



## AGENDA – ACCESSIBILITY ADVISORY COMMITTEE

May 14, 2024, 4:00 P.M.

COUNCIL CHAMBERS, CITY HALL, 1 CENTENNIAL SQUARE

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

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 April 9, 2024
- E. **Welcome Remarks from the Chair**
- F. **NEW BUSINESS**
  - F.1 Truncated Domes Guidelines engagement (consultant Karin Pasqua - Rick Hansen Foundation Accessibility Certification Program)
  - F.2 Chair and Vice Chair updates (Suzan Jennings and Sandra Hough)
  - F.3 Accessibility training with Marco Pasqua
  - F.4 Accessibility assessments
    - F.4.1 Crystal Garden & NeighbourSpace accessibility assessment recap
    - F.4.2 Crystal Pool & Fitness Centre accessibility assessment
  - F.5 Community roundtable
- G. **Next Meeting Agenda & Date – June 11, 2024**
- H. **Adjournment**

### Attachments:

Attachment A - April 9, 2024 AAC Minutes\_DRAFT

Attachment B - Proposed Corrections to April 9, 2024 AAC Minutes



**MINUTES - ACCESSIBILITY ADVISORY COMMITTEE**

**April 9, 2024, 4:02 P.M.**

**COUNCIL CHAMBERS, CITY HALL, 1 CENTENNIAL SQUARE**

**The City of Victoria is located on the homelands of the Songhees and Esquimalt Nations.**

**Meeting conducted electronically via Zoom and in-person**

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

**ABSENT:** C. Paisley

**STAFF:** A. Galiev - Equity, Diversity & Inclusion Lead, S. Mackenzie – Equity, Diversity & Inclusion Coordinator, S. Maichen – Legislative Coordinator

**GUEST:** H. Inglis – Community Consultant, Urban Systems/Urban Matters, A. Egan –Urban Systems/Urban Matters, M. Moore – Lived Experience Consultant

**A. Call to Order**

The meeting was called to order at 4:02 p.m.

**B. Land Acknowledgement**

Committee member N. Moss acknowledged that the City of Victoria is located on the homelands of the Songhees First Nation and Esquimalt First Nation communities, and thanked them for allowing us to live, work and play on their lands.

**C. APPROVAL OF AGENDA**

*S. Hough requested that item **F.5 Airline training** be added to the agenda.*

**Moved By** C. Marks

**Seconded By** S. Hough

That the agenda be approved as amended.

**CARRIED UNANIMOUSLY**

**C. READING OF MINUTES**

**D.1 Minutes from the meeting held March 12, 2024**

**Moved By** L. Bartram

**Seconded By S. Hough**

That the minutes from the meeting held March 12, 2024 be approved.

**CARRIED UNANIMOUSLY**

**F. NEW BUSINESS**

**F.1 Accessible Wayfinding and Signage Guidelines and Accessibility Strategy development update (Urban Matters)**

Committee received a verbal report from Hayley Inglis, Urban Systems/Urban Matter and provided the following feedback:

1. *Importance of wayfinding being intuitive and universally designed*
2. *Concerns with Pictograms on signs being overly convoluted*
3. *Importance of signage height being for accessibility*
4. *Guidance tactile walking surface indicators, tactile paving being part of wayfinding strategies*
5. *Need for consistency in wayfinding and curb cuts*
6. *Needing to explore wayfinding options that use technology (QR codes, BlindSquare, etc.)*
7. *Benefits to GoodMaps for indoor wayfinding and the Canadian Institute for the Blind leading the project for the City*
8. *Technology and accessibility being part of accessibility improvements through the Rick Hansen Foundation grant program*
9. *Developing wayfinding strategies and promoting it to residents and visitors*

