



# Capital Regional District Accessibility Plan

SEPTEMBER 2024

[www.crd.bc.ca](http://www.crd.bc.ca)

**CRD**

Making a difference...together

# Table of Contents

## Capital Regional District Accessibility Plan

Message from the CAO .....	3
Territorial Acknowledgement .....	4
Commitment to Equity, Diversity, & Inclusion .....	4
About the CRD .....	5
Executive Leadership Team .....	6
Organizational Structure .....	7
Corporate Traits .....	8
Corporate Statements .....	9
Definitions .....	12
Understanding Disabilities .....	14
Framework Guiding Our Work .....	17
Accessible British Columbia (BC) Act .....	17
Accessibility Committee .....	17
Accessibility Plan .....	18
Public Feedback Tool .....	18
Priorities, Actions and Implementation .....	19
Priority 1: Resourcing, Awareness and Training...	20
Priority 2: Increased Access.....	22
Priority 3: Built Environment Improvements .....	24
Feedback .....	21
Appendix A .....	22

For a copy of this Accessibility Plan as a Word document, please email our Human Resources and Corporate Safety Department at [accessibility@crd.bc.ca](mailto:accessibility@crd.bc.ca).

# Message from the CAO



Ted Robbins,  
Chief Administrative Officer

As an organization dedicated to service and community excellence, the Capital Regional District (CRD) is committed to increasing accessibility across its spaces, services and communications. I am pleased to present the CRD Accessibility Plan.

Guided by the *Accessible British Columbia Act*, the CRD has established an Accessibility Advisory Committee and developed the Accessibility Plan to guide us in identifying and removing barriers. Accessibility is an element of our many CRD service strategies, approaches and plans, and will remain a foundation to our service provision for years to come. We recognize there is much more work to do in this area and that being an accessible organization is an iterative journey. With input and feedback from the public, staff, elected officials, and community partners, we will continue to make accessibility improvements.

We are focusing on three priority areas in the CRD Accessibility Plan:

- ▶ Resourcing, Awareness and Training
- ▶ Increased Access
- ▶ Built Environment Improvements

Each priority area includes outcomes and objectives that work towards the CRD being a more accessible organization. We look forward to our journey, and the outcomes it holds.

Ted Robbins,  
Chief Administrative Officer

# Territorial Acknowledgement

The CRD conducts its business within the Territories of many First Nations, including but not limited to BOKÉĆEN (Pauquachin), MÁLEXEŁ (Malahat), P’a:chi:da?ah̓t (Pacheedaht), Spune’luxutth’ (Penelekut), Sc’ianew (Beecher Bay), Songhees, STÁUTW (Tsawout), T’Sou-ke, WJOLEŁP (Tsartlip), WSIKEM (Tseycum), and x̣ẉsepsəm (Esquimalt), all of whom have a long-standing relationship with the land and waters from time immemorial that continues to this day.



## Commitment to Equity, Diversity, Inclusion & Accessibility

The CRD is committed to ensuring equal access and participation for people with disabilities. We are committed to identifying, removing, and preventing barriers across our services, programs and infrastructure, and treating all people in ways that allow them to maintain their dignity and independence. We believe in inclusion and are committed to meeting the needs of people who face accessibility barriers. We recognize the essential knowledge and perspectives of people with lived experiences and commit to making sure those voices are part of accessibility planning.

At the CRD, we are committed to creating an inclusive workplace culture that celebrates the uniqueness of individuals – where differences are recognized, appreciated and responded to in ways that fully respect each person’s background, lived experiences, talents and strengths.

We value equity, diversity, and inclusion and are committed to listening, learning and evolving on this journey to improve the sense of belonging for everyone at the CRD.

# About the CRD

The CRD is the regional government for 13 municipalities and three electoral areas on southern Vancouver Island and the Gulf Islands, serving more than 435,000 citizens. The Traditional Territories of many First Nations span portions of the region and 11 of those Nations hold reserve lands throughout the capital region.

The CRD was incorporated in 1966 to provide regional decision-making on matters that transcend municipal boundaries and to enable more effective service delivery to residents regionally, sub-regionally and locally.

The CRD plays a key role in providing services that can be delivered efficiently and effectively through region-wide or shared service delivery models to ensure a livable, sustainable and resilient capital region. As a local government for electoral areas, the CRD develops partnerships to facilitate and deliver projects and services for residents living in unincorporated areas.

The CRD has more than 200 services, infrastructure and financing agreements with municipalities and electoral areas. CRD services are organized into the following categories:

- ▶ Regional, where all municipalities and electoral areas are served
- ▶ Sub-regional, where two or more jurisdictions are served
- ▶ Local, in the electoral areas where the CRD is the local government

The CRD works collaboratively with First Nations and other orders of governments and has direct relationships with individuals, businesses, organizations, institutions and communities that access regional utilities and services.

The CRD administers the Capital Regional Hospital District (CRHD). The CRHD invests in traditional health care services and provides capital funding for health care infrastructure, such as health facilities and hospital equipment.

