



## **SUNSHINE COAST REGIONAL ACCESSIBILITY ADVISORY COMMITTEE MEETING**

**September 19, 2025**

**Gibsons and Area Community Centre, Room 209, 700 Park Road, Gibsons, B.C.  
and via Zoom**

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**CALL TO ORDER – 1:00 p.m.**

### **AGENDA**

1. Adoption of Agenda

### **MINUTES**

2. Minutes of the February 24, 2025, Sunshine Coast Regional Accessibility Advisory Committee Meeting Page 3 - 5

### **BUSINESS ARISING FROM MINUTES AND UNFINISHED BUSINESS**

- 3.

### **REPORTS**

4. DRAFT Sunshine Coast Regional Accessibility Plan - 2025 Pp 6 - 57
5. Next Steps – Committee Discussion Verbal

## **COMMUNICATIONS**

### **NEW BUSINESS**

6. Next Meeting – District of Sechelt

### **ADJOURNMENT**



## SUNSHINE COAST REGIONAL ACCESSIBILITY ADVISORY COMMITTEE MEETING

**FEBRUARY 24, 2025**

MEETING HELD IN THE DISTRICT OF SECHELT COMMUNITY MEETING ROOM AT 5797 COWRIE STREET, SECHELT, B.C. AND VIA ZOOM

### **PRESENT:**

(Voting Members)

W. Conway  
E. Eaton  
L. Forrest  
R. Kiewitz  
A. Lattanzi  
B. Straw  
S. Tompkins  
M. Verhoeven, Student Representative

### **ALSO PRESENT:**

(Non-Voting)

Councillor, TOG  
Councillor, DOS  
SCRD Director, Electoral Area B  
SCRD Director, (Alternate)

D. Croal  
D. Inkster  
J. Gabias  
D. McMahon

### **REGRETS:**

Member  
Member

D. Dutto  
A. Gursche

### **STAFF**

Corporate Officer, DOS  
Staff, SCR D  
Staff, TOG

K. Poulsen (Recording Secretary)  
R. Porte  
K. Thomas

### **CALL TO ORDER**

The Chair called the meeting to order at 2:05 pm.

### **INTRODUCTIONS**

Committee members participated in a round table of introductions.

### **AGENDA**

#### **Recommendation No. 1**

Moved/Seconded

That the agenda be amended to add an update on hearing accessibility from Committee Member A. Lattanzi; and

That the February 24, 2025, agenda of the Sunshine Coast Regional Accessibility Advisory Committee be adopted as amended.

**CARRIED**

## **NEW BUSINESS**

### **ACCESSIBILITY PLAN CONSULTANT**

The Chair introduced the consultant selected to assist the Committee with the development of the Regional Accessibility Plan, *Untapped Accessibility*, and invited Managing Director Trish Kelly to provide a presentation on their experience and approach to Plans that meet Part 3 of the Accessible BC Act.

The Committee discussed next steps for the development of the Regional Accessibility Plan, including:

- Timing for a co-design workshop, in which the consultant will meet with committee members to identify their vision, specific goals and intended audience for the Plan;
- Following the workshop the consultant will produce a draft that will be reviewed by the Committee and staff before it is presented to local governments for consideration of endorsement.

In a general discussion of the development of the Regional Accessibility Plan, members of the Committee noted the importance of finding a balance between action, accountability and vision that that is inclusive of all levels of ability for the Sunshine Coast.

Staff confirmed that proposed meeting dates will be circulated by email.

Working groups were briefly discussed by the Committee as a part of the Accessibility Plan Consultant discussion.

### **HEARING ACCESSIBILITY UPDATE**

Committee Member A. Lattanzi provided an update of her findings for hearing accessibility, including the transition from hearing loops, which had been widely used for cochlear implants and hearing aids to new technologies that are now available. She noted that the new video platform for public meetings on the Sunshine Coast Regional District website does not include closed captioning, whereas their previous system automatically included this.

### **RECOMMENDATION ON HANDY DART SERVICE**

The Chair informed the Committee that he had observed a gap in scheduling Handy Dart service at the Langdale Ferry Terminal that, in his opinion, constituted a safety concern. The Chair explained that currently it is possible to schedule the Handy Dart to drop off a rider at the Langdale Ferry Terminal, but that there was no option to schedule a pick up from the terminal at a specific time. This leaves Handy Dart riders with limited options for travel.

He noted that in other jurisdictions, such as Horseshoe Bay, it is possible to schedule a drop off or a pick up from a ferry, and that Handy Dart coordinates with BC Ferries in the event that the ferry is delayed.

**Recommendation No. 2**

Moved/Seconded

WHEREAS everyone should have access to public transportation; and

WHEREAS there is currently no option to schedule Sunshine Coast Handy Dart service pick up times to coordinate with BC Ferry schedules at Langdale Terminal; and

WHEREAS other jurisdictions such as Horseshoe Bay do offer Handy Dart service coordinated with ferry schedules within regular operating hours, and

WHEREAS continuous transportation to and from the Sunshine Coast helps to facilitate the safety of the residents and community members on the Sunshine Coast, as well as visitors;

NOW THEREFORE:

The Sunshine Coast Regional Accessibility Advisory Committee recommends that the Town of Gibsons, Sunshine Coast Regional District and District of Sechelt advocate to BC Transit in support of coordinating Sunshine Coast Handy Dart drop off and pick up times with BC Ferry schedules within regular operating hours.

**ADJOURNMENT**

**Recommendation No. 3**

Moved/Seconded

That the February 24, 2025 Sunshine Coast Regional Accessibility Advisory Committee Meeting be adjourned at 3:32 pm.

