



## MINUTES - 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 Nation and Esquimalt Nation.

Meeting conducted electronically via Zoom and in-person

- PRESENT: S. Jennings (Chair), S. Hough (Vice Chair), L. Bartram, C. Marks, N. Moss, C. Paisley, J. Scott, P. Singh
- STAFF: A. Galiev - Equity, Diversity & Inclusion Lead, S. Mackenzie – Equity, Diversity & Inclusion Coordinator, Y. Funahashi – IMPACT Associate, A. Heimburger– Legislative Coordinator
- GUEST: K. Pasqua – Meaningful Access Consulting

### A. Call to Order

The meeting was called to order at 4:01 p.m.

### B. Land Acknowledgement

The Vice Chair 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. Jennings requested that item **F.6 Accessibility Framework – Acknowledgement Section** be added to the agenda.*

**Moved By** J. Scott  
**Seconded By** L. Bartram

That the agenda be approved as amended.

**CARRIED UNANIMOUSLY**

### D. READING OF MINUTES

#### D.1 **Minutes from the meeting held April 9, 2024**

**Moved By** N. Moss  
**Seconded By** S. Hough

That the minutes from the meeting held April 9, 2024 be approved with the following revisions to agenda item F.1 *Accessible Wayfinding and Signage Guidelines and Accessibility Strategy development update (Urban Matters)*:

**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*

**CARRIED UNANIMOUSLY**

**E. Welcome Remarks from the Chair**

The Chair provided an update on her attendance at the Destination BC conference held in Vancouver, highlights included:

1. City of Mission's pilot project - loaning colour blindness correcting glasses to visitors and residents.
2. Commitment of Tourism BC to improve inclusion through accessibility and alignment of accessibility goals with federal government.

The Chair noted that National Accessibility Week takes place May 27 – May 31, 2024 and will be submitting a proclamation request to the Council, as part of the City of Victoria Accessibility Framework Action Plan.

**F. NEW BUSINESS**

## **F.1 Truncated Domes Guidelines engagement (consultant Karin Pacqua - Rick Hansen Foundation Accessibility Certification Program)**

Committee received a presentation from Karin Pacqua, Meaningful Access Consulting regarding guidelines and accessibility considerations for the installation of truncated infrastructure.

*Committee provided the following feedback:*

1. *Considerations of the current scope of work and importance of incorporating Guidance Tactile Walking Surface Indicators (TWSI) as well as Attention TWSI into the scope of the project.*
2. *Specific accessibility concerns in Victoria due to angled street crossings in relation to sidewalks*
  - a. *Stability and tipping hazards for mobility device users*
  - b. *Difficulty navigating roadways to find curb cuts without consistency in application*
  - c. *Importance of incorporating both guidance and warning truncated dome strips in response to angled crossings*
3. *Use of TWSI at decision points*
4. *Existence of a variety of accessibility infrastructure types in the City of Victoria as part of an earlier pilot project.*
  - a. *examples of applications which are not best practices (e.g. black coloured or steel truncated domes)*
  - b. *Needing to focus on functionality of infrastructure vs aesthetics.*
5. *Steel truncated domes and traction concerns*
  - a. *Hazardous in wet or icy conditions due to a lack of grip surface*
6. *Complications of extending Attention TWSI around the corner from one curb cut to the one for the perpendicular crossing at blended curbs. Attention TWSI should span the width of the marked crosswalks only. The corner should be delineated by a different tactile surface or an actual curb, not Attention TWSI.*
7. *Importance of contrast for design considerations*
8. *Boulevard trees and impacts to sidewalks caused by roots and metal casings installed to protect trees*
  - a. *Specific concerns through the 700 Block of Fort Street and the 600 Block of Pandora Street*

## **F.2 Chair and Vice Chair updates (Suzan Jennings and Sandra Hough)**

The Chair acknowledged that National Accessibility Week is May 27 – May 31, 2024 and solicited ideas from the committee to recognize the event.

