



# Corporate Report

NO: R091

COUNCIL DATE: May 25, 2009

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## REGULAR COUNCIL

TO: **Mayor & Council** DATE: **May 21, 2009**  
FROM: **General Manager, Parks, Recreation and Culture** FILE: **8060-01**  
SUBJECT: **Implementation Measures with Respect to the Measuring Up Initiative**

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## RECOMMENDATION:

The Parks, Recreation and Culture Department recommends that Council:

1. Receive this report as information;
2. Support the continuation of the Measuring Up Advisory Committee (the “MUA Committee”), led by the Surrey Association for Community Living with a Parks Recreation and Culture staff liaison participating on the Committee with the Committee being responsible for developing an implementation plan and engaging the community in implementing the strategies contained in the report “Measuring Up: An Accessibility and Inclusiveness Assessment of the Community of Surrey Final Report”, which is attached to this report as Appendix A;
3. Authorize the City Clerk to forward a copy of this report to the Surrey Association for Community Living; and
4. Request that the MUA Committee provide an annual report to Council on progress.

## INTENT

The purpose of this report is to seek Council’s support for follow up actions related to the report titled “Measuring Up: An Accessibility & Inclusiveness Assessment of the Community of Surrey Final Report” and dated October 23, 2008 (Appendix 1), which was presented to Council in Committee by representatives of the MUA Committee on January 19, 2009.

## BACKGROUND

In April 2007, the Province announced an investment of \$2M to support community projects to increase accessibility and inclusion for persons with disabilities. The Measuring Up

Accessibility and Inclusion Fund, managed by 2010 Legacies Now, awarded approximately 70 grants of up to \$25,000 each in response to an application process. The City of Surrey, in partnership with the Surrey Association for Community Living, was awarded \$25,000 under this Provincial funding initiative.

In early 2008, the Surrey Association for Community Living and the Parks, Recreation and Culture Department engaged the Social Planning and Research Council of BC (SPARC BC) to review accessibility and inclusion in Surrey. A Measuring Up Committee was formed to guide this process. The Final Report, Measuring Up: An Accessibility and Inclusiveness Assessment of the Community of Surrey (the "Final Report"), was presented to Council in Committee on January 19, 2009. The Report includes 14 Strategies to improve accessibility and inclusion in Surrey. A copy of each of the Executive Summary and the Report are attached as Appendix A.

## **DISCUSSION**

The 14 strategies contained in the Final Report are relatively far-reaching and all encompassing in relation to accessibility and will require the engagement of a broad cross-section of the community including actions by the City of Surrey.

The next appropriate step in the process is to develop an implementation plan and priorities for the strategies contained in the report. The MUA Committee led by the Surrey Association for Community Living, with the participation of a PRC staff liaison, would be an appropriate group to develop the implementation plan and to prioritize actions. The MUA Committee brings a broad perspective on accessibility and inclusion to the table. The prioritization of the 14 strategies in the Final Report will provide direction to cost-effectively increase accessibility and inclusivity for people with disabilities, which are clearly supported by the City of Surrey.

The MUA Committee will also be beneficial in the context of applications for funding as programs become available from time to time through various provincial initiatives.

PRC staff will participate on the MUA Committee and will continue to work with the members of the Surrey Association for Community Living to assist in enhancing accessibility in Surrey. Involvement by staff from other City Departments with the MUA Committee will occur from time to time to address specific actions. For example, Engineering staff will be involved in relation to transportation and Human Resources staff in relation to opportunities related to employment.

## **CONCLUSION**

Based on the above discussion, it is recommended that Council:

1. Support the continuation of the Measuring Up Advisory Committee (the "MUA Committee"), led by the Surrey Association for Community Living with a Parks Recreation and Culture staff liaison participating on the Committee with the Committee being responsible for developing an implementation plan and engaging the community in implementing the strategies contained in the report "Measuring Up: An Accessibility and Inclusiveness Assessment of the Community of Surrey Final Report", which is attached to this report as Appendix A;

2. Authorize the City Clerk to forward a copy of this report to the Surrey Association for Community Living; and
3. Request that the MUA Committee provide an annual report to Council on progress.



Laurie Cavan  
General Manager  
Parks, Recreation and Culture

Appendix A: Measuring Up: An Accessibility and Inclusiveness Assessment of the Community of Surrey Executive Summary and Final Report

# **Measuring Up: An Accessibility & Inclusiveness Assessment of the Community of Surrey**

**for City of Surrey Parks, Recreation and Culture  
and Surrey Association for Community Living**

## **Executive Summary**

**October 31, 2008**

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Social Planning and Research Council of BC (SPARC)  
201 – 221 East 10th Avenue  
Vancouver, BC V5T 4V3  
604-718-7736

## Purpose:

The purpose of this study was to develop a comprehensive strategy to make the City of Surrey accessible and inclusive for people with disabilities. In particular this study:

- Identified issues and opportunities to improve accessibility and social incusing in Surrey with a particular focus on inclusion of people with disabilities in the economic and social life of the community
- Engaged key stakeholders and the community at large in the processes of issue identified and developing solutions; and
- Presents a plan and implementation strategy for making the community of Surrey a model community for accessibility and inclusiveness.

