Accessibility Plan

September 2024

Town of Qualicum Beach

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TOWN OF
QUALICUM BEACH

TABLE OF CONTENTS

Traditional Acknowledgment ____ 3
Message From The Chief Administrative Officer ____ 4
Message From The Accessibility Advisory Team ____ 5
Definitions ____ 6
Executive Summary ____ 7
The Town's Commitment to Accessibility ____ 7
Focus Areas ____ 8
Section 1: Introduction ____ 9
The Town of Qualicum Beach ____ 9
Organizational Profile ____ 10
Acronyms ____ 11
Qualicum Beach Accessibility Plan ____ 11
Types of Disabilities ____ 12
Types of Barriers ____ 14
Framework Guiding the Accessibility Plan ____ 16
Existing Policies ____ 18
Section 2: Approach ____ 21
Initial Research ____ 21
Community Engagement ____ 22
Section 3: Actions and Implementation ____ 23
Focus Area (1) Built Environment ____ 25
Focus Area (2) Reduce Transportation Barriers ____ 26
Focus Area (3) Foster Accessible Communications and Engagement ____ 26
Focus Area (4) Improve Inclusive Service Design and Delivery ____ 27
Focus Area (5) Support for Accessible Procurement ____ 28

TRADITIONAL ACKNOWLEDGMENT

We would like to recognize that we are standing, working, and meeting on the traditional unceded territory of the Qualicum First Nation, and also wish to recognize the broader territory of the Coast Salish Peoples.

Photo Courtesy of Vancouver Island University

Qualicum First Nation

MESSAGE FROM THE CHIEF ADMINISTRATIVE OFFICER

It is an honour to present the 2024 Qualicum Beach Accessibility Plan. We are proud to share with you our unwavering commitment to fostering accessibility across all Town facilities, programs, and services. Our dedication to inclusivity is not only a priority but a fundamental value that drives our actions.

We understand the importance of creating an environment where people of all abilities can fully participate. We believe that accessibility is not just a requirement, but a cornerstone of a vibrant and thriving Town. With this belief in mind, we are actively working to ensure that all Town facilities are designed, maintained, and equipped to cater to the diverse needs of our residents.

None of this would be possible without the efforts of our exceptional Accessibility Advisory Team, the dedicated Town Staff, and the valuable feedback from the public. Their passion and dedication have been instrumental in driving this initiative forward. They have advocated for change, shared valuable insights, and worked collaboratively to identify and implement improvements that enhance accessibility.

We extend our heartfelt gratitude to the Accessibility Advisory Team for their unwavering commitment. Their dedication embodies the spirit of our community, and their contributions will continue to shape a more inclusive Town for all.

As we move forward, we are excited to continue our journey toward making accessibility an integral part of the Town of Qualicum Beach's identity. We will keep you informed about our progress and upcoming initiatives designed to promote inclusivity and equal access for everyone.

Thank you for your ongoing support and engagement. Together, we can create a Town where everyone feels valued, heard, and included.

Lou Varela

Chief Administrative Officer

MESSAGE FROM THE ACCESSIBILITY ADVISORY TEAM

The Qualicum Beach Accessibility Advisory Team is pleased to be supporting the development of an Accessibility Plan, along with the Town of Qualicum Beach, for the community in which we live, work and play.

We are very appreciative of the input that we have received from the community through the Accessibility Survey and focus groups. We want to assure you that this is only the beginning.

We see this Plan as a living document that will continue to grow and develop over time. We are always here to listen and learn from you and look forward to hearing your feedback and continued contributions to this important Plan.

Rebecca Fenton, Darwin Fraser, Linda Feil, Jose Stockdale, Tracy Meikle, Mirielle Quamme, Barb Deederly, and Councillor Scott Harrison.

