



What does an accessible BC look like to you?

HAVE YOUR VOICE HEARD!

Join us at a BC accessibility legislation consultation in your community this November.



**Report on BC Spinal Cord Injury Community Services Network
BC Accessibility Legislation Community Consultations**
Kelowna, Nanaimo, Vancouver, Prince George, and online province-wide
November 13-18, 2019

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BACKGROUND

To complement the Minister of Social Development and Poverty Reduction's BC accessibility legislation consultation process, the BC Spinal Cord Injury Community Services Network (BC SCI Network) received a grant from SPARC BC to host four in-person consultations sessions in different parts of the province and one online session for those who are isolated and or could not make it to an in-person session. This report provides a summary of the input received from the 98 participants in the five consultation sessions. In addition, the full set of notes from the participants' consultation input is appended.

About the BC SCI Network

In 2010, five of BC's leading, disability-focused community service and sport organizations came together to form the BC SCI Network. Through our complementary services and provincial reach, the BC SCI Network has played a vital role in helping make BC the best place for people with physical disabilities to live, work, and be active members of our communities. The members of the BC SCI Network are

- BC Wheelchair Sports Association (BCWSA)
- BC Wheelchair Basketball Society (BCWBS)
- Disability Foundation
- Neil Squire Society (NSS)
- Spinal Cord Injury BC

The primary purpose of the BC SCI Network is to maximize positive outcomes for British Columbians with physical disabilities by increasing the awareness, provincial reach and continuity of our complementary services; increasing the efficiency and efficacy of our operations by sharing resources, knowledge, and infrastructure; and working collaboratively to ensure ongoing sustainability.

Collectively, in 2018-19, the BC SCI Network members provided services to over 41,000 people in BC. These services included those related to information on services and opportunities for participation; technology supports and custom assistive devices; employment-related skill development and supports; active living and recreation opportunities; peer support; accessible tourism; and accessibility and inclusion.

Our approach to the consultations

Based on feedback from our members, we used a slightly modified approach to the consultation framework. The aim of our consultation sessions was to arrive at a consensus about the top three factors stopping BC from being a fully accessible and inclusive society and, through deeper discussion, provide suggestions for the change and legislation needed. To facilitate discussion and the ability to roll up the information gathered from each session into a cohesive report, a standardized consultation tool was created for all five consultations sessions.

For each consultation session, participants were asked to form table groups of 3-10 (depending on how many participants attended the session). Each table was assigned or identified a discussion facilitator and a note taker. Where required, ASL interpretation and alternate format materials were provided to participants and facilitators.

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The table discussions were broken into two parts:

Part 1: The Three Most Significant Factors

Participants were asked to come to consensus on this question: Based on your experience, which of the following are the top three most significant factors that stops British Columbia from being fully accessible and inclusive in society?

1. Service Delivery
2. Employment
3. Built Environment
4. Information and Communications
5. Transportation

Part 2: In-depth Discussion about the Three Most Significant Factors

After participants arrived at consensus regarding the three most significant factors that stops British Columbia from being fully accessible and inclusive in society, for each priority factor, they were asked to explore the following:

- What do you wish the BC government knew about the impact this barrier has on your ability to fully participate and engage in community?
- What needs to be changed to break down this barrier?
- How would you propose to legislate this change? For example, standards, incentives or penalties.

At the end of the discussion (all thoughts and ideas were recorded and are included in Appendix I), each group was asked to come to consensus on the top three barriers, things that need to be changed, and how you would propose to legislate change for each of the top three factors preventing BC from being fully accessible and inclusive. Due to time constraints, the consensus forming portion of this section was not achieved for most groups. As time permitted, participants were given the opportunity to provide additional comments, suggestions, ideas about things not discussed. Participants were also encouraged to provide their input through the provincial government's online survey (engage.gov.bc.ca/accessibility).

Consultation sessions were held in the following locations:

Location	Date/Time	Host Organization(s)
BC-wide Online Session Zoom meeting	November 13 10 am – 12 pm	SCI BC (Teri Thorsen)
Kelowna Parkinson Rec Centre	November 14 4-6 pm	Neil Squire Society/ Okanagan Regional Library/SCI BC
Nanaimo Beban Park Social Centre	November 14 3:30 – 5:30 pm	SCI BC
Vancouver Roundhouse Community Centre	November 14 1 – 3:30 pm	Disability Foundation/ ConnecTra Society
Prince George Kinsmen Hall (777 Kinsmen Place)	November 18 4-6 pm	SCI BC

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SUMMARY OF CONSULTATION RESULTS

Although the BC SCI Network has a focus on serving people with physical disabilities, participants in our five consultation sessions represented a broad range of disability and community interests. In addition to participation by people with physical disabilities, participation also came from those who are deaf and hard of hearing, blind and low vision, and autism spectrum. Family members of those with lived disability experience, seniors and representatives of seniors' groups, local government staff members, community service providers, local business owners and staff members, and others contributed their views through the process.

Participant Demographics

Number of Consultation Sessions	5
Total Number of Participants*	98
Number of Participants with Lived Experience (people with disabilities &/or family members)	63
Female/Male Participants	53/44
Participants Aged:	
60+	25
46-60	38
31-45	27
15-30	8

* Not all participants provided complete demographic information

PART 1: Top three most significant factors that stop British Columbia from being fully accessible and inclusive in society: 94 participants

1.	Built Environment
2.	Service Delivery
3.	Transportation

Top three most significant factors that stop British Columbia from being fully accessible and inclusive in society: for each consultation session

Kelowna Session: 33 participants	
1.	Service Delivery
2.	Built Environment
3.	Transportation
4.	Information and Communications
Nanaimo Session: 19 participants	
1.	Built Environment
2.	Transportation
3.	Service Delivery
Vancouver Session: 16 participants	
1.	Service Delivery
2.	Built Environment
3.	Transportation
Prince George Session: 20 participants	
1.	Built Environment
2.	Service Delivery
3.	Transportation
Province-wide Online Session: 10 participants	
1.	Service Delivery
2.	Transportation
3.	Information and Communications

Part 2: What participants wanted the BC government knew about the impact this barrier has on your ability to fully participate and engage in community; what change they wanted to break down this barrier; and how their suggestions on how to legislate this change?

Through the range of input that was provided during our consultations (see Appendix I for the complete set of notes gathered from each consultation), several common themes regarding barriers to participation, how to break them down, and how to legislate change emerged.

Overall Summary of What Needs to Change

(a) Built Environment

- Lack of accessible housing is a well-known issue, so it is not a surprise that here was a significant focus on accessible housing. There were strong and consistent calls for a provincial building code that includes enforceable standards for accessible, adaptable, and visitable housing. Participants also encouraged the provision of incentives for homeowners, landlords, and developers to increase the accessibility of existing housing. Protecting existing accessible housing stock for use by people with disabilities was also raised as a priority issue.
- Ensuring health services (was consistently stated priority. This includes building access and wayfinding, accessibility of diagnostic and treatment-related equipment and infrastructure, and information resources.
- Ensuring the accessibility of schools, including post-secondary institutions, was a priority for participants.
- Government services must be in buildings that are accessible.
- Incentives for making built environment accessible – eg tax breaks for businesses that renovate to make more accessible – should be provided to encourage businesses, service providers, etc., to improve access and inclusion, and to do so in a way that fosters positive attitudes toward change.
- While incentives were deemed important, it was clearly stated that penalties for non-compliance with accessibility standards and regulations must be imposed.

(b) Service Delivery

- Much of the discussion about service delivery involved the need for increased knowledge and awareness about accessibility and people with disabilities. Education, training, and awareness building initiatives aimed at service providers (including all levels of government), businesses (including private and crown corporations), and the public was deemed as necessary to increase access and inclusion for all.
- Government services must be fully accessible.
- Health services must be accessible with respect to being able to access and communicate with care providers and health care-related information.

- Services and supports are often vary between regions of the province and often not easily transferable. Services and supports for people with disabilities need to be standardized across the province so that they are predictable and transportable.
- Increased coordination between different levels of government and within the provincial government will reduce barriers related to service navigation and delivery.