**CARRIED**

Certified Correct:

\_\_\_\_\_  
William Conway, Chair

\_\_\_\_\_  
Kerianne Poulsen, Corporate Officer

# Sunshine Coast Regional Accessibility Plan

2025



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## **Foundational Statements**

The lower Sunshine Coast, which includes the Town of Gibsons, District of Sechelt, and Sunshine Coast Regional District is located on the territories of the shíshálh and Sḵwxwú7mesh Nations.

This document is accessible to PDF/UA standards. If you require an alternative format, contact us to request one: [legislative@scrd.ca](mailto:legislative@scrd.ca).

We acknowledge that the language surrounding disability is ever evolving and that preferences vary across disability communities. We aim to reflect modern and respectful language in this accessibility plan, while acknowledging the limits of language. This plan alternates between “person-first” and “identity-first” language to recognize the diversity of perspectives.

## **Introduction and leadership message**

Accessibility ensures people with disabilities have equal access to services, community life, and economic participation. The *Accessible BC Act* calls on all local governments to do their part to identify, remove, and prevent barriers. The creation of Accessibility Committees and the development of Accessibility Plans endeavours to support this important work.

Ensuring accessibility within our local governments will allow disabled people to access services, participate in activities, and be involved in decisions on an equal basis with others in our communities.

This Sunshine Coast Regional Accessibility Plan represents a collective first look at accessibility across our local governments. It summarizes the ways that the Town of Gibsons, District of Sechelt, and the Sunshine Coast Regional District can improve accessibility, and highlights the work each organization must do to prioritize accessibility.

## Leadership message: Building an accessible Sunshine Coast

**EXAMPLE** [to be updated or revised by each local government]

Creating accessible, inclusive communities across the Sunshine Coast is a shared responsibility—and a necessary step toward equity and dignity for all. This Accessibility Plan provides a clear path forward for removing barriers and improving access to services, spaces, and opportunities.

As leaders of the Sunshine Coast Regional District, the Town of Gibsons, and the District of Sechelt, we are united in our commitment to this work. We endorse this plan as a call to action and a foundation for meaningful change in how we design, deliver, and manage our services.

We thank the committee for their insight and leadership. This plan marks a beginning, and with the support of our staff, volunteers, partners, and communities, we look forward to building a more inclusive Sunshine Coast for everyone.

Signed,

- Chair, Sunshine Coast Regional District Board
- Mayor, Town of Gibsons
- Mayor, District of Sechelt

## Message from the Sunshine Coast Accessibility Advisory Committee Board Chair

[to be completed]

- William Conway, Chair, SCRAAC

## A regional approach

This plan was facilitated by the District of Sechelt, Sunshine Coast Regional District, and Town of Gibsons; three local governments with unique responsibilities, challenges, and priorities that impact the experience of disabled community members in different ways. In 2023, the three organizations launched the [Sunshine Coast Regional Accessibility Advisory Committee](#). Through a regional committee, there have been opportunities to tap into each other's strengths, consolidate work in the community, and receive feedback across jurisdictions. The committee met quarterly, with meetings open to the public.

## **Sunshine Coast Regional Accessibility Advisory Committee (SCRAAC)**

Sunshine Coast Regional Accessibility Advisory Committee (SCRAAC) is a group of dedicated volunteers with lived experience pertaining to disabilities, appointed by local government bodies. This committee, in collaboration with staff liaisons and elected official appointees from the Town of Gibsons, District of Sechelt, and the Sunshine Coast Regional District, have compiled months of collaboration to put forward this Accessibility Plan in an effort to provide informed, educated, workable recommendations for identifying, removing, and preventing barriers to accessibility.

## **Key terms and concepts**

### **Accessibility**

Accessibility is the intentional and proactive work we do to identify, prevent, and remove barriers for people with disabilities. According to the World Health Organization's World Report on Disability (2011), accessibility

ensures that environments, services, and products can be accessed by as many people as possible – in particular, disabled people.

With an accessibility focus, local governments and other service providers take on the responsibility of creating environments, services, and products that work for as many people as possible. This takes the pressure off disabled people to initiate the accommodation process to ensure their own access.

## **Barriers**

According to the *Accessible BC Act*, a barrier is “anything that hinders the full and equal participation in society of a person with an impairment” and can be found in:

- Physical environments
- Attitudes
- Policies and practices
- Information
- Communications
- Technology

## **Disability**

According to the *Accessible BC Act*, disability is “an inability to participate fully and equally in society as a result of the interaction of an impairment and a barrier.”

## **Disability statistics**

The most recent data from Statistics Canada showed that 27% of Canadians aged 15 years and older, have at least one disability. Since the

last survey in 2017, the rate of disability in Canada has increased by five percent. This increase is likely related to our aging population and the increase in reported and diagnosed mental health-related disabilities among youth and working-age adults.

## **What guides our accessibility work**

### **The *Accessible BC Act***

The *Accessible BC Act* was enacted in 2021 to increase accessibility for the disability community. The legislation requires public sector organizations, including local governments, to identify, remove, and prevent barriers by working with their communities.

### **Requirements**

The *Accessible BC Act* requires public sector organizations to establish:

#### **1. An accessibility committee**

- a) To assist the organization in identifying barriers to individuals in or when interacting with the organization, and
- b) To advise the organization on how to remove and prevent barriers to individuals in or interacting with the organization.
  - The committee is an ongoing advisory body that supports the organization to identify, remove, and prevent barriers. The committee will be consulted in the development of the accessibility plan and on updates in the future;
  - The committee's membership must include people with lived experience of disability.

## **2. An accessibility plan**

Organizations develop an accessibility plan in consultation with its accessibility committee to identify, remove, and prevent barriers community members may experience when interacting with the organization.

- Plans are to be reviewed and updated at least once every 3 years;
- When updating its accessibility plan, an organization should consider feedback from the community as well as consult with their accessibility committee.

## **3. Create a public feedback mechanism**

- establish a process for receiving comments from the public on the accessibility plan, and further barriers they may experience.