## Methodology:

### 1. *Literature Scan:-*

The literature scan covered four topics: (1) the most recent best practices in the accessibility/inclusion filed relating to employment, volunteerism and inclusionary recreational and cultural programs: (2) a brief overview of the City of Surrey Parks, Recreation & Culture's accessibility/inclusion policies and actions to date, (3) community services available in Surrey in the areas of inclusive employment and volunteering for people with disabilities and (4) funding opportunities for programs that promote accessibility and inclusion.

### 2. *Measuring Up Advisory Committee*

The committee guided the development of the Plan, and included representatives from businesses and local service agencies and people with disabilities. Throughout the course of this study (March through October 2008) monthly meetings were held with the Consultants and the Measuring Up Advisory Committee. The Committee determined the focus areas for study, identified participants to be invited to the Dialogues, provided the Consultants with ongoing guidance on the format and organization for the Dialogues, provided support and facilitation during the community Dialogues, and provided input on draft strategies and implementation plans, as well as the final plan and report.

### 3. *First Community Dialogue*

"A Dialogue on Accessibility and Inclusiveness: Beyond the Obvious" was held on May 21, 2008. The purpose of the dialogue was to uncover the perceptions, experiences and considered input of the community members who are most closely involved with accessibly and social inclusion issues in the community of Surrey. Invitations were sent to representatives of local organizations, representing those with mobility, sight, hearing and cognitive impairments and those with developmental delays, as well as government, non-profits, the business community, and other organizations involved in support and advocacy for people with disabilities. In order to ensure the widest participation possible,

invitees could choose to attend either an afternoon or an evening session. In order to support the participation of people with developmental delays in the Dialogues, SPARC BC developed a training and PowerPoint presentation which was used by community agencies to do a "pre-dialogue" workshop with their clients.

On the day of the Dialogue, participants were given a brief overview of the importance of inclusion, and introduced to the concept of Dialoguing as a form of public input and engagement. They were then given a brief presentation on the three theme areas: Working, Volunteerism and Civic Participation. After the presentations, participants joined one of three dialogue groups, and were asked to address three questions for each of the themes:

1. Why is inclusion important for this theme?
2. What ideas get in the way of inclusion?
3. What ideas do you have to make your community more inclusive?

Three facilitators were assigned one of the themes each. Each discussion group was facilitated by a member of the consulting team or a member of the Measuring Up Committee, and a note taker recorded the discussion. After 40 minutes, the facilitators rotated to another group. At the end of the three sessions, the facilitators reported back to the larger group, and the Dialogue closed with a brief overview of the next steps of the process, as well as an invitation to attend the follow up event on June 25, 2008.

#### 4. *Second Community Dialogue*

Dialogue 2 "From Vision to Action" was held June 25, 2008. Based on the results of the first Community Dialogue a series of proposed *Strategies for Accessibility and Inclusion* were developed by the Consultant. They were reviewed by the Measuring Up Advisory Committee and were presented to the public for feedback at the Second Community Dialogue. At this session the participants were given an overview of the Surrey Measuring Up Project, its objectives, and the findings of the May 21 Dialogues. Then the draft strategies were presented, and participants had the opportunity to identify elements that were missing, and to prioritize these strategies using a method called "dotmocracy".

For each strategy, the participants were also given the opportunity to answer the following questions:

1. What do we need to do to make this happen?
2. Who else needs to be involved?
3. What can I/my organization contribute?

Participants provided their responses to the 3 questions, or added their own comments on flip chart paper; alternatively, they could give their responses to facilitators who recorded them on the flip charts.

After a brief report of the results of the dotmocracy and public input exercises, participants were invited to form into small groups, and spend ten minutes to come up with the one action they will take collectively to move the strategy and vision forward. The primary purpose of this exercise was to start making connections between the various stakeholders in the community, and to start to get them thinking creatively and collectively. However, some great ideas were presented during the report back, and some groups took on the mission to get work started on accessibility in their community.

#### *5. Developing Inclusion Strategies*

Inclusion strategies were developed based on input provided by participants at the May 21 and June 28 Dialogues on Accessibility and Inclusion. These strategies were further developed by the Measuring Up Advisory Committee for the final Measuring Up Report.

### Results of the Dialogues: Strategies for Accessibility and Inclusion

Approximately 100 participants attended the first Dialogue "Beyond the Obvious", and close to 100 people attended the second Dialogue "From Vision to Action". In reviewing the strategies, the Measuring Up Advisory Committee noted that some of the strategies presented have already been implemented in some form or another by various organizations in the community. They noted that this means the overall strategy needs to incorporate a component that raises public awareness of the services and programs that already exist in the community. They also noted that increasing collaboration among the various organizations in the community would also improve inclusion and accessibility.

