DISTRICT OF NORTH VANCOUVER

Accessibility Plan

2023-2026

September 2023

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Prepared by Urban Matters CCC for the District of North Vancouver and its partners in this project, the North Vancouver District Public Library and the North Vancouver Recreation and Culture Commission.

BACKGROUND

Territorial Acknowledgements

We respectfully acknowledge the original peoples of these lands and waters, specifically the *səlilwətaɬ (Tsleil-Waututh), Sḵwx̱wú7mesh Úxwumixw (Squamish), and xʷməθkʷəy̓əm (Musqueam)*, on whose unceded ancestral lands the District of North Vancouver is located. We value the opportunity to learn, share, and serve our community on these unceded lands.

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Background.

WHAT IS THE ACCESSIBLE BC ACT?

In 2021, the Government of British Columbia passed the Accessible British Columbia Act, known as the Accessible BC Act, ABCA, or 'the Act'. This Act enables the provincial government to take actions that improve accessibility to all residents and visitors of the Province alongside the BC Human Rights Code. The province can now:

- Decide to set standards and regulations related to accessibility,
- Promote accessibility across the province,
- Recognize American Sign Language (ASL) as a form of communication with the Province,
- Create an accessibility plan,
- Establish an accessibility committee, and
- Collect public feedback on accessibility.

The Act recognizes several types of barriers that people experience: attitudinal, physical, information or communication, systemic, technology, and sensory. The Act also endorses the annual "AccessAbility Week" throughout British Columbia to highlight accessibility work, to acknowledge the work to be done to make BC barrier-free, and to celebrate the diversity of people with disabilities in BC.

BACKGROUND

Requirements for Prescribed Organizations

The Act requires over 750 organizations in the Province to take action to identify and remove barriers to accessibility. These organizations, known as prescribed organizations, must meet three requirements:

1. Establish a committee to assist in identifying barriers to interacting with the organization and advise on the removal and prevention of barriers.

   Committees must include: at least half people with disabilities, or individuals who support persons with disabilities; reflect the diversity of persons with disabilities in BC; and at least one Indigenous person.

2. Create an Accessibility Plan to identify, remove, and prevent barriers to individuals in or interacting with the organization; review and update at least once every 3 years; consider the guiding principles; consult and collaborate with the accessibility committee; consider comments received from public feedback.
3. Create a mechanism for receiving comments from the public related to the organization's accessibility plan and barriers to individuals in or interacting with the organization.

To comply with the Act, the District of North Vancouver (DNV), and its partners in this project, the North Vancouver District Public Library (NVDPL), and the North Vancouver Recreation and Culture Commission (NVRC) are working together on a shared Accessibility Plan. While each entity serves different needs of the District of North Vancouver residents, collaborating on a plan promotes a continuous approach to accessibility and facilitates learning across municipal departments and organizations. This plan applies to the District of North Vancouver, the NVDPL, and NVRC (here on referred to as "the District"), however, much of the work and prescribed actions identified in this Plan are relevant to all public serving organizations.

1.0 Introduction.

INTRODUCTION

This Accessibility Plan outlines how the DNV, NVDPL, and NVRC intend to improve accessibility for people with disabilities in North Vancouver. They will do this by changing enhancing how they deliver their services and programs. This plan covers the next three years (September 2023 - September 2026). It will be updated every three years at minimum to reflect progress, evolving community need, our growing understanding of accessibility, and future resources such as the pending release of provincial accessibility standards.

Accessibility is a cornerstone of thriving and inclusive communities. To create accessibility, it is necessary to identify, remove, and prevent barriers to participation in community and public life for people with disabilities. This means learning how to see barriers from the perspective of people with visible and invisible disabilities and make a commitment to addressing them.

Accessibility work is ongoing, iterative, and requires continuous adaptation. Therefore, the District partners committed to the goal of embedding accessibility in all District practices over time.

About North Vancouver

The District of North Vancouver is home to nearly 90,000 people[1] of diverse backgrounds living in diverse ways. Nestled between the North Shore mountains and the Burrard Inlet, the District celebrates access to and stewardship of natural spaces while a growing population merits future-thinking amenities and infrastructure. The District is highly connected with neighbouring North Shore municipalities (District of West Vancouver and City of North Vancouver) and the Lower Mainland, with residents travelling daily for school, work, and play.