## **Provincial Standard Areas**

The legislation recognizes that barriers can come from things like buildings, attitudes, policies, or technology. It includes standard areas relevant to our local governments:

- Employment
- Delivery of services
- Built environment
- Information and communications
- Transportation
- Procurement

## Principles

The *Accessible BC Act* highlights six principles described in Disability Alliance BC's [Developing Your First Accessibility Plan: A Guide for BC Prescribed Organizations](#):

1. Inclusion
2. Adaptability
3. Diversity
4. Collaboration
5. Self-determination
6. Universal design

DRAFT

# The Accessibility Plan

## Process

### Barrier identification

A key first step in the development of the Accessibility Plan was identifying accessibility barriers within each organization.

Barriers were identified through two mechanisms:

#### **Environmental scans:**

Each of the organizations performed environmental scans – a series of interviews across departments. Through these interviews, departments were able to identify known barriers, accessibility considerations currently in place, as well as improvements that have been identified for the future. These scans resulted in a significant list of barriers and opportunities for each organization, as well as questions for further exploration.

#### **Workshopping with Accessibility Committee:**

In preparation for this plan, staff liaisons from the three partner organizations worked with the Regional Accessibility Advisory Committee to identify barriers to accessibility and opportunities for improvements. Over a series of committee meetings and workshopping exercises, members shared their lived experience and accessibility knowledge to identify barriers. The Accessibility Committee was instrumental in providing input based off lived experience.

The cumulative results of the Environmental Scan and workshopping with the committee is a list of over 150 barriers and opportunities. The full list of barriers, organized by organization and Provincial Standard Area, is attached as Appendix X.

## Recommendations

This section highlights focus areas that have been identified as avenues to improve accessibility. Moving forward will require support from across each organization and some financial investment. Actions will be taken as resources allow and opportunities come up. Grant funding will also be explored to help advance this work.

In early 2025, the Sunshine Coast Regional Accessibility Advisory Committee met with consultants from Untapped Accessibility to offer their perspectives on barriers that should be prioritized. The Accessibility Committee, along with consultant, proposed three key focus areas be the priority within this plan and serve as the starting point towards improved accessibility.

### Three key recommendations

The Accessibility Committee identified three immediate focus areas. These focus areas are a key starting place to improve accessibility within our local governments and can be used to guide initial work. They include:

#### 1. Built environment audits

This is a crucial step to identifying the improvements that are needed to allow for accessible service delivery in key government buildings including recreation facilities and administration offices.

Building audits can offer insights into best practices that can be documented and actioned. The audits will provide foundational information to guide future improvements towards improved accessibility within the buildings.

Key steps to this focus area may include the following:

- a) **Prepare an inventory** of government buildings, parks, recreation facilities, and public use facilities the local government is responsible for maintaining
- b) **Coordinate and complete built environment audits** for key facilities listed in the inventory.
- c) Use the information gathered from the building audits to **develop a prioritized action plan** for improvements.

## 2. Training

It was noted that it is important for staff who provide services to the public to have training in alignment with a better understanding of the challenges that community members with disabilities may encounter.

This could be remedied with robust training opportunities for front counter, recreation, and other staff who interact with the public.

- a) **Coordinate and provide accessibility specific training** for all staff who interact with the public.
- b) Consider **providing training to all incoming staff** as part of initial onboarding.

## 3. Accessible transit advocacy

Local government advocacy is critically important to improve accessible transit options on the Sunshine Coast, which are outside the scope of local government functions.

The services that need accessibility improvement include HandyDart, BC Transit services, and BC Ferries.

## Next steps

### 1. Development of implementation plans

Using the collective, regional approach as a foundation, staff from each of the partner local government bodies will provide further information in the form of staff reports to their own elected officials with a proposed three-year implementation plan.

### 2. Development of a public feedback mechanism.

This will allow for broader feedback and ongoing identification of barriers and opportunities for accessibility improvements.

This public feedback mechanism could include a communication tool such as a **Let's talk page**.

### 3. Commitment to a 3-year review process (monitoring and evaluation)

The plan is a living document that will be updated regularly to reflect the community's changing needs.

Progress and updates will be shared publicly through local government websites and council reports.

## Conclusion

This Accessibility Plan reflects a shared commitment to ongoing improvement under the Accessible British Columbia Act. It outlines steps to reduce and remove barriers within our local governments, helping to make the Sunshine Coast a region where people of all abilities can participate fully and feel a sense of belonging.

## Appendix A: Identified barriers and opportunities

### Town of Gibsons

Barrier Area of Service	Barrier Detail	Opportunity	Prov Standard Area
<b>Physical Access and Safe Navigation Within Buildings and Public Spaces</b>	<p>No automatic doors, inaccessible washrooms, high counters, AED at high height, poor lighting, minimal signage, etc. at the following facilities/locations:</p> <ul style="list-style-type: none"> <li>• Town Hall</li> <li>• ICBC</li> <li>• movie theatre and</li> <li>• public areas</li> </ul>	<ul style="list-style-type: none"> <li>• Install automatic door openers at all public-facing entrances + Council Chambers</li> <li>• Renovate washrooms to meet accessibility codes (grab bars, turning radius, sink height)</li> <li>• Lower or provide alternate service counters (such as having tablets/ipads to help customers who can't reach desks)</li> <li>• Lower AED</li> <li>• Conduct an accessibility audit of all public buildings</li> <li>• Improve lighting at ICBC counter</li> </ul>	Built Environment

