



AGENDA – ACCESSIBILITY ADVISORY COMMITTEE

February 22, 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 January 10, 2023**
- E. Remarks from the Chair**
- F. NEW BUSINESS**
 - F.1 City’s New Accessible Meeting and Events Toolkit presentation (Communications and Engagement Department)**
 - F.2 Floating Bus Stops**
 - F.3 Committee Updates – Roundtable**
- G. Next Meeting Agenda & Date – March 14, 2023**
- H. ADJOURNMENT**

Attachments:

- A. Draft AAC Minutes from the meeting held January 10, 2023**
- B. Proposed Corrections to the January 10, 2023 Minutes**
- C. Accessible Meeting and Events Toolkit**



MINUTES – ACCESSIBILITY ADVISORY COMMITTEE

January 10, 2022, 4:33 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

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

ABSENT: S. Jennings, C. Marks

STAFF PRESENT: A. Galiev – Equity, Diversity & Inclusion Lead, S. Webb – Manager of Sustainable Transportation Planning & Development, B. Crowder – Transportation Technician, B. Roder – Committee Secretary

A. Call to Order

S. Hough assumed the role of Chair and called the meeting to order at 4:33 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 with the addition of items **F.3 Helping Hands, F.4 Action Log, F.5 Initiate Conversation for Feedback Mechanism, F.6 Clover Point Accessibility** under New Business and the remainder of the agenda be reordered accordingly

CARRIED UNANIMOUSLY

F.1 **Patio Bylaw Update (25-30 minutes)** **Level of Engagement: Consult**

Manager of Sustainable Transportation Planning and Development and the Transportation Technician provided an update to the Committee regarding the patio bylaw update and consulted with the Committee, receiving feedback on accessibility recommendations and improvements.

Committee discussed the following:

1. Suggested a minimum of one accessible table or a percentage of the patio occupancy
2. Two or three tables designated as accessible and that businesses consider the location and distance of accessible tables from the entrance and the maneuverability
3. Prioritizing designated accessibility seating over seating that can be made accessible
4. Minimizing barriers by requiring a maximum on high tables
5. Consideration of furniture placement, size and height
6. Challenging for people who are blind to navigate to entrance of patio when bollards or round planters are used
7. All patios should have railings and a solid continuous perimeter to assist people who are blind
8. For temporary patios, stanchions could be used with reasonable spacing between seats and the temporary perimeter
9. Suggested changing the texture of the ground to indicate the sidewalks usage has changed
10. Concerned about the City contacting agencies to request feedback and suggested the City provide a fee-for-service basis to individuals with lived experience and/or an agency
11. Location of accessible parking options
12. Recommended that menus should be available online
13. Could recommend a braille or large font menu for patio guidelines, but is not necessary to mandate
14. That a patio is more accessible if the designated entrance and exit are the same
15. Recommended incorporating Opals Ratings – Allergy Friendly Plants into patio guidelines
16. 90 patios currently participating in Build Back Victoria program, and staff anticipate about 30 businesses will apply for the new Sidewalk Café program which will be available in the spring
17. Patios participating in the Sidewalk Café program will be required to comply with the new bylaw and guidelines
18. Usage of rectangular planters as the patio perimeter can provide a barrier while being aesthetically appealing and removable
19. Sandwich boards and signs can impair wheelchair maneuverability on sidewalks
20. Noted the importance of reporting sandwich boards and sign infractions to the City, and indicating whether they are licenced
21. Barriers with increased amount of sandwich boards since more patios have opened during the pandemic
22. Suggested that advertising using sandwich boards be replaced by signage attached to building or patio structures
23. Patios must abide by the City's electrical requirements, including that electrical cords cannot run along the ground
24. Staff will bring the patio bylaw updates back to the Committee within the next couple months as it will be going to Council at the end of March

D. READING OF MINUTES

D.1 Minutes from the meeting held December 13, 2022
Moved By L. Bartram
Seconded By J. Scott

That the minutes from the meeting held December 13, 2022 to be adopted with the following revisions:

F.1 Accessible Parking

Committee discussed the following:

1. This is part of a multi-year project with \$350,000 from the Accessibility Reserve Fund.
2. Staff assured the committee that new stalls are sized to meet accessible van needs.
3. 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.
4. Staff requested suggestions for Priority areas in Victoria for further accessible parking upgrade consideration.

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
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.*

CARRIED UNANIMOUSLY

E. Remarks from the Chair

The Chair thanked the Committee for their participation in the first meeting of 2023, and looks forward to the Committee's contributions in the coming year.

F. NEW BUSINESS

F.2 Snow Plowing and Accessibility

Committee discussed the following:

1. *Noted that when streets were plowed, the snow blocked sidewalk corners and bus stops*
2. *Mentioned that bike lanes were quickly cleared*
3. *Providing direct feedback to the Assistant Director of Public Works and requested that he attend a future meeting to discuss suggestions*
4. *Usage of a specific device to clear the sidewalks*
5. *Noted that snow frequently gets piled in accessible parking spots and that the City should improve awareness to businesses and parking lot operators keep accessible spots cleared*

F.3 Helping Hands

Committee discussed the following:

1. *Concerned that the form's wording is not clear enough that a physician's note is not required*
2. *Members have already provided feedback to staff to ensure that the form clearly states "Part 1 or Part 2 must be completed"*
3. *Noted that the form should replace the term "physician" with "healthcare professional" to include occupational and physical therapists, etc.*
4. *Interested in the form allowing the ability to self-declare disability rather than requiring proof*
5. *Opposed to people over the age of 80 years old also having to provide proof with their application as the updated form now regulates both groups*
6. *Actioned for individuals to draft a letter to staff to ensure feedback is received in a timely manner*

7. *Noted that the form should include staff contact information if individuals need assistance and have concerns will completing their application*

F.4 Action Log

The Committee noted that they would like to see an updated version of the Action Log prior to the next meeting.