The following strategies are presented in order of priority as voted on by participants at the June 25, 2008 "Dialogue on Accessibility and Inclusion: From Vision to Action".

**Strategy 1:** provide specialized support services for people with disabilities, including people with mental health challenges and people with developmental delays, to support them to engage in volunteer and work activities.

**Strategy 2:** Work with Kwantlen Polytechnic University's Access Program for People with Disabilities, the Surrey School District's Transition Committee, and other educational and skills development organizations to enhance the existing "Transition to Employment" programs for young adults with disabilities who are graduating from high school, to support their move into employment and/or skills training programs.

**Strategy 3:** Establish a free community-based registration service for volunteers and job seekers with disabilities in Surrey.

**Strategy 4:** Promote the Job/Volunteer Registry to Surrey businesses and non-profit organizations.

**Strategy 5:** Hold workshops for business people and community organizations on employing people with disabilities.

**Strategy 6:** Access funding to implement the Strategies.

**Strategy 7:** Establish a community advisory committee on access and inclusion.

**Strategy 8:** Work with disability organizations, recreational groups, sports organizations, and arts and cultural organizations to identify and address accessibility and inclusion.

**Strategy 9:** Provide community-based training for staff of sports, recreation, leisure and arts organizations on meeting needs of people with disabilities.

**Strategy 10:** Address physical access barriers and transportation barriers to accessing recreation programs, parks, cultural faculties, etc.

**Strategy 11:** Increase the number of "Have a Go" days at recreation facilities (low entrance fees on evening a week)

**Strategy 12:** Continue to provide low or no fees for people with disabilities.

**Strategy 13:** Expand recreational buddies program beyond Parks, Recreation & Culture programs.

**Strategy 14:** Promote awareness of support programs already in place, including role of staff at Parks, Recreation & Culture in supporting people with disabilities.

## **Community Benefit**

The community of Surrey has benefited in a number of ways from the Surrey Measuring Up Accessibility and Inclusion Study:

1. The process itself was inclusive and accessible, giving people with disabilities the opportunity to participate in the process in a meaningful way.
2. The community has been able to assess its level of inclusion and accessibility in the areas of employment, volunteering, and recreation and leisure. While the community is doing very well in many respects, areas for improvement have been identified.
3. A number of strategies have been recommended to improve accessibility and inclusion in the community of Surrey. These strategies were



developed by community members, and they are taking ownership of these strategies and responsibility for their implementation.

4. The process was multi-sectoral, and the strategies that have been developed are based on partnerships and collaboration.
5. Community members and organizations have expressed their eagerness to work together on implementing these strategies.

# **Measuring Up: An Accessibility & Inclusiveness Assessment of the Community of Surrey**

**for City of Surrey Parks, Recreation and Culture  
and Surrey Association for Community Living**

## **Final Report**

**October 23, 2008**

*Submitted to:*  
The Surrey Measuring Up Advisory Committee  
Surrey, BC

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Social Planning and Research Council of BC (SPARC)  
201 – 221 East 10th Avenue  
Vancouver, BC V5T 4V3  
604-718-7736



## Acknowledgements

The production of the Accessibility and Inclusiveness Assessment for the Community of Surrey has been a collaborative process. The Surrey Measuring Up Advisory Committee played a pivotal role in setting the direction for the project and guiding the work, as well as engaging fully in the public consultation process. Moreover, this assessment would not have been possible without the participation of the many people who participated in the community dialogues. We thank you all.

In particular, we wish to acknowledge the following people:

### *Surrey Measuring Up Advisory Committee:*

Bill Reid (Chair)	Cloverdale Downtown Merchant's Association
Anthony Intas	Peace Arch Community Services
Beau Simpson	The Now Newspaper, Surrey
Carol Norman	Surrey Association for Community Living
Cathy James	Surrey Tourism Association
Christiana Flessner	Wheelchair Foundation of BC
Elizabeth Keres,	Surrey Association for Community Living
Gary Hollick	The Now Newspaper, Surrey
Gurtej Gill	Community Living BC
James O'Neill	BC Association for Community Living
Pam Glass	School Trustee, Surrey
Rayner Sutherland	Community Living BC
Sean Hodgins	Surrey Association for Community Living
Stan Leyenhorst	Rick Hansen Foundation
Susan Sellick	Newton Advocacy Group
Tara Cleave,	City of Surrey Parks, Recreation & Culture)

### *Consultants:*

Robyn Newton, Social Planning & Research Council of BC  
Karen Thompson, Social Planning & Research Council of BC  
Raphael Santurette, Student intern, SPARC of BC  
Vince Miele, Consultant

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# **I. Introduction**

In late 2007, the Surrey Association for Community Living (SACL) received funding through the 2010 Legacies Now Measuring Up Accessibility and Inclusion Fund, in order to implement the Measuring Up program in the community of Surrey. SACL had applied for the funding as part of their effort to develop Surrey into a model community for accessibility and inclusiveness. From the outset, this plan was envisioned as a community-based plan, which would engage community partners in its implementation

## **1. Study Purpose**

The purpose of the Study is to develop a comprehensive strategy to make the City of Surrey accessible and inclusive for people with disabilities<sup>1</sup>. In particular, this study:

- Identifies issues and opportunities to improve accessibility and social inclusion in Surrey with a particular focus on inclusion of people with disabilities in the economic and social life of the community;
- Engages key stakeholders and the community at large in the processes of issue identification and developing solutions; and
- Presents a plan and implementation strategy for making the Community of Surrey a model community for accessibility and inclusiveness.