		<ul style="list-style-type: none"> <li>• Implement hearing loops</li> <li>• Implement scent-free policy</li> <li>• Develop safety procedures with both audio and visual alerts</li> </ul>	
<b>Physical Access and Safe Navigation Within Buildings and Public Spaces</b>	<p>Carpeted floors and slopes create mobility challenges.</p>	<ul style="list-style-type: none"> <li>• Replace or cover high-pile carpeting with low-resistance flooring</li> <li>• Ensure all slopes meet grade and texture standards for wheelchairs and walkers</li> <li>• Install clear floor signage and contrasting transitions at slope changes</li> </ul>	<p>Built Environment</p>
<b>Recreation and Community Inclusion</b>	<p>Lack of accessible playgrounds, sidewalks and beach access.</p>	<ul style="list-style-type: none"> <li>• Develop a strategy for prioritizing accessible experiences - e.g., beach access, park trails, facilities, locations</li> <li>• Install inclusive play equipment and surfacing in parks</li> </ul>	<p>Built Environment</p>

		<ul style="list-style-type: none"> <li>• Create Mobi-Mats or firm-surfaced paths to beaches</li> <li>• Add shaded rest areas and transfer stations for wheelchairs</li> <li>• Improve wayfinding for increased visibility/accessibility to these spaces</li> </ul>	
<p><b>Mobility and Navigation in Public Spaces</b></p>	<p>Inadequate tactile pads and sidewalk obstructions.</p>	<ul style="list-style-type: none"> <li>• Input on design guides for accessible infrastructure</li> <li>• Install tactile pads at all crosswalks and curb cuts</li> <li>• Launch a sidewalk clearing strategy (e.g., bylaws or education for businesses)</li> <li>• Implement fines/notices for obstructing sidewalks (parking on sidewalks)</li> </ul>	<p>Built Environment</p>
<p><b>Equitable Access to Workplace Facilities</b></p>	<p>Public Works and Parks lunchroom on second storey.</p>	<ul style="list-style-type: none"> <li>• <b>Relocate or duplicate</b> the lunchroom to a ground-level accessible space</li> </ul>	<p>Built Environment</p>

	<p>The lunchroom is located downstairs of Town Hall which is inaccessible.</p> <p>Access to downstairs offices at Town Hall is inaccessible.</p>	<ul style="list-style-type: none"> <li>• <b>Install a stair lift</b> if relocation isn't feasible</li> </ul>	
<p><b>Access to Basic Amenities in Public Spaces</b></p>	<p>Uncertainty around the availability of public washrooms and hydration stations.</p>	<ul style="list-style-type: none"> <li>• Add a layer to SCRD GIS for publicly accessible washrooms – our website has a map for public washrooms, look to add accessible washrooms to this</li> <li>• Add signage around Lower Gibsons and Upper Gibsons identifying nearest washrooms</li> </ul>	<p>Built Environment</p>
<p><b>Active Transportation and Community Connectivity</b></p>	<p>Lack of accessible trails connecting upper and lower Gibsons.</p>	<ul style="list-style-type: none"> <li>• Design and construct a universally accessible multi-use path with gentle grades, firm surfaces, and wayfinding signage</li> </ul>	<p>Built Environment</p>

<p><b>Accessible Transportation and Municipal Facility Access</b></p>	<p>HandyDart can't maneuver in the parking lot of Town Hall building.</p> <p>Accessible parking spaces at Town Hall is not adequate</p>	<ul style="list-style-type: none"> <li>• Reconfigure parking and loading areas for better parking spaces, vehicle clearance and turning</li> <li>• Install clear HandyDART drop-off signage and priority zones</li> </ul>	<p>Transportation</p>
<p><b>Digital Accessibility and Information Access</b></p>	<p>The website is difficult to navigate, with key information "hidden". - in progress with the new website</p>	<ul style="list-style-type: none"> <li>• Redesign website with WCAG (Web Content Accessibility Guidelines) 2.2 accessibility compliance</li> <li>• Include search-friendly menus, alt text, and readable fonts</li> <li>• Provide downloadable print/PDF versions of key info</li> <li>• Clearer navigation on Town webpage and plain language</li> </ul>	<p>Information and Communication</p>
<p><b>Access to Municipal Information and Services</b></p>	<p>Communication heavily relies on online platforms, creating</p>	<ul style="list-style-type: none"> <li>• Offer physical postings</li> <li>• Bulletin boards in key locations to deliver updates</li> </ul>	<p>Information and Communication</p>

	barriers for anyone without digital access such as capital works disruptions.	<ul style="list-style-type: none"> <li>• Partner with community groups to distribute non-digital content (library, rec centre)</li> </ul>	
<b>Civic Participation and Access to Democratic Processes</b>	Lack of closed captions for council meetings (in-person).	<ul style="list-style-type: none"> <li>• Enable live closed captioning and transcripts for council meetings</li> <li>• Offer plain language guides</li> <li>• Training staff in American Sign Language</li> </ul>	Information and Communication
<b>Service Delivery</b>	Staff are not trained on things like unconscious bias, neurodiversity, and accessibility.	<ul style="list-style-type: none"> <li>• Provide mandatory staff training on inclusive customer service, bias, and diverse needs</li> <li>• Invite lived-experience speakers or local disability advocates</li> <li>• Build accessibility checklists and inclusive language guides for all departments</li> </ul>	Service Delivery

		<ul style="list-style-type: none"> <li>In the workplace, there could be markers on office doors/cubicles to indicate how staff prefer to interact and communicate</li> </ul>	
<b>Public Engagement and Democratic Participation</b>	Public hearing procedures can be intimidating, discouraging participation.	<ul style="list-style-type: none"> <li>Many different mediums can already be used to share thoughts/opinions with staff</li> <li>Provide real-time captioning, and assistive listening devices</li> </ul>	Service Delivery
<b>Access to Planning</b>	Cannot submit or track development applications online.	<ul style="list-style-type: none"> <li>Utilize sites like cloud permit for equitable service delivery</li> </ul>	Service Delivery
<b>Employment and Workplace Inclusion</b>	Job postings are difficult to find, all in PDF format and "hidden" in Town webpage.	<ul style="list-style-type: none"> <li>Ensure job postings are screen reader-compatible (Word Documents) and follow plain language principles</li> <li>Provide application instructions in</li> </ul>	Employment