A. *Egan and H. Ingles from Urban Systems/Urban Matters left the meeting at 4:57 p.m.*

**F.3 Accessibility assessments**

**F.3.1 Royal Athletic Park accessibility assessment – recap**

*Committee discussed the following:*

1. *Experiences in identifying accessibility gaps at the Royal Athletic Park*
2. *Site administrators (Recreation Services) welcoming feedback and willingness to address gaps*
3. *Accessibility barriers related to entry/exit points, egress, washrooms, seating, access to the field, wayfinding and signage and others.*
4. *Rick Hansen Foundation Accessibility Certification (RHFAC) assessor will develop wayfinding solutions*
5. *The wayfinding corporate guidelines will help the City streamline to wayfinding and signage and ensure universal design principles are part of creating wayfinding and signage solutions*
6. *The plan with Rick Hansen Foundation assessments is to compile all of the feedback together.*

### **F.3.2 Crystal Garden & NeighbourSpace accessibility assessment**

*Committee discussed the following:*

- 1. Upcoming site date, plans, and member availability*
- 2. Victoria Conference Centre accessibility preliminary results have been received. Overall positive outcome with recommendations on improving wayfinding and signage from the RHFAC assessor.*
- 3. The goal to have BlindSquare up and running on the Victoria leg of the Trans Canada Trail by June*

### **F.4 Community roundtable**

*Committee discussed the following:*

- 1. Bus boarding off of the Tsawwassen ferry to downtown Vancouver*
- 2. Michael Moore provided an update about testing a BlindSquare App at Clover Point and the impact it will have on residents and visitors who are blind or partially sighted.*
- 3. Plans regarding Accessibility Awareness week and May include:*
  - o corporate wide training on universal design and meaningful access for city staff. The workshops are offered as an extension of the RHF Accessibility Awareness training and delivered by Marco Pasqua, an RHFAC professional and inspirational speaker with lived experiences of disability.*
  - o Accessibility in the Built Environment Program enrollment through the University of Alberta - offered to the AAC members through tuition grants by the Rick Hansen Foundation (RHF). The RHF is noticing the accessibility efforts in Victoria, committee, community and City's collaborative approaches and is interested in recognizing Victoria as a leader*

### **F.5 Airline Training**

Committee member S. Hough shared her recent experience with travelling on airplanes and the lack of training that airline attendants have regarding onboarding people in wheelchairs as well as issues she faced.

S. Hough and S. Jennings noted their participation in the YYJ Airport Accessibility Consultation Session on April 17<sup>th</sup> and will share experiences from the AAC's and individual perspectives.

## **H. Adjournment**

*Committee, by unanimous consent, adjourned the meeting at 6:00 p.m.*



**ACCESSIBILITY ADVISORY COMMITTEE**

**PROPOSED CORRECTIONS TO THE MINUTES OF THE MEETING HELD  
APRIL 9, 2024**

L. Bartram requested that the **bolded language** shown below be added to the minutes under Item F.1 *Accessible Wayfinding and Signage Guidelines and Accessibility Strategy development update (Urban Matters)* during the Accessibility Advisory Committee meeting held April 9, 2024

F.1 Accessible Wayfinding and Signage Guidelines and Accessibility Strategy development update (Urban Matters)

Committee received a verbal report from Hayley Inglis, Urban Systems/Urban Matter and provided the following feedback:

1. *Importance of wayfinding being intuitive and universally designed*
2. *Concerns with Pictograms on signs being overly convoluted*
3. *Importance of signage being mounted at a **height that is ergonomically comfortable for Braille readers. It is often mounted too low, requiring the Braille reader to either crouch down or read the Braille upside down. If the sign needs to be mounted lower for other accessibility reasons, then the Braille should be at the top of the sign.***
4. *Guidance tactile walking surface indicators, tactile paving being part of wayfinding strategies*
5. *Need for consistency in wayfinding and curb cuts*
6. *Needing to explore wayfinding options that use technology (QR codes, BlindSquare, etc.)*
7. *Benefits to GoodMaps for indoor wayfinding and the Canadian Institute for the Blind leading the project for the City*
8. *Technology and accessibility being part of accessibility improvements through the Rick Hansen Foundation grant program*
9. *Developing wayfinding strategies and promoting it to residents and visitors*