F.5 Initiate Conversation for Feedback Mechanism

Committee discussed the following:

1. *How the Committee will interact and engage with the consultant on the public's feedback mechanism to the City*
2. *The City's progress in compliance with the Accessible British Columbia Act*
3. *Suggested a focus group of members, including N. Moss, L. Bartram, S. Hough, and J. Scott, who would like to participate in a discussion on what the feedback mechanism should include at the end of February*

F.6 Clover Point Accessibility

Committee discussed the following:

1. *Upcoming walk/roll event with transportation, engineering and parks staff to address barriers for people with disabilities at Clover Point*
2. *Noted it is being held on January 23 at 11:30 a.m.*
3. *Specified a concern about the sidewalk lip leading to the washrooms*

F.7 Committee Updates – Roundtable

C. Paisley provided an overview of the Action Committee's project work, and their partnership with Volunteer Victoria to encourage more volunteers with disabilities. They are requesting participants for a focus group of people with varying disabilities, to provide recommendations to all local non-profits.

L. Bartram requested for floating bus stops to be added to the list of issues to address. She noted that flashing amber lights have been adopted into Provincial guidelines and after following up, noted that BC Transit will be conducting studies and a review.

G. Next Meeting Agenda & Date – February 14, 2023

The Equity, Diversity & Inclusion Lead notified the Committee that the City Clerk will be attending the February meeting to discuss the Advisory Committee's processes and procedures, and will provide clarification on their role and responsibilities. The Committee requested the City Clerk provide an update on the accommodation policy.

H. ADJOURNMENT

The Accessibility Advisory Committee meeting adjourned at 6:25 p.m.

ACCESSIBILITY ADVISORY COMMITTEE

PROPOSED CORRECTIONS TO THE MINUTES OF THE MEETING HELD JANUARY 10, 2023

F.1 Patio Bylaw Update

Committee discussed the following:

1. *Suggested a minimum of one accessible table or a percentage of the number of tables, whichever is higher*
2. *Could businesses consider having 2 or 3 accessible tables in case 1 or 2 are already occupied and that the location and distance of accessible tables from the entrance and the maneuverability to the table be considered*
3. *Discourage the use of high tables as they reduce the number of tables which might be used and if used, limit number*
4. *Furniture placement, size and height as well as number must be considered*
5. *Challenging for people who are blind to navigate around a sidewalk patio when delineated by bollards or planters with spaces in between . All patios should have a continuous railing delineating the perimeter.*
6. *Temporary tables and chairs become obstacles for persons who are blind and therefore something delineating a perimeter should be used such as stanchions with heavy cords strung between. this needs further discussion.*
7. *.*
8. *There is concern about the City suggesting that businesses consult with agencies and suggested that the City provide some funding or a fee-for-service to individuals or agencies to provide feedback.*
9. *Might staff consider accessible parking locations be linked to applications for new sidewalk patios?*
10. *Recommended that menus should be available online if possible.*
11. *Could recommend a braille or large font menu for patio guidelines, but not mandate*
12. *A patio is more accessible if the designated entrance and exit are the same. Remove separate entrance and exit requirement.*
13. *Applauded incorporating Opals Ratings – Allergy Friendly Plants into patio guidelines*
14. *90 patios currently participating in Build Back Victoria program, and staff anticipate about 30 businesses will apply for the new Sidewalk Café program which will be available in the spring*
15. *Patios participating in the Sidewalk Café program will be required to comply with the new bylaw and guidelines*
16. *Rectangular wheeled planters might work as the patio perimeter*
17. *Sandwich boards and signs can impair wheelchair maneuverability and be an obstacle for blind persons.*
18. *Noted the importance of reporting sandwich boards and sign infractions to the City, and indicating whether they are licenced (sticker displayed on sandwich board). Observed more barriers with increased number of sandwich boards since more patios have opened during the pandemic*
19. *Suggested that sandwich board advertising be replaced by signage attached to building or patio structures*
20. *Patios must abide by the City's electrical requirements, including that electrical cords cannot run along the ground*

21. Staff will bring the patio bylaw updates back to the Committee within the next couple of months as it will be going to Council at the end of March

F.7

L. Bartram requested that floating bus stops be added to the action log. She noted that the installation of flashing amber lights at floating bus stops has been added to Provincial Active Transportation Design Guidelines despite the fact that this mitigation has not been proven effective or been requested by persons who are blind. TransLink and CNIB are conducting studies and a review of this and other existing guidelines for inclusive (floating) bus stops next to bike lanes in the next six months.

Accessible Meeting and Event Tool Kit

Table of Contents

- Introduction 3
 - City’s Commitment to Accessibility..... 3
 - Understanding Disabilities in Victoria..... 4
- Planning a Virtual Meeting or Event 5
 - Accommodations for Virtual Meetings or Events..... 7
- Planning an In-Person Meeting or Event 9
 - Accommodations for In-Person Meetings or Events 10
 - Venue Accessibility Checklist..... 12
 - Accessible In-Person Event Requirements 12
- For More Information..... 16

Appendices

- A. Venue Accessibility Checklist 17
- B. Accessible Local Venues..... 21
- C. Sample Requests for Accommodation..... 24
- D. Sample Budget Form for Accessibility Accommodation 25
- E. Resources..... 26
- F. Glossary of Terms..... 27

Introduction

In August 2020, City Council adopted the 2020 Accessibility Framework and Accessibility Policy. The Framework's Short-Term Action Plan identifies the need to refine meeting/event guidelines and processes to improve accessibility.

A key objective of the Accessibility Framework is to increase opportunities for people with disabilities to participate in Council decision-making processes, City engagement activities and City-led special events and/or ceremonies.

People with disabilities can face multiple barriers preventing full participation in local government activities, including accessing services, information, events, discussions and engagements.

The Accessible Meeting and Event Tool Kit is designed to assist City staff in planning and conducting accessible meetings, special events and engagement activities to ensure they are inclusive to all community members.

Events may be virtual or in-person such as open houses, workshops, dialogues, pop-ups, committee meetings, ceremonies, opening/launches and celebrations.

City's Commitment to Accessibility

The City of Victoria is committed to identifying, removing and preventing 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.

The City of Victoria values the contributions from all people and believes diversity strengthens the community. The City recognizes the essential knowledge and perspectives of people with lived experience of disability and commits to making sure those voices are part of community planning.

The City of Victoria will ensure staff and Council are aware of their roles in influencing accessibility for people with disabilities and accept their responsibility to support positive community attitudes.

Key Principles

The City has adopted the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) core principles that underpin the rights of people with disabilities in combination with the emerging provincial principles on accessibility, as follows:

Inclusion: All people should be able to participate fully in our community with dignity and individual autonomy.

Diversity: All people will be respected for their differences and lived experiences, regardless of ability, age, gender identity and expression, race, sexual orientation, ethnicity, place of origin and religion.