Definitions

For the purposes of the Plan, the Town of Qualicum Beach define the subsequent terms as follows:

Accessibility	Having programs, services and environments that enable everyone to participate fully in society without barriers.[1]
Barrier	Anything that hinders the full and equal participation in society of a person with an impairment.[2]
Disability	Any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment–or a functional limitation–whether permanent, temporary or episodic in nature, evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.[3]

[1] Government of Canada (Employment and Social Development Canada), "Towards an Accessible Canada", modified 2023-01-23, Retrieved from *https://www.canada.ca/en/employment-social-development/programs/accessible-canada.html*

[2] *Accessible British Columbia Act,* SBC 2021, C 19, Retrieved from *https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/21019*

[3] Government of Canada. (2019). Bill C-81: An Act to Ensure a Barrier-free Canada (Accessible Canada Act). (2019) Retrieved from *https://www.canada.ca/en/employmentsocial-development/programs/accessible-people-disabilities.html on 2019-08-12*

EXECUTIVE SUMMARY

The Town of Qualicum Beach is evolving and our understanding and capacity of accessibility is growing. New policies, strategies, and programs are being developed to create a connected and inclusive community. People with disabilities, among other equity-seeking groups, have not traditionally been included in planning and municipal service delivery processes. In order to achieve the vision identified in our Official Community Plan, the Town must take positive steps to remove barriers, involve those with diverse perspectives and abilities, promote inclusion, and foster a positive and respectful community through its actions and services.

THE TOWN'S COMMITMENT TO ACCESSIBILITY

The Town of Qualicum Beach is committed to identifying, removing, and preventing barriers across its services, programs, and infrastructure, in order to benefit the community in a way that respects the dignity and independence of people with disabilities.

The Town of Qualicum Beach values the contributions from all people and believes diversity strengthens the community. The Town recognizes the essential knowledge and perspectives of people with lived experience of disability and commits to making sure those voices are part of community planning. The Town of Qualicum Beach will ensure staff and council are (1)

aware of their roles in influencing accessibility for people with disabilities and (2) support positive community attitudes.

Focus Areas

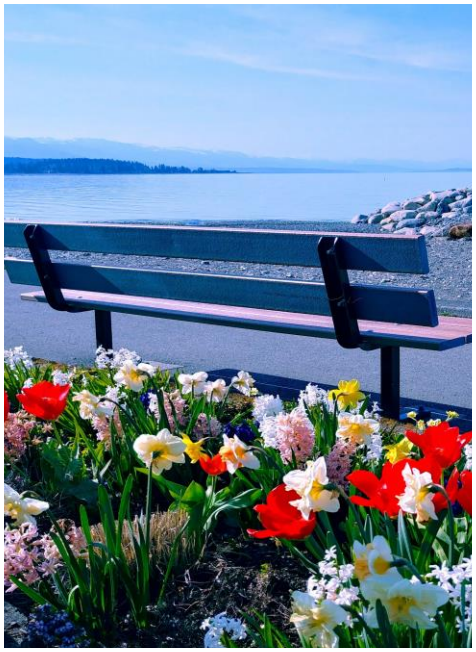
The 2024 Accessibility Plan's Actions and Implementations are categorized into five key focus areas:

1. **Built Environment:** Promoting accessibility in design, planning operations and development.
2. **Reduce Transportation Barriers:** Enhancing accessibility and safety by optimizing parking, updating zoning regulations, and improving cycling infrastructure.
3. **Foster Accessible Communications and Engagement:** Enhancing accessibility through transparent reporting, improved communication tools, active community engagement, and increased participation of individuals of all abilities in civic activities.
4. **Improve Inclusive Service Design and Delivery:** Promoting accessibility by collaborating with businesses to enhance patron experiences, addressing programming and training needs with partners, and conducting regular surveys to identify and overcome accessibility challenges for people with disabilities.
5. **Support for Accessible Procurement:** Integrating accessibility considerations into Qualicum Beach's Request for Proposals template evaluation criteria to ensure inclusive development and service provision.

By focusing on accessibility, we can directly improve the health, well-being, and personal outcomes for people in our community.

Almost every Canadian has or will experience a disability, or cares about someone with accessibility challenges. Many of us will require support at times throughout our lives. By focusing on

accessibility, we can directly improve the health, well-being, and personal outcomes for the people in our community. This Plan includes a set of categories and actions that provide structure to support Town planning to create a high standard of accessibility across municipal services and programs, infrastructure, and projects.



SECTION 1: INTRODUCTION

The Town of Qualicum Beach

The Town is on a path to evolve our understanding and capacity related to accessibility. People with disabilities, among other equity-seeking groups, have not traditionally been included in the planning and municipal service delivery processes. To achieve the vision identified in our Official Community Plan, the Town must take positive steps to remove barriers, involve those with disabilities, promote inclusion, and foster a positive and respectful community through its actions and services.