(c) Transportation

- Accessible parking: Accessible parking was repeatedly brought up as an issue. Consistent standards that set a higher minimum number of adequately sized accessible parking spaces that are located in accessible locations in all municipalities was called for. Greater enforcement to ensure accessible parking is being used by people with disabilities is required to prevent the widespread abuse of accessible parking spaces by those who are not permitted to park in them.
- Sidewalks and streets: Lack of snow removal from sidewalks and streets, and lack of curb cuts are barriers to participation. Greater enforcement of snow clearing bylaws and installing curb cuts will remove these barriers to community participation.
- Taxi Service: Several issues and concerns were raised regarding both taxi services and the soon to arrive ride hailing businesses. The incidence of taxi drivers not picking up people with disabilities is far, far too prevalent. The number of accessible taxis may be an issue, but providing incentives for taxi drivers to take customers with disabilities can help ensure services is provided to those customers. More disability focused training and awareness for taxi drivers was called for.
- Ride Hailing: Although not in business yet, consultation participants raised concerns over the lack of requirement for ride hailing services to provide accessible vehicles, meaning people with disabilities will be denied the option to utilize ride hailing services, which many would like to take advantage of. This lack of choice is seen as discriminatory. Drivers of ride hailing services should receive disability-focused training and be incentivized to provide service for people with disabilities.
- Public Transit: Generally, participants recognized the progress made regarding the accessibility of public transit in many locations. However, provincial standards should be set so that all buses and bus stops (a municipal matter) are accessible. In addition, enhanced disability-focused training and awareness for transit operators, managers, and executives will promote more inclusive experiences for transit riders with disabilities.
- HandiDart: More flexibility and increased level of service is required to meet the diverse needs of people with disabilities who rely on the service.
- Inter-city/Long Distance Bus Service: Buses must be accessible and incentives must be put in place to ensure accessible bus services exist in all regions of the province. This will ensure people with disabilities and others who do not have access to their own vehicles can move freely within province. This will also help increase tourism in many regions of the province.

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(d) Information and Communications

- This topic was of particular interest to participants who are blind or low vision and/or deaf or hard of hearing, but was also discussed at various levels by all participants.
- Interestingly, much of the discussion on this topic was focused on the need for education and awareness about disability, accessibility, and inclusion. Training and awareness programs were seen as essential for overcoming attitudinal and behavioural barriers to access and inclusion. These programs are needed for employers, service providers, businesses, and society as a whole.
- Finding and accessing information is a widespread barrier to participation by people with disabilities. Information on government and private sector services (including information about the accessibility of the services or businesses) needs to be easy to find and be provided in accessible formats.

(e) Employment

- There was broad consensus that employment could only be considered once the other factors were resolved. There was much discussion about the need for better supports for daily living, including support that is sufficient in scope and need, predictable, portable (across health authorities). Without an accessible home, accessible transportation, and sufficient supports for daily living, employment is simply not a realistic option for most people with disabilities, much as they might wish to work.

Overall Summary of Input on How to Legislate Changes to Support Accessibility and Inclusion

- Many participants supported the adoption of provincial structures equivalent to those created through the Accessible Canada Act model (eg, the Canadian Accessibility Standards Development Organization and an Accessibility Commissioner who will be responsible for compliance and enforcement activities under the legislation).
- People with disabilities must be involved in the development, monitoring, and enforcement of standards and regulations.
- Incentives for making built environments and services accessible will help accelerate change in a positive way (eg, tax-related incentives for businesses that renovate to make more accessible).
- Penalties for non-compliance must be clear, substantive, and imposed when necessary.
- Government must make investments in programs and initiatives that support positive attitudinal and behavioural shifts towards people with disabilities and ensuring our communities are accessible and inclusive of all.
- Whereas participants wanted to see changes happen now (many are tired and frustrated in waiting for change), there was a recognition by many that it was important to ensure the standards, regulations, and associated programs were developed with fulsome input and consideration of the diverse needs of all involved and impacted.

APPENDIX I: DETAILED NOTES FROM EACH CONSULTATION

Kelowna Consultation Session Notes

Note, because participants self-assembled into groups of individuals with similar disabilities (ie, physical disabilities, blind and low vision, deaf and hard of hearing), we present each table discussion separately.

TABLE 1 (primarily people with physical disabilities)

1. Service Delivery

What do you wish the BC government knew about the impact this barrier has on your ability to fully participate and engage in community?

- Barriers to ACCESSING healthcare (attitudinal and physical barriers)
- Speed to accessing services (pressure sores, mental health)
- Protocol in hospital for PWD (wrong mattress → bedsore)
- Communication between regional services (i.e., KGH to VGH) → too many protocols. Need standardized routines and protocols
- Patient centred care
- Nothing About me Without Me
- Physical barriers of doctors' offices (cant access bed, equipment that is maintained)
- Preventative healthcare is NOT possible if you cannot attend a doctor's office

What needs to be done to breakdown the barrier?

- Communication between services must be established. For example, communication and health data sharing between health authorities.
- Example: health professionals lack information and training on many disabilities, such as spinal cord injury. People with spinal cord injury could have a bracelet that could be tapped to access a to-be-developed database of health information and best practices to inform clinicians.
- Awareness needs to be created about the challenges of living with a physical disability. For example:
 - Time taken for morning routine (some people with disabilities require a long time to overcome orthostatic hypotension when getting out of bed, to do their bowel routine, etc).
 - Broken down lift, elevator
 - care aid doesn't show up
 - Not enough access to care supports
 - raised beds for doctors' offices

How would you propose to legislate changes to service delivery?

- a. Provincial standards
- b. Penalties
- c. Enforce (group, external, not just top of IH, group consisting of PWD)

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In addition:

- System for patient feedback. For example, before discharge, use tablets to collecting patient feedback on accessibility and quality of care.
- Database for health services: (portal for accessible health) → patient data upload
- Provincial organizations similar to CASDO with a grassroots evaluation committee
- Complaint system: (CASDO equivalent)

2. Built Environment

What do you wish the BC government knew about the impact this barrier has on your ability to fully participate and engage in community?

a) Housing

- If 2 floor/multi-family unit (i.e., no legislation), need to have an accessible unit, with accessible parking
- Ground floor units, accessible standards
- Prioritization for accessible first floor units to PWD
- An example of a participant who suffered a pressure injury in Invermere, where they weren't able to access appropriate care. Therefore they had to move to Kelowna to access necessary health services. The challenge was that there was (i) not enough accessible housing, and could not find an accessible condo to rent. Therefore, the individual had to scramble to buy a home.

b) Restaurants

- Can't access many restaurants (stairs at entry)
- High tables exclude wheelchair users and others who cannot use high tables
- Lack of accessible washrooms
- 2 floor restaurant → stairs

c) Tourism

- Tourist attractions are frequently inaccessible

d) General built environment barriers

- No ramps, push buttons,
- Heavy doors, cant access services
- Sidewalk is inaccessible to clinics
- Lack of curb cuts

What needs to be changed:

- Legislation, implementation, enforcement
- Don't allow municipalities to have a "get out of jail" card
- Building codes, incentives to allow variances to ^ accessible housing (i.e., increase number of floors if it increases numbers of accessible units)
- Tax breaks (increase demographic/number of customers)
- Incentives for retrofitting, enforcement for new buildings

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3. Transportation

What do you wish the BC government knew about the impact this barrier has on your ability to fully participate and engage in community?

- bus transportation (curb cuts),
- Training bus driver to provide service for wheelchair users → Enforcing policies for wheelchair users to get on bus first at bus stop (and sky train, taxis) and for those with a hidden disability (i.e., nobody stands up for MS ambulators),
- MORE accessible parking is needed
- Train taxi drivers for communicating with PWD (deaf/blind (i.e., whiteboard) → professional development/training on disability i.e., breaking down wheelchair, training

What needs to be changed

Some are same as above pieces of information, but in addition:

- Don't operate ride sharing without offering accessibility options (i.e., Uber, Lyft)
- More accessible parking spots → DISTINCTION for actual wheelchair users (different placards)

How would you propose to legislate this change?

- Requirement for accessible standards
- Enforcement (company/ Access BC/ Standards Office) ENSURE ACCOUNTABILITY

TABLE 2 (primarily people who are blind or have low vision)

1: Built Environment

What do you wish the BC government knew about the impact this barrier has on your ability to fully participate and engage in community?

- no **consistency** in crosswalks
- I like the 2 different crosswalk tones downtown (once I figured it out)
- who is responsible???
- lack of consistency between communities
- use places like Japan as examples
- put in standards for each type of road/sidewalk/etc
- talking signal in Vancouver was interesting... I didn't know who was telling me
- supports elderly too... encourage tech that both sighted and blind can benefit from inclusive design - eg. beacon tech
- doors and entrances are also inconstant... not all have buttons to open the door... eg Starbucks

What needs to be changed

- Instituting new building codes that includes accessibility. Legislate a prov building code
- Provide incentives for NEW buildings for a short time...
- Lots of case-by-case and exceptions... need a system to handle these
- Regional task forces ... bring different disability groups together

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- Need a LOT of public awareness so there is more public buy-in. Like Drunk Driving campaigns... drugs... vaping... should have early years inclusivity public awareness in schools. “Awareness is the only way to social change” “change the narrative on disability” “it’s not about people with disabilities... it’s about EVERYBODY”

2: Transportation

What do you wish the BC government knew about the impact this barrier has on your ability to fully participate and engage in community?