The CRD also owns and operates the Capital Region Housing Corporation (CRHC), a non-profit provider of approximately 2,000 affordable rental units throughout the region. As to the CRHC and as a separate corporation existing under the BC Business Corporations Act, it is neither a municipality nor a regional district for purposes of the Accessible BC Act. As such, the CRHC's facilities and operations are not within the scope of this Accessibility Plan. However, as a wholly owned subsidiary the CRHC embraces the goal of accessibility, and accessibility standards for all the CRHC's portfolio of residential properties are assured under municipal by-laws, the BC Building Code, and the requirements of project funding.

The CRD follows a five-year service and financial planning process to ensure that resources are used efficiently and that services effectively meet the needs of residents, municipalities, electoral areas and First Nations.

## Executive Leadership Team

The Executive Leadership Team (ELT) consists of the Chief Administrative Officer (CAO), Chief Financial Officer (CFO), Corporate Officer, and the General Managers (GMs), who are all Officers of the Corporation.

These Officers direct the departments and divisions across the Corporation and work collaboratively to:

- ▶ Consider strategic issues related to the organization; discuss solutions to organizational challenges
- ▶ Make decisions effectively on behalf of the organization and in the interests of the CRD Board
- ▶ Provide direction on corporate-wide policies, systems, projects, and initiatives
- ▶ Ensure our employees are supported and empowered to achieve organizational goals

The success of the organization is measured by how well the entire organization performs in effectively and efficiently delivering services to the residents of the region and in its' ability to advance Board and Corporate Priorities within an approved Board budget. It is a key responsibility of the ELT to ensure that the actions, directions, and policies of management are aligned to achieve these objectives and to strengthen our foundational core and ensure that we have an engaged workforce that is valued and supported.

Our Executive Leadership Team (from left to right):

- ▶ Kristen Morley, General Manager, Corporate Services/Corporate Officer
- ▶ Kevin Lorette, General Manager, Planning & Protective Services
- ▶ Nelson Chan, General Manager, Finance and Technology/Chief Financial Officer
- ▶ Ted Robbins, Chief Administrative Officer
- ▶ Alicia Fraser, General Manager, Integrated Water Services
- ▶ Luisa Jones, General Manager, Parks, Recreation & Environmental Services



# Organizational Structure

## Executive Services

Under the direction of the Chief Administrative Officer, Executive Services includes Executive Operations, Human Resources & Corporate Safety, Corporate Communications, and Salt Spring Island Administration.

## Corporate Services

Led by the General Manager of Corporate Services, this department includes First Nations Relations, Privacy & Information Services, Legal Services & Risk Management, Legislative Services, and Real Estate & Southern Gulf Islands Initiatives.

## Finance & Technology

Led by the Chief Financial Officer, this department includes Financial Services, Information Technology & GIS Services, and Arts & Culture.

## Integrated Water Services

Led by the General Manager of Integrated Water Services, this department includes Water Operations, Wastewater Operations, Watershed Protection, Infrastructure Engineering, Customer & Technical Services, and Administrative Services.

## Parks, Recreation & Environmental Services

Led by the General Manager of Parks, Recreation & Environmental Services, this department includes Climate Action Program, Environmental Protection, Environmental Resource Management, Facilities Management & Engineering Services, Panorama Recreation, Regional Parks, and SEAPARC.

## Planning & Protective Services

Led by the General Manager of Planning and Protective Services, this department includes Building Inspection, Protective Services, Health & Capital Planning Strategies, Regional Housing, Juan de Fuca Local Area Services, and Regional & Strategic Planning.

## Cultural Traits

Our cultural traits reflect what we value as an organization. They were developed through an employee-driven process and are the behaviours and mindset we strive to demonstrate and apply throughout our work, no matter our role at the CRD. We seek to integrate them into our processes and support systems so all employees can be empowered to demonstrate them in their daily activities.



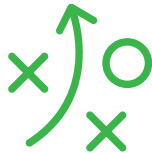
### SERVE THE CUSTOMER

- ▶ Understand the politics
- ▶ Focus on service
- ▶ Communicate effectively with stakeholders



### OWN THE OUTCOME

- ▶ See the big picture
- ▶ Be accountable for results
- ▶ Build confidence, increase trust, earn respect



### LEAD THE WAY

- ▶ Think strategically
- ▶ Foster innovation
- ▶ Pursue innovation and seek continuous improvement



### DEVELOP EMPLOYEE EXCELLENCE

- ▶ Model integrity
- ▶ Develop self
- ▶ Support professional growth



### WORK COLLABORATIVELY

- ▶ Build partnerships
- ▶ Develop others
- ▶ Work with a common purpose



### EMBRACE CHANGE

- ▶ Demonstrate courage
- ▶ Create a common vision for change and support change management
- ▶ Welcome ideas and perspectives



## Corporate Statements

The following statements represent the key purpose, commitment and aspirations of the CRD. Our mission embodies our purpose. The Board and organizational vision statements link the Board's vision with how staff work to achieve the desired outcomes. Other key statements ground our work in important priorities and formally declare our commitment to our shared path forward.