1 *Statistics Canada. 2023. (table). Census Profile. 2021 Census of Population. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released March 29, 2023.*

INTRODUCTION

The District of North Vancouver's Accessibility Progress

The District of North Vancouver, NVDPL and NVRC have already demonstrated its commitment to become accessible. All three entities have met the Act's first requirement through its relationship with the North Shore Accessibility Committee on Disability Issues (NS ACDI). The DNV brings all new construction and renovation projects to the NS ACDI to identify projects they would like to provide input on, with the NVDPL and NVRC able to independently bring forward their own initiatives to the NS ACDI. The three entities are working together to establish a shared accessibility feedback mechanism. Once established, this mechanism will be available on each entity's website and promoted to the public.

This Accessibility Plan, satisfying the second requirement, outlines how the DNV, the NVDPL, and the NVRC plan to improve accessibility between September of 2023 and September of 2026.

Highlights of initiatives undertaken to date include:

- A longstanding relationship with the North Shore Advisory Committee on Disability Issues. The committee regularly consults on early designs for construction and renovation projects from District of North Vancouver departments (Engineering, Parks, Facilities, and Planning, Property, and Permits) to help identify and remove barriers to accessibility. They add insight from their lived experience and site visits that go beyond existing standards and guidelines. The NVDPL and NVRC also seek input from the NS ACDI and are looking to continue to strengthen that working process.
- Policies that promote accessibility, such as accessible housing design, accessible parking mandates, and workplace inclusion. Recently there has been work done to promote plain language document production and auditing of the District of North Vancouver's website to improve accessible engagement for staff and community.
- Inclusion and equitable access for all community members are at the heart of library services. NVDPL provides accessible library services, such ashome book delivery and talking book services for community members living with permanent or temporary physical, visual, or perceptual disabilities, providing staff training to serve a diverse set of physical and cognitive disabilities, public education and programming, and curation of dementia awareness kits.

INTRODUCTION

- Supporting access and inclusion are a fundamental part of NVRC's mission to build healthy individuals, families, and communities. Recreation and culture are vital to the overall health, wellness, and creativity of our community and NVRC partners with a variety of service providers to proactively and intentionally respond to indoor and outdoor recreation and culture needs, with a focus on those who would benefit most, including youth, those who are under-served, and those with barriers to accessing quality recreation and culture opportunities. This includes a wide range of accessible amenities and equipment within NVRC facilities and specialty programs.

Developing this Plan

Working with the North Shore Advisory Committee on Disability Issues

The North Shore Advisory Committee on Disability Issues (NS ACDI) is a Council-appointed advisory committee comprising of 12 members with cross-disability representation. The NS ACDI is a tri-municipal (the City and District of North Vancouver, and the District of West Vancouver) committee, established in 1989.

For over 30 years the NS ACDI has formulated proposals, responded to requests, and made recommendations to the three North Shore municipalities, to promote, develop, and sustain an accessible community.

The NS ACDI has been instrumental in developing this Accessibility Plan. Regular meetings supported the plan with the following topics:

MEETING #1

- Gaps
- Awareness
- Share Resources
- Utilize Learnings

MEETING #2

- Process Timeline
- Plan Elements
- Implementation Framework

MEETING #3

- Key themes
- Tri-municipal Similarities

MEETING #4

- Priority Areas for Action

INTRODUCTION

District, NVDPL, and NVRC Workshops

Staff from the three entities were invited to participate in a series of virtual workshops to hear about accessibility in their Divisions. They were cross-departmental workshops that examined current accessibility actions, planned/hopeful actions, gaps/barriers, and challenges to implementation. Their feedback was paramount to identifying strengths and areas for action.

Definitions

Sharing definitions can improve understanding and effectiveness when collaborating. Below are definitions of concepts used in the development or present edition of this Plan.

To effectively implement actions, the first step is a shared understanding of accessibility and disability.

What is Accessibility?

- Accessibility ensures that environments, services, and products can be accessed by as many people as possible, in particular, people with disabilities[2].
- Accessibility means that 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.

What are Disabilities?

Disability is an umbrella term that can be used to describe visible or invisible disabilities. Disability is diverse, and results from interaction with medical and health conditions (for example, spinal cord injuries, dementia, blindness) as well as environmental and personal factors (barriers).[3] When taking a life course perspective, people without disabilities can be considered as temporarily able and therefore benefit from accessible environments.

2 World Health Organization, World Report on Disability, 2011

3 World Health Organization, Disabilities

INTRODUCTION

Disability is complex and can be understood in many ways. A social approach views disability as a natural part of society, and it is society's attitudes, stigma, and prejudices that create barriers for people with disabilities, preventing or reducing their participation.[4] This definition means that any restrictions placed on a person with a disability are caused by our collective behaviours, not a failing of an individual. For example, a person who uses a wheelchair can access their community if there are ramps, elevators, lowered amenities, and properly designed travel paths. It is not the wheelchair that creates exclusion, it is the way we build our communities.

