee have provided feedback to staff*
17. *Can remove Garden Suites Guideline from Action Log as Committee's consultation is completed*

*The Committee actioned member, C. Paisley, to submit a service request regarding an unsafe ramp.*

#### *Proposed Changes:*

##### *F.2.a. Review Action Log*

*The Committee reviewed and updated the action log and tentative schedule for 2023. The following was noted:*

1. *Need for log to reflect current status of scheduling for discussion of issues.*
2. *Schedule annual updates for accessible parking retrofit program.*
3. *On-going concerns regarding the Douglas Street washroom design being used as an example for future washroom designs.*
4. *Still awaiting an update from staff on the changes to the Residential Solid Waste Helping Hands program application form proposed by AAC. Original form still on website.*
5. *Challenges when using the accessible voting machine during the election, and that election staff were not trained on how to use the machine so could not help.*
6. *Members can provide feedback on their voting experience by emailing [elections@victoria.ca](mailto:elections@victoria.ca)*
7. *Awaiting response to staff-requested questions posed by committee regarding scent reduction policy.*
8. *Follow-up from staff to plan a field trip to visit curb cuts and tactile dome locations in the City*
9. *Importance of rescheduling discussion of accessible sidewalk café guidelines.*



10. *Need for the City to have a feedback mechanism in place, as required by the Accessible British Columbia Act*
11. *Determine which department will lead the feedback mechanism project*
12. *Need for Accessibility Accommodation Policy to be created*
13. *Concern regarding off-leash dog area pilots*
14. *Status of Beacon Hill Park's accessible washrooms and access to top of the hill*
15. *C. Paisley, to provide status of her submission of a service request regarding an unsafe ramp at Clover Point.*
16. *requested that staff provide a current draft copy of the Engagement Framework to the Committee*
17. *Committee's involvement in the review of the Meeting and Event Toolkit*
18. *Website redesign in progress and members of Committee have provided feedback to staff*
19. *Can remove Garden Suites Guideline from Action Log as Committee's consultation is completed*
20. *Protected bike lanes and safe transit access to be added to action log.*

**Purpose:**

The City of Victoria is seeking feedback and comments from key stakeholders, including members of the Accessibility Advisory Committee, to inform an update to bylaws which regulate the temporary use of public space for outdoor patios.

**Background:**

Outdoor patios can contribute to dynamic streetscapes supporting economic development and urban placemaking but must also maintain the function and accessibility of public spaces.

The City of Victoria has successfully facilitated outdoor commercial patios through the Sidewalk Café Bylaw for over four decades.

In 2015, the Accessibility Working Group was involved in providing recommendations to shape the 2016 Sidewalk Café Bylaw and associated design guidelines. Comments and feedback at that time focused on the importance of maintaining clear, accessible exterior spaces for barrier free navigation adjacent patios.

[Microsoft Word - 16-038 - Consolidated Sidewalk Cafe with Map FINAL \(victoria.ca\)](#)

[Sidewalk Cafes Guidelines 2016 v2.pdf \(victoria.ca\)](#)

With the onset of the COVID-19 pandemic, the Build Back Victoria (BBV) program was introduced to help businesses respond to physical distancing measures and support economic recovery efforts. This program relied heavily on a corporate stewardship model with fast-tracked approvals. The program had mandatory requirements including accessible patio design to serve persons with disabilities as well as accessible exterior spaces adjacent to patios.

In December 2022 Council directed staff to update the existing Sidewalk Cafe Bylaw, applying lessons learned from Build Back Victoria, to continue to regulate commercial patios in public spaces. This bylaw update does not relate to business licencing, liquor licencing, approved restaurant capacity, or the features of existing buildings such as washrooms, ramps, lighting systems etc.

The updated bylaw will inform future applicants who wish to operate patios on public property and those businesses that are currently licenced to operate sidewalk cafes and outdoor patios.

The new bylaw will require mandatory design elements and patio placement requirements to support access, prevent barriers, and provide a welcoming place for people with disabilities. With a recognition that there are several types of disabilities (including mobility, dexterity, cognitive, pain, visual, hearing, developmental, and more) the City also recommends that any businesses considering or operating a patio speak directly with service organizations and people with lived experience.

## **Request for Feedback on Patio Design and Placement:**

The focus of a new bylaw will include design requirements for outdoor patios which operate on the public right of way.

This might include patios on the sidewalk which have furniture that is brought in and out each day or patios which are “constructed” on the sidewalk or roadway and have a “structure” which remains in place year-round.

The City will refer to established technical guidance such as the BC Building Code Accessibility Handbook and the Accessible Design for the Built Environment (CSA B651-18) standards in mandatory design elements. As those documents are updated, the City program for outdoor patios will also be updated.

Patios located in the street will not operate in the place of transit stops, passenger loading zones, taxi zones or accessible parking stalls.

Patios (or associated signage, customer queuing, or greeting stations) on sidewalks must retain minimum clearance distances to allow free passageway of pedestrians, including those using mobility assist devices or guides.

Other examples of design requirements include:

- An accessible entrance to the patio must be provided, with ramps as required, and minimum widths to accommodate mobility assist devices or a person with guide to use.
- Patio surface materials must be firm, stable and slip resistant.
- Unobstructed spaces within the patio structure must be provided to allow wheelchairs or mobility devices to comfortably maneuver.
- Any barricades/boundaries (railings, planters, pylons, etc.) to depict a patio area or the path of travel around a patio must be cane detectable. To be cane-detectable, ground materials should have textural contrasts that are detectable by a long cane and underfoot.
- At least one seating area within every patio must be wheelchair accessible. This includes the table dimensions, the maneuvering space around the table, and the surface materials which the table is on.
- Seating areas in patios must accommodate needs of customers with service or support animals.
- All portions of the patio entry way are equipped with adequate lighting to provide a minimum level of illumination.