VALUE: live and lead an independent lifestyle

- Being able to access the community... if you can’t get to where your friends/family/etc are, you cannot access community. Makes life hard
- Being able to walk down the street and not have to worry about sandwich boards, or light poles, etc
- How do you know where a construction barrier is? When putting up cones, they can send out a signal
- Micromobility scooters/bikes/etc are a big danger for visually impaired
- Lack of density in BC... everything is really spread out... making buses/cars etc a necessity... and a barrier
- Can’t hear electric cars, scooters
 - You are trained to hear the car...
- Cool that we are moving to electric cars and making energy changes... but negative impacts too
- Adding lighting to sidewalks to help low vision people
- When on the bus: cannot tell when their stop is coming up, or if it was passed... making information accessible when it is wanted... possibly creating electronic waypoints that help create a virtual/AR space, a sort of geocaching annotation that blind people could access to understand the physical space they are travelling through. Would also be useful for sighted people too!
- People in Airports are not trained perfectly in handling disabilities... they are okay, but sometimes they are dragging you... almost TOO helpful. Could use help in training how to work with disabled

3: Service Delivery

What do you wish the BC government knew about the impact this barrier has on your ability to fully participate and engage in community?

- eg. Dr/clinic beds are too high for people in wheelchairs etc
- school system
 - cannot see the board
 - kids should have ability to learn
 - require teachers to take a class like “Special Populations” in the US
 - understand that regular/general educators are overwhelmed but... they could benefit from training on how to integrate disabled students better

- bank machines are inconsistent. Eg. CIBC used to have good patterns and color/contrast that were easy to understand on their machines, but with an update it lost. Could have personalized UIs triggered by phone or even your card. You have your own settings that the machine takes. Or server-side personalized settings that could include accessible options, but even other things (ie people could pre-program their own preference for Quick Cash, etc... in other words, useful for ALL)
- have more exposure to people with disabilities in schools... build awareness
- kids want to help, they are inquisitive... let's give them more direction possibly categorize services into different groups (high value like Medical facilities/libraries/public offices, versus lesser value like a vape shop) and have different sets of rules/laws for each
- getting wider access to tech (eg Jaws), or even provincial investment into new accessibility tech
- Providing specialty service to disability community (like CNIB or something)
 - not enough service in General
 - prioritization shouldn't need to happen
 - use the medical model
 - time to get resources is too long... example CNIB turn around time

TABLE 3 (primarily people who are blind or have low vision)

1. Service delivery

What do you wish the BC government knew about the impact this barrier has on your ability to fully participate and engage in community?

We do not think the government is aware of different people perspectives and they should know more.

One perspective discussing education services

- Participant has a daughter with autism, her daughter started at a public school where they had inadequate staffing. This resulted in her child being moved to another school that could meet her needs.
- Different diagnosed disabilities lead to different funding from the government. There exist funding barriers because a child gets funding based on their disability. It doesn't match a person's unique needs.
- Change proposed-
 1. There needs to be more information sharing with facilitators and social services to know what's available to parents with children with disabilities. There also needs to be some sensitivity training with these people, they need to realise that when parents find out about a child's new diagnosis, those parents would benefit from support rather than being given a pile of information to sift through on their own. It's overwhelming.
 2. Parents and children should be given a choice about whether they would like their yearly funding applied to a mainstream school or a specialised school.

Perspective discussing rehab services for the blind

- Participants would like the provision of blind services to go through the medical model, NOT the charity model.
They would like choice in participating in rehab services such as intensive training to build independence and autonomy (i.e. cooking in kitchen or navigating transit).
- Changed proposed- All vision loss services should go through the medical model, relying on the charity model is the barrier.
- Information and communication-2
 1. We should be empowering people by providing easy read, plain language materials so that they can understand information. Having websites primarily in plain language and using principles that make it easier for people with low vision to read. THEN give a secondary option for anyone else.
 2. Information accessibility is huge for children with disabilities and they are being taught many skills in schools with various technological devices. However, when they leave school, it is too expensive for them to purchase all these technology aids that they were trained to use. The barrier is a lack of funding.

2. Built Environment

What do you wish the BC government knew about the impact this barrier has on your ability to fully participate and engage in community?

- Wayfinding using universal design principles. The city should adopt pictures/symbols alongside text to help people navigate and make sense of where they are, people with disabilities or those who don't speak English as a first language can have an easier time matching a symbol, and learn to connect it with text. Easy ways this can start is through businesses making their picture logo obvious for a person to recognise.
- Building accessibility needs to be improved. Simple changes in all buildings is to include tactile wayfinding to identify apartments.
- Outdated buildings should be updated to become more accessible and safe (escape routes).
- There should be an enforcement of universal design.
- One strategy is to use incentives. Any new buildings should already apply accessible design principles!

3. Transportation

What do you wish the BC government knew about the impact this barrier has on your ability to fully participate and engage in community?

- There are unreliable bus services, especially Handy Dart times. Very restrictive for people to get around the city to receive various services or engage in the community. Solution, Para transit should match the conventional bus schedules.
- Educational institutions receive free bus passes to provide students, but Project Literacy isn't recognised as one in the same way. We offer tutoring services for a range of adults and they mostly come from lower socioeconomic contexts, live far from downtown and have to use public transport. We only receive bus passes from United Way for 30 people every 4 months.

- We would appreciate an opportunity for people to apply to receive free bus passes to access services, the same way an educational institution gives out free bus passes to their students.
- Quote: “ALL busses should have working audible and visual street names/bus stops. It is ridiculous that it is so variable on transportation. This should be mandatory and should have been happening yesterday.”
- Every person with additional support needs should be given free training on how to use public transit if requested.

Additional issues

- In the municipal election there was a fantastic voting machine that was truly accessible, however this was not available in the federal election. This should be available for those with additional access needs.
- There needs to be more access to legal aid, it costs too much to not have the right amount of resources in place.
- It takes too long to access staffing from home agencies; more resources should be put into these services.
- Accessible parking should be made a priority.
- Affordable, safe and secure long term housing should be built for a range of populations to have housing options.
- Recreational equipment that exist for people with additional support needs should have staff that are trained in how to use it! I.e. The Parkinson rec pool lift.

TABLE 4 (primarily people who are deaf or hard of hearing)

Discussion Summary

Experience Description	Area of Focus	Solutions
ICBC – no interpreters are provided and staff asked user to provide their own interpreter (and pay for them)	Information & Communications	<ul style="list-style-type: none"> • Education to ICBC staff and the rights of Deaf users
<p>Emergency Situations – how is the Deaf community warned when there are no ASL Interpreters present during press conferences or briefings in emergency situations</p> <p>Some people have systems set up with neighbours, family, friends, but this is not reliable in emergency situations</p> <p>Can't be notified of an evacuation as there's no lighting system set up and emergency</p>	<p>Information & Communications</p> <p>Other – Emergency situations</p>	<ul style="list-style-type: none"> • Governments need to include interpreters when holding press conferences/briefings, especially when dealing with emergencies • Maybe set up a provincial system similar to the system in Surrey, BC (C-MIST Card); a province wide registry of individual needs

<p>personal won't come into your home to tell you.</p>		
<p>House alarm systems – in the US governments would install these emergency lighted systems for free in every room of a Deaf citizen's home.</p> <p>In Canada the Deaf community has to pay themselves and event then some landlords will not allow them to be installed.</p> <p>Also, systems used in US are not compatible to houses in Canada.</p>	<p>Information & Communications</p> <p>Built Environment</p>	<ul style="list-style-type: none"> • The building code needs to change to include alarm systems for the Deaf and Hard of Hearing community. • Rental legislation changed to allow renters to install emergency alarm systems (emergency lights) • Set compatibility standards similar to the US
<p>Hard of Hearing – not Deaf enough to qualify for assistance</p>	<p>Service Delivery</p>	
<p>Door bells – can be set up visually, but they have the same issue as emergency light signals – there's often only one display in the home, so if you are somewhere else in the home, you don't know that someone is at your door.</p>	<p>Information & Communications</p>	
<p>Drive-thru Restaurants – when hungry at night the Deaf community are unable to order food, like others can. Staff will not let them in and tell them to order at the speaker, but they can't communicate that way. They will try at the window and staff will still motion back to the speaker, where they are not able to communicate.</p>	<p>Information & Communications</p> <p>Service Delivery</p>	<ul style="list-style-type: none"> • Talked about an app; but it's not really fair to force people to use a cell phone – not everyone has or can afford one. • Maybe setting up touch screen ordering outside, like they have inside • Training staff about a workable method to provide good service to the Deaf community
<p>One person once tried to get service at a restaurant and the person at the counter attempted to use ASL to get her order, but the manager jumped in a disciplined the worker for using ASL to serve the customer.</p>	<p>Service Delivery</p>	<ul style="list-style-type: none"> • Education needs to also include management and above.