		<p>alternative formats (phone, in-person, large print, etc.)</p> <ul style="list-style-type: none"> <li>• Updating the application process to be more accessible based on best practices</li> </ul>	
<b>Employment and Workplace Inclusion</b>	Employee communication mostly through cell phones.	<ul style="list-style-type: none"> <li>• Implement inclusive communication platforms that support text-to-speech, desktop notifications, and non-verbal communication</li> <li>• Provide alternative communication channels</li> <li>• Assess the need for assistive tech for staff with sensory or cognitive challenges</li> </ul>	Employment
<b>Employment</b>	Limited accommodation request protocols.	<ul style="list-style-type: none"> <li>• Establish a clear and accessible process for requesting workplace accommodations</li> <li>• Create a workplace accessibility policy aligned with WorkBC</li> </ul>	Employment

		<ul style="list-style-type: none"> <li>• Increase funding available to provide adaptive equipment and sensory-friendly workspaces,</li> <li>• Examine staff onboarding/training materials and procedures for potential barriers</li> <li>• Training staff in American Sign Language</li> </ul>	
<p><b>Mobility and Independent Navigation in Public Spaces</b></p>	<p>Insufficient maintenance of public infrastructure.</p>	<ul style="list-style-type: none"> <li>• Develop an infrastructure audit and maintenance schedule focused on accessibility compliance</li> <li>• Implement a community reporting tool for accessibility-related repairs</li> <li>• Prioritize repair of accessibility features (curb cuts, buttons, signage)</li> <li>• Maintain painted curbs and steps for</li> </ul>	<p>Public Works &amp; Maintenance</p>

		better visibility for change of grade	
<b>Safe and Equitable Transportation Access</b>	Traffic lights lack accessible pedestrian signals.	<ul style="list-style-type: none"> <li>• MoTT is responsible for traffic light signaling etc.,</li> <li>• Install APS with audible tones, tactile arrows, and countdown timers at key intersections</li> <li>• Make sure crosswalk buttons are visible and reachable by people with disabilities</li> </ul>	Public Works & Maintenance

**District of Sechelt**

<b>Barrier Area of Service</b>	<b>Barrier Detail</b>	<b>Opportunity</b>	<b>Prov Standard Area</b>
<b>Planning</b>	BC building codes and bylaws do not consider accessibility	Explore options for advocacy to the Province and local bylaw improvements	Built environment
<b>Planning</b>	Ensure bylaws support accessibility	Explore options for advocacy to the Province and local	Built environment

	(home based businesses, Building Code)	bylaw improvements	
<b>Infrastructure</b>	Yellow painted curbs and steps need to be maintained	Review frequency of current annual painting program and associated budget	Built environment
<b>Human Resources</b>	Local government staff need to know how to provide more information over the phone	Explore training options for staff - DABC programs and resources coming soon	Employment
<b>Infrastructure</b>	Local government services and meetings are not accessible - e.g., no closed captioning (at meetings) or hearing loops (at front counter in Town of Gibsons and SCRD buildings)	Consider for future budgets	Info/comms
<b>Infrastructure</b>	Front door in the municipal hall	Consider for 2026 budget	Built environment

	building needs a push button		
<b>Not specified</b>	Built environment accessibility audit of facilities and lands	Audit completed in 2025 for Seaside Centre, Rockwood Lodge, Davis Bay and Mission Point Parks, Hackett Park - recommendations are being implemented for 2025 and considered for the 2026 budget. Additional audits for District Parks and facilities are being considered for future budgets, including training DOS staff to perform future assessments	Built environment
<b>Not specified</b>	Other municipal facilities should be assessed for built environment accessibility	see above	Built environment
<b>Not specified</b>	It can be loud at the front counter	see above	Built environment

	and the back office		
<b>Not specified</b>	Main upstairs door in municipal building can be hard to open due to HVAC system	see above	Built environment
<b>Not specified</b>	Fluorescent lights need to be replaced to reduce flicker	see above	Built environment
<b>Not specified</b>	Provide adequate lighting for staff workspaces	see above	Built environment
<b>Not specified</b>	There is no elevator in the Justice building		Built environment
<b>Not specified</b>	We should have a map of all accessible facilities, including washrooms	To be included on future staff workplans	Built environment
<b>Not specified</b>	Lack of clarity around who is responsible for ensuring accessible	Enforcement of Provincial Building Code requirements and local parking bylaw is the	Built environment

	parking is available at the Arts Centre, which is owned by the District	responsibility of DOS	
<b>Not specified</b>	Lack of clarity around standards/best practices for signage	The Provincial Accessibility Technical Committee is working on standards and regulations for municipalities	Built environment
<b>Other jurisdictions</b>	The pathway to the RCMP building should be assessed for accessibility	Audits for District Parks and facilities are being considered for future budgets	Built environment
<b>Parks</b>	The master plan for parks has standards for trails - SCRAAC should review this plan for accessibility	For consideration on future agendas	Built environment
<b>Human Resources-Training</b>	Examine staff on-boarding/training materials and	Explore training options for staff - DABC programs	Employment

	procedures for potential barriers	and resources coming soon	
<b>Human Resources-Training</b>	Provide awareness training to SMT, Managers, and staff - to cover attitudinal barriers and assumptions, and how these things can impact organizational culture and fair delivery of services	Explore training options for staff - DABC programs and resources coming soon	Employment
<b>Infrastructure</b>	In the workplace, there could be markers on office doors/cubicles to indicate how staff prefer to interact and communicate	Explore training options for staff - DABC programs and resources coming soon	Employment
<b>Not specified</b>	Within the municipal hall building, we do not clarify when specific spaces are open/available -	To be included on future staff workplans	Info/comms