## **2. Study Overview**

To guide the study, Surrey Association for Community Living and City of Surrey Parks, Recreation and Culture (SPRC) established a Measuring Up Advisory Committee to steer the development of the Plan, with representatives from businesses and local service agencies and people with disabilities (See Attachment 1 for committee membership).

In February 2008, the Surrey Association for Community Living engaged the Social Planning and Research Council of BC (SPARC BC) on behalf of the Measuring up Committee, to undertake research for the preparation of a Plan for Accessibility and Inclusion in the community of Surrey.

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<sup>1</sup> While the term “disability” is used here for clarity, it is important to realize that everyone has abilities, skills, capacities and challenges, and labelling a person “disabled” or “abled” is arbitrary. We firmly believe that when physical environments, programs and systems are appropriately designed, all people can participate actively and contribute to their community, and no one is “disabled”. Wherever the term “people with disabilities” is used, this term encompasses people with a wide range of disabilities (physical, mental, developmental, cognitive, etc) and people of all ages.

A 'Dialogue on Accessibility and Inclusiveness: Beyond the Obvious' was held on May 21, 2008 to provide members of the community, the business sector and organizations that provide services in Surrey with an opportunity to comment on Surrey's level of inclusion in three focus areas: work, volunteerism and play, to identify both the community's strengths and areas that require improvement, and to make suggestions for improvement. Approximately 100 members of the community attended and provided their input.

On June 25, 2008, a follow up session entitled "From Vision to Action" was held to present the results of the May Dialogue along with a draft *Strategy for Accessibility and Inclusion* based on public input at the May Dialogue. Stakeholders were invited to work with the partners to set priorities and further develop these strategies to improve accessibility and inclusion in Surrey. Again, close to 100 participants attended and provided their input. This report presents the *Surrey Measuring Up Plan for Access and Inclusion* that was developed based on the contributions from the Surrey Measuring Up Advisory Committee, and public input from the two dialogues that were held in May and June.

## **II. The Context of the Project**

*Whether we are born with a disability, ... acquire a disability later in life, ... or are simply encountering the realities of old age, we are all only temporarily able-bodied.<sup>2</sup>*

The 2010 Legacies Now program is providing support to communities throughout BC to become more accessible and inclusive.<sup>3</sup> The Surrey Association for Community Living (SACL) and Surrey Parks, Recreation and Culture (SPRC) have seized on this opportunity and have hired SPARC BC to evaluate the current level of accessibility and inclusion, engage the community in the development of local strategies to increase accessibility and inclusion, and to develop a Measuring Up: Accessibility and Inclusiveness Action Plan. Through these actions, Surrey can position itself as a model community for accessibility and inclusiveness. The Surrey Association for Community Living's vision recognizes the potential of people with disabilities to contribute to their communities as active citizens and the importance of supporting an aging<sup>4</sup> population by creating a more inclusive community where everyone is able to live life more independently and participate more fully.

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<sup>2</sup> Patrice Pratt and Jonathan Ross/TDH Strategies (2005) *The Accessible/Inclusive Cities and Communities Project (Draft Report)*, p. 2.

<sup>3</sup> Distinguishing between 'accessibility' and inclusion' serves to draw out two dimensions of active participation in a community. Accessibility is about removing physical or structural barriers to participation—it's what gets you in the room. Inclusion goes further—it's knowing that once you are in the room, your presence, participation and contributions are recognized.

<sup>4</sup> In Canada, by the year 2011, the age group of 44-64 year olds will number 10.2 million, up from 6.4 million today. Significant potential during the next decade will be with the 75+ age group

Surrey Parks, Recreation and Culture and the Surrey Association for Community Living are working in partnership to develop the Measuring Up Plan. They have established a Measuring Up Advisory Committee to steer the development of the Accessibility and Inclusion Plan. They are playing a key role in identifying areas for improvement, identifying sites to be audited for accessibility, setting priorities for the Action Plan, and providing Surrey Council and SACL with advice on implementation.

In calling for a comprehensive study of both accessibility and social inclusion, the Association has taken note of what the disabled community has told all British Columbians – namely that the active participation of disabled community members depends on two things. The first, accessibility, is about removing physical or structural barriers to participation (largely but not entirely in the built environment) – ‘it’s what gets you in the room,’ advocates say. The second, inclusion, goes further – ‘it’s knowing that once you are in the room, your presence, participation and contributions are recognized.’<sup>5</sup> Working towards participation of this kind on the part of everyone in Surrey clearly meets the Association’s goal for this project – to ensure that the contributions of people with special needs (such as people with physical disabilities and people with developmental delays) are both supported and welcomed.