<p>Travel (airports) – aren’t aware of boarding announcements and staff aren’t always helpful as they don’t know how to help</p>	<p>Service Delivery Information & Communications</p>	<ul style="list-style-type: none"> • More education for workers to know how to serve the Deaf community and how to reach ASL translators
<p>Interior Health – emergency care; no one could find an interpreter or clients are asked to figure it out on their own. The Deaf and Hard of Hearing community has a right to interpreting services and so it should be IH’s responsibility for this.</p> <p>One person had to wait an extra 2 hours at the emergency room for an ASL interpreter, that the client contacted herself, before medical staff would do anything for her.</p> <p>Medical Interpreting Services are only staff during the day and on-call at night. On-call number didn’t work this time.</p>	<p>Service Delivery Information & Communications</p>	<ul style="list-style-type: none"> • Need to train staff on how to contact interpreters • Maybe have a provincial card that clients can have to show staff their medical needs (ASL Interpreting)
<p>Frustration with low income housing as the forms are very difficult to complete – the language is too difficult, especially since generally English is the Deaf and Hard of Hearing’s second language.</p> <p>Forms are very wordy, full of legalese, a lot of work and hard to understand.</p>	<p>Information & Communication Service Delivery</p>	<ul style="list-style-type: none"> • Change requirement to use Plain English and avoid jargon

Other Comments

- City of Kelowna – very happy that ASL interpreters are included at July 1st festivities; hopefully one will be included at next year’s Remembrance Day Ceremony. Have worked on the City of Kelowna’s committee and are impressed with some of the work Kelowna has done (yellow paint with bumps on sidewalks for low vision people)
- Ensuring Compliance – needs to include community members representing the variety of different disabilities, not just physical disabilities.

Nanaimo Consultation Session Notes

Summary of things that need to change:

- There needs to be increased knowledge and awareness about accessibility
- Include us: People with disabilities should be part of the process
- Implement mandated standards
- Money/funding
- Government run facilities should be completely accessible
- Mind shift – organization of spending, education, training
- Realizing the domino effect of making minimal/simple/quick decisions. If they take the time to see the consequences in a few years down the line.
- Universal design
- Improve transportation
- Employment – duty to accommodate, accessibility, look after basic needs (home care, health, housing poverty)

Summary of ways to legislate this change:

- Create incentives and penalties
- Provide subsidies
- Establish process standards (transparency, accountability and appeal) with a Disability Ombudsman in place
- Incentives for proper training
- Jobs available with more money for RCAs to keep them on
- Regulations and incentives
- Change workplace attitudes towards people with disabilities
- Not enough supports from home support to health. Housing and shelters, BC Housing accessible suites

Detailed Notes

Built Environment

<p>We wish the government knew that:</p>	<ul style="list-style-type: none"> • It is about being able to participate. Period. If we can't participate then what's the "fully" participate? • Article 19 of the UN doc says that no one can be denied access we see barriers to participating in all kinds of public arts and culture venues People still don't get it – there is a mindset that "someone" is there to help, that everyone has a care aid • There needs to be recognition that there is a loss to not be able to engage – there is a stress factor to have to call ahead, preplan, navigate, etc. • Office buildings (at least one per block) have inappropriate ramps
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	<ul style="list-style-type: none"> • Parking lots – accessible spaces with marked crosswalks (often have to travel behind parked cars that can't see you coming in a chair) • Public bathrooms – separate if you have a male care aid • American standards are much higher for accessibility
<p>What needs to change is:</p>	<ul style="list-style-type: none"> • There is less of a standard of accessibility • There is a feeling of being unwelcomed when asking/calling out – there is a defensiveness when accessibility is requested or not available • People with disability should not have to do personal advocacy • Crossing intersections – location of crosswalk button, no gaps around the pole, proper pedestrian access (ramps) • The percentage of accessible units in new builds is standardized – wider doorways, lower switches, let-downs) • There needs to be access to ALL building – old buildings need upgrading too, not just the new ones being developed • Parking stalls – need more and bigger size • Automatic doors for condos
<p>Propose legislation that</p>	<ul style="list-style-type: none"> • Provide incentives – get outed (Yelp) or bonusing or stars rather than negative • There needs to be a collective mandate such as standardized building codes • Every business has to apply for a license – give a different rate or provide a rate/tax break for accessibility • Educate the inspectors to be able to enforce accessibility standards • Accessibility shouldn't be just for new buildings, but also heritage buildings • Provide grants for accessible venues only • See more people with disability in the process – nothing about us without us • Ministry should provide funding for people who use wheelchairs • More low income housing (especially with disability pension • Penalize if places are inaccessible but give an incentive if they do! • I wish the government knew how limited/the impact of accessibility requirements are, and how easily access routes are undermined by lack of maintenance or poor repair of lifts, power door openers, etc. In public facing building. With so little recourse for complaint or enforcement • Better fines for parking in disabled spots • Park accessibility

	<ul style="list-style-type: none"> • Access to hotels – consistency in design, bed heights, no base boars for beds people needing to use lifts 10 – 21” • Door widths • Accessible workplaces
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Information + Communications

We wish the government knew that:	<ul style="list-style-type: none"> • Visual accessibility needs to be considered as a physical disability as well – there needs to be a collective mandate (i.e. image, descriptions, screens, etc.) • There is an ignorance about the need for accommodations and why it is important • Legislation needs to be communicated effectively – ensure that the mainstream understands
What needs to change is:	<ul style="list-style-type: none"> • Provide information that is easy to find • Ensure businesses have information about accessibility • Barriers in the built environment need to be seen as such and not that making accommodations are a burden
Propose legislation that	<ul style="list-style-type: none"> • Businesses should provide information about their level of accessibility • Disabled designers should be engaged • Provide access to sign language instruction in the education system (everyone has to take language classes – why not sign language?) • Provide subsidies for the above • Like BC Hydro’s carbon credits – provide an incentive to employers • Obtain feedback from people with disabilities who are hired through wage subsidy programs about their employer • Ensure there is transparency, accountability and a means to make an appeal • Both employee and employers should have mandated standards

Employment

We wish the government knew that:	<ul style="list-style-type: none"> • There are perceptions and stereotypes where people with disabilities are seen as not capable • Wage subsidized positions create a new problem because it does not foster continuity • There are no concessions for some jobs due to access • Need to access enough care hours • Not everyone qualifies for education • Young people don’t always have the experience • There aren’t enough opportunities
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<p>What needs to change is:</p>	<ul style="list-style-type: none"> • It starts with access to education or education level, it affects employment • Recognize our life skill to a government standard – an inherent lived experience • There needs to be disabled representation to make change effective and happen (rather than ableism) • Use language that is going to change – don't use may or shall – use must • Knowledge of wheelchair users' attitudes • Additional home support – costs of equipment, supplies and meds make it so a person with disability takes home less pay • Poverty • Dental • Cost of rental housing or lack of housing
<p>Propose legislation that</p>	<p>Include us as disability advisors</p> <ul style="list-style-type: none"> • Foster a perception that everyone is unique • Support the employer in dealing with discomfort and accommodations • Legislation for person with disability employment for housing for workers in subsidized housing, keep medical open file for working, not losing • Duty to accommodate

Transportation

<p>We wish the government knew that:</p>	<ul style="list-style-type: none"> • Distance for an accessible parking stall for people with wheelchairs is secondary to the width of the parking stall • Cabs and Lyft – foreseeing a real issue with accessibility when the service is based on private cars – drivers need to be trained about accessibility • Cabs so often don't come if you tell them you're in a chair • Handy-Dart – you have to book two days in advance and finish your appointments before 4. This is confining and limiting to engagement, not to mention the service is often unreliable. It is a logistical nightmare to work in such constraints • Handydart <ul style="list-style-type: none"> • Time frame with restrictions needs to be removed • No service on Sundays or evenings creates isolation • 1 -2 drivers dedicated for emergencies is needed (or doctors appointments) • Provides zero accommodations • Refer to Quebec – taxis are a backup and ramp/van conversion is covered
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	<ul style="list-style-type: none"> • Refer to Scandinavian countries – if they can do it why can't we? • Handy Dart is too restrictive for a worker with multiple appointments • Wait times and access to accessible taxis is an issue • There continues to be sidewalks with no cut-outs • Bus stops are not all accessible • Snow on side sidewalks • Uber may help • Environmentally friendly vehicles are too small for a wheelchair user
<p>What needs to change is:</p>	<ul style="list-style-type: none"> • There needs to be immediate or easy access to public transportation - -door-to-door service • Cab drivers (and Lyft drivers) need to be properly trained • Cabs are too unreliable • When Vancouver cruise ships come in handicap taxis are used up to take passengers and their luggage – this shouldn't be allowed • Need regulations for boating so that there is universal access to boats – whale watching businesses don't take people with disabilities on their boats – this is a human rights issue • Civic society comes with rights to accommodate – help them make it easier to fulfill mandates
<p>Propose legislation that</p>	<ul style="list-style-type: none"> • Make parking stalls wide enough for accessible vans – create spaces for accessible vans only • Allow cab drivers to stop the meter when they arrive so that they are paid for the time to get into the cab as an incentive • Need incentives to improve reliability of cabs • Standardize universal access • Increase access to Handy Dart and improve booking flexibility • Have more accessible cabs and put standards in for how they are use and prioritizing (i.e. maintaining availability for people with disabilities) • Address the increased cost and protections for car insurance • Provide a cost break on ferry service • Provide an incentive to car companies in making it accessible (similar to e-cars) • Available at all rental places

