



COMMUNITIES
OF ACCESSIBILITY
AND INCLUSION
WORKBOOK, TOOLS
AND RESOURCES

measuring up

VERSION ONE

AN INITIATIVE SUPPORTED BY





A message from City of Vancouver Mayor Sam Sullivan

British Columbia has an under-utilized resource — its citizens with disabilities. Our communities are enriched by the gifts of all citizens, and removing any obstacles to their contributions should be the responsibility of all elected officials.

In two short years, sparked by a series of dialogues, citizens with disabilities have created a magnificent collaboration with all levels of government, VANOC and the business/corporate world. You too will discover the same energy and enthusiasm.

Measuring Up is not only a guide. It is also a process for engaging citizens with disabilities in a conversation about participation and contribution that strengthens our democracy. I am confident that municipalities adopting Measuring Up will discover resources that will benefit the whole community.



A message on behalf of the Government of British Columbia from the Honourable Claude Richmond, Minister of Employment and Income Assistance

As British Columbians count down to the 2010 Olympic and Paralympic Winter Games we have the opportunity to show the world that our province is not only the best place to live, work and play, but to also demonstrate our leadership in improving the lives of people with disabilities everywhere.

Thanks to the efforts of leaders like Rick Hansen, who is making an enormous contribution towards removing barriers, and Premier Gordon Campbell, who is fully committed to building the best system of support in Canada for people with disabilities, British Columbia is leading the way.

A key part of our strategy is building greater awareness of the achievements of people with disabilities, and of the obstacles we need to remove to help these individuals achieve full potential. 2010 Legacies Now's Measuring Up provides an excellent step-by-step approach to topics ranging from creating fully accessible public spaces to promoting employment and community involvement for people with disabilities. As minister responsible for the government's disability strategy, I fully endorse this publication and will use it in our ongoing work with the Vancouver Foundation and our Disability Supports to Employment Fund.

Measuring up complements the work being done through the Minister's Council on Employment for Persons with Disabilities and our WorkAble Solutions program, which encourages employers across the province to tap into this talented and dedicated, but not yet fully utilized, labour market.

We welcome the opportunities the 2010 Olympic and Paralympic Winter Games present in creating a B.C. that is inclusive for all people with disabilities.

A message on behalf of the Vancouver Agreement from Judy Rogers, Manager, City of Vancouver and Chair, 2010 Legacies Now

The work of the Accessible/Inclusive Cities and Communities Project began two years ago with a simple, but fundamental goal: to foster greater opportunities within all of our communities for people with disabilities. The Vancouver Agreement saw that this vision fit with its goals of sustainability and inclusion, and was pleased to fund Phase One of the Project.

In the months that followed, people from a wide variety of disability organizations, along with many others, came together to reach beyond any issues that could divide us, to create what has become the beginning of an inspirational dialogue: a sharing of our mutual creativity, passion and practical expertise on community inclusiveness and accessibility.

With the creation of Measuring Up, we all now have a flexible, 'living' guide that captures, expands and carries forward that dialogue into the future. Over time, Measuring Up will change, reflecting the growth of our shared expertise on inclusivity and accessibility, and bringing it to all communities. Just as importantly, it will continue to support the open, collaborative dialogue which has made this project uniquely successful.

In the spirit of that collaboration, the Measuring Up guide is presented to the communities of BC — and, in time, beyond. We are confident it will bring inspiration to everyone working towards building and sustaining communities that are fully accessible and inclusive — communities that value the participation of all, and ultimately are places where everyone belongs.

A message from Mike Harcourt

The Accessible/Inclusive Cities and Communities concept, work and guide grew out of a commitment by the Rick Hansen Foundation, the City of Vancouver, and a broad gathering of disability groups, including the City's Advisory Committee on Disability Issues. Councillors Sam Sullivan and Tim Louis helped move the concept through Vancouver City Council, and onto the agenda of British Columbia's Municipalities in 2003/04.

We then started the tough work of turning the concept into a practical motivational guide that communities could use to act on and assess progress towards removing the barriers people with disabilities face — affordable/accessible housing and transportation, training and employment, and other services and quality of life issues. By spring 2005 the concept and guide, to everyone's relief and delight, had become a reality.

Now the challenge is to see it happen; started in time to be complete for the World Urban Forum in June 2006 in Vancouver, and certainly significantly underway for future world class events that will be hosted here in British Columbia in the coming years. Measuring Up has the potential to make a lasting impact in all communities across the province.

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Glossary

The following definitions are given to terms as they are used in this document. These definitions may be different than those applied in legislation or other sources. For more information on some of these terms, please refer to the Resources in Part Four.

Accessible – free of barriers, open to all.

Adaptable housing – homes designed to adapt to the needs of inhabitants through all the stages of life. Such homes can easily be modified to accommodate people with a range of needs.

Built environment – all buildings, roads, walls, plazas and other spaces or structures created by people.

Dialogue – a process of consultation involving people with disabilities.

Inclusive – welcoming and enabling participation from everyone.

Inclusive skills training – training that is normally available to all members of the public and teaches a marketable skill.

Personal education plan – a plan based on competent professional evaluation of a student to guide the learning program for that student and identify any supports that are needed.

Individualized funding – funding that is directed by the person who needs it to acquire the products or services that meet their individual needs.

Multiple formats – providing information in a variety of communication forms (large print, Braille, American Sign Language) to make it accessible to people with diverse needs.

Personal supports – any supports needed by an individual. Includes the services of attendants or caregivers, equipment such as wheelchairs and assistive devices such as lifts.

Plain language – an approach to designing and creating communications that are understandable by the people who will use them.

Regionally significant languages – languages that are the first language for a large proportion of people living in a particular area.

Universal design – an approach to designing anything (e.g. buildings, products, web sites) that ensures it is useful for anyone.



Quick Reference Guide

Although each community will find its own way to use this guide, we would like to offer the following suggestions to get you started:

- Review the guide with your community's Advisory Group on accessibility or disability or, if a group doesn't exist, pull together an informal one that includes people with disabilities.
- Provide disability related education to understand why access is an important step to achieving community inclusion. Use the Resources section to enhance your understanding of areas that are less familiar to you.
- Decide on a dialogue process and evaluation methodology to assess your community's achievement levels. Include people with disabilities and other community members in the dialogue and evaluation.
- Record your community's current achievement levels in each area.
- Encourage your municipal government to pass a resolution supporting a move to provide greater opportunities for inclusion for people with disabilities.
- In consultation with people with disabilities and other community members, set goals for improvement and determine strategies for reaching your goals.
- Access the support from the contact information listed on the inside back cover. Your feedback will provide important information for future versions of Measuring Up.
- Find ways to celebrate access and inclusion accomplishments with your community.
- Share your progress, your goals and your learning with other communities.