From our initial meeting with the Measuring Up Advisory Committee in January, it is clear that there is consensus by the Committee that this study should primarily focus on “inclusion”, and particularly, including people with disabilities or other special needs by supporting them to find employment and engaging them in volunteer opportunities. While it is recognized by the Committee that not everyone is able to work, the Committee clearly understands that all people can contribute to their community in one way or another. A community that engages *all* its members in the economic and social life of the community is a healthier community, and both the community and the individual benefits by their involvement.

This project supports the vision of SACL of “(i)nclusive communities where equal opportunity and choice exists for all.” The SACL values of caring, inclusion, and dignity will be reflected both in the final design of the plan, but also in the way SPARC BC engages with SACL clients over the course of the project. The year 2008 is a momentous year for SACL, as they will be celebrating 50 years of quality programming and services for people with special needs. This project can be a “jewel in the crown” of the SACL, as they continue their mission to “build a community that values all people”. The project will also be a demonstration of the leadership and vision of the municipality of Surrey.

Surrey is a rapidly growing, dynamic and diverse urban community. Located in the centre of a growing metropolis that stretches from the Pacific Ocean eastward through

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<sup>5</sup> Avril Orloff (2005) Measuring Up: A 2020 Vision for Inclusive Cities, *Abilities*, No. 64, p. 32. See also SPARC BC (1996) *Making Space for Everyone: A Guide to Creating Accessible Cities*; Inclusive Cities Canada (2004) *Background Paper and Project Overview, Phase 1*; SPARC BC (2006) *Everybody's Welcome: A Social Inclusion Approach to Program Planning and Development for Recreation and Parks Services*; and Patrice Pratt and Jonathan Ross/TDH Strategies (2005) *The Accessible/Inclusive Cities and Communities Project (Draft Report)*.

the Fraser Valley, Surrey is one of the fastest growing municipalities in Metro Vancouver. Because Surrey is a well-resourced community with considerable expertise on staff and a relatively accessible community, the Measuring Up Steering Committee decided to focus on the “inclusion” aspect of “accessibility and inclusion” in Surrey.

Local knowledge is key to a successful plan, and engaging the community (business operators, people with special needs, and local service agencies) in identifying the issues and developing the solutions was critical to the success of this study.

### **III. Project Methodology**

#### **1. Literature Scan**

The literature scan covered four topics: (1) the most recent best practices in the accessibility/inclusion field relating to employment, volunteerism and inclusionary recreational and cultural programs; (2) a brief overview of the City of Surrey Parks, Recreation & Culture’s accessibility/inclusion policies and actions to date, (3) community services available in Surrey in the areas of inclusive employment and volunteering for people with disabilities and (4) funding opportunities for programs that promote accessibility and inclusion.

See Attachment 2 for the results of the Literature Review

#### **2. Meetings with Measuring Up Advisory Committee**

The Measuring Up Advisory Committee was established to steer the development of the Plan. It includes representation from businesses, local service agencies, people with disabilities and groups that serve the community of Surrey (See Attachment 1). Throughout the course of this study (March through August 2008), monthly meetings were held with the Consultants and the Measuring Up Advisory Committee. The Committee determined the focus areas for the study, identified participants to be invited to the Dialogues, provided the Consultants with ongoing guidance on the format and organization for the Dialogues, and provided input on draft strategies and implementation plans, as well as the final plan and report.

The Measuring Up Committee determined that the plan would focus on three key issue areas:

- Employment
- Civic participation and volunteerism
- Recreation and Play

While other components of accessible and inclusive communities are essential, the Committee determined that Surrey does a good job at physical accessibility, and



existing organizations were addressing housing issues. Transportation is a major access and inclusion issue, and it is addressed in this study as it impacts the ability of Surrey residents to be included into the other major theme areas: employment, civic participation and volunteerism, and recreation and play.

### **3. Beyond the Obvious: Dialogues on Accessibility and Inclusion**

In order to gather the perceptions, experiences and considered input of the community members who are most closely involved with accessibility and social inclusion issues in the Community of Surrey, a Community Dialogue was held on May 21, 2008. Invitations were sent to representatives of local organizations, representing those with mobility, sight, hearing and cognitive impairments and those with developmental delays, as well as government, non-profits, the business community, and other organizations involved in support and advocacy for people with disabilities. In order to ensure the widest participation possible, invitees could choose to attend either an afternoon or an evening session. In order to support the participation of people with developmental delays in the Dialogues, SPARC BC developed a training package and PowerPoint presentation which was used by community agencies to do a "pre-dialogue" workshop with their clients.