Respect: All people should be treated with respect so that they can make their own choices, contribute to civil society and thrive through independence.

Collaboration: While the City does provide a leadership role, the City cannot address accessibility alone. We must collaborate with other stakeholders, levels of government, agency partners, advocacy organizations and service providers to eliminate barriers and support innovations towards an accessible society.

Adaptability: Disability and accessibility are evolving concepts that change as services, technology and attitudes change.

Understanding Disabilities in Victoria

In Victoria, it is estimated that approximately 21 per cent of the population (about 19,000 people) have one or more disabilities. This means approximately one in five Victorians experience at least one disability. An estimated one in 10 Victorians over the age of 15 have severe or very severe disabilities.

People with disabilities deserve the opportunity to be actively involved in local government decision-making processes. Inclusion enables participation by all, ensuring all voices are part of shaping a sustainable, healthy and vibrant community.

Types of Disabilities

Disability groupings are used to help provide a broad understanding of experiences that may be shared or related to a disability, in terms of underlying health conditions, activity limitations, participation restrictions and environmental factors.

Encountered at any age, disabilities can be temporary or long term. While there is no universally adopted set of disability groupings, it is important to recognize several common types and causes of disability.

Some disabilities are visible while others are not immediately visible to others, such as asthma, brain injuries or concussions, allergies or environmental sensitivities, extreme fatigue or chronic pain. The following definitions are adapted from the World Health Organization (WHO) to help build awareness but should not be interpreted as a complete list.

Pain: Pain-related disabilities often refer to long-term or complex pain that may be caused by injury and may commonly occur with other disabilities.

Flexibility, Mobility and Dexterity: Disabilities related to mobility, flexibility and dexterity include limb disabilities, manual dexterity, coordination, brain injuries and spinal-cord function.

Mental Health: Mental health-related disabilities refer to conditions that affect the mind and brain and the way a person thinks, feels and acts.

Learning and Memory: Learning and memory disabilities include challenges related to skills such as reading, writing, and problem solving. They can also interfere with more complex and abstract skills related to the ability to organize, to reason, long and short-term memory and attention span.

Visual Disabilities: Visual disabilities can range from partial sight loss to complete blindness.

Hearing: Hearing disabilities can range from partial hearing loss to complete deafness.

Developmental: Developmental disabilities are a diverse group of conditions resulting from physical or mental challenges that arise before adulthood. These conditions may create difficulties with language, mobility, learning and independent living.

Other: There are many other types of disabilities that may affect how a person lives their day-to-day life.

Planning a Virtual Meeting or Event

Virtual meetings and events can improve access to City engagement opportunities.

Accessibility starts *before* your meeting or event.

- 1) **Virtual Platform** – The City of Victoria uses Microsoft Teams for its virtual meetings and IT staff support this technology, which is used for internal and external meetings and engagement events. Meeting participants do not need to download the app and can access Teams using their web browser.

Participants should be provided the option to use their video or just their audio, or to dial-in via a conference phone number.

Note: At times, City staff may be asked by community partners to work with Zoom rather than Microsoft Teams. Zoom can be used, however, IT is unable to provide technical support.

- 2) **Live Captions** – Microsoft Teams can detect what is being said in a meeting and present live captions, as well as attribute the captions to a speaker. Currently, live captions are only available in English.

To turn on/off live captions, go to the meeting's More Options (...) and turn on or off live captions. Live captions work best when there is minimal background noise, people speak clearly and slowly, and avoid having multiple people speak at the same time. Obscenities will be starred out. Captions may be less accurate for speakers who have an accent. [Learn more](#).

- 3) **Accommodations** – Some accessibility accommodations for virtual meetings/events that may be requested by persons with disabilities include American Sign Language (ASL) interpretation, closed captioning, and receiving PowerPoint slides, accessible files and videos in advance.

- 4) **Include Request for Accommodation in Meeting Invitation** – When sending your virtual meeting invite, include a statement letting people know that they can request accessibility accommodations such as an ASL interpreter and that closed captioning will be available in the Teams meeting. The statement could read as, “To request an accessibility accommodation, please contact xxxx.” Make sure this information is located close to the top of your email or print invitation and includes the contact person's name, phone number and email address.

- 5) **Moderator** – Designate a moderator who will provide structure to the meeting, identify speakers and ensure all participants have an opportunity to speak.

Make sure that your moderator announces the accessibility features at the beginning of your meeting or event to let them know, for example, that ASL interpreters or documents in accessible formats are available.

All speakers should read slide titles and describe the image or content that makes up a photo, graph or chart.

- 6) **Chat Box** – Monitor the chat box and read aloud any questions or comments that need to be addressed. The chat box is an alternate method for people to communicate. Others may raise “virtual hands”.

Please note that the chat box can be problematic for some screen reader users. The screen reader will speak everything in the chat box which may interfere with hearing the live speaker. This feature should ONLY be used for participants to communicate directly with the moderator. Important information should not be shared in the chat box unless it is also made available through other means.

- 7) **Speaker Identification** – For large virtual meetings or events, ask participants to identify themselves when they speak. All guest presenters should be easily visible to help those who read lips. Make sure guest presenters have their video turned on, don't cover their mouth when speaking and are well lit. Also, guest presenters should always ask attendees if they are speaking loud enough, or if they are speaking too fast.
- 8) **Inclusive Welcome** – Remember to welcome participants using gender-neutral terms, such as “everyone” or “folks”, instead of “ladies and gentlemen” or “guys”.
- 9) **Accessible Emails** – Your emails can be made accessible by using **16-point font and sans-serif text such as Arial**, and present the content as html text, bold or hyperlink important information.

Images in an email are to be made accessible by using the alternative text description. In your email, select the image, then click on “Format” and “Picture Layout”. Then select “Layout and Properties”. Next select “Alt Text”. Then type in text to describe the image, including a title. If the image contains text, you can repeat these steps and include the text in the image description. [Watch this video to learn how to make an image accessible in your email.](#)

- 10) **Presentation Materials** – If possible, make slides and videos available in advance to allow participants to have more control to magnify and view them, rather than try and do this in a large group setting. People with vision impairments using a screen reader can't see a shared screen or video, which is why it's important to make slides and videos available ahead of the meeting or event or make them available in the chat.
- 11) **Accessible Files** – The City is moving towards making its signature publications, documents and fillable forms accessible on its website. This means a screen reader is able to “read out” the information in the file. Files with graphs, tables and graphic layout are not easily accessible. For this reason, you will need to have simple Word files available for screen readers to access online. [Watch this video to learn more on how to make your Word files accessible.](#)
- 12) **Be Descriptive** – When presenting, rather than say “in the upper right corner”, be descriptive of what you are explaining to those who may have visual disabilities.
- 13) **Chat Links** – Read aloud links that are posted in the chat box of a virtual meeting. Those with assistive technology may not be able to activate or copy the links.
- 14) **Breakout Rooms** – If your virtual event will use breakout rooms, you will need to say aloud how long each breakout session will last. If someone has requested an ASL interpreter or live captioning, ensure that service follows them to their breakout room.