Service Delivery

We wish the government knew that:	<ul style="list-style-type: none"> • Low income = cost to stay in home (no coverage) • Home support = struggle financially (rated on income “hardship application”) and also reliability
What needs to change is:	<ul style="list-style-type: none"> • Independent living for seniors is inaccessible for wheelchair users
Propose legislation that	<ul style="list-style-type: none"> • Increase staffing for home support services • Reduce wait times for MRI, etc. • Any funds expended to keep the client in the home, i.e. roof lift, ramps should come off home support cost assessment • New builds permits should require accessible units in condos, apartments • Expand Handy Dart and taxi drivers • More staffing for home support with better training • Keep people in homes rather than putting them in LTC • Wheelchair users should be the ones to create standards • New building permits should include accessible units

Additional Comments

- There are certain organizations who receive public funds for private purposes – the organization is paid to implement accessibility standards and rate accessibility. It’s hard to know how they are managing these public funds so there needs to be more clarity.
- Improve harmonization of accessible standards across government ministries
- Is there a # or person who can be contacted about accessibility concerns? MLA re: government jurisdictions, city on civic matters, patient care quality and safety board, SCI hotline – it is all very patchwork
- There needs to be a more seamless way to access information, resources and complaints
- Accessibility of the built environment – can be/is the most intrusive
- Social interaction and quality of life (i.e. caregiver doesn’t show up, can’t get out of the house, can’t get transportation out)
- Need to follow-up on promises made
- Not everyone is able to work – should they live in poverty/
- Government to listen to the needs
- Government needs to be more involved in care homes

Housing:

- BC Housing centralized to Vancouver = disconnect for access and availability in other BC centres who therefore have limited options

Emergency women's shelters are hardly accessible

- The BC Building Code was last updated in 2002 (but have annual reviews) – it needs to be updated to address strata issues, municipal parking, miles of red tape and vagueness that leaves things up to interpretation.

Perception/Attitudes

- What is within reason for a person with a disability?
- Where is a person with disability prioritized in legislation?
- No emergency in place for a person with disability (earthquake preparedness)
- Emergency staircases in buildings
- TimeLine fo9r thing (i.e. how long can an elevator be broken?)
- Accountability (or incentive) to get things done
- Voices – we need to be the voice not have it given to us
- How do you quantify life experience and attitude?

Vancouver Consultation Session Notes

Built Environment

<p>We wish the government knew that:</p>	<ul style="list-style-type: none"> • Participation in activities inclusively is important • Need places where people come together to be accessible and inclusive so that activities can be shared and enjoyed together • Helps greater understanding of needs or others to interact and take part together • Many “accessible” bathrooms are not actually accessible enough • Hotels – difficult to find roll-in shower availability • University classrooms need to be more accessible than not just no stairs: maneuverability vs. just getting in the door • More \$ to improve school spaces’ maneuverability • The built environment is everywhere and thus essential to getting around and accessing resources • Re: built environment (and other issues): addressing problems can be difficult owing to different levels of government (federal, municipal), with each level “taking care of its own.” This will make it hard to navigate new legislation and complaints procedures. • Different levels of government ‘siloeed.’ • <i>Certification</i> <ul style="list-style-type: none"> • Problems arise from differing interpretation of the building code, despite handbooks that describe how the code should be implemented. An architect, for example, may interpret the code differently from a person with disabilities. • Currently, government inspector must certify that an establishment is accessible. Sometimes the inspector is too lenient • Following federal governments, municipalities have changed code from a prescriptive to an objective model. This change has had a detrimental effect on people with disabilities, because the objective model is too rigid. • Federal legislation allows governments to assign responsibility for inspection to registered professionals who might have a vested interest— being, for example, connected to the building. The inspector doesn’t have to be someone who works for the municipality. This system is eroding some of the progress made in building standards. • There is an appeal board for buildings, but only landlords, building owners and architect are eligible to appeal—“makes no sense.” • It is very important to review during the design and building process. • The Rick Hansen Foundation has building standards: pass, fail, gold. Building at Marine Gateway is certified.
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	<ul style="list-style-type: none"> • There are disagreements over whether Rick Hansen is a good program. Does it help building owners more than people with disabilities? • Such certification shouldn't need to exist: government certification should suffice. • Rick Hansen have said they don't put a lot of emphasis on the building code • <i>Education Institutions</i> <ul style="list-style-type: none"> • Education institutions are "pretty good"—very accessible. • BCIT has improved since the 80s, though there are still some things they could do to improve. • Continued pressure and changing needs have led to progress: Previously, "you didn't mind going in through back door, now you want to go through the front." • All colleges have dedicated disability offices. • Western Canada is much further ahead than the East (possibly due to the age of buildings).
<p>What needs to change is:</p>	<ul style="list-style-type: none"> • More physical infrastructure and enhancing the accessibility of physical spaces • Changes to building codes • New restaurants should be accessible • Accommodations: new rental buildings should have wheelchair accessible units – 10%, 10 in 100 units • Standard for crosswalk – 20 – 25 seconds at least and know how long we have to cross is random and sometimes too quick. Show the timers. • 3 ft doorway on all buildings • Clearly marked elevators • Anything being built needs to consult disabled public • Accessible parking spots need to be a larger – ramps come outside "zones" • Convert quick cyclist crossing button into slower disability button • Position of buttons/poles at crosswalk are wrong, difficult to reach/press
<p>Propose legislation that</p>	<ul style="list-style-type: none"> • Grants and subsidizes to make improvement • Penalties for those who don't • Resources available to assess what can and can't be made accessible (e.g. consultants) • Standardize accessible washroom – public washrooms – toilet, rails, sink, space but hand towels are in no man's land. Get it all right. • Budgets for municipality need to include curb cuts – 2 split cuts is wrong, make one wide cut across the entire curb •

Service Delivery

<p>We wish the government knew that:</p>	<ul style="list-style-type: none"> • Services are important because they are often the starting point for people who are pursuing greater accessibility and inclusion (trickle-down effect) • Using wheelchair washroom to store junk is bad in businesses • Education in airports – wheelchairs are part of my body. • Restaurant menus are too high, look at standardization rules for restaurant and menus for disability • Doctors keep referring me and referring me and I cannot get straight forward medical care • Specialist offices outside of hospitals aren't always accessible • No outdoor caregiver to assist, relatively independent but then left to own • Improve awareness of what's out there – services, subsidies, do people know? Condense information on education, services, rate restaurants • Standard beds in hotels, beds are often too high • Parks, entranceways, sidewalks – define what is “accessible” standard • Confusing, difficult to find my way as well as get there – cannot communicate with info or drivers who don't sign language •
<p>What needs to change is:</p>	<ul style="list-style-type: none"> • Better coordination, cooperation and sharing of information among service providers • Consider privacy, but enhance and streamline bureaucracy • All medical spaces must have an accessible bathroom • Should be a template/universal design for accessible bathrooms to meet largest # of needs • Communications and funding of map projects (access maps) to promote accessible spaces that exist • Tourism sector: to work with hotels, etc. to become more accessible • Transport education on how to handle wheelchairs, chairs are my body (airports) • Continued awareness of snow removal even if it only snows a few days
<p>Propose legislation that</p>	<ul style="list-style-type: none"> • Improve training of staff who deliver services • Better policies for government and private organizations • Every public building built to have an accessible bathroom with a deadline to upgrade or be published • Building codes = accessibility

Transportation

<p>We wish the government knew that:</p>	<ul style="list-style-type: none"> • Public transportation is pretty good, but can always be better • It's critical in order to get to the built environment, participate, enjoy life • For private transportation, compel compliance • Every bus stop should be accessible! • Sometimes buses refuse to unload chairs at some stops
<p>What needs to change is:</p>	<ul style="list-style-type: none"> • More transit that's accessible (including Handy Dart) • What guarantees for Uber? People use standard cars, is disability out? • Taxis: <ul style="list-style-type: none"> • Ways that taxi companies pay drivers, to provide more incentive to drive accessible taxis • Taxi cue should be bumped forward for disabled customers • Attitude that it is "harder to make money off wheelchair customers" • Should pick up disabled individuals first, higher need • Airports: <ul style="list-style-type: none"> • The ways that airlines treat wheelchair users and their chairs • Parking spots: <ul style="list-style-type: none"> • tighter restrictions • More spaces, more enforcement, cohesiveness between municipalities, • penalties if no decal should be enforced, • wheelchair only parking spots and separate close disability spots, • SPARC BC not in charge • Transit: <ul style="list-style-type: none"> • not enough bus stops that have benches when waiting • more bus frequencies or more buses • elevators consistency out of service • need for a seat if ambulatory • bus ramps, ramps, too steep angle – drivers need to kneel, the ramp needs to go down all the way • better education for drivers about disability • attitude – "I'm late, can you get the next one?" • <i>Private Transport</i> <ul style="list-style-type: none"> • Need for more accessible private vehicles • Transportation is important, but every bus, sky train station has appropriate facilities, taxis less so.