	e.g., library, accessible washroom, and elevator		
<b>Not specified</b>	Find a way to communicate capital works/disruptions to the community in an easily accessible way	New accessibility tool was added to the DOS website in 2025, additional improvement to communications may be considered	Info/comms
<b>Not specified</b>	To improve communication with the public, staff need to build awareness around their use of jargon - in particular, jargon associated with planning (OCP, zoning bylaw, etc.) - finance jargon also an issue	Explore training options for staff - DABC programs and resources coming soon	Info/comms
<b>Not specified</b>	There's a lack of clarity around how to communicate	Explore training options for staff - DABC programs and resources coming soon	Info/comms

	with disabled people		
<b>Not specified</b>	There's a need to train someone on staff in ASL	Explore training options for staff - DABC programs and resources coming soon	Info/comms
<b>Not specified</b>	The recent switch to Microsoft Teams has caused challenges for phone calls and transfers	Processes and training to be reviewed	Info/comms
<b>Not specified</b>	The payment machine is not portable - causing challenges for anyone who needs to pay but cannot get into the elevator	For consideration on future budget	Service delivery
<b>Not specified</b>	Conduct a web accessibility audit for all sites that are used for online service interactions	New accessibility tool was added to the DOS website in 2025, additional improvement to communications may be considered	Service delivery

<b>Not specified</b>	Uncertainty around the availability of public washrooms and hydration stations - e.g., should there be more?	To be included on future staff workplans	Service delivery
<b>Not specified</b>	Improve regular maintenance of public sidewalks - e.g., prune branches regularly	Review current service levels, annual maintenance programs and associated budget	Service delivery
<b>Not specified</b>	Develop a policy that gives guidance on how to deal with accessibility priorities - especially those that are conflicting	Explore training options for staff and connect with people with lived experience for policy development in future workplans	Service delivery
<b>Not specified</b>	The accessibility of council meetings need to be assessed	Consider for future budgets	Service delivery

## Sunshine Coast Regional District

Barrier Area of Service	Barrier Detail	Opportunity	Prov Standard Area
<b>Field Road – Front counter area building</b>	Counters do not include lower area for service from seated position	Accessibility Audit of front counter area towards improved accessibility.	Buit Environment
<b>Field Road - washrooms</b>	Washroom accessibility issues	Audit	BE
<b>Field road – access through parking lot from bus stop</b>	Access difficult for wheelchair or other mobility challenges	Audit	BE
<b>Field Road – front counter area service delivery</b>	Currently no access to support tools at front counter to provide accessible service delivery (ie iPad for helping	Determine tools that would be valuable, obtain	Service delivery

	customers who need to site, lower counter height)		
<b>Recreation facilities general</b>	Not a clear picture of barriers to accessibility within the facilities, and priorities of key actions to take.	Accessibility Audits of rec facilities	Built Environment
<b>Recreation facilities - doors</b>	Some areas lack automatic doors	Accessibility audit towards prioritization	Built Environment
<b>Recreation facilities - wayfinding</b>	Wayfinding issues – especially for people with low vision	Audit	Built Environment
<b>Rec facilities – front counters</b>	Front counters too high for wheelchairs	Audit	Built Environment
<b>rec facilities – Sechelt pool lifts</b>	To access lifts at facilities, people need to bring their own	Not determined	Delivery of services

	helper as staff cannot always support		
<b>rec facilities - arena</b>	Tsunami hockey arena - shared ramp for access is sometimes not available	Not determined	
<b>Rec facilities - GDAF</b>	Handrails need to be improved	Audit	Built Environment
<b>Rec facilities - GDAF</b>	Narrow walkway - far side of pool	Audit	Built Environment
<b>Rec facilities - GDAF</b>	Door handles - lack of lever door handles (esp. family change room)	Audit	Built Environment
<b>Rec facilities - obstructions</b>	Unsupervised spaces (ie gym) can have barriers when people leave things out of place	Not determined	Delivery of services?

<b>Rec programs - materials</b>	Recreation program materials are not all accessible	Research improvements Develop plan for increased accessibility in program materials.	
<b>Recreation programs - offerings</b>	Limited offerings for sensory sensitivities, brain injuries, other sensitivities	<ul style="list-style-type: none"> <li>Explore opportunities and try new offerings where feasible</li> </ul>	
<b>Community Halls</b>	Variable levels of accessibility, unknown barriers	<ul style="list-style-type: none"> <li>Audit</li> </ul>	BE
<b>Sechelt Landfill</b>	Site is gravel, posing mobility challenges	Not determined at this time	Built Env.
<b>Sechelt Landfill</b>	Marine depot has step to enter	Not determined	Built Environment
<b>Sechelt Landfill</b>	Uneven ground in mattress depot area	Not determined	

<b>Sechelt Landfill</b>	Guardrails on lock blocks are high	Not determined	
<b>Sechelt Landfill</b>	Customers required to offroad own waste – can create barrier	Not determined	
<b>Solid Waste – curbside pick up</b>	Getting bins to curb can be an issue for some (no pull up service)	No determined	
<b>Parks - Sprockids</b>	Yellow barricade blocks access	Not determined	
<b>Parks – Cemetery</b>	Topography poses mobility challenges	Not determined	
<b>Parks – Cemetery</b>	No accessible parking , accessible outhouse facility	Consider future implementation if feasible, integration into future planning	
<b>Parks – Cemetery</b>	Pathways through cemetery may	Consider improvements in future planning	

	not be accessible		
<b>Parks – General</b>	Based on geography and topography, not all parks are well suited to accessibility	Identify key parks/paths to focus on for accessibility	Built env. Delivery of services
<b>Parks – general</b>	Lack of accessible trails/parks. No current strategy in place to guide accessibility	Identify key parks/trails to focus on. Develop strategy for prioritizing accessible parks experiences (beach accesses, trails, facilities etc.)	
<b>Parks – Trails</b>			
<b>Parks – signage</b>	Signage not all accessible	<ul style="list-style-type: none"> <li>• Ensure signage policy includes accessibility best practices</li> <li>• Any signage updates should consider accessibility.</li> </ul>	Built env/info and communication
<b>Human resources –</b>	Unsure if there are gaps in the accessibility of	Update the application process to be	Employment