### Mission

We are a regional federation working together to serve the public good, plan for the future, and help build a livable, sustainable and resilient region. We work across municipal and electoral area boundaries to deliver services to residents regionally, sub-regionally and locally through an inclusive, efficient and open organization.

### Board Vision

The CRD embraces cooperation, innovation, and bold leadership in the delivery of services that contribute to a livable, sustainable, and resilient region. We are a region where all residents are included and have access to a quality of life that is fulfilling for them; and where there is a healthy environment for current and future generations.

### Organizational Vision

The CRD is a place where employees realize their potential and whose lives are improved every day through organizational connections and meaningful, fulfilling work.

### Declaration of Climate Emergency

In February 2019, the CRD Board joined many other local governments across the globe in declaring a climate emergency. Climate Action & Environment remains a top priority for this Board's term. The CRD is working to reduce the organization's greenhouse gases, prepare for climate impacts and support climate action efforts across the region. In 2021, CRD staff completed a comprehensive, data-driven planning process to create a renewed Climate Action Strategy that provides clarity on the role the CRD can play as a leader in climate action over the next five years. For more information, please visit: [www.crd.bc.ca/climate](http://www.crd.bc.ca/climate)

### Reconciliation

The CRD's boundaries span the traditional territories of many First Nations, whose ancestors have been taking care of the land since time immemorial. The CRD believes that a positive working relationship with First Nations is good for the whole region. For the CRD to have a positive relationship with First Nations we need to acknowledge, respect and complement their Indigenous laws, customs and systems of governance. The CRD is part of a national movement towards Reconciliation with Canada's Indigenous peoples, informed by:

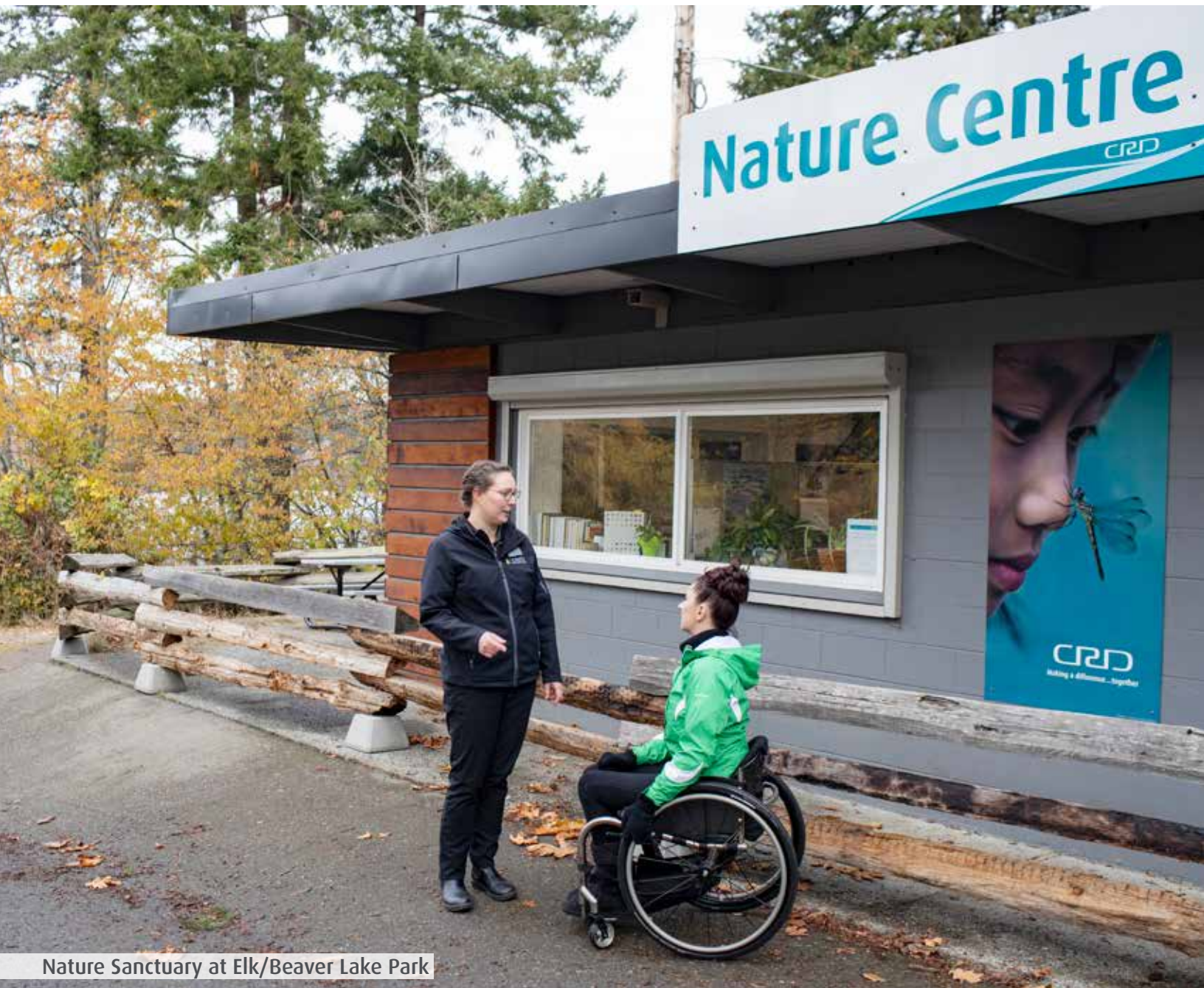
- ▶ The Truth and Reconciliation Commission's Calls to Action
- ▶ The United Nations Declaration on the Rights of Indigenous Peoples
- ▶ Section 35 of the Canadian Charter of Rights and Freedoms
- ▶ The Douglas Treaties and the BC Modern Treaty process