	<ul style="list-style-type: none"> • Concerns about Uber involve both the municipal and provincial government. • One participant had used Access Uber in Las Vegas. Others commented that this service is only suitable for people who can walk short distances, but may still reduce pressure on other services that support people who are unable to leave their wheelchairs. • Government’s failure to roll out rideshare is directly or indirectly affecting people with disabilities. • Drivers can ask for a surcharge for making their services more accessible but this can create human rights issues • There are other incentives to pick up people with disabilities: tax breaks, waving price of taxi license • Lack of accountability is a problem: cabs do not always pick up people with disabilities, even if pre-booked. There should be fines, or some other measure implemented, to prevent this. <ul style="list-style-type: none"> • Airports <ul style="list-style-type: none"> • If free shuttles between airports and hotels are not accessible, the airport or other institution should provide free, accessible taxis instead. Some places have these services, but don’t advertise them. • People with disabilities sometimes have concerns about expensive equipment i.e. wheelchairs being damaged due to mishandling by airport staff. These concerns can be a deterrent to travelling by plane. • No standard code of practice for how to load wheelchairs: What should be done with the batteries? • It is difficult to train everybody at YVR—lots and lots of people need to be trained • Some security personnel, for example, embarrass people with disabilities • There must be some way of providing people with disabilities the same service as other travellers. • <i>Long Distance Buses</i> • People with disabilities may have to book in advance for greyhounds and other long-distance buses, so that company can ensure that an accessible bus is provided. This is not necessarily a problem: most passengers book in advance. • <i>City Buses</i> • Sometimes bus drivers too embarrassed to ask people to move to make room for a wheelchair. Or they are behind schedule and they don’t want to take extra time to lower to ramp • These attitudes are hard to change.
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	<ul style="list-style-type: none"> • Previously bus drivers were more reluctant to take responsibility. • Two participants said that they had generally had positive experience with public transit in Vancouver. • Skytrain <ul style="list-style-type: none"> • Lack of information allowing people with disabilities to plan ahead on the Skytrain: where are elevators not functioning? • Under Ottawa’s new system, each station has two elevators.
<p>Propose legislation that</p>	<ul style="list-style-type: none"> • Taxis, airlines, etc. need to make their services accessible proportional to the population • Training for Uber/Lyft drivers • Should an X # be accessible – 20% wheelchair accessible • How can we stipulate cabs/ride shares have to be in certain areas to be used by disabled people – not luggage/tourists • A fund or levy to support accessible vehicle purchases for ride shares? Make % of income should go to this

Employment

<p>We wish the government knew that:</p>	<ul style="list-style-type: none"> • <i>Opportunities</i> <ul style="list-style-type: none"> • Lack of access to jobs with career prospects. Too often people with disabilities end up ‘in the back room.’ • Having the right equipment and structures not enough: You also need training for employers. • Attitude of the employees is often an impediment to hiring people with disabilities. Perception that hiring people with disabilities will be an expensive inconvenience, that people with disabilities may take more time off than other employees etc. Fear of the unknown. • Unions and seniority rights present a challenge: People with disabilities might not be able to take entry level positions because these positions often involve strenuous physical work, but system of seniority prevent them for taking jobs further up the hierarchy because other more senior employees are given priority. • Jobs that require physical labor are often inaccessible to people with disabilities • Inclusivity must extend beyond the office desk: Can people with disabilities join their colleagues for lunch, is the cafeteria accessible? • <i>Accessibility</i> <ul style="list-style-type: none"> • Most barriers to employment are environmental: Getting into the building, having a desk that is wheelchair accessible.
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	<ul style="list-style-type: none"> • Prospective employers don't always know whether their workplace is accessible. They sometimes suggest people with disabilities come in and check for themselves, but that that demands an unreasonable amount of time and effort from the applicant. • One participant described their neighbour's difficulties at work— specifically their worrying about whether they could get to the washroom. • Some impediments are structural or 'built-in,' others more temporary i.e. trash cans blocking wheelchair access • Structural issues more difficult to address • Accessibility has improved markedly since the mid-1970s. However, what is accessible to one person with a disability may be inaccessible to another. Much depends on severity of a person's impairment • It is very important that both employers and employees with disabilities have contact with organisations that provide consultation and resources to improve accessibility. Resources do exist, but in some cases neither employers nor employees are aware of them • <i>Other important issues:</i> <ul style="list-style-type: none"> • Retention of employees with disabilities and keeping up with best practices
<p>What needs to change is:</p>	<ul style="list-style-type: none"> • Increase \$/programs available to increase availability of accessible workplaces/jobs/hiring/attitudes • More \$ to groups like Presidents Group • Work more with businesses • Work more with WorkBC on expanding services and their visibility • More incentives for average, small companies to hire diversly • Attitude shift: why are disabled folks unable to retain jobs/succeed • Attitude shift: value of flexible work spaces/working from home for all employees so it doesn't seem like it's a disability thing • Education by disabled people (pa) to all sectors/places of work
<p>Propose legislation that</p>	<ul style="list-style-type: none"> • Some sort of legislation to combat discrimination self-disclosure • Standards within HR hiring practices to not put unnecessary job requirements on job descriptions • Ensure there isn't abuse of incentive programs: can't fire disabled person when \$ incentives end – enforcement • Tax % off perhaps maybe less abused than paying ½ the salary type-programs • Standardizing WorkBC programs/emphasize more flexible work environments/self-employment – many are successful from home and this benefits all

Things that need to change:

- Accessibility as a human right: UN declaration
- Infrastructure across employment, service delivery and transportation
- Education across all
- Enhance physical infrastructure
- Better coordination and cooperation among service providers, government agencies, etc.
- More (and better) accessible transportation
- There is a lack of education. If you haven't asked the people with disabilities how to solve the problem, then why do you think you can solve it? Governments and businesses need to be educated and ask people with disabilities about what's needed. Need an understanding of how to meet needs and meet them properly.
- Standards are needed for environment, curbs, services, need to be developed with disability input and checked in on
- When implementing change, you need disability reps at the table, that is real people living with disabilities.

Ways to legislate this change:

- Enforcement of infrastructure, education and attitudinal shifts
- Policies on discrimination against those with disabilities
- Incentives for those who make an effort to enhance accessibility
- Penalties for those who don't
- Training and education for everybody
- Accessibility is a standard not to be rewarded
- There are health authorities, tax audits, we need similar accessibility audits
- Progress and implementation needs monitoring
- Provincial ombudsman
- Create easily accessible places to voice individual concerns about a business or situation encountered as we go through this change
- Hire people with disabilities to oversee the process
- Advocacy
- More involvement from institutions that aren't traditionally involved with accessibility initiatives i.e. banks
- More financial incentives for institutions to adapt

Prince George Consultation Notes

What you would like to tell the government about the factors that prevent BC from being accessible and inclusive:

1. Built Environment

Housing:

- Visitable housing required for all new developments and a large percentage required accessible
- Promote available accessible housing, enforce and strengthen building codes
- Provide an information line for landlords to learn how to help tenants with disabilities instead of just looking at eviction
- Standardize all doorways to be wider
- Legislate parking for multi-family buildings
- Include all residential homes in the building code requirements.
- Don't accept "adaptable" as good enough because it doesn't mean move-in ready.

Service Delivery

- Education/awareness: educate the public and professionals (eg. contractors, designers, government staff) about disability and stigma
- Recognize that not everyone can advocate for themselves and it is exhausting to do so
- The system is confusing and people need a navigator to assist, people often don't know what questions to ask or what might be available when an injury happens, living in poverty (no computer access) or low literacy affects how well people access the system
- Need a one stop shop for disability knowledge but must be funded long term
- Must educate employers and service providers about disability
- wait times for services are unacceptable
- Need more hours and consistency for homecare
- System needs more flexibility (eg. what homecare providers can do-laundry etc.)
- More staff

Transportation:

- Funding for sidewalks
- Ways to walk or move between neighbourhoods
- Higher requirement for accessible taxis and car rentals with hand controls
- Better hours for HandyDart
- Legislate more accessible taxis
- All buses must have lifts/ramps
- Longer HandyDart hours and more vehicles
- New bus services must be accessible
- Includes how to get to the bus stop (sidewalks, traffic signals, safety)
- More accessible parking spots.