Note: Budget and plan accordingly as you may require more than one ASL interpreter.
- 15) **Feedback/Survey Form** – Ensure that your feedback form is accessible to screen readers.
- 16) **Recording a Teams meeting/event** – If you plan to record a Teams meeting or event, you will need to state this at the beginning of your session – and in advance in your promotional materials and messaging.

Accommodations for Virtual Meetings and Events

ASL (American Sign Language) Interpreters

ASL interpreters work in two-person teams if the meeting or event is more than 75 minutes in length. Both interpreters will be actively engaged in the process of interpreting. You will need to book and budget for two ASL interpreters. Additional ASL interpreters may be required for breakout rooms.

Please provide two weeks' notice when booking an ASL interpreter. Regular monthly meetings can also be accommodated with advance notice.

Also, if there is an opportunity for your meeting/event to start on the quarter hour (e.g., 8:45 a.m. versus 9 a.m. or 10:15 a.m. versus 10:30 a.m.) that is helpful. ASL interpreters work back-to-back meetings, so having 15 minutes between assignments can sometimes be imperative to getting assignments filled.

Submit any presentation materials (e.g., the meeting link, agenda, slides, land acknowledgement, speaking notes, program, etc.) in advance. This will allow the interpreter(s) to prepare putting the material into American Sign Language.

Island Deaf Hard of Hearing Interpreting and Captioning Services

130 – 1555 McKenzie Avenue, Victoria BC, V8N 1A4

Contact: Kristi or Nina

Voice: 250.592.8144

Text: 250.818.0479

Email: interpreting@idhhc.ca

<https://idhhc.ca/>

Rates:

ASL interpreting service rates for one interpreter:

One-hour booking – \$136.50

Two-hour booking – \$166.75

Additional hours at \$75.75/hour

Please inquire about half-day (four hours) and full-day (eight hours) rates.

Note: There is a two-business day cancellation policy, otherwise payment in full is invoiced.

Captioning

Live Captioning

You can turn live captioning on and off for your Teams meetings and events. Microsoft Teams can detect what is being said in a meeting and present live captions, as well as attribute the captions to a speaker. Currently live captions are only available in English.

To turn on/off live captions, go to the meeting's More Options (...) and turn on/off live captions. Live captions work best when there is minimal background noise, people speak clearly and slowly, and avoid having multiple people speak at the same time. Obscenities will be starred out. Captions may be less accurate for speakers who have an accent. [Learn more](#).

Closed Captioning/Webcasting

If your virtual event is webcast from the City Hall Chamber/Antechamber, it will automatically be closed captioned. (Note: You will need to contact the City's Legislative Services Office at least 2 – 3 weeks in advance to request that they book a webcaster for the date and time of your event.) The 2023 rate for a webcaster is \$31.16 per hour, with a minimum of two hours required.

Planning an In-Person Meeting or Event

In-person meetings and events come in all shapes and sizes. By planning ahead, you can build accessibility into all aspects.

There are two key elements to consider:

- 1) **Physical access to the space** – such as accessible parking, entrances, elevators, washroom and the size of meetings rooms to accommodate wheelchairs, scooters and service animals
- 2) **Access to the content and proceedings** – include promotional materials and making presentation and information handouts available in accessible, electronic formats as well as in large print, often in advance of the event

When planning your in-person meeting or event, make sure to use the **Venue Accessibility Checklist** in this section and also available in Appendix A.

If you are planning your event to be held outside of City Hall, please see Appendix B for the City's **Accessible Local Venues**, which rates a local venue's physical accessibility (e.g., parking, entrance, elevator, washrooms, etc.).

Note: The list of local venues is designed to evolve and will be updated periodically.

Budgeting

Make sure to budget for accessibility needs from the very start of your event planning, such as the need to book/hire American Sign Language (ASL) interpreters (usually booked in a set of two), allocation of staff to assist participants as greeters at your venue's entrances, registration table (if applicable) and meeting room(s).

Things to Think About:

- Sensory: Consider accessibility requirements for a variety of needs, including sensory, communications, chemical sensitivity (no-scent) and mobility needs.
- Space: Consider accessibility of your venue for assistance dogs, walkers, wheelchairs, scooters and strollers.

Dates and Times:

- Plan your event as far ahead as possible (especially large events), preferably four to six weeks or more in advance. Consider the following:
 - Choose dates and times when public transit is operating within regular hours.
 - Try to make sure there aren't any large events or circumstances that would re-route regular traffic happening on the same day.
 - Avoid planning the event for early morning or late evening. It is difficult for seniors and people with disabilities to find assistance during that time.
 - Allow enough time for attendees to arrange HandyDART transportation and/or accompanying assistants. Bookings need to be made two weeks in advance.

Accommodations for In-Person Meetings or Events

ASL (American Sign Language) Interpreters/Captionists

ASL interpreters work in two-person teams if the meeting or event is more than 75 minutes in length. Both interpreters will be actively engaged in the process of interpreting. You will need to book and budget for two ASL interpreters to work in the same room. Additional ASL interpreters may be required for break-out rooms.

Please provide two weeks' notice when booking an ASL interpreter. Regular monthly meetings can also be accommodated with advance notice.

Also, if there is an opportunity for your meeting/event to start on the quarter hour (e.g., 8:45 a.m. versus 9 a.m. or 10:15 a.m. versus 10:30 a.m.) that is helpful. ASL interpreters work back-to-back meetings, so having 15 minutes between assignments can sometimes be imperative to getting assignments filled.

Submit any presentation materials (e.g., the meeting link, agenda, slides, land acknowledgement, speaking notes, program, etc.) in advance. This will allow the interpreter(s) to prepare putting the material into American Sign Language.