PART ONE

ready...



ready...

Introduction

Measuring Up has been designed to assist municipalities and communities in British Columbia to assess the degree to which their citizens with disabilities are active participants in community life.

Active participation has two dimensions: accessibility and inclusion. Accessibility means recognizing, reducing and removing any physical or structural barriers that prevent individuals with disabilities from actually being present in the community. Inclusion adds another critical dimension — the degree to which the contributions of all citizens are welcomed and enabled. As Rick Hansen has said, “It’s not enough to get in the theatre. You should be able to get on stage.”

There are three assumptions behind the Measuring Up guide.

1. The health, well being and strength of our society requires the presence and participation of all citizens.
2. Everyone has an important contribution to make to civic life, and a responsibility to do so.
3. Welcoming the presence and participation of people with disabilities – as well as others who have been marginalized or isolated – will revitalize and strengthen our communities. In other words when everyone participates, we all benefit.

The purpose of this guide is to encourage communities to evaluate, with participation from community members, how accessible and inclusive their community is now and work together to set goals for improvement. Because this is the pilot version of Measuring Up, your feedback will be very helpful in fine-tuning this guide. To ensure that your experience using Measuring Up can be considered in subsequent versions, please provide feedback to the AICCP Director (listed on the inside back cover).

Measuring Up has four parts. This introductory section describes the context and vision for the guide. Part two provides the underlying framework and directions for using it. Part three sets out the community achievement levels for each aspect of inclusivity and accessibility, and part four provides examples of the kinds of resources available to communities to help you reach your goals.

Open i, 2005 (Vancouver), Pacific Cinematheque





Envision This

■ It's 8:00 a.m. and Ellie has been up for three hours already, getting ready for her big day. Today she will take her place at the council table in this northeastern B.C. community for the first time since the municipal election. It's not only excitement and pride that had Ellie up at dawn. Ellie's full time attendant, hired by Ellie to suit her needs and schedule, was also up early to help Ellie get ready for her morning meeting. Now Ellie is rolling to her van and wondering which of her favourite coffee shops she'll stop in at on the way. Any one of them could accommodate her wheelchair and they all know how she likes her latté.

■ A few hundred kilometres southwest, Hantao is also an early riser. His breath forms an icy cloud as he powers up the last hill of the training circuit. Since the Canadian Paralympic ski team blew away the competition last February, Hantao has been more motivated than ever to lock up his place on the national team for 2014. Skiing at his right shoulder is Tim, describing the route ahead in short breaths. Having the funding to train full time with Tim doesn't give Hantao an advantage over other Canadian hopefuls. They are all funded too.

■ It's 10:30 and Manjit leaves a Lower Mainland credit union with a smile on her face, having secured an increase in the operating loan for her organic flower business. The credit union was impressed with her business plan and her track record so far. Manjit sends a mental message of thanks to the circle of entrepreneurs from the deaf community who encouraged and mentored her. She is also grateful to the credit union staff who volunteered at the business planning course put on by the community college – the college also provided full translation services of course. The discounted interest rate offered by the credit union certainly helped her profit forecasts, but any bank or credit union would have matched it to win her business.

■ The sun is high in the Okanagan sky when Sara bursts out the classroom door with her friends for some lunch time fun in the playground. If the other kids once thought Sara was different, they show no sign of it now. Sara will tell anyone who asks that she is going to be a vet and no one doubts her resolve or ability. Her teacher and learning assistant frequently call on her to share her knowledge of animals with her classmates.

■ It's late afternoon in a small village on the coast of Vancouver Island as Frank sips his tea in a reflective mood. Tomorrow his son Alex will be married in a traditional ceremony to Judy, a lovely young woman he met at the recreation centre. Some people were surprised when the two announced their engagement a year ago. After all, both of them have health challenges. Things sure have changed, Frank thinks. Now young people like Alex and Judy can make their own choices, knowing that there are supports for them – in healthcare, housing and work. He sips some more. Alex has made a good choice, he thinks.





■ While most people are heading home for dinner, Stephen is on his way to work in a Fraser Valley community. Five years ago the fact that he didn't have a vehicle would have made this difficult, but so much has changed. At the intersection he presses the crossing signal and almost immediately traffic comes to a halt. Minutes later the lift equipped mini-bus shows up and he is joking with some of the other regulars on this route. Stephen enjoys his job as a cashier at the warehouse style store. He glides easily into position at his cash station where the counter and terminal height are just right for him. Stephen's employer says hiring Stephen was one of the smartest things he's done. When they retrofitted Stephen's cash station to suit his needs they found that many of their customers, especially the older ones, like using the lower counter and wider aisle. They have since renovated most of the other cash stations and their market share has never looked better.

■ It's 8:00 p.m. in the Kootenays and Andrée-Lise is tucking her son Mathieu into bed. She remembers how overwhelmed she felt when they first got Mathieu's diagnosis five years ago. Would they have to move to a big city to ensure his needs were met? What a relief and a joy to find out how supportive and accommodating their community could be! They even asked her advice when they were planning a new childcare facility for the recreation centre and the idea caught on like wildfire. Hearing about Andrée-Lise's work on the childcare facility, someone working on the library upgrade project thought to invite people with disabilities to form an ad hoc committee to provide input on the library design. Before she knew it, there was a standing committee on accessibility and inclusivity for the whole municipality. Andrée-Lise smiles at Mathieu sleeping. Just look what you started, she thinks.



PART TWO

set...

set...

A Framework for Dialogue and Action on Accessibility and Inclusivity

The following framework was developed and refined during a two-day meeting with more than forty individuals, which took place January 24–25, 2005. This gathering brought together representatives of a wide range of organizations serving people with disabilities, municipal and business leaders, political representatives and community members. Participants agreed that while the framework is not perfect, it provides a useful starting point for community engagement and assessment and it will continue to be refined through feedback from the communities that use it.