For the full Statement of Reconciliation, please visit: [www.crd.bc.ca/first\\_nations](http://www.crd.bc.ca/first_nations)

## Commitment to Equity, Diversity & Inclusion

At the CRD, we are committed to creating an inclusive workplace culture that celebrates the uniqueness of individuals – where differences are recognized, appreciated and responded to in ways that fully respect each person’s background, lived experiences, talents and strengths.

We value equity, diversity, and inclusion and are committed to listening, learning and evolving on this journey to improve the sense of belonging for everyone at the CRD.



Nature Sanctuary at Elk/Beaver Lake Park

# Definitions

## Accessibility

All people can take part in their communities through work, play and other daily activities; Accessibility is important for everyone, especially people with disabilities; Accessibility is about removing barriers and increasing inclusion and independence for everyone

## Accessibility Advisory Committee (AAC)

An official committee established to assist the organization to identify barriers to individuals in or interacting with the organization; composition of committee membership is outlined in the Accessible BC Act; For the CRD, the AAC is established by the CRD Board with an approved Terms of Reference (see Appendix A)

## Accessibility Plan (AP)

A plan, developed by an AAC, that identifies, removes and prevents accessibility barriers to individuals in or interacting with the organization

## Accommodation

Adjustments that remove a barrier for a person with a disability

## Assistive Device

Any device that is designed, made, or adapted to assist a person to perform a particular task

## Barrier

Anything that hinders the full and equal participation in society of a person with an impairment; barriers can be caused by environments, attitudes, practices, policies, information, communications or technologies, and affected by intersecting forms of discrimination. Persons with disabilities face six general barriers:

1. **Attitudinal barriers:** when people think and act based on false ideas, leading to discrimination against persons with disabilities
2. **Informational or communication barriers:** when communication methods do not reach persons with disabilities because they can't access them or understand them
3. **Technological barriers:** when technology can't be accessed by persons with disabilities
4. **Physical or architectural barriers:** when physical obstacles make access for persons with disabilities difficult
5. **Organizational or systemic barriers:** when an organization's policies or procedures aren't inclusive
6. **Sensory barriers:** when sensory information such as lights, sounds, or smells prevent participation in the environment

## Collaboration

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

## Disability

An inability to participate fully and equally in society as a result of the interaction of an impairment and a barrier. Disabilities may be various forms: pain-related; flexibility, mobility and dexterity; mental health-related; seeing; hearing; learning and memory; developmental; or other

See “Understanding Disabilities” of this Plan for more information

## Diversity

Diversity refers to the variety of unique dimensions, qualities, characteristics that an individual possesses, and the mix that occurs in a community or a group of people. It extends beyond just visible attributes like race and ethnicity to include factors such as race, ethnicity, language, age, gender identity and expression, sexual orientation, culture, religion, belief system, marital and family status, socioeconomic status, physical and intellectual abilities, mental health, work status, life experiences and thinking style.

## Impairment

Includes a physical, sensory, mental, intellectual or cognitive impairment, whether permanent, temporary or episodic

## Inclusion

Inclusion creates an environment which embraces, respects, accepts and values diversity. With inclusion, all individuals have a sense of belonging and are recognized as valued and contributing members of society

## Indigenous Peoples

Has the same meaning as in the Declaration on the Rights of Indigenous Peoples Act (from Constitution Act) includes the Indian, Inuit and Métis peoples of Canada

## Self-Determination

Seeking to empower people to make their own choices and pursue the lives they wish to live

## Universal Design

Process of creating services and environments that are accessible to people with a wide range of abilities, disabilities, and other characteristics



Mobility Mat, Beaver Lake

## Understanding Disabilities

The following information about types of disabilities comes from the Government of Canada's Guidance on the Accessible Canada Regulations as well as input from the CRD's Accessibility Advisory Committee. The categories are not exhaustive and are intended to be a starting point.

An important note is that not all people who experience these conditions consider it to be a disability. For example, some people who are neurodiverse or deaf may choose to self-identify as such, rather than as being disabled.

Another important consideration is that intersecting parts of a person's identity, such as age, gender, race and socioeconomic status, can affect the way people interact with their environments and the barriers they face. As a result, what is accessible for one person may not be accessible for all.