<b>application process</b>	job application process	more accessible based on best practices	
<b>Human resources - interview space</b>	Interview space at Mason Road office is not physically accessible	Ensure process in place to determine accessibility needs prior to interview	
<b>Human resources - accommodations</b>	Currently no process in place for inviting accommodation during recruitment phase of hiring		
<b>Service delivery - general</b>	Not always accessibility lens incorporated into work done within local governments		
<b>Service Delivery - Public meetings</b>	Not all meetings are accessible. No accessibility standards to follow. Attitudi	<ul style="list-style-type: none"> <li>• Research and develop policy.</li> <li>• Ensure tools are in place to support policy.</li> </ul>	Delivery of services

	<p>nal barriers can be barriers at Public meetings.</p>	<ul style="list-style-type: none"> <li>• Train staff on policy.</li> </ul>	
<p><b>Service delivery - phone</b></p>	<p>At times staff do not have tools to provide certain info by phone – leading to accessibility barrier</p>	<ul style="list-style-type: none"> <li>• Review by department</li> <li>• training</li> </ul>	<p>Information and communication</p>
<p><b>Service Delivery - general policy</b></p>	<p>No standard or procedure in place for accessible service delivery</p>	<ul style="list-style-type: none"> <li>• Develop standard and/or procedure</li> </ul>	
<p><b>Service delivery - staff training</b></p>	<p>Currently limited training to support staff in interacting with public who have accessibility needs , how to provide accessible service</p>	<ul style="list-style-type: none"> <li>• Staff training opportunities</li> </ul>	<p>Delivery of services</p>
<p><b>Service delivery - inconsistency</b></p>	<p>Inconsistency across departments re</p>	<ul style="list-style-type: none"> <li>• Broad SCRD standards developed</li> </ul>	

<b>across departments</b>	accessible service delivery	<ul style="list-style-type: none"> <li>• Cross department training</li> </ul>	
<b>Planning - application processes</b>	Currently limitations to providing online submissions, tracking status online.	Explore opportunities to enhance online application submission/tracking capabilities.	Delivery of services
<b>IT - Digital Strategy</b>	Currently no strategy	<ul style="list-style-type: none"> <li>• Create digital strategy regarding that includes accessibility</li> </ul>	
<b>IT - General</b>	Limitations including inability to host hybrid meetings at community halls, no ability to log in and view application status		
<b>IT - limitations to service</b>	Some services are not available online or by phone -	Review opportunities for improvements	

	require in person visit		
<b>General – process for accessibility barrier identification</b>	When community members bring barriers forward, can be met with misunderstanding and frustration by staff	<ul style="list-style-type: none"> <li>• Training for staff</li> <li>• Accommodation options available</li> <li>• Process for sharing, documenting, submitting feedback regarding barriers.</li> <li>• Develop ongoing feedback mechanism</li> </ul>	
<b>Transit – service level</b>	HandyDART demand exceeds service level	Advocate for funding? (not sure)	Transportation
<b>Transit – information sharing and booking</b>	<ul style="list-style-type: none"> <li>• Info about routes, scheds etc not always available in accessible formats</li> <li>• No online booking</li> </ul>	<p>Review formats and options, consider improvements</p> <p>Consider online booking system</p>	

<p><b>Transit - Training (staff and clients)</b></p>	<p>While some staff training done, sometimes staff are not aware of how to support some accessibility needs</p> <p>Limited system for training clients on how to use system, what is available</p>	<p>Enhance staff training program</p> <p>Develop training opportunities for clients</p>	
<p><b>Transit - accessibility considerations at bus stops</b></p>	<p>Limited accessibility at bus stops</p>	<p>Install outside speakers at major stops to announce arrival</p> <p>Add tactile tiles to transit platforms</p>	

## Barriers identified that are not directly linked to any of the three local governments

Barrier Area of Service	Barrier	Opportunity	Prov Standard Area
<b>Transit accessibility from sidewalks</b>	Sidewalks lack tactile pavement for safe entry/exit.	Advocate to other local gov'ts/province	Transportation
<b>Sidewalks are too narrow</b>	Sidewalks to not allow for motorized scooters to share space with other pedestrians	Advocate to federal regulators and consider implementing wider sidewalks for new projects	Transportation
<b>Highway for pedestrians</b>	No safe space along highway for pedestrians	Advocate to province for solutions	Transportation
<b>Movie theatres accessibility issues</b>	Neither are accessible, neither offer accessible seating	Advocate to local business owners	Built environment
<b>Elphinstone school</b>	Not accessible – elevator old and requires a staff key to use. The	Advocate to School District 46	Built environment

	wheelchair button does not always work.		
<b>Housing</b>	There's no list of accessible housing units that are available to rent or purchase	Advocate Sunshine Coast Regional Housing Coordinator	Information and communication
<b>Sunshine Coast Resource Center staffing level</b>	Staffing level at Sunshine Coast Resource Centre is too low for the case load	Advocate to Ministry of Children and Family Development	Service Delivery
<b>BC ferries</b>	Lack of accessibility within BC Ferries, inadequate staff training, and ships not designed to be accessible.	Advocate to BC Ferries and Ministry of Transportation	Transportation
<b>Accessible parking spots</b>	Some accessible parking spots	Advocate to Ministry of Transportation and local governments	Transportation

	within the Sunshine Coast do not have curb cut		
<b>Accessible ride share</b>	Lack of accessible ride share options on sunshine coast	Committee members or elected officials may wish to review options and make a recommendation to the Committee or local governments	Transportation
<b>Field road transit stop (adjacent to SCRD office)</b>	Gravel bus stop creates accessibility challenge for those with mobility difficulties	Advocate to BC Transit and Ministry of Transportation	Transportation
<b>Theatres</b>	Both theatres within the Sunshine Coast are not accessible - must sit sideways or in the aisle	Advocate to business owners or provincial	Built environment
<b>Parks</b>	There's a lack of accessible trails -	Promote Sunshine Coast Accessible Trail Guide and encourage	Built environment

	including lack of general maintenance on trails	trail users to report problems.	
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## Appendix B: Key definitions

### Disability

According to the *Accessible BC Act*, disability is “an inability to participate fully and equally in society as a result of the interaction of an impairment and a barrier.”