The framework builds on a solid foundation of previous work. It incorporates the results of a series of public meetings that took place in Vancouver in 2004, elements from the National Organization on Disability (US), and the results of a six-month research and discussion process that resulted in the release of The Accessible/Inclusive Cities and Communities Project Report in January 2005.

One of the key lessons from the January 24 – 25 meeting was that the framework needed to show how some elements of accessibility and inclusivity enable other elements. The four main elements are Support Services, Access to Information, Economic Participation and Community Contribution. These are shown graphically by a series of stacked boxes with a directional arrow indicating how elements below enable those above them.

While elements at the base facilitate those above, communities do not have to wait until all of the supports are in place to address elements like economic participation and community contribution. Action can take place on all the elements simultaneously.





The Elements of the Framework

Support Services, which are fundamental to accessibility and inclusivity are positioned at the base of the framework. They enable people with disabilities to leave their homes and move about their communities with comfort, safety and ease. Aspects of Support Services (described in more detail in Part 3) are:

- Personal supports
- Transportation
- Housing choice
- Emergency preparedness
- Fully accessible and inclusive built environment
- Safety
- Education

Access to Information recognizes that the information that is essential to daily living must be available in formats that everyone can use. Aspects of Access to Information are:

- Universal signage and way-finding
- Multiple formats (large print, Braille, American Sign Language)
- Plain language
- Accurate portrayals

Economic Participation is greatly improved by support services and access to information. People with disabilities are already major economic contributors to your community as spenders, employers and business owners. Maximizing economic participation ensures that everyone's economic contribution is facilitated and counted, and highlights the importance of the disability market. Economic participation in turn enables people with disabilities to contribute their skills through meaningful work and enhances their independence. Aspects of Economic Participation are:

- Employment
- Business development
- Skills development
- Marketing products and services

Community Contribution can be most fully realized when the other elements are in place. People with disabilities can contribute to the life of a community when venues and organizations are accessible and inclusive. Aspects of Community Contribution are:

- Social
- Recreation/Sport
- Cultural
- Environmental

Community Achievement Levels

The guide describes levels of achievement for each aspect of the framework. Level 3, while still challenging, represents standards of accessibility and inclusivity that are attainable with reasonable effort. Level 2 is set to document progress towards level 1. Level 1 in each case reflects an attainable ideal (not utopia) with a high standard of accessibility and inclusivity.

- LEVEL 3 – GOOD
- LEVEL 2 – BETTER
- LEVEL 1 – BEST

This first version of the Measuring Up guide is more concerned with fostering dialogue than with rigorous measurement. As such, achievement levels 1, 2 and 3 are described here in general terms so that you can use the evaluation process that works best for your community. The Resources section of this guide also provides links to information to enable community participation.

We encourage you to share the techniques you develop to assess your community's achievement level so that future versions of Measuring Up can provide more guidance drawn from the successful experiences of communities like yours. This will also improve comparability between communities and help you determine whether you are meeting your community goals for accessibility and inclusivity.

Please note that the assessment levels used in this guide were developed with input from disability organizations. As such, communities can feel confident that in working towards these levels they are making progress on issues that are important to their citizens with disabilities. However, because issues of importance will differ from one community to another, depending on the needs of the people living there, we encourage you to consult with local groups and individuals to assess their achievements and work together to plan for improvement.