Many Town programs, services, and infrastructure have been introduced over time, without full consideration of how these measures may affect people with different disabilities. This framework has been created to help guide the Town in accessibility planning and will be put into action by each department as part of everyday business and service delivery.

Furthermore, as our population ages, it is essential to recognize that many individuals may encounter challenges related to mobility and accessibility as they grow older. According to the 2021 Stats Canada Census of Population, 56% of people are over the age of 65, and the median age is 67.5[4]. While these

[4] Government of Canada, Statistics Canada. "Profile Table, Census Profile, 2021 Census of Population - Qualicum Beach, Retrieved from *https://www12.statcan.gc.ca/census-recensement/2021/dp-*

aging challenges may not be classified as specific disabilities, they are nonetheless significant considerations in fostering an inclusive and supportive community. By proactively addressing the needs of our aging population alongside those with disabilities, we can ensure that our Town remains welcoming and accessible to all residents.

Organizational Profile

The Municipal Council

From left to right: Councillor Jean Young, Mayor Westbroek, Councillor Petronella Vander Valk, Councillor Scott Harrison, Councillor Anne Skipsey

Under the *Community Charter* and *Local Government Act,* municipalities and regional districts have broad authority to provide services that respective municipal councils or regional district boards consider necessary or desirable. Services may vary both in size and type, examples of which include water and wastewater management, garbage disposal, recreational facilities and economic development.

Governance in the Town of Qualicum Beach is provided by a Mayor and Council. Currently, a Mayor and four Councillors are elected to four-year terms. New Council members elected in 2022 were sworn in on November 7, 2022.

Acronyms

ABCA	*Accessible British Columbia Act*
AAT	Accessibility Advisory Team
OCP	Town of Qualicum Beach Official Community Plan

Qualicum Beach Accessibility Plan

Welcome to the Qualicum Beach Accessibility Plan (the Plan)—a roadmap dedicated to promoting equal access and opportunity for people of all abilities. This Plan outlines the Town's commitment to creating an inclusive environment that embraces everyone, fosters participation, and eliminates barriers. The actions resulting from this Plan will make the Town's spaces, services, and resources more accessible and user-friendly, thereby creating a safer environment for its citizens.

The Plan aims to identify, remove, and prevent barriers for individuals interacting with the Town of Qualicum Beach. It is the Town's intention to make its services and built environment accessible and welcoming to people of all ages and abilities, in compliance with the *Accessible British Columbia Act* (ABCA), which came into force for municipalities in BC on September 1, 2022.

Developed with the advice of the Town's Accessibility Advisory Team and incorporating community feedback, the Plan upholds principles of inclusion, adaptability, diversity, collaboration, self-determination, and universal design. The

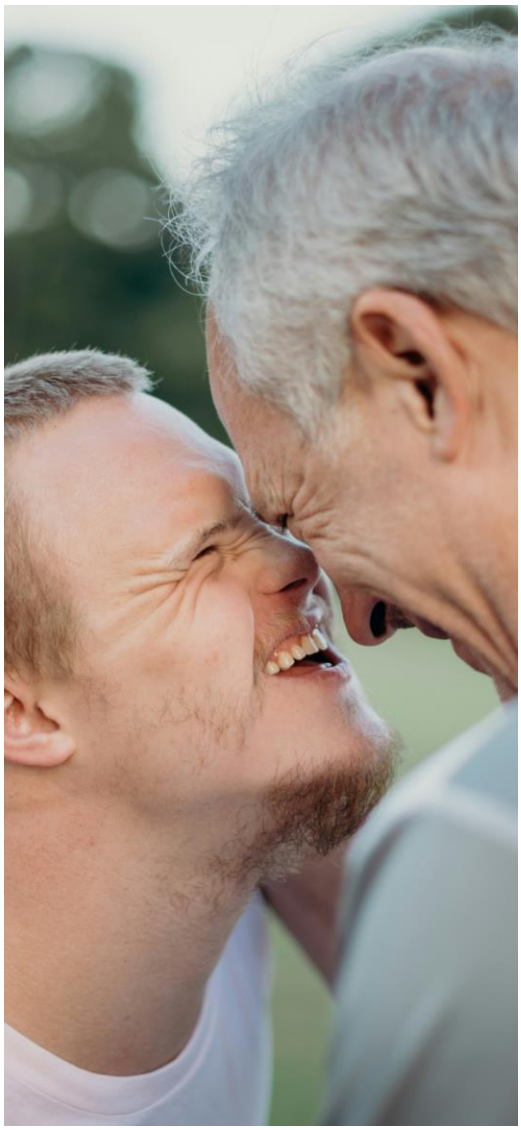
Did you know that 27% Canadians over the age of 15 have a disability?