What are Barriers?

A barrier is anything that hinders the full and equitable participation in society. Barriers are and can be:

a. Caused by environments, attitudes, practices, policies, information, communications, or technologies, and

b. affected by intersecting forms of discrimination and ableism.

Barriers are factors in a person's environment which through their absence or presence, limit a person from participating fully in their community, creating disability[5]. Multiple types of barriers can be present at the same time and can impact people differently, even for people with the same disability.

The British Columbia Accessibility Plan identifies the following types of barriers[6]:

Attitudinal/Ableism:

When people think and act based upon false ideas.

EXAMPLES:

- Making decisions about people with disabilities without including them.
- Not believing that a person with a disability can contribute to the workforce.
- Believing that people with disabilities are a burden, or cost too much to accommodatebilities

4 *Government of Canada, Federal Disability Reference Guide*

5 *World Health Organization, World Report on Disability, 2011*

6 *Government of British Columbia. AccessibleBC: B.C.'s Accessibility Plan*

INTRODUCTION

Physical:

When obstacles make access difficult.

EXAMPLES:

- A washroom with an accessible stall but no automatic door opener.

Information or Communication:

When communication methods do not reach people with disabilities.

EXAMPLES:

- Using small print or not providing large-print versions of material.
- Videos, events, or meetings that do not have closed captioning.
- Not using plain language in a public document.

Systemic:

When an organization's policies or procedures aren't inclusive.

EXAMPLES:

- Not providing an American Sign Language interpreter or closed captioning.
- Requiring a driver's license for a job when another form of transportation could be used.

Technological:

When technology can't be accessed by people with disabilities.

EXAMPLES:

- Websites, documents, or databases that are not accessible for screen readers.
- Website graphs and charts do not have descriptive alternative text to explain them.

Sensory:

When lights, sounds, or smells, or other sense stimulus prevent participation in the environment.

EXAMPLES:

- Co-workers wearing perfume in the workplace.
- Use of fluorescent lighting in the workplace.

INTRODUCTION

What is Ableism?

Ableism is a form of prejudice and discrimination in society that places value on bodies and minds, with socially constructed ideas of what is "normal", "intelligent", or "productive." It leads to a determination of who is worthy and favours the needs and experiences of non-disabled people. Ableism often rests on the assumption that people with disabilities need to be 'fixed'. Ableist beliefs or practice devalues and discriminates against people with disabilities.

What are the Accessible BC Act Guiding Principles?[7],[8]

The Accessible BC Act identifies a set of guiding principles for improving accessibility. These guiding principles are to be considered in creating any accessibility plans. Based on conversations with the NS ACDI, a seventh principle of Inclusion was added, expanding on the existing definition of Diversity.

Adaptability: Adapting priorities as needs and new information arises and is a key feature of inclusive design. Accessibility plans should reflect that our understanding of disability and accessibility is always evolving as services, technology, and attitudes change.

Collaboration: Working together across the District, with people with disabilities, and the NS ACDI. Creating and supporting accessible communities is a shared responsibility and everyone has a role to play.

Intersectionality: The variety of identities found within an organization, group, or society. Individual characteristics including race, gender, sexual orientation, religion, and lived experience greatly inform the experiences of individuals. Accessibility plans should acknowledge the principle of intersectionality and the diversity within the disability community.

7 *Government of Canada, Public Services and Procurement Canada. 2022. "Guide on Equity, Diversity and Inclusion Terminology - Glossaries and VocaAbularies - Resources of the Language Portal of Canada." https://www.noslangues-ourlanguages.gc.ca/en/publications/equite-diversite-inclusion-equity-diversity-inclusion-eng#lettre-letter-I.*

8 *Prescott, Mike, Helaine Boyd, and Trish Kelly. 2023. Review of Developing Your First Accessibility Plan: A Guide for BC Prescribed Organizations. Disability Alliance BC.*

INTRODUCTION

Diversity: Disability is both visible and invisible, with no one-size-fits-all mentality. Each person in the community has a range of abilities, needs, wants, and interests.

Inclusion: Using proactive measures to create an environment where people feel welcomed, respected, and valued, and to foster a sense of belonging and engagement to support participation. All British Columbians should be able to participate fully and equitably in their communities.

