



Accessibility Framework



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Table of Contents

Introduction	1
RDCK's Message	1
About the RDCK	2
Our Values	2
Our Commitment	3
Regional Accessibility Advisory Committee	3
Action Plan	3
Priorities and Steps—Accessibility Plan	4
Insight on the RDCK's Current Landscape	5
Focus Areas: The Accessibility Standards	5
Focus Areas: Built Environment	6
Focus Areas: Employment	6
Focus Areas: Information Technology and Communication	7
Focus Areas: Program Services	7
Focus Areas: Transportation	7
Focus Areas: Procurement and Financial Services	8
Implementation and Monitoring	8

Introduction

Enacted in 2021, the Accessible British Columbia Act (Act) represents a significant step towards enhancing accessibility and fostering inclusion throughout the province. This legislation is designed to ensure individuals with disabilities can fully engage in public life, access services, and enjoy equal opportunities.

The Act establishes a comprehensive legal framework for the formulation, execution, and enforcement of accessibility standards targeted at eliminating barriers in various aspects of communities, such as the built environment, employment, information technology and communication, program services, transportation and procurement (Focus Areas). The Act also requires forming an Accessibility Advisory Committee to provide input to staff of local governments and organizations regarding the development of their accessibility plans (review every three years), and appropriate feedback mechanisms to encourage public participation and input.

The legislation requires when developing and updating an Accessibility Plan, an organization must support the following principles:

- inclusion,
- adaptability,
- diversity,
- collaboration,
- self-determination, and
- universal design.

These principles guide the development and implementation of accessibility standards, ensuring individuals with barriers can fully participate and thrive in all aspects of life.

To comply with this new legislation, the Regional District of Central Kootenay (RDCK) has established an Accessibility Framework, which also describes the phases through which the RDCK will develop a three-year

accessibility plan and feedback mechanisms to guide the advancement of accessibility within the region.

RDCK's Message

Over the next three years and onward, the RDCK is dedicated to building a community that is truly diverse, equitable, inclusive, and accessible. We are committed to advancing these core values through strategic initiatives and meaningful actions aimed at ensuring every resident can participate fully and equally.

The invaluable insights and perspectives of individuals from all walks of life are essential to our mission. We believe a thriving community is one where everyone feels valued and has the opportunity to succeed. Our goal is to ensure that everyone in the RDCK can participate fully and equitably in community life. By integrating valuable feedback and perspectives, we aim to develop an accessibility plan that truly reflects and addresses the needs of all our residents. The RDCK will work continuously to the best of our abilities to identify, remove and prevent barriers experienced by people within our communities.

We are excited about the journey ahead and look forward to working together to build a more diverse, equitable, inclusive, and accessible region.





About the RDCK

The RDCK is a regional government in British Columbia. It encompasses a diverse range of communities and landscapes, stretching across parts of the Kootenay region, known for its stunning natural beauty. The RDCK includes nine municipalities and eleven electoral areas.

It provides essential services and functions, including but not limited to, land use planning, building, bylaw enforcement, waste management, water utilities, emergency services, public transit, recreation facilities and regional parks. The region is surrounded by natural beauty and it is important to the RDCK to promote a place where a sense of belonging, innovation, and diversity meet.

The RDCK is dedicated to working alongside the communities and expanding its understanding of accessibility to make the region the best place to call home for everyone.

Our Values

The RDCK is committed to core values that guide its operations and interactions with the community.

These values are:

RDCK Values	
Health & Safety	<ul style="list-style-type: none"> The health and safety of our people and our environment is our first priority.
Integrity	<ul style="list-style-type: none"> We behave with integrity in all that we do. We promote personal and professional growth.
Accountability	<ul style="list-style-type: none"> We practice good governance through accountability, responsibility and transparency. We strive to continuously improve our processes and systems. We aim for sustainable services and growth.
Respect	<ul style="list-style-type: none"> We provide high-quality, inclusive customer service to our internal and external clients. We support one another. We seek and act on opportunities for collaboration and cooperation.