Approximately 100 participants attended the Dialogues. On the day of the Dialogue, participants were given a brief overview of the importance of inclusion, and introduced to the concept of Dialoguing as a form of public input and engagement. They were then given a brief presentation on the three theme areas: Working, Volunteerism and Civic Participation. After the presentations, participants joined one of three dialogue groups, and were asked to address three questions for each of the themes:

1. Why is inclusion important for this theme?
2. What things get in the way of inclusion?
3. What ideas do you have to make your community more inclusive?

Three facilitators were assigned one of the themes each. Each discussion group was facilitated by a member of the consulting team or a member of the Measuring Up Committee, and a note taker recorded the discussion. After 40 minutes, the facilitators rotated to another group. At the end of the three sessions, the facilitators reported back to the larger group, and the Dialogue closed with a brief overview of the next steps of the process, as well as an invitation to attend the follow up event on June 25.

### **4. June 25 Follow Up Session: "From Vision to Action"**

Based on the results of the Dialogues, a series of proposed Strategies for Accessibility and Inclusiveness were developed. They were reviewed by the Measuring Up Committee, and were be presented to the public for feedback at a follow-up dialogue session on June 25, 2008 entitled "From Vision to Action". Close to 100 people participated in the June 25 event.

At the June session, the participants were given an overview of the Surrey Measuring Up Project, its objectives, and the findings of the May 21 Dialogues. Then the draft strategies were presented, and participants had the opportunity to identify elements that were missing, and to prioritize these strategies using a methodology called “dotmocracy”.

Each strategy was posted up around the room, with additional blank sheets so that participants could add additional strategies. Once all the new strategies were added, each participant will be given a strip of 20 “sticky dots”, and they voted for their priority strategies by placing dots on the appropriate strategies. Participants were asked to place no more than 3 dots on a particular strategy. For each strategy, the participants were also given the opportunity to answer the following questions:

1. What do we need to do to make this happen?
2. Who else needs to be involved?
3. What can I/My organization contribute?

There was a separate “station” for each strategy, with felt pens and flip chart paper. Participants provided their responses to the 3 questions, or added their own comments on the flip chart paper; alternatively, they could give their responses to facilitators who recorded them on the flip charts.

After a brief report out of the results of the dotmocracy and public input exercises, participants were invited to form into small groups, and spend ten minutes to come up with the one action they will take collectively to move the strategy and vision forward. The primary purpose of this exercise was to start making connections between the various stakeholders in the community, and to start to get them thinking creatively and collectively. However, some great ideas were presented during the report back, and some groups truly took on the mission to get work started on accessibility in their community.

#### **IV. Results of the “Beyond the Obvious” Dialogues on Accessibility and Inclusion**

**Held May 21, 2008 at Kwantlen Polytechnic University, Surrey BC**

The Key findings of the Dialogues are summarized below.

##### **Working/Volunteering:**

There are many great employment, volunteer and skill building programs in Surrey, BUT there are also challenges.

##### **Challenges: Working**

- Lack of coordination among various employment services
- Perceptions/lack of awareness

- Willing employers don't know who to connect with
- Employers don't know how to accommodate special needs
- Lack of job opportunities
- Complex application procedures for various programs
- Lack of funds for training
- Limited time frame for training
- Lack of ongoing support
- Lack of flexibility in job positions

### **Challenges: Volunteering**

- Lack of awareness about programs and resources
- On-line resources not available for those without computer
- Impersonal on-line resources – lack personal touch
- Matching the interests and skills of volunteer to the right position
- Not connecting available volunteers with people who need them
- Lack of volunteer support
- Costs for volunteering not acknowledged or compensated
- Transportation challenges
- Non-accessible facilities
- Lack of knowledge about duty to accommodate, or how to accommodate diverse needs
- Volunteers not recognized or valued
- Perceptions/lack of awareness
- Liability fears

### **Playing:**

#### **Surrey Parks, Recreation and Culture is a leader in accessibility and inclusion**

- Accessible facilities
- Access Coordinator
- Programs are publicized
- Leisure access program (financial support)
- "Have a Go" – minimal fee program
- Training of Recreation Staff
- Staff participate on interagency committee to share info
- Specialized equipment
- Volunteer assistants
- No charge for assistants/care aides

### **Challenges: Playing**

- Lack of awareness about services that do exist
- Reluctance to ask for assistance
- Cultural/language barriers
- Lack of choice

- Transportation challenges

## **V. Improving Accessibility & Inclusiveness In Surrey**

The following strategies were developed based on the input provided participants at the May 21 Dialogues on Accessibility and Inclusion. These strategies were further developed and prioritized by participants at the June 25 Vision to Action session. They are presented in order of priority as voted on by participants at the June 25 session. Participants at the June 25 session also had an opportunity to identify actions for each strategy, and identify partners that need to be engaged in implementing these strategies. These actions and partners have been incorporated into the Strategies.