Self-determination and Autonomy: Accessibility plans should seek to empower people with disabilities to make their own choices and pursue the lives they wish to live.

Universal design: Creating, building, and maintaining services and environments that can be accessed, understood, and used to the greatest extent possible by all people.

2.0 Guiding Framework.

APPROACH

The DNV and its partners in this project, NVDPL and NVRC, want to make sure that accessibility and inclusion is a core value of everything they do. To do this, the District is embracing an approach of Learn-Plan-Ask-Act-Report-Repeat. This approach towards accessibility means that they will always be learning and changing. The approach is designed to help make ongoing changes that build on one another and make a lasting, long-term change across the organization toward better access for everyone.

Learn

Staff, council, and volunteers can help build a culture of inclusion and accessibility through learning and sharing information. This means developing knowledge and skills related to accessibility. Specifically, awareness of how to identify, prevent, and remove barriers is needed to make plans to effectively address barriers. The intention is to create a stronger knowledge base that supports continued education between District staff.

- Education can cover many topics, but may include:
- Universal design and design for all practices
- Accessible communications practices
- Adaptability and accommodation practices

FRAMEWORK

Plan

Once there is knowledge about a barrier, the District will need to plan on how to remove or prevent it Plans can be anything that help to remove barriers in the work they do including policies, practices, design guidelines, or other activities. The District will look at how they deliver services, what they plan to design and build, how they communicate with the public, and more. Plans will include suggested actions, goals, and timelines.

Ask

The District recognizes that education is an ongoing process, and learning from people with lived experience is essential to the process. Acting upon "nothing about us, without us", collaboration, and self-determination, staff will ask for advice from people with disabilities on accessibility related plans they create. The level of engagement will depend on the size and impact of a project but could include bringing a project to the NS ACDI for feedback, posting a draft plan online for public feedback, hosting focus groups, or asking professionals for services (like an audit).