By adhering to these values, the RDCK strives to create a trustworthy, safe, and inclusive environment that supports the overall well-being and engagement of its staff and residents.

Our Commitment

The RDCK recognizes the crucial role full participation by all citizens plays in community life.

Committed to Diversity, Equity, Inclusion, and Accessibility, the RDCK aims to build on its existing efforts to foster a welcoming and inclusive environment.

- **Diversity:** Embracing and celebrating the diverse backgrounds and experiences of all community members and staff.
- **Equity:** Ensuring fair treatment and opportunities for everyone, addressing disparities and barriers that may exist.
- **Inclusion:** Creating spaces and opportunities where all individuals feel valued and included in community activities and decision-making processes.
- **Accessibility:** Continuously improving physical, digital, and social accessibility to enable full participation by people of all abilities.



Regional Accessibility Advisory Committee

The RDCK has established the Regional Accessibility Advisory Committee (RAAC) that provides input and direction to the RDCK and smaller municipalities within the region who may not have sufficient volunteers within their communities to form an accessibility advisory committee of their own. Each municipality and the RDCK collaborates separately with the RAAC to create their own framework, accessibility plans and feedback mechanisms. The RAAC advises on the development and updates for each of the accessibility plans, and the establishment of processes for receiving

public comments throughout the region based on inclusion and the removal of physical, virtual, and attitudinal barriers.

Some of the benefits to having a RAAC is the development of consistent messaging and objectives to remove barriers within the accessibility plans throughout the region, and the opportunities for the RDCK and municipalities to share resources or materials.

The RAAC plays a pivotal role in aiding the RDCK and the municipalities to become more accessible and promote public engagement in accordance with the Act.

Action Plan

Our Approach: Accessibility Framework

This Accessibility Framework outlines how the RDCK is working towards meeting the requirements of the Act in two phases.

Phase One

- Establish the Regional Accessibility Advisory Committee;
- Develop an Accessibility Framework;
- Identify the priorities and steps required to create a comprehensive three-year Accessibility Plan; and
- Establish a feedback mechanism for the public to provide experiences related to accessibility.

Phase Two

- Complete an internal audit of policies, procedures, bylaws, and processes;
- Conduct a review of the current RDCK accessibility initiatives that have been completed to date.
- Complete an evaluation of accessibility limitations throughout the RDCK services;
- Analyze feedback received from the audit, public and RAAC; and
- Draft and finalize the RDCK's three-year Accessibility Plan.

Priorities and Steps—Accessibility Plan

The RDCK will collaborate with a consultant and the RAAC to identify accessibility barriers within the regional services. This process will involve assessing physical, communication, and attitudinal obstacles. The following priorities and steps will be considered:

Priorities

1. Assessment of Current Accessibility

- Identify existing barriers across facilities, services, and communication.

2. Public Engagement

- Involve community members, especially those with barriers, to gather input and feedback.

3. Regulatory Compliance

- Ensure alignment with provincial accessibility legislation.

4. Resource Allocation

- Identify budget, the resources needed for implementation and the priorities for the next three years.

5. Education and Training

- Provide training for staff and partners on accessibility best practices.



Steps to Create the Plan

1. Conduct a Needs Assessment

- Review existing conditions within the RDCK and gather data on accessibility barriers.

2. Engage the Community & Analyze Data

- Collect feedback by using the feedback mechanisms available to the public and receive input from the RAAC.
- Evaluate the feedback and assessment data to identify priority areas for action.

3. Set Goals and Objectives

- Define clear, measurable goals for improving accessibility over the next three years.

4. Develop Action Items

- Create specific actions to address identified barriers, including timelines and responsible parties.

5. Establish a Monitoring Framework

- Set up mechanisms to track progress and effectiveness of the actions taken.

6. Draft the Accessibility Plan, Review & Revise

- Compile findings, goals, and actions into a comprehensive Accessibility Plan.
- Share the draft with the RAAC for feedback and make necessary revisions.