# Surrey Measuring Up Accessibility and Inclusion Study

## Results of Public Input “From Vision to Action”

This document is a compilation of stakeholder input from two Community Dialogues held in Surrey on Access and Inclusion. During the May 21<sup>st</sup> Dialogue “Beyond the Obvious”, stakeholders identified barriers to access and inclusion in three theme areas: working, volunteering and civic participation/playing, and came up with potential solutions. These solutions were developed into 14 “strategies” by the Measuring Up Advisory Committee, and presented at a second Dialogue “From Vision to Action” held on June 25. Participants added anything that was missing, prioritized the strategies, and identified action steps and potential implementation partners. They also identified how they could contribute to access and inclusion as individuals and as members of organizations. Approximately 100 stakeholders participated in each Dialogue.

The Measuring Up Advisory Committee is well aware that many initiatives identified in the following pages are already underway, and many organizations are already undertaking actions to address the barriers that were identified during the dialogues. This means that we have more work to do: to raise awareness of the general public about the programs and initiatives that are already underway in the community of Surrey, and to increase coordination among agencies in Surrey that are providing services to people with disabilities. We will also benefit from sharing our “best practices” with each other.

Here is what we heard from the community.

### COMMUNITY VISION:

***Businesses, local government, non-profit organizations, people with disabilities and other community leaders are all working together to increase opportunities for people with disabilities to work, play and volunteer in Surrey.***

### Working/Volunteering

**Strategy 1: Provide specialized support services for people with disabilities, including people with mental health challenges and people with developmental delays, to support them to engage in volunteer and work activities**

- a. Recruit mentors (eg. retired volunteers, students, people with disabilities) to support people with disabilities to work/volunteer
  - i. Depending upon the needs of the volunteer/employee, provide up to 3 months of intensive (daily) support, with ongoing support after that (eg. monthly visits) to ensure ongoing support for job retention.
  - ii. Explore using the Host Program model that is followed by multicultural organizations, to recruit, train and support mentors
    - iii. Provide incentives for mentors, e.g. tuition credits, Therapeutic Volunteer Program through Surrey Community Services<sup>6</sup>
- b. Design volunteer positions as “apprenticeships” (possibly leading to employment, or at least job-ready participants)
- c. Design volunteer positions to develop particular skill sets
- d. Create job/volunteer opportunities for the individual based on their interests and skills
  - i. Businesses can register to take part, or businesses can be recruited based on the interests of clients
- e. Provide supports for people with disabilities to make them more employable
  - i. Assistance in preparing resumes
  - ii. Interview preparation
  - iii. Other individualized supports as required.
- f. Provide supports for employers:
  - i. Provide orientation on the special needs of their new employee
  - ii. Provide adaptive equipment and/or link them to sources for equipment and support
  - iii. Provide them with support worker to call if issues arise at the job site

## ***Recommended Implementation Plan***

Partners will meet on an ongoing basis to:

- a. Establish a joint program to recruit and assign mentors for clients with disabilities
  - i. Include a peer mentorship component
- b. Replicate existing supported job programs like Lifequest (Semiahmoo Housing Society)
  - i. Take a client-centred approach to identifying volunteer and work opportunities; create jobs and volunteer positions that meet the needs, abilities and interests of clients with disabilities.
  - ii. Approach businesses and non-profit organizations to create customized positions for individuals with disabilities who wish to work or volunteer with their organization.
- c. Develop Online resources to link volunteers with volunteering opportunities, and with mentors

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<sup>6</sup> The Therapeutic Volunteer Program places volunteers in positions that help them meet rehabilitation goals. Referrals are made from Surrey Mental Health and Addictions.

- i Mentors and mentees can sign up on-line
  - ii Employers and applicants post up their expectations/capabilities
  - iii City of Surrey and other agencies can provide links to these resources
- d Develop a training program for employers, volunteer placement agencies on how to work with the individual with a disability
- e Develop a similar training program for Mentors
- f Raise community awareness about the Volunteer, Employment and Mentorship Programs
  - i Submit stories, articles to local media
  - ii Make presentations to businesses, organizations
  - iii Develop brochures, distribute at libraries, Surrey City Hall, and other agencies and organizations
- g Seek financial support for these programs and actions (see Strategy 6).

### **Potential Partners**

- ASPECT
- Board of Education
- BC Centre for Ability
- Chambers of Commerce
- IAM Cares Society
- Peace Arch Community Services (Volunteer the Peninsula)
- Kwantlen College
- Local media
- Newton Advisory Group
- Neil Squire Foundation
- OPTIONS: Services to Communities Society
- Semiahmoo Housing Society (Lifequest)
- Simon Fraser University
- Surrey Association for Community Living
- Surrey Board of Trade
- Surrey School Board
- Surrey Community Services Society
- Surrey Employment Resource Centre
- Surrey Parks, Recreation and Culture
- SRS Vocational Services Society
- THEO BC, Surrey
- Western Society for Children with Birth Disorders
- Businesses and non-profit associations in Surrey
- Organizations serving people with disabilities
- BC Paraplegic Association