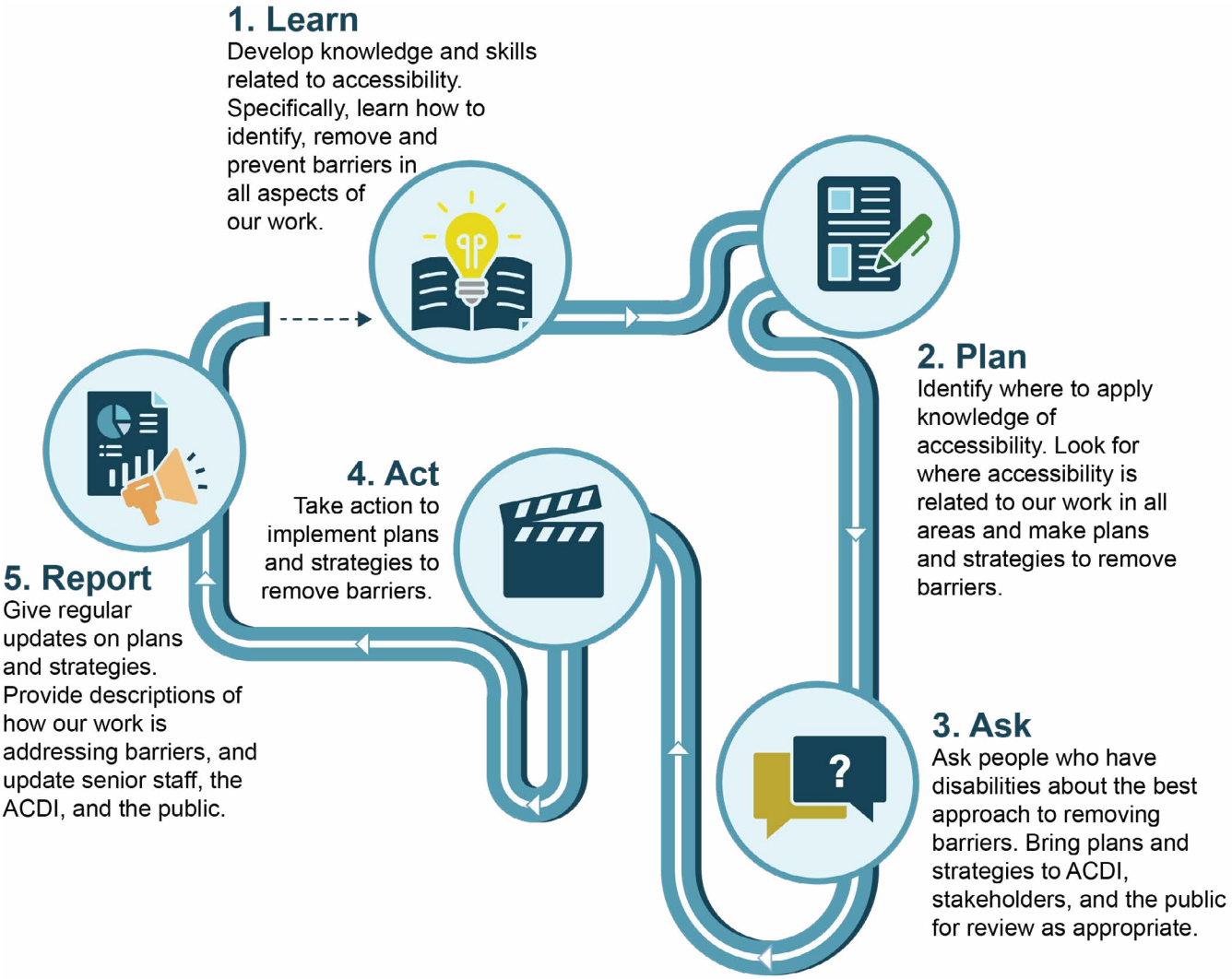
Act

Now is the time to act on plans. Actions can include anything that help to prevent remove barriers for those accessing District services.

Report

Sharing what is happening at the District is important for accountability. The District will share what they are working on, what has been completed, and what work is planned. Reports should go to the NS ACDI, Council, senior managers, or to the public as the Accessibility Plan is updated.

FRAMEWORK


1. Learn
Develop knowledge and skills related to accessibility. Specifically, learn how to identify, remove and prevent barriers in all aspects of our work.
2. Plan
Identify where to apply knowledge of accessibility. Look for where accessibility is related to our work in all areas and make plans and strategies to remove barriers.
3. Ask
Ask people who have disabilities about the best approach to removing barriers. Bring plans and strategies to ACDI, stakeholders, and the public for review as appropriate.
4. Act
Take action to implement plans and strategies to remove barriers.
5. Report
Give regular updates on plans and strategies. Provide descriptions of how our work is addressing barriers, and update senior staff, the ACDI, and the public.

FRAMEWORK

The Ripple Effect

Part of the intention of using the Learn-Plan-Ask-Act-Report-Repeat approach is to ensure that learning is the foundation of accessibility action. Staff believe that their approach will be part of broader community change. They view the work of learning and applying learning to get staff buy-in and take action on accessibility projects. This will lead to changes in municipal policies and practice, which then results in changes to external organizations that interact with the District. As staff become more knowledgeable and comfortable applying accessibility practices, more district staff can act as "champions" to help educate, and act as allies in creating safe spaces for people with disabilities and supporting accessibility practices across the district and in interaction with external organizations.