## Types of Disabilities

### Pain-related

Pain-related disabilities represent nearly two-thirds of people with disabilities in Canada. Some people experience pain all the time, other people's pain is episodic, which means it fluctuates over time, sometimes unpredictably. Pain can disrupt people's daily activities. Many pain-related disabilities are invisible or hidden. Common types of pain-related disabilities include arthritis, back pain, sickle cell disease, traumatic injuries and migraines.

### Mobility, Flexibility and Dexterity

Mobility disabilities can affect a person's ability to move around, including walking or using stairs. Some people with mobility disabilities cannot walk at all, while others can only walk certain distances. Some people with mobility disabilities need to use aids like canes, crutches, wheelchairs or scooters.

Flexibility disabilities can affect a person's ability to bend over and pick things up, or reach out or upwards, or how long a person can stand for.

Dexterity disabilities can affect a person's ability to use their fingers, wrists or other extremities, and the way they use objects like pens and keyboards. Dexterity disabilities can also affect a person's ability to turn doorknobs, push buttons, operate devices or affect sensitivity to temperatures and textures.

### Mental Health-related

People with mental health disabilities may experience and manage emotions, thoughts and sensations in different ways. Many mental health disabilities are invisible or hidden. They can affect a person's mood, energy levels, thinking and physical health. Common types of mental health-related disabilities include anxiety disorders, bipolar disorder, depression, post-traumatic stress disorder (PTSD), and schizophrenia.

### Vision or Seeing

These types of disabilities affect how well a person sees, or whether they see at all. Some people with vision disabilities may also have difficulty in how they see things like light, color, distance or texture. Common types of vision disabilities include blindness, low vision or partially sighted, legal blindness, deaf-blindness and color-blindness.

### Hearing

Hearing disabilities affect how well a person hears, or whether they hear at all. Some people with hearing disabilities have difficulty hearing when there is background noise or multiple sources of sound or speech. Common types of hearing disabilities include deafness, deafened, hard of hearing, and oral deaf.

## Learning

Some learning disabilities make it difficult for people to learn, read, or process information. Some also involve difficulty with writing, organization and time management. Most learning disabilities are invisible or hidden. Common types of learning disabilities include attention deficit/hyperactivity disorder (ADHD), dyscalculia, dyslexia, executive function disorders.

## Memory

People with memory disabilities may have difficulty processing or holding on to information. They may also have difficulty with recognizing faces, emotional responses and bodily movements. Common memory disabilities include dementia, encephalopathy, and strokes.

## Developmental

Developmental disabilities impair an individual's physical or mental development. People with developmental disabilities may have difficulty communicating or understanding written or spoken language. Some people may have difficulties with learning, reasoning, decision-making or problem-solving. Developmental disabilities sometimes overlap with learning disabilities. Some developmental disabilities are invisible or hidden. Common types of developmental disabilities include autism spectrum, Down Syndrome, fetal alcohol spectrum and epilepsy.

## Communication

Communication is an interactive, two-way process that includes both understanding and being understood. Having a significant communication disability can affect one or more communication areas such as a person's ability to speak, understand what others are saying, read and/or write. Some motor-speech disorders are associated with other conditions, such as aphasia caused by brain damage from a stroke. Others, such as stuttering, may have multiple possible causes, and may be episodic.

## Other

There are many other disabilities which impact an individual's ability to participate fully and equally in society, including where someone might not fit a certain category but there is a cumulative effect on life functions and ability to access services.



# Framework Guiding our Work

The Accessibility Plan (AP) builds on global, national, provincial and CRD specific actions to promote and support accessibility, such as the Accessible Canada Act and the United Nations Convention on the Rights of People with Disabilities. The AP particularly builds on the B.C. legislation focused on accessibility. The following subsections discuss the provincial legislation.

## Accessible British Columbia (BC) Act

The *Accessible BC Act* was enacted in June 2021 and initially the accessibility planning requirements only applied to provincial government organizations.

The Accessible BC Regulation under the *Accessible BC Act* came into force on September 1, 2022. These regulations identify regional districts as accessible organizations, required to establish by September 1, 2023:

1. An accessibility committee
2. An accessibility plan
3. A tool to receive feedback on accessibility

These requirements, and the CRD's ability to meet them before September 2023, are discussed below.

## Accessibility Committee

Under the *Accessible BC Act*, an accessibility committee, called an Accessibility Advisory Committee (AAC) for the CRD, must be established to assist the CRD to identify barriers and advise on how to prevent barriers to individuals in or interacting with the organization.

The CRD Board approved the AAC committee and its Terms of Reference on April 12, 2023 (see Appendix A). Aligned with the *Accessible BC Act*, the CRD's AAC is an advisory committee of the CRD Governance Committee. The AAC is established to provide recommendations on improving accessibility to the Governance Committee on CRD policies, programs, services, built environments, infrastructure, and outdoor spaces that to improve the livability, inclusivity, and accessibility for persons with disabilities in the capital region.