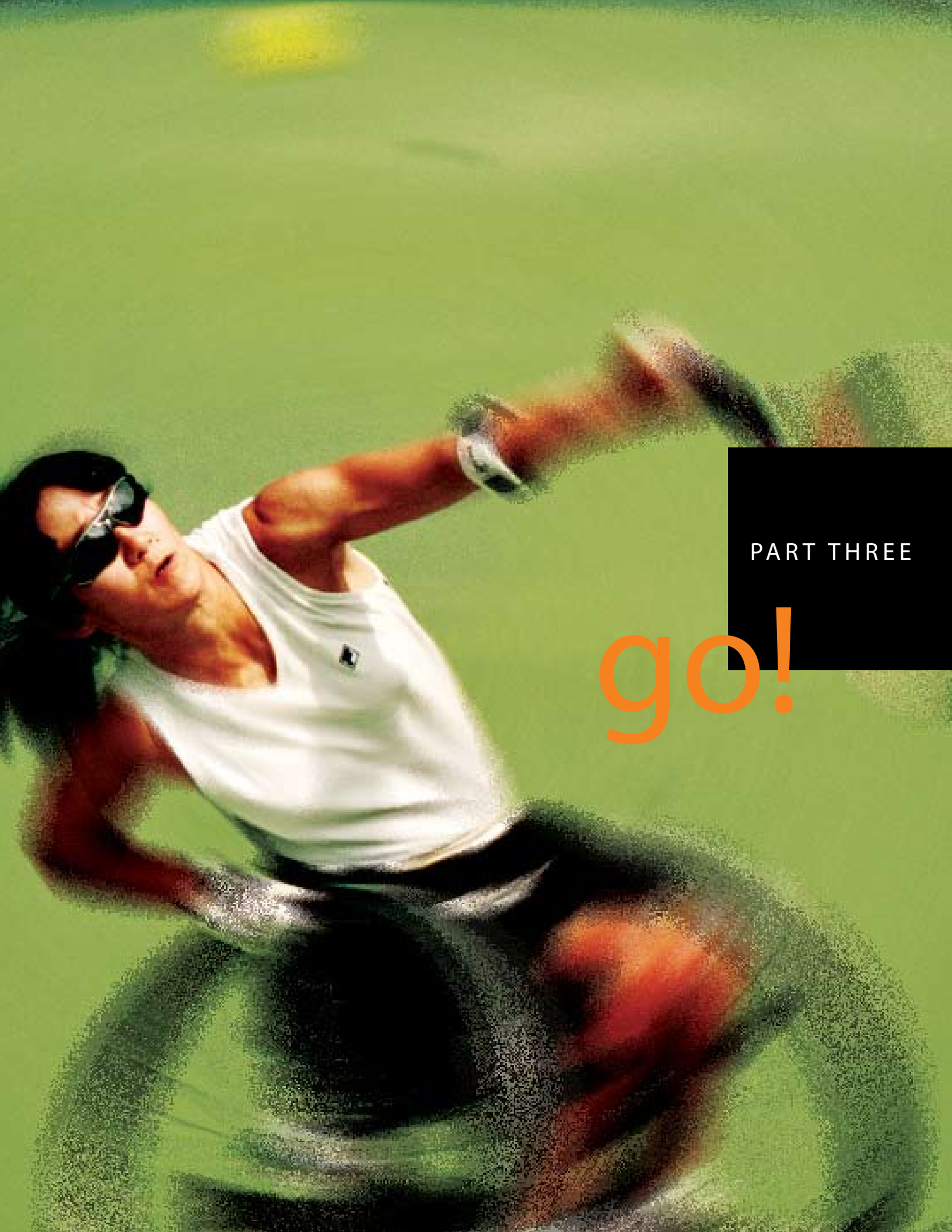


Dialogue and Action

The importance of dialogue was another lesson learned from the January 24–25 meeting. Dialogue, for the purposes of this guide, includes community discussion throughout the design, planning, implementation and evaluation stages. By simply including people with disabilities in the decisions that affect them, communities can greatly enhance both accessibility and inclusivity. In addition, what communities learn as a result of this dialogue will in turn improve the quality of cities and communities for all residents at every stage in their life.

Actions are the necessary steps we must take to improve or maintain accessibility and inclusivity. They can involve changes to legislation, physical improvements, the provision of funding or changes in behaviour. While this guide aims to stimulate action, it does not tell communities what they must do. Instead, we talk about desired outcomes, such as “a high level of participation by people with disabilities”. It is up to each community to choose how they will take action to achieve the various levels.

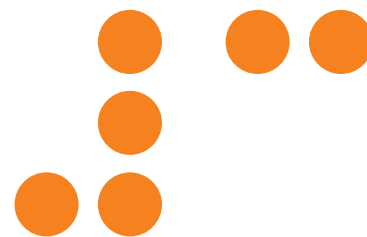




PART THREE

go!

go!



Community Achievement Levels

This section describes each element of the 1, 2 and 3 achievement levels in relation to both dialogue and action that all community organizations can strive towards. It also asks the user to describe what your community is doing. This may help others understand how you achieved a level or simply enable you to share your progress in cases where a level hasn't been reached yet.

Support Services

Our society has a long history of creating an infrastructure and public services to allow its citizens to live, travel, work, play, and volunteer with ease. Roads, building standards, educational institutions and public transit are obvious examples of critical adaptations that enable our active participation. While society depends on our various contributions, our ability to contribute depends on these supports.

Citizens with disabilities and their helping networks depend on this infrastructure too, although with certain modifications and adaptations. Without this support infrastructure they cannot contribute and fulfill their responsibilities as citizens.

The purpose of the Community Achievement levels in this section is to identify the critical supports necessary to ensure persons with disabilities can carry out their daily functions and live a good life, just like every other member of the community. In inclusive, accessible communities, everyone has access to the same resources: forums, institutions, services and the public and private spaces where citizens meet, discuss, work, learn, play, worship, contribute and socialize.



Briefly describe how your community has taken action on education.



Access to Information

Information is power. Basic information, at a very minimum, enables us to: find our way, keep ourselves safe, avoid confusion, help prevent accidents and save time. It can also make us more efficient, punctual and productive. Access to information is so commonplace that it is often taken for granted. People may assume that everyone understands, reads or deciphers words and symbols the way they do.

The purpose of the Community Achievement Levels in this section is to enable you to:

- assess the usability of existing communications, signage, and electronic and information technology
- examine the information and communication needs of persons with disabilities within your community
- research and offer alternative formats.

Dialogue

Which level of dialogue about access to information has your community achieved?

LEVEL 3 – Major providers of information (e.g. businesses, local government, transportation services, healthcare offices, educational institutions, communications professionals) and providers of communication services (e.g. Internet, telecommunications companies, media outlets, designers) have met with people with disabilities to discuss the communication formats needed by people with disabilities in their community to make informed choices in the maintenance of active, independent daily living.

LEVEL 2 – In consultation with people with disabilities, each member of these groups has completed a formal plan for improving and maintaining universal access to information.

LEVEL 1 – Outcomes of the plans mentioned above have been measured in consultation with people with disabilities and publicly communicated.

2. Plain Language

Using plain language makes information understandable to the people who need it. There is no single standard for plain language because it depends on the needs of the audience.

LEVEL 3 – Government offices use a plain language process in developing new public documents to ensure that they are understandable.

LEVEL 2 – There is documented progress in the availability of documents written or converted into plain language.

LEVEL 1 – People with disabilities find the information they need communicated in a way that is understandable to them.

Briefly describe how your community has taken action on plain language.

3. Multiple formats

Offering information in a variety of formats such as large print, Braille or American Sign Language, makes it accessible to a wider range of people. While technology has the potential to make information more widely available, some technological developments such as interactive voice response (IVR) systems, can actually create new barriers to information exchange.

LEVEL 3– Upon request, public events and services and major businesses provide information in multiple formats (e.g. large print, Braille, American Sign Language, electronic media, universally designed web sites) and regionally significant languages.

LEVEL 2 – There is documented progress in the number of public events and services and major businesses offering information in multiple formats and regionally significant languages.

LEVEL 1– People with disabilities can get the information they need in a format that is accessible to them.

Economic Participation

Working and contributing are fundamental to the social and financial wellbeing of everyone. For most of us, our greatest contribution comes through our employment. Yet half of persons with disabilities are unemployed in Canada and almost two thirds of people with disabilities on social assistance live in poverty (below Statistics Canada's low income cut-off).

The purpose of the Community Achievement Levels in this section is to assist you to advance the social and economic independence of citizens with disabilities in your community. Greater economic participation will help to:

- end poverty and increase the security of people with disabilities,
- provide economic alternatives to an exclusive reliance on government benefits, and
- increase the numbers of individuals employed in your community.

Dialogue

Which level of dialogue about economic participation has your community achieved?

LEVEL 3 – People with disabilities, local government, community agencies, educational/skills training institutes, the Chamber of Commerce and major employers have all met to discuss common concerns and opportunities relating to the economic participation of people with disabilities.

LEVEL 2 – In consultation with people with disabilities, the local government, educational/skills training institutes, the Chamber of Commerce and major employers have completed an economic development plan that addresses the participation of people with disabilities.

LEVEL 1 – Outcomes of the economic development plan are measured in consultation with people with disabilities and publicly communicated.