3.0 Three Year Plan.

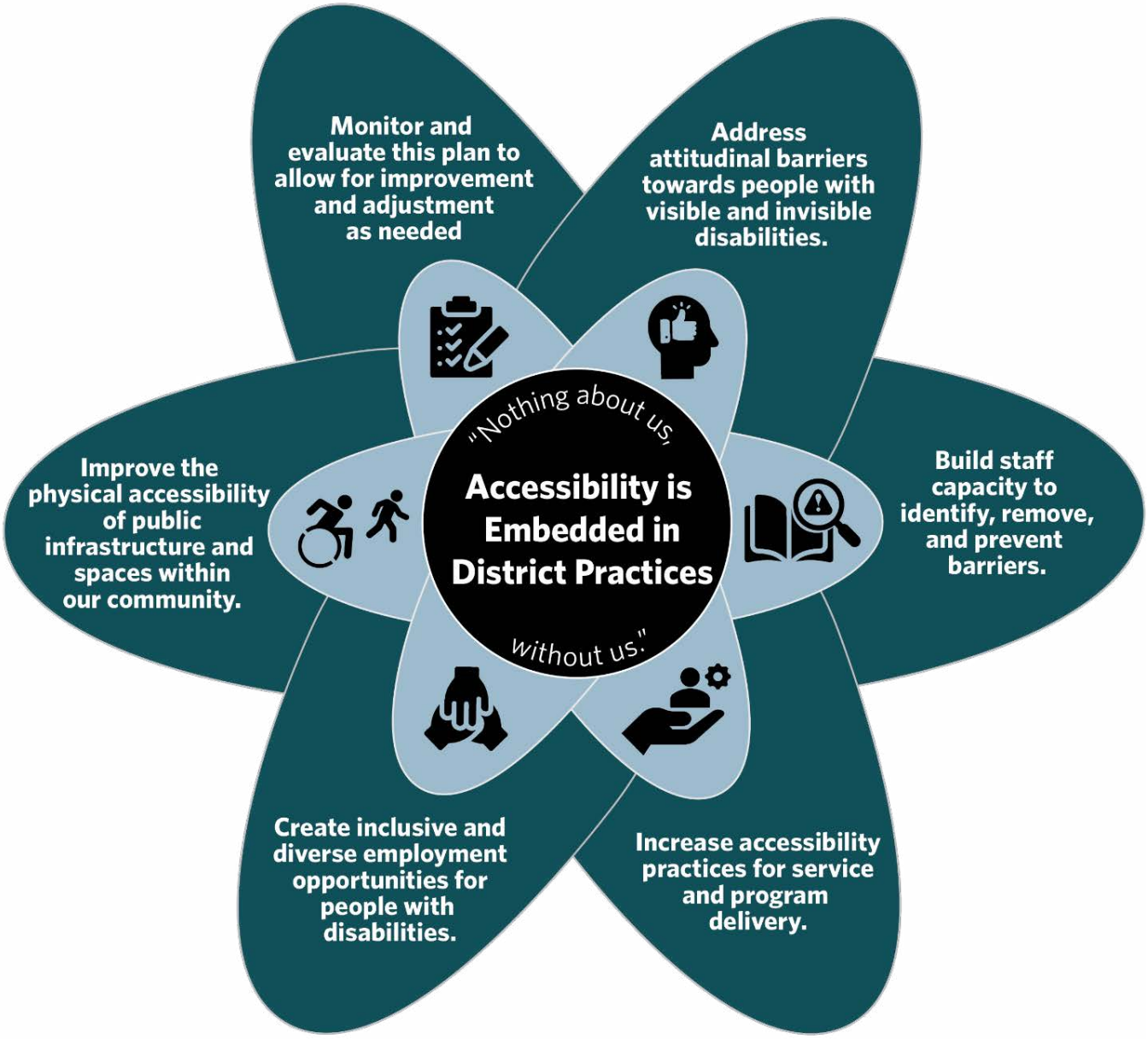
THREE YEAR PLAN

This first Accessibility Plan is intended to be carried out between the Fall of 2023 and 2026. The actions taken in this three-year period are intended to build a strong foundation of knowledge and skills for continuous improvements to accessibility.

The Plan is guided by the phrase "nothing about us, without us," coined by disability activists and later used in the United Nations Convention on the Rights of Persons with Disabilities. This phrase emphasizes that accessibility work must be done in collaboration with people with disabilities and disability organizations, ensuring their empowerment in decision making.

As accessibility is an ongoing process that must respond to changes over time, the Accessibility Plan does not reflect a set of actions to achieve full accessibility in all respects within the three years it covers. Rather, the plan proposes to prepare the District to embed accessibility in their practices by ensuring that they have the skills, knowledge, and resources they need to incorporate accessibility in all aspects of work, and to be continuously identifying and removing barriers as they emerge. The plan also aims to increase awareness that helps staff prevent barriers from arising in the first place.

THREE YEAR PLAN



GOALS 2023-2026

Six core themes emerged as goals in the 2023-2026 District Accessibility Plan.

1. Address attitudinal barriers towards people with visible and invisible disabilities.

DESCRIPTION:

Provide education to staff, council, and the public on experiences of people with disabilities. Education needs to emphasize non-physical disabilities, as this is a knowledge area that is currently less developed. Hearing from persons with lived experience is especially important to enhance awareness of diverse disabilities.

EXAMPLE:

Providing education and training for staff, leadership, and the public on attitudinal barriers and neurodiversity.

2. Build staff capacity to identify, remove, and prevent barriers.

DESCRIPTION:

Ensure that all staff have access to resources to support their knowledge and skills related to identifying, removing, and preventing barriers to accessibility for people with visible and invisible disabilities.

EXAMPLE:

Developing an internal collection of resources for staff.

3. Increase accessibility practices for service and program delivery.

DESCRIPTION:

Increase accessibility in services, programs, meetings, engagements, information sharing, and events.

EXAMPLE:

Following accessibility checklists for event planning.

4. Create inclusive and diverse employment opportunities for people with disabilities.

DESCRIPTION:

Create a diverse staff team that represents the diversity of people with visible and invisible disabilities in the District.