- National Disability Survey 2022

actions are designed to be ongoing, recognizing that the creation of the Plan is a milestone rather than a conclusion. Continued feedback from the public will inform future updates to the Plan.

Types of Disabilities

Different disability groupings are used to help provide a broad understanding of experiences that may be shared or related to a disability, in terms of underlying health conditions, activity limitations, participation restrictions, and environmental factors. Disabilities can be encountered at any age and can be temporary or long term.



While there is no universally adopted set of disability groupings, it is important to recognize several common types and causes of disability. Some disabilities are visible while others are not immediately visible to others, such as asthma, brain injuries or concussions, allergies or environmental sensitivities, extreme fatigue, or chronic pain.

The following definitions are adapted from the World Health Organization (WHO) to help build awareness but should not be interpreted as a complete list.

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

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

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

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

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

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

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

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

Types of Barriers

There are five general types of barriers.

1. **Attitudinal Barriers:** Behaviours, perceptions, and assumptions that discriminate against people with disabilities. These barriers often emerge from a lack of understanding, which can lead people to ignore, judge, or misunderstand those with disabilities.

   An example of how an attitude can contribute to discrimination is speaking to a person's assistant, rather than the person with a disability, assuming that a person who cannot communicate in traditional ways cannot understand. Employee sensitivity and inclusivity training to improve interpersonal skills for customer service is one way to address this type of barrier.

2. **Informational or Communication Barriers:** When a person with a disability cannot easily receive and/or understand information that is provided to them.

   An example of a communication barrier is when information is available only in audio or verbal format and is inaccessible to people with hearing loss. Ways of addressing this barrier include having sign language interpreters, closed captioning services, or written materials to accompany presentations.

3. **Technological Barriers:** Obstacles arising from the design, functionality, or accessibility of technology that prevent people with disabilities from fully utilizing it.

   An example of this could be service computers in the library at Town Hall that are not accessible to people with sight loss. Ways of addressing this

include providing computers with screen reader software and large print key labels.

4. **Physical or Architectural Barriers:** Elements of buildings or outdoor spaces that create barriers.

   An example of this is utility poles placed in the sidewalk without adequate clearance for people using mobility scooters or wheelchairs to navigate. Ways of addressing this include retrofitting the built environment to create additional space and planning new sidewalks without obstructions.

5. **Organizational or Systemic Barriers:** Policies, procedures, or practices that may result in people with disabilities being mistreated or excluded from participating.

   An example of this is when people with disabilities are not included at public consultation events because of the location or format of the event. Ways of addressing this could include updating communication guidelines and visual standards to increase accessibility of public documents through alternate formats.

   The Town of Qualicum Beach is committed to removing existing barriers and preventing the creation of new barriers through the application of this Plan and its actions.

Barriers often emerge from a lack of understanding, which can lead people to ignore, judge, or misunderstand those with disabilities.

Framework Guiding the Accessibility Plan

The Plan builds on the B.C. legislation focused on accessibility and on the policy direction within the Town of Qualicum Beach's Official Community Plan (OCP)m and the Community Transportation Plan. The following subsection discusses the provincial legislation, the OCP, and the Community Transportation Plan.

Accessible British Columbia Act

The ABCA was enacted in June 2021 and initially the accessibility planning requirements only applied to provincial government organizations.

The Accessible British Columbia Regulation under the ABCA came into force on September 1, 2022. These regulations identify municipalities as accessible organizations. As accessible organizations, municipalities are required to have the following by September 1, 2023:

- An Accessibility Advisory Committee;
- An Accessibility Plan; and
- A tool to receive feedback on the Accessibility Plan and identified barriers within the Town of Qualicum Beach.