Briefly describe how your community has fostered dialogue about economic participation.





PART FOUR

resources

resources

While this guide was designed for self-evaluation and discussion purposes, it also contains links to a sample of resources you may find helpful. These resources include legislation, guidelines, standards, programs, organizations and examples. This is by no means a complete list. The resources provided are illustrative only and no endorsement of the organizations behind them is suggested. If you are aware of any other helpful resources that are not included in this version, please share them (forward to address on outside back cover).

Resources have been arranged in the same order as the elements in Part three, beginning with resources of a general nature that apply to several sections.

General Resources

The following resources are not specific to one section. They include, for example, other self-evaluation tools and resources for public participation.

<http://www.abilities.ca>

The Abilities Foundation is the home for Access Guide Canada – a guide to accessible places in Canada. The guide includes forms for evaluating the accessibility of a wide variety of places – everything from financial institutions to restaurants.

<http://www.bcacl.org/>

“The BC Association for Community Living is a federation that advocates for children, youth and adults with developmental disabilities and their families to ensure justice, rights and opportunities in all areas of their lives.”

<http://www.bcands.bc.ca/>

The BC Aboriginal Network on Disability Society (BCANDS) “provides a variety of support services and resources to help aboriginal people with disabilities and others associated with the disabled. Aboriginal people with some form of disability direct and work in the organization, a registered non-profit society with more than 4400 members.”



<http://www.bccpd.bc.ca/s/Home.asp>

The BC Coalition of People with Disabilities is a provincial, cross-disability advocacy organization. Their mandate is to raise public and political awareness of issues that concern people with disabilities.

<http://www.bcpara.org>

The BC Paraplegic Association has recently released *Coming Into Focus: People Living with Spinal Cord Injury In BC*. This report provides insight into the ability of British Columbians with spinal cord injuries to be physically active, participate in fulfilling relationships, find information and support, participate fully in their communities and live satisfying lives.

<http://www.cmha.ca/>

Canadian Mental Health Association “promotes good mental health and advocates for social change.”

<http://www.coastfoundation.com/>

Coast Foundation is a not-for profit organization that provides affordable housing, employment programs and psycho-social rehabilitation programs for people with a serious and persistent mental illness.

http://www.design.ncsu.edu:8120/cud/univ_design/princ_overview.htm

Universal design principles and guidelines.

<http://www.disabilityfoundation.org/>

“The Disability Foundation exists to help people with significant disabilities achieve full citizenship in the community.” The Disability Foundation’s six affiliated societies are: BC Mobility Opportunities Society, ConnecTra Society, Disabled Independent Gardeners Association, Disabled Sailing Association, Tetra Society of North America and Vancouver Adapted Music Society.

<http://www.gov.on.ca/citizenship/accessibility/english/act2001.htm>

The Ontarians with Disabilities Act. This fairly comprehensive piece of legislation could be a model for other jurisdictions.

<http://iap2.org/practitionertools/index.shtml>

International Association for Public Participation’s practitioner toolkit includes a useful spectrum for thinking about public participation approaches.

<http://www.ldav.ca/>

“The Learning Disabilities Association of BC, serving the cities of Vancouver, Burnaby and Richmond (LDA) is a non-profit organization committed to fostering the full potential of persons with learning disabilities.”

<http://www.philia.ca>

Philia Dialogue on Caring Citizenship. Providing a detailed exploration of citizenship, contribution and participation as seen through the lens of disability. Sponsoring dialogues and providing research and expertise for organizations and civic bodies interested in engaging all citizens.

<http://www.plan.ca>

Planned Lifetime Advocacy Network (PLAN). Providing advice and support to persons with disabilities and their families on securing a good life and creating a plan for the future safety and well-being of people with disabilities after their parents die.

<http://www.pwd-online.ca>

Government of Canada web site for persons with disabilities.

<http://www.roeher.ca>

A policy-research and development organization that generates knowledge, information and skills to secure the inclusion, citizenship, human rights and equality of people with intellectual and other disabilities.

<http://www.selfadvocatenet.com/default.asp>

A network of people with intellectual disabilities, based in the Fraser Valley, “self-advocating” for a better future.

<http://www.socialaudit.ca/>

Good example of an accountability report from Planned Lifetime Advocacy Network. PLAN used the social audit methodology developed by AccountAbility (www.accountability.org.uk).

<http://www.sparc.bc.ca/>

“The Social Planning and Research Council of British Columbia (SPARC BC) works with communities in building a just and healthy society for all. SPARC BC offers services and publications on community planning, citizen participation, community indicators, accessibility, and much more.”



Resources for Improving Support Services

1. Personal Supports

<http://www.bccpd.bc.ca/s/IFP.asp?ReportID=86256>

The Individualized Funding (IF) Resource Centre builds bridges between people with disabilities and family members who want to pursue options for individualized funding in order to take more control over their disability supports and to enable the flexibility that would allow greater participation.

<http://www.communitylivingcoalition.bc.ca/>

“The coalition is an open and inclusive gathering of people and organizations dedicated to empowering individuals and families to make decisions about how they lead their lives in the community.”

http://www.familysupportbc.com/about_us.htm

“The Family Support Institute is a province-wide organization whose purpose is to strengthen and support families faced with the extraordinary circumstances that come with having a family member who has a disability.”

<http://www.healthservices.gov.bc.ca/hcc/csil.html>

“Choice in Supports for Independent Living (CSIL) is an alternative for eligible home support clients. CSIL was developed to give British Columbians with daily personal care needs more flexibility in managing their home support services.”

<http://members.shaw.ca/bsalisbury/>

Individualized Funding Information Resources: A repository of articles and information about individualized funding.

<http://www.microboard.org/>

A Vela Microboard is formed when a small group (micro) of committed family and friends join together with a person with challenges to create a non-profit society (board). Together this small group of people addresses the person’s planning and support needs in an empowering and customized fashion. A Vela Microboard comes out of the person centred planning philosophy and is therefore created for the sole support of one individual.

<http://www.nsdrc.org/BriefingPEADCSept2004.pdf>

A briefing note of the Provincial Equipment and Assistive Devices Committee.

http://www.sdc.gc.ca/asp/gateway.asp?hr=en/hip/odi/documents/wayWithWords/00_toc.shtml&hs=pyp

A Government of Canada website with suggestions for the portrayal of persons with disabilities.

http://www.tetrasociety.org/about_tetra.htm

“The purpose of Tetra is to recruit skilled volunteer engineers and technicians to create assistive devices for people with disabilities.”