7. Adopt and Implement the Plan

- Officially adopt the Accessibility Plan and begin implementation, ensuring ongoing communication with the public and the RAAC.

8. Evaluate and Update

- Assessment of the Accessibility Plan's effectiveness and make adjustments as needed every three years.

Insight on the RDCK's Current Landscape

The RDCK is in the preliminary stages of budgeting funds for staff to collaborate with a consultant in 2025 to identify accessibility barriers within the Focus Areas. This initiative aims to enhance the understanding of the challenges faced by individuals with disabilities in accessing various services and within the workplace. By working with a consultant, the RDCK seeks to gather valuable insights and determine the priorities, within the Focus Areas, for the three-year Accessibility Plan.

To meet the growing public demand for improved access to RDCK recreation programs, a framework is being established to reduce participation barriers. This framework will focus on creating opportunities for inclusivity in RDCK communities and setting strategic goals to eliminate obstacles to program participation, ensuring that everyone can engage fully in recreational activities.

The RDCK is dedicated to integrating accessibility standards into our built environments for all capital projects, ensuring that facilities are designed to be inclusive and usable by everyone. This commitment involves careful planning and adherence to established guidelines to create spaces that meet the diverse needs of our community.

The RDCK is set to launch a new website by the end of 2024, designed to meet the comprehensive accessibility standards. This initiative aims to ensure that all users can easily access and navigate the site. The updated website will incorporate features such as screen reader compatibility, adjustable text sizes, and intuitive navigation. By prioritizing accessibility, the RDCK is committed to enhancing user experience and inclusivity, ensuring that vital information and services are accessible to everyone.

The RAAC will play a crucial role in representing the perspectives of individuals with disabilities and ensuring that their voices are heard. Further, the RDCK is seeking to establish an effective feedback mechanism for the public to share information about accessibility concerns and

barriers. This initiative aims to gather insights from community members and staff to better understand their experiences. Potential methods for feedback may include online surveys, public forums, and dedicated email or phone lines. By identifying the best approach, the RDCK hopes to encourage meaningful participation and ensure everyone's voice is heard in the efforts to improve accessibility across the region.

The RDCK is dedicated to meeting the accessibility expectations set by the province while operating within its financial and resource constraints. By prioritizing the key Focus Areas, the RDCK aims to implement effective strategies that enhance accessibility for everyone. The RDCK is committed to balancing these initiatives with its available resources, ensuring that improvements are both sustainable and impactful, fostering an inclusive environment.

Focus Areas: The Accessibility Standards

In alignment with the BC government's Focus Areas, the RDCK's Accessibility Plan will emphasize key themes to ensure that all staff and community members can fully participate, enjoy equal opportunities, and access necessary resources. The Focus Areas are identified below:

1. **Built Environment:** Ensuring public spaces and buildings are accessible to everyone.
2. **Employment:** Promoting inclusive hiring practices and workplace accommodations.
3. **Information Technology and Communications:** Enhancing digital & non-digital accessibility to ensure everyone can access information and services.
4. **Regional Programs and Services:** Making local programs inclusive and accessible to all residents.
5. **Transportation:** Improving access to transportation options for individuals with disabilities.
6. **Procurement and Financial Services:** Ensuring that purchasing processes consider accessibility needs.

Built Environment

Being able to physically access RDCK's built environments enhances social interaction, allowing diverse groups to engage and collaborate more effectively. Overall, an accessible built environment promotes well-being, economic growth, and a sense of belonging, benefiting the community.

Enhancing accessibility across RDCK's built environments will improve the functionality and inclusivity for all users. Recreation facilities, including community centers and sports complexes, provide spaces for fitness and social activities, while well-designed parks offer green areas for relaxation and outdoor events. Waste and recycling facilities promote sustainability and responsible waste management, contributing to a cleaner environment. Accessible RDCK offices facilitate resident engagement and service access, ensuring that community members can easily obtain information. When accessibility in built environments is prioritized, these elements cultivate a vibrant and inclusive community where everyone can participate and thrive.