Accessibility Advisory Team

Under the ABCA, an Accessibility Advisory Team must be established to assist the municipality to identify barriers and advise on how to prevent and remove barriers to individuals in or interacting with the organization. Also, the selection of Accessibility Advisory Team members must, to the extent possible, be in accordance with the following goals:

- At least half the members are persons with disabilities, or individuals who support or are from organizations that support persons with disabilities;
- Members reflect a diversity of persons with disabilities;
- At least one member is an Indigenous person; and
- Members reflect the diversity of persons in B.C.

In 2023, the Town of Qualicum Beach Council established the Accessibility Advisory Team (AAT). The AATs responsibility is to:

- Assist with identifying barriers to individuals, in or interacting with, the Town of Qualicum Beach in accordance with the *Accessible BC Act*;
- Provide advice on how to remove and prevent any identified barriers;
- Provide input on the development of an Accessibility Plan;
- Provide advice on mechanisms to receive public feedback on accessibility; and
- Provide advice on any matters referred to the Team by Council or Town staff.

The AAT is comprised of a maximum of seven members, who represent the Town's community interests, and one Council member. Town staff may participate in AAT meetings in an advisory capacity but shall not vote.

Feedback Mechanism

The ABCA requires that a process must be established for receiving comments from the public on the organization's accessibility plan and barriers to individuals in or interacting with the organization.

The public can access the Town's new Public Inquiry System, located on the website (www.qualicumbeach.com/contact). Once an inquiry is submitted, it will be directed to the appropriate department for review and action. Alternatively, feedback can be sent to staff via email (planning@qualicumbeach.com) with "Accessibility Feedback" as the subject line or by phoning 250.752.6921.

Accessibility Plan

According to the ABCA, the Accessibility Plan must identify, remove and prevent barriers to individuals in or interacting with the Town of Qualicum Beach and be

updated once every three years. Also, in developing the Accessibility Plan, the municipality must consult with the AAT and, when updating the Plan must consider public feedback.

The development of Plan satisfies the ABCA requirement for the Town to have an Accessibility Plan. Section 2 discusses the role of the AAT and public consultation in the development of the Plan.

Existing Policies

The Official Community Plan (2018), the Town of Qualicum Beach Community Transportation Plan (2024), and other community plans provide a basis for developing and subsequently updating the Plan. Of particular relevance are policies in the OCP (2018) and the Community Transportation Plan (2023).

Qualicum Beach Official Community Plan

The Vision Statement for the Official Community Plan (OCP) embodies an overall commitment to accessibility.

> ***Qualicum Beach is a charming coastal village surrounded by rivers, forests and farmland in the shadow of Mount Arrowsmith. Our small-town character, walkability, and year-round access to recreational opportunities support a high quality of life for residents and an attractive destination for visitors. The Town will innovate in response to social, economic, and environmental challenges of the future while holding firm to those qualities that make Qualicum Beach a unique and highly desirable place to live.***

Following the Vision's direction, outlined below are the OCPs General Goal Statements and Policies that relate to accessibility and inclusion:

General Goals

5. Value Residents and welcome others in a spirit of inclusion.

Village Neighbourhood

7. Through various methods including rezonings, regulatory bylaws, incentive programs and education, the Town shall encourage a diversity of housing to meet the needs of people of all ages, income levels and special needs[5].

11. As part of the off-site works and services related to a building permit or subdivision, the Town shall consider the requirement that owners provide for improvements to the street frontage, including sidewalks, street trees, and street lighting.

Residential

3. The Town shall explore ways to work with community groups and senior levels of government to provide for the development of affordable housing, special needs housing, and rental housing.

4. Within the “Village Neighbourhood”, the Town shall encourage developments that include a diversity of housing options, including a range of unit sizes and building types for families of all ages.

Community Health and Wellbeing

6. The Town should explore ways to leverage existing public infrastructure, such as parks and greenspace, to build social connectedness and community building.

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[5] The Town acknowledges that the needs of persons with disabilities are not “special needs”. Persons with disabilities are recognized as an integral part of the rich tapestry of human diversity. As part of the Town’s commitment to inclusivity, the language will be revised in the upcoming 2025 OCP review.