2. Accessible and Inclusive Built Environments

<http://www.abilities.ca>

Access Guide Canada highlights accessible features of a wide variety of buildings and provides forms for evaluating accessibility.

<http://www.access-board.gov/about/ADA.htm>

The American Disabilities Act (ADA) — Under titles II and III of the ADA, the Access Board develops and maintains accessibility guidelines for buildings, facilities and transit vehicles and provides technical assistance and training on these guidelines.

<http://www.adaptenv.org>

Adaptive Environments is a 25 year old educational non-profit organization committed to advancing the role of design in expanding opportunity and enhancing experience for people of all ages and abilities.

<http://www.city.vancouver.bc.ca/ctyclerk/cclerk/20030729/1.htm>

Background to Vancouver's enhanced building by-law.

<http://www.mcaws.gov.bc.ca/building/handbook/index.htm>

The Building Access Handbook outlines building requirements for persons with disabilities from the BC Building Code.

<http://www.miusa.org/publications/freeresources/hrtoolbox/ToolboxExistingFac.pdf>

Guidelines for making existing structures more accessible.

3. Transportation

http://www.ahscalgary.ca/news_travel.html#travelpicks

Travel resources from the Accessible Housing Society Calgary.

http://www.cta.gc.ca/access/index_e.html

Canadian Transportation Agency — The Agency is responsible for ensuring that undue obstacles to the mobility of persons with disabilities are removed from federally regulated transportation services and facilities.

<http://www.nhtsa.dot.gov/cars/rules/adaptive/brochure/index.html>

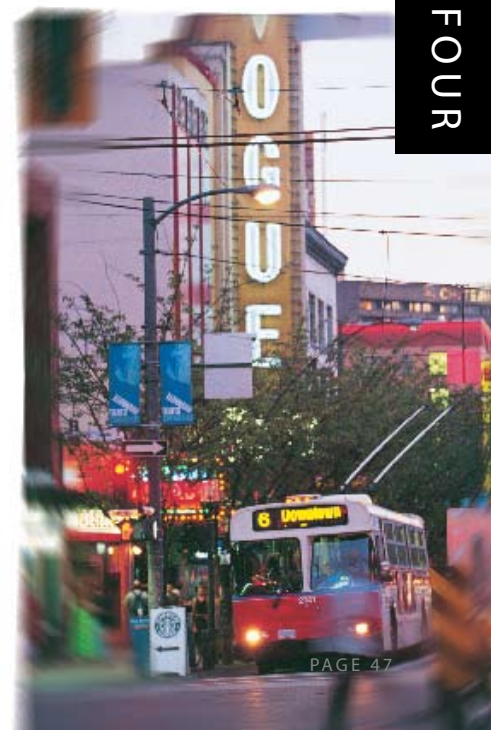
Brochure: Adapting Motor Vehicles for People with Disabilities (US).

<http://sparc.bc.ca/parkingpermit/index.html>

Information about the Disabled Persons Parking Permit program and application forms.

http://www.translink.bc.ca/Transportation_Services/Accessibility/

Translink provides accessible conventional and custom transit services.



4. Housing Choice

<http://www.accessbc.net/>

Access Building Association helps develop and build adaptable, sustainable and inclusive apartment or townhouse projects.

<http://www.ahscalgary.ca>

Accessible Housing Society offers a variety of integrated support services and resources including: A Housing Registry, Housing and Personal Care Services, Residential Assessment & Design Program (RAD), and a library of resources.

<http://www.cmhc-schl.gc.ca/en/imquaf/flho/index.cfm>

Flex housing is a practical approach to designing and building housing that allows residents to convert space to meet their changing needs.

http://www.cmhc-schl.gc.ca/en/prfias/rerepr/readaspr_005.cfm

The Residential Rehabilitation Assistance Program (RRAP) for Persons with Disabilities offers financial assistance to homeowners and landlords to undertake accessibility work to modify dwellings occupied or intended for occupancy by low-income persons with disabilities.

<http://www.saferhomesociety.com/>

Certification criteria for homes which are adaptable and safe for people of all ages and abilities.

5. Safety

<http://www.abilities.ca>

Access Guide Canada's assessment forms include safety considerations for lodgings.

<http://www.cpaont.org/level2.tpl?var1=story&var2=20040831125407>

A fire safety training kit for use in public education sessions geared towards people with disabilities and seniors.

<http://www.gosnells.wa.gov.au/scripts/viewarticle.asp?NID=772>

Safety strategy for people with disabilities – part of this Australian city's Safe City Initiative.

<http://www.saferhomesociety.com/>

Certification criteria for homes which are adaptable and safe for people of all ages and abilities.



6. Emergency Preparedness

<http://www.cariboo.bc.ca/hsafety/response/evacuation.html#top>

Thompson Rivers University evacuation policies for persons with disabilities.

http://www.newmobility.com/review_article.cfm?id=476&action=browse

Link to an article discussing evacuation for wheelchair users during 9/11.

<http://www.nod.org/index.cfm?fuseaction=Page.viewPage&pageID=11>

Compelled by the attacks of September 11, 2001, N.O.D. launched the Emergency Preparedness Initiative (EPI) to ensure that emergency managers address disability concerns and that people with disabilities are included in all levels of emergency preparedness — planning, response, and recovery.

7. Education

<http://www.crds.org/regional/vancouver/index.html>

Bachelor of Community Rehabilitation Studies, offered by the University of Calgary and Douglas College. This course is designed mainly for people currently working in community-based services wanting to upgrade their education.

<http://www.inclusiveschools.org/>

The National Institute for Urban School Improvement is a US-based organization working for more inclusive schools.

<http://www.ldav.ca/>

The Learning Disabilities Association of Vancouver provides programs and services, from preschool intervention to social skills development, tutoring, advocacy and public education.

<http://neads.ca/>

National Educational Association of Disabled Students — a consumer organization with a mandate to encourage the self-employment of post-secondary students with disabilities.

<http://www.setbc.org>

SET-BC (Special Education Technology) is a Ministry of Education Provincial Resource Program, assisting school districts in British Columbia in meeting the technology needs of students with physical disabilities, visual impairments and autism.