EXAMPLE:

Embedding accessibility principles in staff recruitment and retention policies.

5. Improve the physical accessibility of public infrastructure and spaces within our community.

DESCRIPTION:

Support the development and adoption of guidelines, standards and requirements for District-owned infrastructure and buildings that are subject to District permits.

EXAMPLE:

Developing policies with clear standards to be met for new construction and prioritize and assess existing infrastructure for accessibility upgrades.

6. Monitor and evaluate this plan to allow for improvement and adjustment as needed.

DESCRIPTION:

Provide updates on projects and reports on progress towards implementing this plan. Reports and updates may go to the senior management, the NS ACDI, or to Council.

4.0 Implementation Plan. (to be updated)

DIVISION IMPLEMENTATION PLANS*

*In the final plan, each DNV Division, the NVDPL, and the NVRC will have a section showing their implementation plan.

EXAMPLE ONLY - DIVISION X

High level description of current accessibility services provided or projects completed.

GOALS	ACTION	METRICS FOR SUCCESS (USED FOR MONITORING AND EVALUATION)	DEPARTMENT (IF APPLICABLE)	TIMELINE (2023, 2024, 2025)
	Example: Provide staff with training related to accessibility in their area of work.	i.e. Every staff receives least x hours of accessibility training relevant to their role i.e. All staff understand basic accessibility concepts	All	2024

NOTE:

This Accessibility Plan will have an implementation plan for each division within the DNV and at the organizational level for the NVDPL and NVRC. The implementation plans are undergoing further planning with staff and drafts will be presented to the ACDI in fall of 2023. Once finalized, this document will be updated to include implementation plans. A SAMPLE is provided below to indicate what will be included.

5.0
Conclusions.

CONCLUSIONS

With a history of pursuing accessibility, together the District of North Vancouver, NVDPL, and NVRC are well positioned to continue their journey toward accessibility for all.

After establishing a shared understanding of disability, this Accessibility Plan outlined identified six core areas along with their goals to be worked towards for September 2026. An implementation plan that assigns tasks to staff and holds them accountable with timelines and measurement of progress will support this plan to ensure that action is taken. Turning this plan into action will require collaboration between multiple staff departments, across the three entities, and with the NS ACDI and other external stakeholders. This plan seeks to embed accessibility the practices of all three entities, and so has been created to help establish core practices and skills for staff over the next three years.

NEXT STEPS

This plan is currently a draft and implementation planning for each division will need to be done after it is finalized. Next steps in this process are:

September 2023

- Post the draft plan and feedback mechanism publicly on websites.

October 2023

- Present this Accessibility Plan to Council for endorsement.

October to December 2023

- Work with community partners and stakeholders to prioritize potential actions. Given that there are several different actions that can be taken to support each priority area, the District plans to work with stakeholders to discuss priorities.
- Inform the public about this plan and the feedback mechanism so the community is aware of the Districts Accessibility Plan, why it is important, how it may impact them, and how to provide feedback on accessibility in the District.

HOW TO GIVE FEEDBACK

The District, NVDPL, and NVRC are committed to improving accessibility in North Vancouver. They are developing a feedback mechanism for the public to provide comments and suggestions on relevant services. Once established, this mechanism can also be used to provide feedback on this Accessibility Plan.

In the meantime, the three entities will fulfil the third requirement under the Act by accepting feedback on accessibility via the following options:

By phone

Call 604-990-2311 (Monday to Friday, 8am to 4:30pm).

By email

Email your feedback to accessibility@dnv.org

In person

Visit District Hall (Monday to Friday, 8am to 4:30pm)

Appendices.

APPENDIX A: CREATING A SHARED RESOURCE LIBRARY

One of the key goals for North Vancouver's 2023-2026 plan is the creation of a shared resource library so that staff have access to information on embedding accessibility in their work. This appendix offers a starting place for developing this resource guide. Included is reference to all the internal documents the District, NVDPL, and NVRC provided during the document review that may be put in a shared library, as well as links and information on some key resources that can be added to this resource library.