7. The Town should explore ways to collaborate with community organizations, residents' associations, schools, and businesses to identify community needs and implement strategies to foster social connectedness and facilitate community building.

8. The Town supports the programming of recreational facilities and public spaces to facilitate recreational activities and socialization.

9. The Town supports the creation of welcoming and inclusive facilities, parks and public spaces that allow community members to interact and build relationships.

10. The Town encourages the provision of indoor and outdoor neighbourhood gathering places that provide the opportunity for residents to form community connections, foster social connectedness, and facilitate community building.

The Official Community Plan (OCP) review is currently planned to begin in 2024. The Plan will aid in facilitating the OCPs updates, with a specific focus on fostering inclusivity and embracing diversity. With Council endorsement, the OCP update will involve the creation of new policies and the refinement of existing ones to ensure that the Town continues to make significant strides in promoting accessibility and inclusiveness.

Town of Qualicum Beach Community Transportation Plan

The Town recently completed an update of the Qualicum Beach Community Transportation Plan (formerly known as the Age-Friendly Transportation Plan). The intent of the Community Transportation Plan is to maintain and improve mobility and safety for persons of all ages and abilities, particularly for those who choose active modes of transportation such as walking and cycling. Two

goals were established for the Community Transportation Plan, as well as several supporting objectives.

- **Improve Mobility:** by active transportation and other modes. The primary goal of the Plan is to improve mobility by walking, cycling and transit. Improving existing facilities for pedestrians and cyclists and developing new facilities will improve mobility for active transportation modes, and increase the number of trips by walking, cycling and transit. The Plan also seeks to ensure that mobility is maintained or improved for other modes, including goods movement and personal vehicles.

- **Improve safety** for vulnerable users and other road users. A significant deterrent to walking and cycling is "fear of traffic." Improving safety by improving the design of pedestrian and bicycle facilities will not only help to minimize conflicts between pedestrians, cyclists and other road users and reduce injuries, but will also reduce the fear of traffic for vulnerable road users, increasing the number of active transportation trips. The Plan also seeks to ensure that safety is maintained or improved for all other road users.

SECTION 2: APPROACH

Initial Research

The following key stakeholders were involved in the development of the Plan:

- Town Staff;
- The Accessibility Advisory Team;
- Qualicum Beach Seniors Centre;
- Berwick Retirement Communities (Berwick);
- The Gardens at Qualicum Beach (The Gardens);
- Qualicum Community Education and Wellness Society (QCEWS); and

- The Town of Qualicum Beach community.

The Plan was developed through one key phase of public engagement.

Community Engagement

Town staff, the AAT, community stakeholder groups, and the wider public all participated in an active process of community engagement. During August 2023, four stakeholder meetings took place, involving the Qualicum Beach Seniors Centre, Berwick Qualicum Beach, The Gardens, and Qualicum Community Education and Wellness Society, aimed at gathering valuable feedback and insights. In addition, an open public forum was held on August 14th. The gathered feedback from the focus groups and public forum was instrumental in shaping the action plans that were incorporated into the Plan.

To ensure a comprehensive perspective, broader community input was actively sought between July 11 and August 11, 2023. This effort included an online survey, as well as physical copies of the survey distributed at the Town office and various locations throughout the Town. These distributed surveys were accompanied by informative flyers containing QR codes linking the community to the online survey. The summary of the engagement process and its outcomes can be found in Appendix A. Public contributions played a significant role in developing the proposed actions.

In addition to the public engagement, the Accessibility Advisory Team spearheaded a unique initiative, the "Accessibility Challenge," inviting a council member and a staff representative to participate. Designed to foster empathy and awareness, this endeavor immersed able-bodied participants in the daily realities of living with disabilities. Tasks were tailored to simulate such experiences, including navigating in a wheelchair and wearing goggles filled with Vaseline to mimic sight impairment. Through these challenges, participants

gained invaluable insights into the obstacles faced by individuals with disabilities, emphasizing the importance of inclusive design and accessibility advocacy within the community.

SECTION 3: ACTIONS AND IMPLEMENTATION

This section identifies high-level categories, each containing associated actions aimed at advancing accessibility in Qualicum Beach. Implementing the Plan will require commitment and contributions by a number of Town departments and community partners, as well as Council direction and resources.