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ASL Rates

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One-hour booking – \$136.50

Two-hour booking – \$166.75

Additional hours at \$75.75/hour

Please inquire about half-day (four hours) and full-day (eight hours) rates.

Note: There is a two-business day cancellation policy otherwise payment in full is invoiced.

Real-time Captioning (In-Person)

Provide real-time captioning for in-person events with more than 100 people and ensure your venue has technology to support this (e.g., projector and screen). You may need to rent this equipment for your event.

Real-time captionists are responsible for providing communication access by converting spoken language to text, in real-time. The captionist, using a laptop, will connect to a large TV or projector in which the text will appear on a TV or screen. The captionist will type out what is being said during the presentation in real-time, including jokes, off-the-point comments, pertinent sounds in the room etc. to ensure inclusivity. Participants in the audience can read the captions from within the room.

Real-time Captioning Rates

Rates for one captionist:

One-hour booking – \$75

Two-hour booking – \$120

Additional hours at \$60/hour

Captionists work in two-person teams if the in-person meeting or event is more than 75 minutes in length. You will need to book and budget for two captionists to work in the same room.

Note: There is a two-business day cancellation policy otherwise payment in full is invoiced.

Island Deaf Hard of Hearing – Interpreting and Captioning Services

Contact: Kristi or Nina

Voice: 250.592.8144

Text: 250.818.0479

Email: interpreting@idhhc.ca

Closed Captioning/Webcasting

If your virtual event is webcast from the City Hall Chamber/Antechamber, it will automatically be closed captioned.

(**Note:** You will need to contact the City’s Legislative Services Office at least 2 – 3 weeks in advance to request that they book a webcaster for the date and time of your event.) The 2023 rate for a webcaster is \$31.16 for webcasters, with a minimum of two hours required.

Venue Accessibility Checklist

The Venue Accessibility Checklist is intended to:

- Be an organizing and planning tool for event planners and/or coordinators involved with the logistics of an event or function
- Encourage accessibility and inclusion
- Bring awareness of opportunities to remove barriers for individuals to fully participate

Before you commit to using a location, make sure to conduct a site visit to ensure it is accessible. You will need to explore parking, entrances, elevators, washrooms, foyers and meeting rooms to ensure they are large enough for those using mobility devices and service animals to easily move around.

Depending on the location, it may not be possible to check off all of the items on the **Venue Accessibility Checklist in Appendix A.**

Accessible Event Requirements

Invitation/Outreach/Registration

- Provide enough notice so that participants can arrange for transportation, assistance or child care. Four weeks advance notice is recommended.
- Identify key stakeholders and contact them to ensure your messaging will reach the right networks. Don't assume everyone has access to email and/or social media.
- Use a range of strategies to promote your event (e.g., City's website, media release, social media, print ads, email, e-newsletter, handbills, posters, mail-outs). The City's website is accessible to screen readers. HTML text can be converted into a number of languages.
- Include information near the top of your email or print invitation about who to contact (name, email, phone) to request an accommodation.
- Clarify that service animals may attend but pets are prohibited.
- Follow the [CNIB's Clear Print Accessibility Guidelines](#) for invitation, outreach and registration materials. **Font size should be 16 point using sans serif font such as Arial.** Use high contrast colours such as dark text on a light background.
- Provide space in your registration form or name tag for gender pronouns.
- Create two versions of a registration form. One can be a fillable PDF and the accessible version can be a fillable Word document. (**Note:** The City is looking into new software that will make the use of one file accessible to all.)
- Promote a scent-free environment and request that attendees avoid wearing scents.
- Include information on accessibility features that are available, such as ASL interpreters, real-time captioning, closed loop audio systems, dietary accommodation, non-toxic materials and accessible entrances and parking, as well as a map on how to get to the event with pick-up/drop-off locations.
- Write to an audience level of Grades 6 to 8. Use an active voice such as "The City of Victoria is hosting.."
- Screen readers will describe an emoji. For this reason, place emojis at the end of your social media posts. Inserting emojis in between sentences or paragraphs could be confusing when read aloud by a screen reader.

Agenda

- Does your agenda provide breaks that are long enough for everyone to be able to stretch, grab a drink or use the washroom?
- Are the planned interactive activities inclusive so that everyone can participate?

Opening Remarks

Ensure opening remarks mention the following:

- Location(s) of washrooms
- Location(s) of emergency exits
- Materials are available online
- Microphones will be roving for Q&A sessions (if relevant)
- Speakers will describe visuals on slides

Presentation

- Audiovisual equipment (screen size and placement, adequate number of audio speakers, etc.) meets the needs of the venue so most of those present can see the screen and hear the presenter.
- For those who cannot see the screen due to a seeing disability:
 - Electronic copies of handouts, PowerPoint presentations and captioned videos will be sent ahead of time upon request
 - Handouts and PowerPoint presentations are available in large print at the door (16 Arial font)
- For those who have limited vision:
 - Place large screen(s) in central locations with clear visibility
 - Windows have drapery or blinds to reduce light/glare from windows
- For those who cannot hear the presenter due to a hearing disability:
 - Real-time captioning and ASL interpretation or assistive listening devices (Infrared, loop, FM) are available and staff are available to assist
 - Lighting is adequate for ASL signing. Back lighting of the presenter is avoided.
- For those using wheelchairs:
 - A microphone can be accessed by a person using a wheelchair in the audience. This can be with a roll-up podium or staff on hand to bring an RF microphone to seated individuals, but preference is for a table-height podium (possibly beside a standard standing podium).
 - A microphone on the stage can be accessed by a guest speaker using a wheelchair
- For those with allergies:
 - Seating is arranged in such a way that service animals are located as far away as possible from seating for persons with allergies
 - If possible, a separate entrance is assigned and a sign is posted for persons with allergies (e.g., “Scent-Free Entrance”)
 - Ensure and advertise it as a scent-free event

- For those who require additional speaking time:
 - Additional speaking time for those who experience challenges with their speech or expressing themselves, will be granted upon request
- For those who cannot attend the event in-person:
 - Make alternate means of participation available if the above accommodations will not meet participants' needs to attend in-person. (**Note:** Every effort should be made to make the event venue accessible to as many individuals as possible.) If electronic access is being considered as an alternative means of participating, its availability should be made known in event promotion and it should allow live participation with both audio and visual connection. If this is not possible, use low-tech solutions such as phoning in or have staff read out statements or questions.