Internal documents

DIVISION/ ORGANIZATION	NAME OF DOCUMENT
Corporate Services	Accessibility Audit: DNV.org DRAFT DNV Respectful Workplace Policy North Shore ACDI Inclusive Grants Letter Anti-Discrimination and Anti-Racism Policy
North Vancouver District Public Library	Management Guidelines for Disability Management Management Guidelines for Positive Workplace Environment: Anti-bullying and Harassment Website Content: Accessibility at NVDPL

APPENDICES

DIVISION/ ORGANIZATION	NAME OF DOCUMENT
North Vancouver Recreation and Culture Commission	Diversity, Equity and Inclusion Report DEI Action Plan (Excel) Project Charter for 2022-2023 NVRC Diversity, Equity, and Inclusion Commitments North Vancouver Recreation & Culture Commission 2014-2018 Strategic Plan NVRC Volunteer/Special Needs Programmer (program description) Leisure Services Coordinator (program description) NVRC Policy Manual: Policy 107 Volunteers DEI Training Plan Financial Services & Access Services (webpage)
Engineering, Parks and Facilities	DNV Construction Bylaw 8271 North Vancouver City and District Park Accessibility Review, by SGolden + Associates The DNV Parks and Open Space Strategic Plan Lynn Canyon Park Management Plan 1994 North Shore ACDI Lynn Canyon Park Audit Report North Shore ACDI Lynn Canyon Park Audit Debrief Accessibility Report Bridgman Park Accessibility Refresh: Bridgman Park Washrooms BC Active Transportation Design Guide: CleanBC: our nature. our power. our future Translink Bus Infrastructure Design Guidelines: Microsoft Word - BIDG - September 2018 v46 (translink.ca) Standard's Council of Canada: Accessible design for the built environment Transport Association of Canada: Geometric Design Guide for Canadian Roads: Chapter 6 - Pedestrian Integrated Design DEVELOPMENT SERVICING BYLAW BYLAW 8145
Planning, Properties, and Permits	Accessible Design Policy for Multi-Family Housing Edgemont Village Plan and Design Guide Lion's Gate Public Realm Strategy Lynn Creek Public Realm Strategy Lower Lynn Town Centre Implementation Plan Lynn Valley Town Centre Public Realm and Design Guidelines Maplewood Village Centre and Innovation District Implementation & Design Targeted Official Community Action Plan 2021-2030 The District of North Vancouver Our Official Community Plan for a Sustainable Future Report to Council: Accessible Design Policy for Multi-Family Residential Development
Climate Action, Natural Systems, Biodiversity	Electric Vehicle Charging Policy

APPENDICES

Best Practice Guides and Resources

ORGANIZATION	DESCRIPTION	PRIMARY BARRIER TYPE(S)
Canucks Autism Network	Modules for sports, recreation, first responders, and workplaces	Sensory, Communication, Attitudinal
BC Accessibility Hub	A collection of best practices and research for various industries	All
Disability: IN	Provides an infographic about Disability Etiquette: General Do's and Dont's	Attitudinal, Communication, Physical
Employer Assistance and Resource Network on Disability and Inclusion	Examples of *Attitudinal Awareness* Tips for "disability etiquette": *Working Together: Ensuring People with Disabilities Feel Welcome and Included in the Workplace* *Inclusion@Work*: A Framework for Building a Disability-Inclusive Organization	Attitudinal, Communication, Systemic
Province of British Columbia	Accessibility and Inclusion Toolkit to support you with step-by-step instructions on how to do your work in a more inclusive way.	Physical, Information, Technology,
Rick Hansen Foundation	Certification Tips Guide: *RHFAC Tip Sheet* Resources on universal design: *Accessibility Resources*	Physical
Spinal Cord Injury BC	Extensive database with resources on buildings, funding, housing, transport, recreation (not just spinal cord injury)	Physical
Web Accessibility Initiative	Diverse Abilities and Barriers, Tools and Techniques: *How People with Disabilities Use the Web* Web Accessibility Components: *Accessibility Principles*	Technology, Information
Inclusion BC	Advocacy, employment, housing, and inclusive education resources for people with disabilities and employers.	All
Disability Alliance of BC	Supporting access to tax and financial benefits for people with disabilities as well as legal and housing services. Has an Accessible Organizations program to support prescribed organizations meet requirements of the Act.	All
Autism Alliance of Canada	Creating and championing a National Autism Strategy, to support funding, research, training, fellowships, and employment initiatives for people with autism.	Attitudinal, Systemic
Autism BC	A support network for people with Autism which provides educational resources for members and the public, connecting activities and events, and resources and supports for members.	Attitudinal, Systemic
British Columbia Aboriginal Network on Disability Society (BCANDS)/ Indigenous Disability Canada (IDC)	Serving the intersectionality of Indigenous and Disabled populations, providing educational supports, access to supports, public awareness programming.	All
Disability without Poverty	A disability-led organization aimed to help securing the Canada Disability Benefit, providing lobbying and awareness campaigns.	Systemic