Actions will be pursued as resources permit and as opportunities arise and will be adjusted as new information becomes available. Where possible, actions should be integrated into the Town of Qualicum Beach's ongoing operations and new initiatives.

Implementation progress of the Plan will be reviewed by Town staff and reported on annually to Council and the public. This will inform the Town of Qualicum Beach strategic planning and annual budgeting processes.

The Plan should be reviewed and updated every three years. This should include an evaluation of the most recent performance data and an assessment of current opportunities.

THE SEVEN PRINCIPALS OF UNIVERSAL DESIGN

For Inclusive Servies and Spaces

Universal design principles can be applied to a variety of situations in the municipal context. For example, community recreation or arts programs, services at Town Hall, public consultation activities, or new infrastructure designs. Consideration of these principles in the development and ongoing management of Town services can support increased accessibility across our Town.

Principle 1: Equitable Use: The design is useful and marketable to people with diverse abilities.

Principle 2: Flexibility in Use: The design takes into account a wide range of individual preferences and abilities.

Principle 3: Simple and Intuitive Use: Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

Principle 4: Perceptible Information: The design communication necessary information effectively to the use, regardless of ambient conditions or the user's sensory abilities.

Principle 5: Tolerance for Error: The design minimizes hazards and the adverse consequences of accidental or unintended actions.

Principle 6: Low Physical Effort: The design can be used efficiently and comfortable, with minimum fatigue.

Principle 7: Size and Space for Approach and Use: Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility. [6]

Focus Area (1) Built Environment

Category | Infrastructure

ACTIONS

- Implement wheelchair accessible facilities, including washrooms in public areas.
- Prioritize accessible entrances/exits, automatic doors, and ramps to ensure building accessibility.
- Address uneven sidewalks, pathways, and obstacles to enhance pedestrian safety.
- Improve curb ramps, pedestrian crossings, and safety measures for traffic in areas that have been identified as problematic and on an ongoing basis as new areas of concern are discovered.
- Improve navigation and wayfinding within buildings and public spaces for individuals with accessibility challenges.

Category | Beach & Trail Access and Infrastructure

ACTIONS

- Provide beach access and trails that are barrier-free, ensuring everyone can enjoy outdoor spaces.
- Add seating along trails, pathways, and village streets to encourage walking and provide spaces for people to take a break.

[6] Centre for Excellence in Universal Design (2024). The 7 Principles. Retrieved from *https://universaldesign.ie/about-universal-design/the-7-principles*

Focus Area (2) Reduce Transportation Barriers

Category | Accessible Parking

ACTIONS

- Improve monitoring of accessible parking space usage by individuals who don't have accessible parking permits, and enforce, as necessary through Bylaw.
- Review and update the Zoning Bylaw to address standards and ratios for accessible parking, considering best practices.

Category | Active Transportation

ACTION

- Improve the network of shared pathways by marking designated lanes for cyclists and explore the possibility of introducing measures to regulate the speed of electric bikes and cyclists.

Focus Area (3) Foster Accessible Communications and Engagement

Category | Annual Reporting

ACTION

- Establish and implement an annual reporting process that provides a public update on accessibility action progress and performance related to accessibility indicators.

Category | Engagement

ACTIONS

- Explore more accessible communication and engagement tools that can be used regularly or when needed by participants with disabilities.
- Encourage active community participation through surveys, forums, and accessible meetings.
- Create opportunities for people with disabilities to volunteer, contribute, and engage in civic decision-making.

Focus Area (4) Improve Inclusive Service Design and Delivery

Category | Services for People with Disabilities and Seniors

ACTION

- Encourage local businesses or organizations to plan for and consider greater accessibility for patrons and the community.

Category | Support Programming for Seniors & Young Families

ACTION

- Work with partners to address the need for additional programming, training, and capacity limits.

Category | Feedback of Service Delivery

ACTION

- Conduct a survey every 3 years (during the review of the Plan) to track the Town's performance serving persons with disabilities and to better understand accessibility challenges/barriers and potential improvements to how people live, work and play.

Focus Area (5) Support for Accessible Procurement

Category | Request for Proposals Template

ACTION

- Incorporate accessibility features/commitments into the RFP template evaluation criteria.

TOWN OF QUALICUM BEACH