Presentation Materials

- Use unscented markers
- Use high contrast colours – light text on dark background or dark text on light background
- Use a text size of at least 16 point and sans serif font, such as Arial
- Offer materials, agendas, videos and PowerPoint presentations in advance
- Use captions for videos
- Accessible PowerPoints – In order for the images in your PowerPoint presentation to be recognized by a screen-reader, each image must be tagged with a written image description called alt-text. Alt text is a brief summary of what is in your image written by you.

Staffing

- For large events, designate someone to be responsible for accommodations and to assist with seating, ensure captioning or audio technology is working, and maintain clear pathways

Approach: If you suspect someone may need a hand, walk up, greet them and identify yourself.

Ask: “Would you like some help?” The person will accept your offer or tell you if they don’t require assistance. Do not direct questions through their companion.

Assist: Listen to the reply and assist as required. Not all people who are blind or vision impaired will want assistance. Don’t be offended if your assistance is not required.

- Make sure there is a greeter located at the accessible entrance to the building as well as a greeter at the entrance to the meeting room who can act as an usher to help provide suitable seating
- Staff are briefed not to consume personal food or drink on site (except for water)
- Staff to assist with circulating microphones for Q&As and report-back activities

Food and Beverage Service

- Consideration has been given to the actual need for food and beverage service and how it relates to the event. (Food can be a barrier for some.)
- An exception process exists and is made known for people to bring in outside food where warranted. (e.g., needed for health reasons)

If food is to be served:

- Food and beverage service has considered how to minimize allergens (e.g., gluten, nuts, dairy, halal, vegan, low sugar, etc.)
- Communicate dietary accommodations to caterers and ensure they follow through
- Post ingredients/label or make them readily available
- Provide water and assistance pouring
- Encourage hand washing and/or sanitizing to prevent food allergen transfer to common surfaces (e.g., handrails, door knobs, elevator buttons, etc.)
- Outdoor venues provide convenient hand sanitizing stations adjacent to where food is being served/consumed
- Offer bendable straws, light-weight cups and avoid sharp objects like toothpicks in food

Seating and Tables

- Avoid designating one area “for wheelchairs” as this stigmatizes those using wheelchairs and prevents them from choosing to sit with other attendees, colleagues and friends
- Provide one space (if possible) at each table for wheelchair/scooter use and provide enough space between tables for people using mobility devices or service animals
- Set up aisles with no chairs impeding to enable people with mobility aids space to maneuver. Aisles between seated rows should be a minimum of 36 inches.
- Reserve seats as the front of the room for people with visual or hearing needs to have a clear view and access to ASL interpreters, real-time captioning, presentations and speakers.

Registration Desk or Counter/Displays

- Registration desks and counters should be 74 to 86 cm or 29 to 34 in. from the floor for people with mobility devices to easily access
- Consider the height of displays for people using wheelchairs
- If post-it note activities are to be used, consider height of displays and access to scent-free markers and post-it notes
- Provide a quiet space/area for attendees to escape the event’s busyness and noise, if possible
- Ensure signage, easels and displays do not block sidewalks, pathways or create a tripping hazard

Assistance Animals

- Designate an outdoor toilet space for assistance dogs and provide a waste bin and biodegradable poop bags
- Provide water bowls
- Designate a separate seating area for participants with assistance animals to accommodate those with allergies

Event Evaluation

- Ensure that your event evaluation form includes at least one question about accessibility
- Make it so that participants can complete the evaluation form anonymously

For More Information

By addressing any accessibility barriers during planning for your virtual or in-person meeting or event, you will ensure that everyone has the opportunity to participate.

For more information on the City's Accessibility Framework and the Short-Term Action Plan, visit: victoria.ca/accessibility.

If you would like to discuss how to make your virtual or in-person event more accessible, email the City's Communications and Engagement department at engage@victoria.ca.

Appendix A – Venue Accessibility Checklist

Venue Accessibility Checklist	
External Environment	
	<ul style="list-style-type: none"> Clearly marked signs written in large print and illuminated
	<ul style="list-style-type: none"> Path of travel from parking lot to building is barrier free, non-slip, few or no stairs, even level
	<ul style="list-style-type: none"> Curb cuts and/or level access to enter building
	<ul style="list-style-type: none"> Drop-off area is located at the front of building
	<ul style="list-style-type: none"> Wide ramps with gradual slope and handrails
	<ul style="list-style-type: none"> Located close to convenient bus stop (no more than one block away, with sidewalks and controlled road crossings)
	<ul style="list-style-type: none"> Sidewalks separate from roadway
Entrances and Lobbies	
	<ul style="list-style-type: none"> Wide doorways to accommodate mobility devices and/or guide dogs. (A door requires a minimum width of 820 mm or 32 in. with a maximum of 1 m or 42 in. to accommodate most wheelchairs.)
	<ul style="list-style-type: none"> Lightweight doors with large handles or automatic door openers
	<ul style="list-style-type: none"> If steps present at the entrance, there is also an unobstructed railed ramp
	<ul style="list-style-type: none"> Steps are well marked for visibility and unobstructed at top and bottom
	<ul style="list-style-type: none"> Clear signage indicating ramp location if not at main entrance
	<ul style="list-style-type: none"> Entrance and pathways are well lit
	<ul style="list-style-type: none"> Visible automatic door opener (good contrast with surroundings)
	<ul style="list-style-type: none"> Scent-reduction and no pet policy posted on doors
	<ul style="list-style-type: none"> Public telephones low enough for persons with wheelchair/scooter
	<ul style="list-style-type: none"> Low counter service area for person with wheelchair/scooter

Venue Accessibility Checklist

Elevators

- Elevators large enough to accommodate mobility devices and/or guide dogs
- Elevators located close to meeting room/space
- Control panel at appropriate height for someone in a wheelchair/scooter
- Braille buttons, raised numerals
- Auditory signal, sound and/or light signals
- Visual cue system to alert people who are deaf or hard of hearing
- Doors stay open for reasonable length of time