Resources for Improving Access to Information

1. Universal Signage and Way-finding

<http://www.gag.org/resources/das.php>

Downloadable universal accessibility symbols provided by the Graphic Artists Guild.

<http://www.polara.com/>

Polara Engineering Inc. — a leading manufacturer of accessible pedestrian products, such as pedestrian signals, pushbuttons, audible and vibro-tactile features.

2. Plain Language

<http://disabilityisnatural.com/peoplefirstlanguage.htm>

A web site with information on “People First Language”.

<http://www.plainlanguagenetwork.org/>

The Plain Language Association International. This web site is one of the most comprehensive sites in the world for plain language and clear communication.

3. Multiple Formats

<http://www.cnib.ca>

The CNIB provides support and advocacy services to people who are blind or visually impaired.

<http://www.ece.ubc.ca/~panosn/research.html>

The Digital Multimedia Lab at the University of British Columbia is working to develop and provide accessible multimedia communications services.

<http://www.widhh.com/>

The Western Institute for the Deaf and Hard of Hearing is “a non-profit organization with services such as counselling, interpreting, employment counselling, audiology, and assistive device sales.”

<http://www.miusa.org/publications/freeresources/hrtoolbox/humanresourcestlbx>

Fairly comprehensive guidelines for accessible communication.

<http://www.w3.org/>

The World Wide Web Consortium (W3C) — a wealth of information on web site accessibility



4. Accurate Portrayals

<http://www.philia.ca>

Philia seeks a dialogue with individuals from all sectors of Canadian society to: Discover and enliven the social, spiritual and economic life of our communities; encourage the full citizenship and participation of Canadians with disabilities; and maximize the unique and under utilized contributions of Canadians with disabilities.

Resources for Improving Economic Participation

1. Employment

http://www.bcchamber.org/files/PDF/Closing_the_Skills_Gap.pdf

This paper provides recommendations for action and suggestions regarding tools and resources for businesses to use in order to recruit, develop and retain skilled workers, including people with disabilities.

<http://www.conferenceboard.ca/pdfs/disability.pdf>

Conference Board of Canada report, Tapping the Talents of People with Disabilities.

<http://www.employers-forum.co.uk/www/index.htm>

UK forum of major employers includes information on The Employer's Forum Disability Standard.

<http://www.ilo.org/public/english/employment/skills/disability/news.htm>

International Labour Organization site with links to codes, studies and other resources related to disability in the workplace.

<http://laws.justice.gc.ca/en/E-5.401/>

Employment Equity Act from the Department of Justice Canada — includes legislation affecting persons with disabilities.

<http://www.mhr.gov.bc.ca/publicat/bcea/pwd.htm>

BC Employment and Assistance for Persons with Disabilities

<http://www.miusa.org/publications/freeresources/hrtoolbox/ToolboxBudgeting.pdf>

Mobility International US publication on how to budget for an inclusive workplace.

<http://www.miusa.org/publications/freeresources/hrtoolbox/ToolboxRecruit.pdf>

Mobility International US publication on strategies for recruiting people with disabilities.

<http://www.orw.ca/findex.html>

“ORW is a non-profit, independently funded resource base, serving organizations, business and government involved in the employment of persons with disabilities.”

http://www.sdc.gc.ca/en/epb/sid/cia/grants/of/desc_of.shtml

Opportunities fund for persons with disabilities

<http://www.workablesolutionsbc.ca/>

WorkAble Solutions — a unique employment resource for persons with disabilities, employers, and Human Resources professionals in British Columbia (BC).

<http://www.vancouverfoundation.bc.ca/GrantInformation/dsef/aboutdsef.shtml>

“The Government of British Columbia established this \$20 million endowment fund to be managed by the Vancouver Foundation. The Disability Supports for Employment Fund (DSEF) will disburse approximately \$1 million annually to assist British Columbians with disabilities to obtain the employment disability supports they need to participate in the workplace.”

Polaris Employment Services Society

205 – 5066 Kingsway, Burnaby, B.C., Tel 604 430-1557

For unemployed individuals with a developmental disability.

2. Skills Development

http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/epb/sid/cia/grants/of/desc_of.shtml&hs=oxf

Human Resources Development Canada site to assist persons with disabilities to prepare for and obtain employment or self-employment as well as to develop the skills necessary to maintain that new employment.

<http://www.neilsquire.ca>

The Neil Squire Society uses “technology, knowledge and passion” to empower people with disabilities.

<http://www.orw.ca/findex.html>

“ORW is a non-profit, independently funded resource base, serving organizations, business and government involved in the employment of persons with disabilities.”

3. Business Development

<http://www.business-disability.com>

National Business and Disability Council (US) — award-winning organization that for 24 years has assisted corporations with issues related to accessible work conditions and accessible products and services.

<http://www.ibde.ca/>

Internet Business Development Training for Entrepreneurs with Disabilities Program — provides an opportunity for adults with physical disabilities to enhance their work and employability skills in a self-paced and supported work and learning environment.

<http://www.philia.ca>

Philia seeks a dialogue with individuals from all sectors of Canadian society to: Discover and enliven the social, spiritual and economic life of our communities; encourage the full citizenship and participation of Canadians with disabilities; and maximize the unique and under utilized contributions of Canadians with disabilities.

<http://www.plan.ca>

Planned Lifetime Advocacy Network (PLAN). Facilitating personal networks of support which enable the contribution and participation of people with disabilities.

<http://sparc.bc.ca/accessibility/accessibility04.html>

“SPARC BC’s Community Accessibility Contacts Initiative (CACI) is a multi-step project. The goal is to create tools to increase information sharing for effectively addressing accessibility issues.”

2. Cultural Contribution

<http://www.abilitiesfestival.org/>

“Abilities Festival — A Celebration of Disability Arts and Culture is a multifaceted and multidisciplinary festival of visual and performing arts. It is a festival providing opportunities to showcase artistic excellence by persons with disabilities.”

<http://www.connectra.org/index.htm>

The “ConnecTra Society is dedicated to encouraging and enabling people with physical disabilities to contribute to their communities by fostering community support and establishing relationships that reward personally and financially.”

<http://www.dimenet.com/disculture/>

The Institute on Disability Culture promotes pride in the history, activities and cultural identity of individuals with disabilities throughout the world.