## Accessibility Plan

According to the Accessible BC Act, the accessibility plan must identify, remove and prevent barriers to individuals in or interacting with the organization and be updated at least once every three years. Also, in developing the accessibility plan the CRD must consult with the AAC and when updating the plan, the CRD must consider public feedback.

It is the CRD's intent to have the AAC actively involved in the development of our accessibility plan. The CRD's current plan outlines initial steps to engage the AAC and the public in identifying steps the CRD can undertake to remove and prevent barriers to individuals in or interacting with the organization.



## Public Feedback Tool




The Accessible BC Act 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.

To provide your feedback on matters pertaining to accessibility and inclusion of our CRD services, or to our Accessibility Plan please contact our Human Resources and Corporate Safety Department at [accessibility@crd.bc.ca](mailto:accessibility@crd.bc.ca) or by phone at 250-360-3069.

## Priorities, Actions, and Implementation

Many actions have been undertaken and implemented to date with the aim of preventing barriers to individuals in or interacting with the organization. The CRD recognizes more is required, and through the AAC will better identify barriers and take steps as practicable to remove those which are identified. The CRD recognizes this is a journey of (1) collaboration with focuses on (2) inclusion, (3) adaptability, (4) diversity, (5) self-determination, and (6) universal design. Some of the CRD’s achievements to date are found in Appendix B.

As we improve accessibility to our services and facilities, the CRD has identified broad priority areas which include:

-  Built Environment Improvements
-  Resourcing, Awareness and Training
-  Increased Access

The CRD recognizes these are only first steps. The CRD recognizes that each of these priority areas, their objectives, actions and timelines will be updated from time to time, and the feedback received from the public and staff, and the work of the AAC, will help shape the outcome more fully. The CRD also recognizes that additional funding will be required to implement some of the actions.

### Budget Note:

Action items listed as “Contingent on securing resources”, may need additional funding to implement and are subject to the Capital Regional District’s budget planning process. The CRD is required by legislation to develop a financial plan each year that outlines operating and capital expenditures for the next five years. Once specific accessibility improvements are identified as part of the Accessibility Plan, the cost for implementation would need to go through the annual Service and Financial Planning process for approval. For example, additional resources may be needed to modify facilities, purchase assistive devices and upgrade systems to allow for increased accessibility.

1

# PRIORITY 1 | Built Environment Improvements

OBJECTIVES	DESCRIPTION & ACTIONS	TIMELINE
<p><b>1a</b> Improve the physical accessibility of CRD-specific facilities and services to ensure persons with disabilities can access, participate and gain employment with the CRD.</p>	<p><b>1a-1</b> Continue work currently underway to improve and promote accessibility to CRD-specific facilities and services.</p>	<p>Ongoing</p>
	<p><b>1a-2</b> Inventory all CRD-specific facilities with a lens of improving accessibility.</p>	<p>Beginning 2024</p>
	<p><b>1a-3</b> Establish processes to prioritize improvements to CRD-specific facilities to ensure these are more accessible.</p>	<p>Beginning 2025 Contingent on securing funding</p>
	<p><b>1a-4</b> Continue to strive for increased accessibility to all CRD-specific facilities and services, including continuously reviewing feedback on achievements and areas of improvements as received from the public and staff.</p>	<p>Ongoing Contingent on securing funding</p>
	<p><b>1a-5</b> Continue to work collaboratively with service partners to ensure those services within the overarching mandate of the CRD which may be provided by other parties (example: transit services on the gulf islands) are accessible; and relay feedback received by the public and staff to these parties.</p>	<p>Ongoing</p>
	<p><b>1a-6</b> Identify additional actions to support the objective, based on learning from previous actions.</p>	<p>Ongoing</p>

# 2

## PRIORITY 2 | Resourcing, Awareness & Training

OBJECTIVES	DESCRIPTION & ACTIONS	TIMELINE
<p><b>2a</b> Ensure information related to accessibility in the CRD is available to the public and to employees.</p>	<p><b>2a-1</b> Hire a staff position to lead internal initiatives.</p>	<p>Recruitment for 2024</p>
	<p><b>2a-2</b> Create and implement communications and engagement plans about accessibility at the CRD.</p>	<p>Beginning 2025 Contingent on securing funding</p>
	<p><b>2a-3</b> Identify additional actions to support the objective, based on learning from previous actions.</p>	<p>Beginning 2026 or ongoing</p>
<p><b>2b</b> Promote inclusive behaviours and support CRD staff awareness of the needs of individuals with various disabilities and the barriers that may be faced.</p>	<p><b>2b-1</b> Enhance CRD staff training on equity, diversity and inclusion to include accessibility and strategies for minimizing barriers.</p>	<p>Beginning 2024</p>
	<p><b>2b-2</b> Enhance existing staff training courses and develop and facilitate the delivery of additional learning opportunities for staff to create a common understanding of equity, diversity, inclusion and accessibility, including literacy and terminology, understanding of unconscious bias (including ableism) and other topics that support respectful workplaces, policy and inclusive practices.</p>	<p>Beginning 2024 Contingent on securing funding</p>
	<p><b>2b-3</b> Incorporate accessibility and ableism training into the development and implementation of essential supervisor training.</p>	<p>Beginning 2026</p>
	<p><b>2b-4</b> Increase training in the area of psychological health and safety, tied to the corporate People, Safety and Culture Plan.</p>	<p>Beginning 2024</p>
	<p><b>2b-5</b> Identify additional actions to support the objective, based on learning from previous actions.</p>	<p>Beginning 2026 or ongoing</p>