BC Spinal Cord Injury Community Network

How to legislate change:

- Enforcement of any new or existing laws is crucial. Without enforcement there isn't much point in creating new legislation. A combination of incentives and penalties plus education on how and why this matter, is the best option. Voluntary measures don't work. People with disabilities often don't have the time, energy, knowledge or resources to fight the system when the rules aren't followed.
- ALL government funded projects and services need a disability or accessibility lens. No new decisions should be made that create or perpetuate barriers for people with disabilities. There is no excuse for new buildings and programs to exclude yet it still happens.
- Enforce existing building code
- Stronger wording in code and make it less confusing
- Including pwd in designs and inspections
- All provinces need to follow the same building code to ensure consistency
- People with disabilities should approve all designs and buildings.
- Make it more like the fire code in terms of being mandatory and how it is viewed and inspected

Additional Thoughts and Considerations:

- It's difficult to pick the most significant factors when all are important to people with disabilities and all are intertwined (eg. need housing and transportation to get a job, but need a job to pay for housing and transportation)
- Need longer term thinking. Pilot projects and ribbon cuttings don't provide long term stable funding for people receiving programs or for non-profits who work with people who have disabilities.
- It's cheaper to provide the services people need now rather than paying extra later (eg. housing a person has been shown through many studies to be cheaper than providing shelters, more ER visits, etc.)
- People with disabilities are second class citizens, relegated to the back door, and society is not yet inclusive, despite our various human rights laws. Need to promote benefit of universal design to all citizens. People have been waiting for years for improvements. People with disabilities pay taxes but don't have equal access to services.
- Disability groups are too fragmented and need to collaborate more to create solutions.
- Not all disabilities are the same and what works for one group might not work for others (eg. mental health vs. physical disability, higher level SCI vs. incomplete) but all are important.

- Read and implement all suggestions made during the White Paper consultations in 2014. Look at legislation in other jurisdictions (eg. Ontario, US) and implement what works and improve on what hasn't worked well there.

BC Spinal Cord Injury Community Network



Reach Out Provincial Online Consultation Notes

Through the use of the Zoom online meeting platform, ten people with disabilities participated in this consultation. Participants came from urban and rural settings in northern BC, the Okanagan, Vancouver Island, Metro Vancouver, the Fraser Valley, and the Sea to Sky corridor.

1. Built Environment – housing, parking, stairs, etc. public buildings, etc.

What you would like to tell the government about the factors that prevent BC from being accessible and inclusive:

- Housing is a big issue, and I live in a co-op. People have the right to housing, and the architects aren't listening, not making accessible housing for us.
- I've talked with others who have accessibility issues who live in co-ops, these architects aren't listening. They are pretty much doing what they want, and that annoys me.
- Service delivery can be adjusted, but when things are built out of inaccessibly, they are much harder to adjust/change.
- There's no excuse nowadays to build things inaccessibly – it doesn't cost much more to make it inclusive and accessible to all to do it right the first time.
- The first thing that comes to mind when you have a barrier, it impacts you mentally. It could be physical, but it impacts you mentally – it's your first... I can't get there, or look at those stairs, or it's a segregated entrance – mentally it's in your face. It's a stress, an emotional concern.
- We need things to be built properly so we don't face this mental/emotional burden.
- I live in a co-op, 15 floors in Olympic village, two elevators – but if there is a fire, you can't have 7+ disabled people down in two elevators. That has to change.
- With changes to the building code for elevators, if there's two elevators you can use one to evacuate, but that's not enough to get that many people out and it's a housing co-op with accessible housing.
- If you can't get there you can't participate. There's needs to be an understanding among architects that the BC Building Code is a bare minimum – they are checking boxes but it isn't sufficient. They should be mandating that accessibility standards like those from RHFAC are used and are part of the training so that there's a more comprehensive part of the training – so it's beyond just getting in the front door there's far more requirements than just physical accessibility, and other disabilities as well. Because they've done this work – we need to be connecting those better to address these things.
- I have a friend who's an architect on several occasions about designs in Vancouver he's working on. He says the architects get a lot of the blame after the fact, but it's the business or developer that rejects it based on cost enhancement and barriers and didn't want to invest the money for accessible design. He says they do have requirements and they do incorporate them into their designs – the clients don't want to deal with the expense. Maybe that's the case just for him and his company – I've talked to the businesses and they say it's about the expense.

- The Rick Hansen Foundation has created what the business case for those modifications and it should be sold back to the customer. The life cycle costs on the building that they don't need to do modifications in the future. The RHFAC program could be used for building inspectors, but when it gets put in by the subcontractors it can be haphazardly done and just a difference in 2-3% of grade makes a world of difference.
- There should be some legislation so that the businesses when they are building developments have to be accountable to universal design principles. It's an enforcement standards issue, holding them accountable.
- HOLD BACK 40%! I suggest this because I live in an inaccessible care home, can you imagine?
- In Squamish we have a sea of townhouses here and lots of development. There are all these townhouses going up in Squamish that aren't accessible. From the top down there needs to be a minimum percentage. Whether that's with ramping or elevators in the buildings. Richmond has been pretty progressive, but then the RCD has been really connected with the community for a lot of years and had some push there.
- I heard through the RHFAC network that HMCA is doing a study on the cost of implementing RHFAC standards vs. the traditional build. The hope is that that study would help eliminate the argument against universal design or implementation of those standards based on cost.
- If they're done according to the code, they aren't more expensive, but we need to make sure there's enforcement. Right now, it falls on the municipality to enforce the various building codes. No consistency through the province. This is a great opportunity for there to be consistency through the province, but it won't mean anything without enforcement.
 - How would you propose to enforce it: There's a lot of development happening in Surrey, even public buildings that are being built that are not accessible, and a group of us, SFALG, are raising awareness city by city in the South Fraser region. Really, we need standards federally which would be the best, but what we have right now is a watered down provincial guideline. For enforcement it should be enforced by city staff, not by architects. It's kind of like the fox is guarding the chicken coop right now regarding the built environment.
 - It would be helpful for a group of disability consumers to be involved in enforcement, such as the disability committees in different communities
 - We need to see some form of final inspection by someone who knows more about accessibility, rather than a general sign off by a building inspector. As part of the Accessible Canada Act they are forming a committee to review the standards – given they spent a number of years getting to that point, we should use the info they gathered to inform it.

- Built environment: requirements for healthcare clinics being accessible for wheelchairs so users don't have to provide a photo.
- I'm frustrated that so many buildings in Vancouver are grandfathered in my area and excepted from the building code – in Europe they are full of heritage buildings, and have still required accessibility – there should be more of a standard there.
- Gregor Robertson signed a declaration to make Vancouver all accessible, but there are at least five places I can think of that aren't at all accessible.

Ways to legislate changes to the Built Environment:

- Hold back 40% (penalty).
- Use of more accountability mechanisms and standards re: universal design and the building code.
- More research to make the economic case for accessibility standards like RHFAC.
- Along with standards, there needs to be enforcement and consistency across the province of the standards and enforcement.
- Final inspection by someone with specific knowledge about accessibility as opposed to a current building inspector.
- Use the Accessible Canada Act standards review process to harmonize with BC enforcement/accountability efforts and inspections.
- Sliding scale of standards and incentives based on government/large corporate/government partners (highest obligation – standards and requirements for accessibility) and small businesses and services (lower obligation – incentives and lower threshold of standards)

2. Service Delivery – medical, retail, public services

What you would like to tell the government about the factors that prevent BC from being accessible and inclusive:

Accessibility of healthcare as part of the service provision was the primary focus of this discussion:

- Doctors should have fully wheelchair accessible clinics. If I have a pressure sore or something, I have to take a picture with my phone to show the doctor. That's huge for me. I spent three days on a stretcher which got me the pressure ulcer so it's just not adequate.
 - Facilitator: Is that part of the building code (notes added to building code discussion)?
 - My only concern about that is that there are major parts of healthcare that isn't mandated as part of the building code – ie overhead lifts, specific doctors'

offices, location of healthcare, ie transportation to healthcare now that greyhound is gone – so location of healthcare

- A person with a disability should not have to apply for an accessible transportation card. Ie [unintelligible] a couple of years ago. That was ridiculous.
- Doctors and dentists: they don't like it when you can't transfer from your chair to their table. Most people with accessibility issues cannot transfer.
- A friend who is a dentist installed a ceiling lift in her office because she knows me and knew it was important. The human, personal factor is so important – education, being an advocate for your office. Then it's just about getting it out there so there's an accessible dental office in town.
 - Facilitator: where would that education come from?
 - I love PSAs, and I think there are clever ways to get the message across. Everything goes viral, you can do clever things and have a social impact.
- I know in some meetings I've had people have mentioned that they have to come to Vancouver just to get a basic pap exam at the Access Clinic. It's a real pain for the requirement of travel.
- Even in Kelowna we are referred to Vancouver a lot. It just seems like they get it there, and we don't yet here in Kelowna.
- It's a lack of education.
- Last year, I burned my legs badly and had to get skin grafts and go back and forth to the burn clinic at VGH. It would be impractical for someone from Kelowna to drive back and forth to Vancouver for those services. There's some real harm to the patient in having to drive a long way especially for pressure ulcers. There needs to be some changes to overcome this – mobile treatment clinics for pressure ulcers for example – go to the patients instead of moving the patient to the clinic.
 - I know this does happen with physiotherapy. WCB covers the cost to have the clinician come to you if you can't safely or easily get to them.
 - In my experience this is only for Worksafe or ICBC, and isn't available for those on PWD.
- I and others have tried to get caregivers and have been told repeatedly, “your family can help,” “you're not disabled enough” – well I think that's got to change. If you're disabled, permanently or not permanently, you need the help, well there should be education that says that you're entitle to some form of caregiving.
- What I was saying – if you need help, they can't say “you're not disabled enough” or “you should rely on family” –
- When you go to the clinic, your needs as a disabled person aren't being recognized and need to be changed. And what their standard/understanding of disability is needs to be changed (with education).