*Committee discussed the following:*

1. *Expanding the May 28 Crystal Pool assessment to promote National Accessibility Week.*
2. *Chair to request National Accessibility Week proclamation from Mayor and Council*

3. *Accessibility workshops to develop internal capacities on universal design and meaningful access being offered to City of Victoria staff*
4. *Global Disability Day on May 16, 2024*
5. *City of Victoria public promotion of BlindSQUARE*
6. *Opportunity for Accessibility Advisory Committee to work with Rick Hansen Foundation to develop an article regarding meaningful engagement with people with disabilities. Chair and vice-chair will be involved.*
7. *Importance of publicity to engage with and inform more people about accessibility in Victoria.*

The Vice Chair noted her nomination for the 2024 BC Multiculturalism and Anti-Racism Awards and had been contacted by School District 61 to provide input on an inclusion workshop for Educational Assistants.

*Committee discussed the following:*

1. *Training program offered through the Rick Hansen Foundation*
2. *Value of courses to allow participants to begin discussing accessibility in a professional capacity.*

### **F.3 Accessibility training with Marco Pasqua**

*This item was not discussed.*

### **F.4 Accessibility assessments**

#### **F.4.1 Crystal Garden & NeighbourSpace accessibility assessment recap**

The Vice Chair provided a recap of the Crystal Garden and NeighbourSpace accessibility assessment.

*Committee discussed the following:*

1. *Need for upgrades to signage throughout the facility*
2. *Opportunity to supplement an existing diorama at Crystal Gardens with description features for guests with low vision*
3. *Need for an appropriate accessible route between multi-purpose community rooms (Currently, guests with mobility devices or limited mobility must be routed outside to go between rooms to avoid steps)*

#### **F.4.2 Crystal Pool & Fitness Centre accessibility assessment**

The Equity, Diversity and Inclusion Coordinator provided an overview of the upcoming Crystal Pool & Fitness Centre accessibility assessment on May 28, 2024.

*Committee discussed the following:*

1. *Anticipated outcomes of the assessment: recommendations on mitigating accessibility concerns until new facility plans are considered.*

The Chair requested that the agenda be reordered to discuss Item F.6 Accessibility Framework – Acknowledgement Section next as it is a time-sensitive matter.

## **F.6 Accessibility Framework – Acknowledgement Section**

The Equity, Diversity and Inclusion Lead provided an overview of a request from Urban Matters to engage the Accessibility Advisory Committee (AAC) regarding inclusion of AAC voices into the acknowledgement section of the upcoming Accessibility Strategy.

The following questions from Urban Matters were presented to the Committee:

1. Why is it important to collaborate with people with lived experiences and the AAC?
2. How does that work demonstrate the principle of *nothing about us is without us*?

*Committee discussed the following:*

1. *Desire for the Accessibility Strategy to be tied with accessibility community and have a continuous effort not tied to political priorities.*
2. *Must engage to understand – you cannot understand needs and challenges unless consultation with persons with lived experience takes place and questions are asked*
3. *AAC would like to be consulted throughout the lifecycle of projects – from beginning to end*
4. *To get the best results for the largest number of people, one must consider impacts and opportunities through several lenses*
5. *Importance of consultation with those with lived experience to prevent mistakes and future concerns*

## **F.5 Community roundtable**

*Committee discussed the following:*

1. *Recent passing of Joanne Newbauer and her profound impact on accessibility and advocacy for disability needs in Victoria.*
  - a. *Committee further noted that a Celebration of Life would be held for Ms. Newbauer on May 29<sup>th</sup>, 2024.*
2. *Victoria Day Parade on May 20 to be described through headsets for low vision attendees.*

## **G. Next Meeting Agenda & Date – June 11, 2024**

## **H. Adjournment**

*Committee, by unanimous consent, adjourned the meeting at 6:15 p.m.*