2

**PRIORITY 2** | Resourcing, Awareness & Training

OBJECTIVES	DESCRIPTION & ACTIONS	TIMELINE
<p><b>2c</b> Promote inclusion within the CRD workplace and across services delivered.</p>	<p><b>2c-1</b> Enhance current photo stock and library with inclusive images for communication materials and review existing images with a lens of accessibility.</p>	<p>Beginning 2024</p>
	<p><b>2c-2</b> Develop an employee demographic data collection program to monitor progress on promoting and supporting a diverse workforce, including people with disabilities.</p>	<p>Beginning 2025</p>
	<p><b>2c-3</b> Identify additional actions to support the objective, based on learning from previous actions.</p>	<p>Ongoing</p>
<p><b>2d</b> Raise awareness about the nature of systemic barriers related to services.</p>	<p><b>2d-1</b> Explore inter-organizational collaboration that improves and enhances accessibility of CRD services, including those of the CRHC as a not-for-profit corporation.</p>	<p>Beginning 2024</p>
	<p><b>2d-2</b> Identify additional actions to support the objective, based on learning from previous actions.</p>	<p>Ongoing</p>

3

**PRIORITY 3 | Increased Access**

OBJECTIVES	DESCRIPTION & ACTIONS	TIMELINE
<p><b>3a</b> Create and review policies and procedures to support equity, diversity, inclusion and accessibility.</p>	<p><b>3a-1</b> Create an Accessibility Plan.</p>	<p>2024</p>
	<p><b>3a-2</b> Review and update the Accessibility Plan with the Accessibility Advisory Committee, and through feedback of the public and staff.</p>	<p>Annually beginning 2025</p>
	<p><b>3a-3</b> Review Accessibility Act standards for Employment and Service Delivery to identify and prioritize actions.</p>	<p>Beginning 2025</p>
	<p><b>3a-4</b> Establish a catalogue of assistive devices for CRD staff, and purchase inventories for use.</p>	<p>Beginning 2024 Contingent on securing funding</p>
	<p><b>3a-5</b> Establish a formal guide for abilities management, including accommodation, return to work, and stay at work options. Completed 2019</p>	<p>Completed 2019 Update beginning in 2026</p>
	<p><b>3a-6</b> Identify additional actions to support the objective, based on learning from previous actions.</p>	<p>Ongoing</p>
<p><b>3b</b> Receive public and staff feedback on accessibility achievements and barriers.</p>	<p><b>3b-1</b> Establish dedicated email for the public and staff to provide feedback about accessibility at the CRD.</p>	<p>Completed</p>
	<p><b>3b-2</b> Update the CRD’s Public Participation Framework to reflect principles of equity, diversity and inclusion and create a toolkit that supports best practice to address barriers.</p>	<p>Beginning 2024</p>
	<p><b>3b-3</b> Continue the work of the CRD staff Equity, Diversity and Inclusion Committee, and ensure representation and feedback from staff with disabilities.</p>	<p>Commenced 2021 Ongoing</p>
	<p><b>3b-4</b> Identify additional actions to support the objective, based on learning from previous actions.</p>	<p>Ongoing</p>

3

PRIORITY 3 | Increased Access

OBJECTIVES	DESCRIPTION & ACTIONS	TIMELINE
<p><b>3c</b> Improve access to CRD public meetings.</p>	<p><b>3c-1</b> Review and enhance the ability for the public and staff with disabilities to access online public meetings, including those of the CRD Board and its Committees and Commissions.</p>	<p>Beginning 2025 Contingent on securing funding</p>
	<p><b>3c-2</b> Review worksites where CRD public meetings are held with a lens of accessibility, and inventory enhancements to make meetings more accessible.</p>	<p>Beginning 2025 Contingent on securing funding</p>
	<p><b>3c-3</b> Identify additional actions to support the objective, based on learning from previous actions.</p>	<p>Ongoing</p>
<p><b>3d</b> Ensure communications materials are more accessible.</p>	<p><b>3d-1</b> Provide plain language and accessible content training to communicators and web authors.</p>	<p>Beginning 2024</p>
	<p><b>3d-2</b> Refresh public website to comply with internationally recognized Web Content Accessibility Guidelines.</p>	<p>Beginning 2025</p>
	<p><b>3d-3</b> Identify additional actions to support the objective, based on learning from previous actions.</p>	<p>Ongoing</p>
<p><b>3e</b> Ensure recruitment practices are accessible and inclusive.</p>	<p><b>3e-1</b> Establish a process for applicants requiring accommodations during the recruitment cycle.</p>	<p>Enhance Beginning 2024</p>
	<p><b>3e-2</b> Review recruitment practices with a lens of equity, diversity, inclusion and accessibility.</p>	<p>Beginning 2024</p>
	<p><b>3e-3</b> Promote information about the CRD’s commitment to equity, diversity, inclusion and accessibility on job postings and website materials.</p>	<p>Commenced 2021 Enhance Beginning 2024</p>
	<p><b>3e-4</b> Identify additional actions to support the objective, based on learning from previous actions.</p>	<p>Ongoing</p>