Employment

Improved accessibility in the RDCK workplace ensures that individuals with diverse needs can participate fully in the workforce, leading to increased morale, productivity, and collaboration. By accommodating everyone, the RDCK can attract a broader talent pool and reduce turnover, ultimately enhancing team dynamics and creativity. Additionally, an accessible workplace reflects a commitment to social responsibility, strengthening community trust and engagement, which in turn can lead to better service delivery and a positive organizational reputation.

Implementing diverse, equitable, inclusive, and accessible policies at the RDCK brings numerous benefits to the workplace. Such policies foster a culture of respect and belonging, which enhances employee morale and engagement. By promoting diversity, the RDCK can tap into a wider range of perspectives and ideas, driving innovation and creativity. Equitable practices ensure that all employees have equal opportunities for growth and advancement, leading to a more motivated workforce. Accessibility measures create an environment where everyone can thrive, improving productivity and reducing barriers to participation. Overall, these policies not only strengthen team cohesion but also enhance the RDCK's reputation as a progressive and responsible employer, ultimately benefiting the community it serves.



Information Technology and Communications

As technology advances, there are more opportunities and ways for individuals with disabilities to obtain information and participate in community discussions. This inclusivity fosters greater participation from all community members, allowing individuals with diverse needs to engage fully with available resources. Improved digital accessibility streamlines communication, making it easier for residents to obtain information and access services efficiently. Furthermore, it can lead to increased user satisfaction and loyalty, as residents feel valued and included in the digital landscape.

It is equally important to acknowledge those who are unable to use digital platforms, as it prompts the development of alternative methods for accessing information, such as print, phone support or in-person services. This comprehensive approach not only broadens community engagement and participation but also enhances user satisfaction and trust in services.

Program Services

The RDCK is committed to improving its services and programs through an ongoing effort to identify, eliminate, and prevent obstacles. The RDCK's extensive array of programs and services, ranging from but are not limited to recreation programs, emergency and fires services, waste and recycling services, and building and planning applications. This proactive approach aims to enhance accessibility and user experience by streamlining processes, ensuring clear communication, and addressing barriers that hinder participation. By actively seeking community feedback and implementing user-friendly solutions, the RDCK strives to create inclusive and efficient programs and services that better serve the diverse needs of all residents.

Transportation

The RDCK and BC Transit are committed to improving the accessibility of West Kootenay and Creston Valley Transit. BC Transit is in the process of implementing a Transit Accessibility Plan provincially, which will result in improvements to local systems. The RDCK will work with BC Transit on improvements to Custom and Para Transit services ensuring our transit systems continue to lower barriers to access for residents. This includes changes to the fleet to incorporate on-board space for mobility aids, improved scheduling, convenient payment options (UMO), schedule tools (NextRide) and exploring on-demand and by request transit options where possible. By prioritizing accessible public transit services the RDCK aims to facilitate easier access to essential services and contribute to a more connected and inclusive community.



Procurement and Financial Services

The RDCK is reviewing our procurement practices and will evaluate opportunities to improve accessibility and universal design with the aim of ensuring that all residents benefit from inclusive goods and services.

Implementing and Monitoring

The RDCK Accessibility Plan will actively incorporate community feedback and monitoring to ensure it remains truly diverse, equitable, inclusive, and accessible. Updates will occur every three years, allowing for continuous improvement based on community input and evaluation of the plans effectiveness. This approach fosters active engagement and accountability, ensuring the needs of all residents are met in a fair and inclusive manner.

Conclusion

In conclusion, as the RDCK moves forward with their three accessibility plans, it is committed to keeping the community informed every step of the way. Regular updates and additional information will be shared to ensure transparency and engagement. The RDCK values feedback and collaboration as it strives to create a more accessible and inclusive environment for all.

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