Washrooms

- Close proximity to meeting space
- Doors equipped with automatic or push-button door opener
- Doors include raised (tactile) male or female sign or Braille lettering
- At least one accessible, gender neutral washroom on the same floor as your event
- At least one stall large enough to accommodate mobility equipment (e.g., wheelchair, scooter)
- Stalls have grab bars and raised toilet seats
- Signs clearly marked
- Faucet, soap and paper towel dispensers are easy to operate and within reach for a scooter or wheelchair user
- Soap dispenser contains unscented soap. (It may be necessary to bring in individual countertop dispensers, if the venue will not change its permanent dispensers. Disable scented soap dispensers with tape.)
- Sink allows for adequate knee space and is unobstructed
- Unscented cleaning products used
- No scented air freshener present, including wall-mounted and cakes in urinals
- Ensure washrooms are clean and functioning prior to the event
- For outdoor events, provide wheelchair-accessible portable toilets and ensure that people using motorized or manual wheelchairs can get to them on accessible surfaces

Venue Accessibility Checklist

Hallways and Meeting Rooms

	<ul style="list-style-type: none"> • Cleaned with non-toxic, unscented cleaners
	<ul style="list-style-type: none"> • Wide, unobstructed hallways and doorways
	<ul style="list-style-type: none"> • Good non-florescent lighting (if possible), well lit
	<ul style="list-style-type: none"> • Floor has a low pile carpet or hard surface
	<ul style="list-style-type: none"> • Check HVAC system has been cleaned within the past six months
	<ul style="list-style-type: none"> • Will there be construction or adjacent activities nearby that reduces air quality?
	<ul style="list-style-type: none"> • Clear access around furniture
	<ul style="list-style-type: none"> • Accessible tables and seating space for wheelchairs throughout the room and at the back of the room

Emergencies

	<ul style="list-style-type: none"> • Venue has both audible and visual (flashing but not strobing) alarm system
--	--

General

	<ul style="list-style-type: none"> • A Scent Reduction Policy is in place
	<ul style="list-style-type: none"> • Cables and wires have been taped down and/or secured

Stage

	<ul style="list-style-type: none"> • Stage entrance must be level, gently sloping, ramped or have a lift
	<ul style="list-style-type: none"> • Ramp slopes no more than five per cent
	<ul style="list-style-type: none"> • Provide a stand-alone microphone (wireless or with an adjustable stand) for people who need to sit or use mobility devices
	<ul style="list-style-type: none"> • Podiums are at least one metre away from the stage edge, to prevent accidents and falls for speakers who are blind or partially sighted, who may not be able to see the end of the stage
	<ul style="list-style-type: none"> • Lecterns can adjust to different heights for people who need to sit or use mobility devices or use two lecterns with different heights

Venue Accessibility Checklist

Pathways

- | | |
|--|---|
| | <ul style="list-style-type: none">• Pathways to displays, stages, speaker's podium should be minimum 1 m or 39 in. wide, and include turning circle space with a diameter of 1.8 m or 6 ft |
| | <ul style="list-style-type: none">• Pathway slopes no more than five per cent |
| | <ul style="list-style-type: none">• Consider tripping hazards, obstacles, stairs, curbs and bumps that would prevent people using wheelchairs, walkers or canes from navigating the pathway |

Parking

- | | |
|--|---|
| | <ul style="list-style-type: none">• Designated accessible parking (one space for every 100 attendees) |
| | <ul style="list-style-type: none">• Ability to designate more accessible parking, if required |
| | <ul style="list-style-type: none">• Curb cut (no higher than 13 mm or 0.5 in.) or level access to sidewalk/entrance from accessible parking |

Appendix B – Accessible Local Venues

This list of accessible local venues is designed to evolve and will be updated periodically.

Accessible Local Venues																	
	Delta Ocean Pointe Resort	Victoria Conference Centre	Union Club Of BC	Hotel Grand Pacific	Irish Times Pub	Ambrosia Centre on Fisgard	Vic Theatre	KWENCH	Marriott Inner Harbour Hotel	Inn at Laurel Point	The Atrium	White Eagle Polish Hall	Fairfield Community Centre (Garry Oak Room)	Cook St. Village Activity Centre	James Bay New Horizons	Crystal Garden	Days Inn
NOTE: for numbered squares see last page for details																	
Transportation																	
Accessible by public transport	X	X	X		X	X	X	X	X		X	X	X	X	X	X	X
Bus stop nearby	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	
Accessible pathway	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	
Accessible drop-off area	X	X	X	X	X		X	X	X	X		X	X	X	X	X	
Parking																	
Accessible parking	X	X		X		1	X		X	X		X	X	X		2	
Curb cut/level sidewalk	X	X		X	X	X	X		X	X		X	X	X	X		
Entrance																	
Steps marked for visibility	N/A	X	X	X	N/A	X	N/A	X	X	X		X		N/A	N/A	N/A	X
Ramp available	N/A	X		X	N/A	X	X	X	X	X	X		X	N/A	N/A	N/A	
Well-lit	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	
Signage visible from street	X	X		X	X	X	X	X	X	X			X	X		X	
Automatic door	X	3		X		X		X	X	X	X			X	X	X	
Scent-free/No Pet signage		4												X	X	5	
Elevator						N/A						N/A		N/A	N/A		
Tactile external controls	X	X		X				X		X	X					X	
Visual and audible signal	X	X		X				X		X	X					X	
Elevator can fit wheelchair	X	X		X	X		X	X	X	X	X					X	

Elevator continued next page

Appendix B – Accessible Local Venues

This list of accessible local venues is designed to evolve and will be updated periodically.

Accessible Local Venues																	
NOTE: for numbered squares see last page for details	Delta Ocean Pointe Resort	Victoria Conference Centre	Union Club Of BC	Hotel Grand Pacific	Irish Times Pub	Ambrosia Centre on Fisgard	Vic Theatre	KWENCH	Marriott Inner Harbour Hotel	Inn at Laurel Point	The Atrium	White Eagle Polish Hall	Fairfield Community Centre (Garry Oak Room)	Cook St. Village Activity Centre	James Bay New Horizons	Crystal Garden	Days Inn
	Elevator, continued																
Door timing reasonable	X	X		X				X	X	X	X					X	
Raised numbers/braille	X	X		X				X	X	X						X	
Hallways and Meeting Rooms																	
Cleaning products scent-free	X	X		X	X	X	X		X	X	X		X	X	X	X	
Wide halls/doorways	X	X	X	X		X	X	X	X	X	X	X		X	X	X	
Non-florescent lighting	X	X		X	X	X		X		X	X	X		X		X	
Low-pile carpet or hard surface	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	
Access around furniture	X	X		X	X	X	X	X	X	X	X	X		X	X	X	
Wheelchair space at tables	X	X	X	X	X	X		X	X	X	X	X		X	X	X	
Public Washrooms																	
Accessible washroom	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Gender neutral washroom – universal washroom					X			X	X	X			X				
Automatic door opener		X		X					X	X	X			X	X	X	
Wide doorway	X	X		X			X	X		X	X	X	X	X	X	X	
Unscented soap	X	X		X	X	X	X				X		X	X	X	X	
Accessible sink	X	X		X	X	X	X	X		X		X				X	
Unscented cleaning products	X	X		X	X	X	X		X	X	X		X	X	X	X	
Air freshener					X	X			X	X	X				X		