## Feedback

The feedback we receive from the public and our staff is important to us. We invite you to share your feedback on this initial Accessibility Plan and on any barriers to accessibility and inclusion that you, or someone you know, have faced when accessing CRD services and facilities.

To provide your feedback, please contact our Human Resources and Corporate Safety Division at [accessibility@crd.bc.ca](mailto:accessibility@crd.bc.ca) or call 250.360.3069.



# Appendix A

## Terms of Reference - CRD Accessibility Advisory Committee

### PREAMBLE

The Capital Regional District (CRD) Accessibility Advisory Committee (AAC) is an advisory committee of the CRD Governance Committee created further to the *Accessible British Columbia Act*. The AAC is established to provide recommendations on improving accessibility to the Governance Committee on CRD policies, programs, services, built environments, infrastructure, and outdoor spaces that to improve the livability, inclusivity, and accessibility for persons with disabilities in the capital region.

The Committee's official name is to be: **Accessibility Advisory Committee**.

### 1.0 PURPOSE

The Accessibility Advisory Committee will:

- a. Provide recommendations on the development of an accessibility plan.
- b. Identify barriers of access to CRD services and programs for persons with disabilities in the community and recommend solutions for consideration by the CRD.
- c. Be available as a resource to the CRD on matters relating to accessibility and participate in community engagement activities in an objective and unbiased manner, as needed, and avoid reflecting preferred outcomes.
- d. Collaborate and share information and best practices with other committees and organizations focused on supporting persons with disabilities.
- e. Provide input and advice to the Governance Committee on the best methods to engage the public and stakeholders.
- f. Ensure that the accessibility plan and community engagement are neutral, balanced and inclusive.
- g. Ensure that adequate information is provided to community members to enable them to provide informed feedback.
- h. Remain objective and unbiased while overseeing the process of community education and participation.
- i. Review CRD accessibility plan every three (3) years.

### 2.0 ESTABLISHMENT AND AUTHORITY

- a. The Governance Committee will:
- b. Recommend AAC member appointments to the CRD Board for up to a two-year term; and
- c. Appoint a member as the liaison between the AAC and the Governance Committee.



- d. The AAC will appoint a Chair and a Vice-Chair on an annual basis.
- e. The AAC will report its input to the Governance Committee for consideration. The CRD Board is the final decision-making authority.

### **3.0 COMPOSITION OF VOTING MEMBERSHIP**

- a. To the extent that it is possible, members will be people from diverse backgrounds, including Indigenous peoples, no less than half of whom must either be persons with disabilities or persons representing a disability-serving organization.
- b. The AAC will be composed of at least five (5), and up to 11, members.
- c. The AAC may include both members external and internal to the CRD organization.
- d. Members will be appointed for a 2-year term (except in the first year when 3 citizen appointments will be appointed for a 1-year term to allow for staggered expiration terms).
- e. A term will equal 2 years, and members will serve no more than 3 consecutive terms (i.e. 6 years).
- f. Public members of the AAC will receive an honorarium in the amount of \$110.00 per meeting and reimbursement of any necessary travel expenses. Honoraria are not intended for members who are representatives of organizations or businesses where they are employed.
- g. AAC vacancies will be publicly posted for a minimum of 30 days and appointments will be made in accordance with the CRD Appointment of Public Members to External Boards Policy.

### **4.0 PROCEDURES**

- a. The CRD Board Procedures Bylaw will apply.
- b. The AAC shall meet at a minimum of every two (2) months at the call of the Chair and have special meetings, as required.
- c. The agenda will be finalized in consultation between staff and the Chair.
- d. A quorum is a majority of the committee membership and is required to conduct committee business.
- e. AAC meetings will be held in a manner which is as accessible as possible by default, including but not limited to: accessible meeting locations; use of accessible hybrid virtual meeting technology; provision of accessibility supports including ASL interpreters and live caption services; and other as identified by the AAC.

### **5.0 RESOURCES AND SUPPORT**

- a. The Senior Manager, Human Resources and Corporate Safety, will lead the coordination and allocation of resources to the Committee.
- b. Appropriate CRD staff and resources will be provided to assist with the activities of and support to the AAC.
- c. Minutes and agendas are prepared and distributed by the Legislative Services division.

The logo for CRD, consisting of the letters 'C', 'R', and 'D' in a stylized, bold, sans-serif font. The 'C' and 'R' are connected at the top, and the 'D' is positioned to the right of the 'R'.

**CRD**

Making a difference...together