Staff also welcome best practices or suggestions identified by service organizations and those with lived experience which could serve as suggestions or advice to best support people with disabilities. Examples include:

- Providing patio menus digitally, in braille, or large font
- Establishing “quiet” zones on patios located away from busy entry points or acoustic music
- Providing customer access to portable assistive listening devices
- Using chairs and tables with contrasting colours
- Establishing one-way entrance or exits
- Choosing landscaping plants with a lower OPALS rating
- Establishing processes or tools for receiving feedback from customers or the public on the accessibility of patios.

If members of the Accessibility Advisory Committee have other suggestions of approved standards or best practices for patio designs or patio operations they would like to share, staff would welcome them at the January 2023 meeting.

Updates to the bylaw and in 2023 will achieve and contribute to actions identified in the City’s Short-Term Action plan associated with the Accessibility Framework:

- Reviewing design guidance for sidewalk cafes to be accessible.
- Initiate review of and amend City Bylaws, including associated fines, to reduce barriers to accessibility of sidewalks and pathways.

## **BACKGROUND**

On August 9, 2022, staff from Engineering and Public Works presented the AAC with background information on the Helping Hands program for waste collection. The Helping Hands program provides residents requiring assistance to have their grey and green carts retrieved and returned to their property instead of bringing them to the curb for collection. There have been consistently around 150-200 households registered in the Helping Hands program at any given time for the past 10 years.

The Helping Hands program is currently eligible for residents over 80 or persons living with a disability. To enroll in the program residents must complete a form with those over 80 self-reporting while those living with a disability were required to provide a doctor's note. Staff acknowledged the barriers many residents face getting a doctor's note and indicated that residents may call and speak with solid waste supervisory staff to be enrolled without a doctor's note.

The AAC indicated the desire to reduce the barrier for people with disabilities enrolling into the Helping Hands program by choosing from common documentation or a doctor's note. Staff were receptive to making the changes to the documentation and form requirements and sought recommendations on a list of appropriate documents from members of the AAC.

## **DISCUSSION**

Staff have changed the Helping Hands enrollment form to reflect the feedback from AAC (see attachment).

The new form includes the following changes:

- Disability documentation options
- Removing the word "physical" when referencing disability
- A new requirement that people over 80 also provide documentation (Driver's License or other government ID)

## **NEXT STEPS**

The new form will be updated on the City's website in the coming weeks. Staff in solid waste and utility billing who are responsible for processing applications will be notified of the changes. The option will remain for a resident to call into the City if they still face barriers with the new application form as part of the City's commitment to accessibility.



**Utility Billing**  
 1 Centennial Square  
 Victoria, BC V8W 1P6

**T** 250.361.0226  
**F** 250.361.0214  
**Office Hours:** 8 a.m. – 4:30 p.m., Monday – Friday

# Residential Solid Waste Helping Hands Program

The Helping Hands Program was designed for persons living with a disability and seniors over 80 years of age, **who have no other resident on their property that is capable of wheeling grey and green waste collection bins to and from their curb.**

**Please note that eligible documentation (see below) must be submitted along with the form.** If you have questions about the program and eligibility, please contact Utility Billing at 250.361.0226 or [utilities@victoria.ca](mailto:utilities@victoria.ca).

## Part 1 (to be completed by applicant)

Property Location: \_\_\_\_\_

Address Utility Account Number: \_\_\_\_\_

Applicant's Name: \_\_\_\_\_

Phone #: \_\_\_\_\_ Email: \_\_\_\_\_

I hereby apply for a level of garbage collection service that includes retrieving and returning my bin(s) to my yard, on the grounds that (please check one):

I am over the age of 80 and no other resident of my property is capable of rolling wheeled bin(s) to and from the curbside.

**Over 80 documentation (one of the following):**

- Copy of Driver's License
- Other government issued ID showing date of birth

**OR**

I am a person who is unable, without undue hardship or risk to health, to roll wheeled bin(s) to and from the curb, as a result of a permanent or temporary disability.

**Disability documentation (one of the following):**

- Accessible parking permit/parking placard
- Disability tax credit form
- CNIB card
- BC Ferries Accessible Fare Identification card
- BC Transit handyPASS
- Part 2 (completed by a Physician. See back of form)

Applicant's Signature: \_\_\_\_\_

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



**Utility Billing**  
 1 Centennial Square  
 Victoria, BC V8W 1P6

**T** 250.361.0226  
**F** 250.361.0214  
**Office Hours:**  
 8 a.m. – 4:30 p.m., Monday – Friday

**Residential Solid Waste  
 Helping Hands Program**

**Part 2 (to be completed by Physician)**

Physician’s Name: \_\_\_\_\_

Physician’s Address: \_\_\_\_\_  
STREET/CITY/POSTAL CODE

The date I last saw the Applicant was: \_\_\_\_\_

In my opinion, the Applicant is unable, without undue hardship or risk to health to roll a wheeled waste collection bin to and from the curb on scheduled collection days as a result of a  permanent or a  temporary disability.

If a temporary disability, please indicate the expected date of recovery: \_\_\_\_\_

Physician’s Signature: \_\_\_\_\_

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

**Return Application to:**

City of Victoria  
 Utility Billing  
 #1 Centennial Square  
 Victoria, BC V8W 1P6  
 or [utilities@victoria.ca](mailto:utilities@victoria.ca)

The City of Victoria is committed to identifying, preventing and removing barriers across its services, programs, and infrastructure, in order to benefit the community in a way that respects the dignity and independence of people with disabilities.