Organizations like local governments can proactively identify, remove, and prevent barriers to make their spaces and services more accessible.

### Impairments

The *Accessible BC Act* recognizes a broad range of health conditions and limitations as impairments. Some types of impairments may be more familiar than others. The list of impairments includes:

- Physical
- Mental
- Intellectual
- Cognitive
- Learning
- Communication
- Sensory

The *Act* also recognizes that impairments can be permanent, temporary, or episodic. It’s important to note that many of the impairments listed above result in non-apparent or invisible disabilities. These are disabilities that may not be apparent by looking at or interacting with someone.

As we look to prevent and remove barriers, our work must consider this diverse range of conditions.

## A note about the term impairment

Although the *Act* uses this term to describe part of the disability experience, it's not widely used in the disability community. For many, this term has a negative connotation that implies there's a better way to be.

For this reason, we will limit our use of the term impairment in this plan. Instead, we use "disability" and "disabled" to reference the disability experience.

## Barriers

According to the *Accessible BC Act*, a barrier is "anything that hinders the full and equal participation in society of a person with an impairment."

Barriers can be found in:

- **Physical environments** – for example, public buildings that lack automatic door opener buttons or meeting spaces that lack hearing loops for people with hearing aids.
- **Attitudes** – for example, when a taxi driver communicates exclusively with a disabled person's support person because they assume the person with a disability cannot understand what's being communicated.
- **Policies and practices** – for example, when an organization only offers accessible documents on request, instead of making accessibility part of standard operating procedures.
- **Information** – for example, when a community newsletter that shares updates about programs and services is available in an online format, but without a printed option for people with no computer access.

- **Communications** – for example, when instructions for paying taxes are written in complicated language or includes abbreviations that are unfamiliar to community members.
- **Technology** – for example, when a pay terminal in a parking lot lacks braille instructions.

Barriers can also be affected and made worse by intersecting forms of discrimination, such as racism, sexism, ageism, or others.

## Accommodation

An accommodation is an adjustment or support provided to a disabled person when they note a barrier they are experiencing. Accommodations help an individual person get the right support to participate more fully.

For example, a community member with low vision may call Town Hall to say they can't fill out an online form and ask if someone can take their information over the phone. A staff member may take their information by phone, which means the accommodation has been fulfilled.

If the organization embraces the spirit of the *Accessible BC Act*, the reported barrier and accommodation provided would raise the question of how this same support could be offered to remove barriers for other people too. Could the phone-in option be advertised as an accessibility support? Could staff be trained to offer this option during their service interactions?

## Accessibility

Accessibility is the intentional and proactive work we do to identify, prevent, and remove barriers for people with disabilities. According to the World Health Organization's World Report on Disability (2011), accessibility ensures that environments, services, and products can be accessed by as many people as possible – in particular, disabled people.

With an accessibility focus, local governments and other service providers take on the responsibility of creating environments, services, and products that work for as many people as possible. This takes the pressure off disabled people to initiate the accommodation process to ensure their own access.

## **Ableism**

Ableism is a form of discrimination. It encompasses attitudes, beliefs, and behaviors that marginalize or discriminate against people with disabilities. It's a form of oppression based on the assumption that non-disabled people are inherently superior to disabled people. This bias is deeply embedded across all levels of society.

## **Disability statistics**

The most recent data from Statistics Canada showed that 27% of Canadians, 15 years and older, [have at least one disability](#). Since the last survey in 2017, the rate of disability in Canada has increased by five percent. This increase is likely related to our aging population and the increase in reported and diagnosed mental health-related disabilities among youth and working-age adults.

As people age, many of us acquire disabilities. To create age-friendly communities, we need to consider accessibility in planning decisions.

## **Appendix C: Accessible BC Act guiding principles and coming standards**

To guide this work, the *Accessible BC Act* highlights six principles. The principles are described in Disability Alliance BC's [Developing Your First Accessibility Plan: A Guide for BC Prescribed Organizations](#).

### **1. Inclusion**

All British Columbians, including people with disabilities, should be able to participate fully and equally in their communities.

### **2. Adaptability**

Accessibility plans should reflect that disability and accessibility are evolving concepts that change as services, technology, and attitudes change.

### **3. Diversity**

Every person is unique. People with disabilities are individuals with varied backgrounds. Individual characteristics including race, gender, sexual orientation, religion, and lived experience inform the experiences of each person.

Accessibility plans should acknowledge the principle of intersectionality and the diversity of the disability community.

### **4. Collaboration**

Promoting accessible communities is a shared responsibility and everyone has a role to play. Accessibility plans should create opportunities for organizations and communities to work together to promote access and inclusion.

## **5. Self-determination**

Accessibility plans should seek to empower disabled people to make their own choices and pursue the lives they wish to live.

## **6. Universal design**

The Centre for Excellence in Universal Design defines universal design as “the design and composition of an environment so that it can be accessed, understood, and used to the greatest extent possible by all people...”

An accessibility plan should be designed to meet the needs of all people who wish to interact with the organization.

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