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- That could be solved with guidelines in healthcare about who/what qualifies for caregivers to access healthcare (or otherwise) and a process to challenge that in different circumstances (because we are individuals and not alongside reliance on relatives as caregivers all the time). Within those guidelines there should be some sort of reporting mechanism for health authorities about how they are removing barriers annually, that it should go to some accessibility body or committee to review and monitor to make sure it's being met and done. And if not then some big stick comes out!
- I'm thinking about the built environment issue around equipment and accessibility related to clinics, especially with new urgent access clinics in places like Victoria. You have lifts put in for more patient accessibility – but that brings liability for how they are used. I see this when I see patients on the acute and rehab units in hospital – one of the issues is the training quality for nursing staff about using these lifts. On the rehab floor, they can deal with needs for disabled patients but on regular medical units, they have no idea. There's a huge issue with how clinicians manage a person with a disability treated in regular acute care hospitals. How would you be able to legislate a change in that? How to bring into effect that kind of training.
 - I agree – it's education. They should do a practicum on a spinal unit like GF Strong, just to be familiar with people with SCI.
- I think there's ongoing education that happens with clinicians – there could be a course requirement for continuing education to upgrade skills and knowledge on SCI or other disabilities. Another thing should be around disability etiquette – I've had to make formal complaints about language and attitudes of a nurse last time I was in the hospital. Along with changes to the built environment for better accessibility there needs to be training on how to care for patients with disabilities.
 - That would be something to include in the reporting process for the urgent care hubs you mentioned to make sure there are checks and balances, and a minimum number of accessible rooms and education for staff around caring for disabled people.
 - It's like the education requirement for my professional certification – it could be an annual requirement.

How to legislate changes to overcome service delivery barriers:

- Education of doctors and healthcare workers, PR campaigns, etc. about the needs of people with disabilities, and promotion of locations that are accessible.
 - Improve training quality related to disabled people's needs as patients in general acute care hospitals.
- Education for healthcare workers that caregiving support should be made available to the person with a disability in order to access healthcare – ie, for transfers to beds and chairs

- Expand/fund changes to public healthcare services to allow more telehealth and mobile specialty clinics
- Set of guidelines to help health services in order to provide accessible services.
- Legislation to ensure that people with disabilities are entitled to attendant care to assist in engaging in the healthcare system.
- Guidelines for provision of caregiving for accessing the healthcare system along with a review process for individual cases that might not fit.
 - Reporting system for urgent care and other acute care centres on the training and accessible infrastructure available for disabled patients
- Standard of a minimum number of accessible patient care spaces in urgent care and acute care hospitals.
- Annual review requirement for health authorities on how it will

3. **Transportation barriers**– ferries, airlines, taxis, trains, ride sharing (ie uber, lyft)

What you would like to tell the government about the factors that prevent BC from being accessible and inclusive:

- the price /cost is a barrier
- public transportation – ie people without access to accessible buses or public transport
- Taxis: Cabs bypass people with disabilities - wheelchair cabs are always bypassing people with disabilities in favour of airport runs and people with luggage.
- Taxis: J: I don't drive anymore and getting around Kelowna is really awkward, so transportation is a real issue for me. They have accessible cabs but there's a real issue because they'd rather take big groups of people for better tips than take wheelchair users.
- Ride Hailing: concerned about the lack of accessible transportation services by Uber and Lyft for wheelchair users.
- Transportation might be federally regulated (ie air and train) so that would be under the accessible Canada act so might not be as much of a priority
- For me it's a huge issue, I don't drive anymore, and getting around my city is very awkward. There are accessible cabs but they go with bigger fares from groups
- I'm asking about Uber and whether they'll have accessible transportation and I'm told no.
- For me the transportation – knowing that cabs bypass wheelchair users all the time, their priority is getting people to the airport with luggage. Those are the issues I've encountered. For transportation – the buses have always been accessible where I am, ferries are accommodating, planes, etc. Taxis are the only issue that come up for me.

4. Information and communications

What you would like to tell the government about the factors that prevent BC from being accessible and inclusive:

- Access to information for example in an emergency, you need to have info easily available in braille and alternate formats, and those who aren't literate and don't use computers.
- There's not that many websites that are WE3 compliant, that screen readers can easily use, or be able to look at a map, or it's intuitive to use. Ensuring that disabled people can access digital technologies, the internet, etc.
- You can't participate if you can't access the information about it.
- There are screen readers like JAWS that allow some access to internet already – I volunteer with blind people on internet accessibility.
- #1 access to information is important to people with mobility and sensory (hearing, vision) disabilities
- All are important, really but this one affects the most types of disabled people
- Especially with the aging population
- Not everyone has a computer, or is literate.
- Not that many websites are W3 compliant, that are accessible to screen readers or use voice activated software, etc. or the site itself is intuitive and easily used by people who have low literacy or have low access to technology. With so many services going digital, it affects so many more people despite the great leaps in technology for disabled people.
- We need more emphasis on ensuring people can access website services.
- When I think of websites and information, I notice that there are ways to access them for hearing impaired and visually impaired – so I guess I assume there's access in different ways.
- I've had trouble on our local emergency management committee with a lack of available TTY phone and operator for hearing impaired people to access in the event of an emergency. There's a lack of information available for everyone with disabilities.
- We're talking about websites, print material (from the government)
- This would be for all methods of communications – radio, meetings, braille print materials, etc.
- Horgan stopped the provision of that the BC government stopped providing braille in libraries because they figured that because of audiobooks, there's no need. Well I've

talked with them they go to school and they need textbooks and they can't read them (in school), so that's an example.

- I'm thinking on websites it should be accessible, that's a no brainer. As should TV and radio. I can't speak for hearing impaired or visually impaired because I don't know. For me there hasn't been an impact for communications and information.
- An example is the lack of accessibility information in apps like opentable and gas station apps.
- So demanding that communications all include accessibility information in basic info on apps, online, etc. and info on how to access.
- John Horgan supposedly made it possible for people to apply for PWD, but I've heard that people are being required to apply for CPP-D first.
 - Was that person able to talk to someone about that?
 - He was in hospital, so he couldn't ask for help about it. I said he should ask Disability alliance.
- There's a priority focus on information and communications prioritizing accessible communications especially the provincial government, and also the ministries that have the greatest impact on services for disabled people (ie, MSDPR) would be a priority to make that happen, on down to the smaller governments/municipalities.
 - Websites > print materials > live events/video signing > media/comms (radio/marketing, etc)?
 - There should be something we do about CAPTCHA as well which is difficult for people to deal with

How to legislate changes to overcome information and communications barriers:

- standard applied to require services/biz to communicate accessibility information with basic information on internet, phone books, etc.
- Standard requiring across the board provision of communications (libraries, government communiqués, formats etc.) available in all formats – braille, captions, accessible via screen readers, etc. With a trickle down to services providing government services – ie, subcontractors, crown corporations, government partners and wherever governments are involved (ie, an announcement at a restaurant)
- Obligation for businesses over a certain size (ie # of employees, square footage) incorporate accessible format and communications wherever they communicate – websites, menus etc.
- Have a small stick for small businesses and a big stick for government and government partners
- Incorporate incentives to encourage smaller businesses and non-gov services to change their practices.

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- Standards for websites to be accessible in all formats – captions,
- Improved clarity on application of services and sharing of services between federal and provincial (specifically CPP-D and PWD) benefits
- Ensuring choice in options for communication
- There needs to be a body made up of government, industry, people with disabilities and others, looking at standards and tracking progress toward those standards/accessibility objectives.

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