Appendix B – Accessible Local Venues

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Accessible Local Venues																	
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NOTE: for numbered squares see last page for details																	
Emergencies																	
Audible and visual alarm	X	X		X	X	X	X	X	X	X	X			X		X	
General																	
Scent policy		X		6	X	X					X				X	7	
Ventilation system to code	X	X		X	X	X	X	X	X	X	X			X	X	X	
HVAC system cleaned regularly	X	X		X	X	X	X	X	X	X	X		X	X	X	X	

TABLE NOTATIONS

1. Centennial Square Parkade is located across the street.
2. Underground pay parking is available at the Victoria Conference Centre across the street.
3. The Victoria Conference Centre’s courtyard doors have automatic doors.
4. Signage is not posted. Certified service dogs are allowed. The venue’s scent policy depends on the nature of the event (e.g., a cooking show, etc.).
5. Signage is not posted. Certified service dogs are allowed.
6. There is a scent reduction policy for staff to avoid strong scents.
7. Clients can request no scent for their event.

Appendix C – Sample Event Request for Accommodation

SAMPLE: Virtual Meeting/Event Request for Accommodation

Please let us know if you would like to receive captioned videos, presentations and/or files in advance of the meeting/event by contacting [Name and telephone and e-mail contact information].

Allow us 72 hours advance notice to accommodate.

SAMPLE: In-Person Meeting/Event Request for Accommodation

The [venue] is accessible and assistive listening devices such as [xxxx] will be available at the meeting/event.

To request real-time captioning, an ASL interpreter or any other accessibility accommodations such as dietary, large print or to receive captioned videos and presentations in advance, please contact [Name and telephone and e-mail contact information].

Please provide us with at least 72 hours advance notice.

(Include information about public transit, parking, drop-off areas, etc. and any special notes.)

Appendix D – Sample Budget Form for Accessibility Accommodation

Please note that some items below may be no cost but are listed as a reminder to what may be required.

Accessibility Accommodation	Estimated Cost	Resource	Notes
Conversion of print to alternative formats			
Real-Time Captioner and Technology (screen/computer/projector)			
ASL Interpreter(s)			
Captioning for videos and PowerPoint presentations			
Adaptive or assistive technologies/audio systems			
Dietary Requirements			
Staffing (additional)			

Appendix E – Resources

The following resources were used to inform the Accessible Meeting and Event Tool Kit.

- Draft Facility Accessibility Checklist for Public Meetings/Events, Developed by the Accessibility Working Group for the City of Victoria, March 2017/Updated August 2019
- Feedback from the City of Victoria’s Accessibility Advisory Committee, August 2021

Accessibility Canada – Planning Accessible Events

<https://accessibilitycanada.ca/wp-content/uploads/2016/06/Planning-Accessible-Events-May-2016.pdf>

Checklist for Accessible and Inclusive Event Planning at UBC:

<https://ok-equity.sites.olt.ubc.ca/files/2015/05/Checklist-Accessible-Events-UBC.pdf>

City of Vancouver Accessible Events Checklist and Resources

<https://vancouver.ca/people-programs/accessible-events-checklist-and-resources.aspx#resources>

CNIB Print Accessibility Guidelines

<https://www.cnib.ca/sites/default/files/2020-08/Clear%20Print%20Guidelines%202020.pdf>

Government of Canada, Guide to Planning Inclusive Meetings

<https://www.canada.ca/en/employment-social-development/programs/disability/arc/inclusive-meetings.html#h2.7-h3.1>

Ryerson’s Accessibility Guide

<https://www.ryerson.ca/accessibility/guides-resources/events-meetings/>

SFU Inclusive Events Checklist

https://www.sfu.ca/content/dam/sfu/vpacademic/files/equity_diversity_inclusion/Accessible%20Inclusive%20events%20checklist%20-%20Nov%2030%202018.pdf

Tips for Assisting People Who Are Blind or Have Low Vision

<https://visionaustralia.org/information/family-friends-carers/tips-assisting>

UBC Equity and Inclusion Office – Accessible and Inclusive Event Planning

<https://equity.ubc.ca/resources/accessible-and-inclusive-event-planning/>

United Nations Disability Inclusion Strategy Guidelines: Consulting Persons with Disabilities

https://www.un.org/sites/un2.un.org/files/un_disability-inclusive_consultation_guidelines.pdf

Appendix F: Glossary of Terms

Access – A place or environment that is easily reached or navigated, or a program or service that can easily be obtained.

Accessibility – The measure of something’s usability by persons with one or more disabilities.

Accommodation – Special arrangements that can be made so that persons with disabilities can fully participate.

ASL – American Sign Language is a language that is expressed by movements of the hands and face. It is the primary language of many who are deaf or hard of hearing in North America.

Assistive Listening Devices – Some local venues provide or the City can rent assistive listening devices for people who are hearing impaired. IR (Infrared) technology uses infrared light to transmit audio to earphones. RF (FM Radio) technology delivers audio to earphones using an RF receiver. Induction (Loop) technology uses a magnetic field to wirelessly transmit audio to a hearing loop receiver with earphones.

Assistive Technologies – Software or hardware that increase, maintain or improve the capabilities of individuals with disabilities when using computers.

Barrier – A physical, structural, technological or attitudinal obstacle that hinders the full and equal participation of individuals with disabilities.

Closed Captioning – Is text that not only supplements for dialogue but also describes background noises and audio cues that need describing. Close captioning assumes an audience cannot hear the audio and needs text description.

Real-Time Captioning – Real-time captionists are responsible for providing communication access by converting spoken language to text, in real-time. The captionist, using a laptop, will connect to a large TV or projector in which the text will appear on a TV or screen.

Screen Reader – A software program that identifies and interprets what is displayed on the screen, translating the information usually into speech. Often used by people with vision or cognitive impairments.