<http://www.disabilityfoundation.org/vams/index.html>

The Vancouver Adapted Music Society. 604-688-6464

<http://www.s4dac.org/>

The Society for Disability Arts and Culture presents and produces works by artists with and without disabilities and promotes artistic excellence amongst artists in a variety of disciplines.

<http://www.theatreterrific.ca/>

The Theatre Terrific Society has been working since 1985 to gain public acceptance for people with disabilities by enabling them to participate in Vancouver's vibrant theatrical community.

3. Recreation/Sport Contribution

<http://www.ala.ca>

"The Active Living Alliance for Canadians with a Disability (ALACD) promotes, supports and enables Canadians with disabilities to lead active, healthy lives."

<http://www.bcwheelchairsports.com>

BC Wheelchair Sports.

<http://www.disabilityfoundation.org/dsa/about.shtml>

The Disabled Sailing Association is an affiliate of The Disability Foundation.

<http://www.disabilitysport.org>

BC Disability Sports provides "a multi-sport competitive event for the development of athletes with a disability, coaches and officials throughout British Columbia, which promotes and encourages physical activity, individual achievement, community celebration and awareness of abilities."

<http://www.palaestra.com>

A Forum of Sport, Physical Education & Recreation for Those with Disabilities.

<http://www.wheelincanada.com>

Wheelin' Canada provides those who use wheelchairs with Active Lifestyle Solutions. Their Motto: Get what you need; do what you want.

<http://www.whistlerblackcomb.com/rentals/school/ski/adaptive.htm>

The Whistler Adaptive Sports Program aims to make snow sports accessible to all, regardless of their ability, by providing guidance and helpers. They also provide and maintain an inventory of adaptive equipment.

Acknowledgements

Advisory Committee

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Organizations

Acorn Canada
 Advisory Committee on Disability Issues
 Burnaby Association for Community Inclusion
 BC Aboriginal Network on Disability Society
 BC Association for Community Living
 BC Blind Sports
 BC Coalition of People with Disabilities
 BC Council for Families
 BC Federation of Labour
 BC Government and Service Employees' Union
 BC Human Resources Management Association
 BC Paraplegic Association
 BC Special Olympics
 Burnaby Association for Community Inclusion
 Canadian Abilities Foundation
 Canadian Business for Social Responsibility
 Canadian Council on Rehabilitation and Work
 Canadian Mental Health Association
 Canadian National Institute for the Blind
 Center for Tourism Policy & Research
 City of Burnaby - Advisory Committee on Disability Issues
 City of Victoria - Advisory Committee on Disability Issues
 City of Vancouver
 City of Vancouver - Advisory Committee on Disability Issues
 City of Vancouver - Community Services
 City of Vancouver - Office of the City Clerk
 City of Vancouver - Office of the Mayor
 City of Vancouver, Streets Design Branch
 Coast Foundation Society
 Coast Mental Health Foundation
 ComPACT
 Developmental Disabilities Association
 Disability Resource Centre, UBC
 Douglas College
 Fast Track to Employment
 Food & Service Resource Group
 Fraser Health Authority
 Government of British Columbia - Ministry of Economic Development, Ministry of Human Resources
 Government of Canada - Department of Canadian Heritage, Indian and Northern Affairs Canada (Federal Treaty Negotiation Office, British Columbia Region)
 Greater Vancouver Regional District
 Hey-way'-noqu' Healing Circle for Addictions Society
 IAM CARES Society
 International Collaboration On Repair Discoveries
 International Paralympic Committee

Information and Advocacy Network
 International Paralympic Committee
 Leadership Vancouver
 London Metropolitan University
 Lotte & John Hecht Memorial Foundation
 Mainstream Association for Proactive Community Living
 Microboard Association
 Mission Association for Community Living
 Multiple Sclerosis Society of Canada
 Neil Squire Foundation
 Office of the Advocate for Service Quality
 Office of the Minister of Public Works and Government Services,
 Minister's Regional Office
 Opportunities through Rehabilitation and Work
 Partnership Action Choices and Transitions
 Persons with Disabilities Advisory Committee
 Philia
 Phoenix Rising Solutions
 Planned Lifetime Advocacy Network
 Polaris Employment Services
 Powel River Model Community Initiative
 Prime Minister's External Advisory Committee on Cities and
 Communities
 Prince George Independent Living Complex Development
 Committee
 Rick Hansen Man In Motion Foundation
 S.D. #34 (Abbotsford)
 SAFERhome Standards Society
 Sharing Our Futures Foundation
 Simon Fraser University - School of Resource and Environmental
 Management
 Simon Fraser University - Graduate Urban Studies Program
 Simon Fraser University Childcare Society
 Social Planning & Research Council of BC
 Society for Disability Arts and Culture
 Surrey Tourism & Convention Association
 Tourism Vancouver
 TransLink
 United Way of the Lower Mainland
 University of British Columbia
 University of British Columbia - Campus Planning
 United Way of the Lower Mainland
 United Way Fraser Valley
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 Vancouver Board of Parks & Recreation
 Vancouver Coastal Health Authority
 Vancouver Foundation

Vision for People with Disabilities Advisory Committee
 Western Institute for the Deaf and Hard of Hearing
 and others.

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 Neil Squire Foundation
 Pacific Cinematheque
 Planned Lifetime Advocacy Network
 Power to Be
 SET-BC
 Tourism British Columbia
 Tourism Vancouver

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Copies of Measuring Up are available at:
<http://2010LegaciesNow.com/Images/About/MeasuringUp.pdf>
<http://vancouver.ca>
<http://www.vancouveragreement.ca/>

About 2010 Legacies Now

2010 Legacies Now is a not-for-profit society that works in partnership with community organizations, non-government organizations (NGOs), the private sector and all levels of government to develop sustainable legacies in sport & recreation, arts, literacy, and volunteerism. 2010 Legacies Now actively assists communities discover and create unique and inclusive social and economic opportunities leading up to, during and beyond the 2010 Olympic and Paralympic Winter Games. For more information visit www.2010LegaciesNow.com.

About the Vancouver Agreement

The Vancouver Agreement is an urban development initiative of the Governments of Canada, British Columbia, and Vancouver that promotes partnerships between the three levels of government, community organizations and business to make Vancouver a healthy, safe, and sustainable place to live, work and visit. A major priority is sustainable economic and social development to increase local business investment and to provide jobs for local residents. For more information, please visit www.vancouveragreement.ca.

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