## ***Who else needs to be involved?***

- Pacific Community Resource Society
- Progressive Intercultural Community Services Society
- SCCI Project Restart
- Self Employment & Entrepreneur Development Society
- SUCCESS Surrey Delta
- Surrey Aboriginal Cultural Society
- Professional organizations e.g. doctors, teachers, etc.
- Condo Associations and Managers, independent living and co-housing supports
- Support groups for people with disabilities (e.g. Brain injury and Stroke recovery)

**Strategy 2: Work with Kwantlen Polytechnic University’s Access Program for People with Disabilities, the Surrey School District’s Transition Committee, and other educational and skills development organizations to enhance the existing “Transition to Employment” programs for young adults with disabilities who are graduating from high school, to support their move into employment and/or skills training programs.**

## ***Recommended Implementation Plan***

- a Meet with the APPD instructor at Kwantlen Community College to discuss their APPD programs, and explore ways to work together with the School District to support students with disabilities graduating from high school
- b Contact Douglas College, Coquitlam School District and Vancouver Community College to find out about their transition programs
- c Work together with the potential partners to enhance the Access Program at Kwantlen Polytechnic University
- d Collaborate with the potential partners to maximize the effectiveness of the transition to employment programs or provide additional enhancements as required.

## ***Potential Partners:***

- Community Living BC
- Kwantlen Polytechnic University (APPD program)
- Sprott Shaw College
- Surrey Association for Community Living
- Surrey School District Transition Committee
- ABA Advisory (Surrey School District)
- Simon Fraser University (Surrey Campus)
- Surrey Association for Community Living



### ***Who else needs to be involved?***

- Involve high schools in partnership with post secondary educators
  - Career Education Department
- Private 'colleges', schools
- Labour unions – on the job workshops with staff

### **Strategy 3 Establish a free community-based registration service for volunteers and job seekers with disabilities in Surrey**

- a. Increase collaboration between the various organizations that currently provide employment services in Surrey
- b. Encourage Surrey businesses to post positions with this registry

### ***Recommended Implementation Plan***

Partners will meet to

- a Select a lead agency to develop and maintain the registry
- b Seek ongoing funding for the registry (See Strategy 6)
- c Develop a plan to promote the registry to businesses and non-profit organizations (See Strategy 4)
- d Monitor the program's success:
  - i Placements
  - ii Retention rates
  - iii Identify problems, barriers and work to alleviate them

Partners will:

- e Encourage their clients to register for the program
- f Post their own employment and volunteer opportunities with the registry

### ***Potential Partners***

- BC Association for Community Living
- BC Centre for Ability
- Peace Arch Community Services (Volunteer the Peninsula)
- Surrey Association for Community Living
- Surrey Community Services Society
- Surrey Employment Resource Centres
- SRS Vocational Services Society
- THEO BC
- BC Government
- Big corporations/businesses
- Employment agencies for people with disabilities
- Employment agencies in Surrey
- Continued support from Legacies

### ***Who else needs to be involved?***

- Parents, particularly new immigrants with children with disabilities

## **Strategy 4: Promote the Job/Volunteer Registry to Surrey businesses and non-profit organizations**

### ***Recommended Implementation Plan***

- a Appear as a delegation before the City of Surrey Council, requesting that they
  - i join the Ministry of Housing and Social Development's "10 by 10 Challenge" to increase employment for persons with disabilities in British Columbia by 10% by the year 2010.
  - ii Adopt an inclusive hiring policy
- b Establish a job experience program for people with disabilities at Surrey City Hall
- c Make presentations to Chambers, Board of Trade, Business Improvement Associations, etc. (self-advocates, success stories)
- d Develop Informational Brochures (Business case for hiring people with disabilities, where to go for supports, resources, referrals, etc)
- e Establish a recognition program (awards program) for inclusive businesses
- f Create incentives for innovative job creation
  - i Free employment support
  - ii Free publicity, public recognition
  - iii Access Provincial Equipment and Assistive Devices Program
- g Submit articles to local media to raise awareness, invite participation
- h Make the topic a 'Toastmasters' theme for their competitions
- i Hold "Job/Volunteer" fairs
- j Free volunteer listings in local print media

### ***Potential Partners***

- City of Surrey
- Peace Arch Community Services (Volunteer the Peninsula)
- Surrey Association for Community Living
- Surrey Community Services Society
- Surrey Employment Resource Centre
- THEO BC
- Employment agencies for people with disabilities
- Toastmasters members

### ***Who else needs to be involved?***

- Community Living BC Community Council
- Non profit 'Support' groups Arthritics, Post Polio, etc.
- Progressive Intercultural Community Services Society

## **Strategy 5: Hold workshops for business people and community organizations on employing people with disabilities**

### ***Recommended Implementation Plan***

- a Explore the existing workshops that are being delivered by various disability and employment organizations, select a provider<sup>7</sup>.
- b Explore funding opportunities to bring a workshop to Surrey (See Strategy 6)
- c Consider taking a "train the trainer" approach to develop local capacity
- d Secure funding, sponsorships, select date and venue
- e Potential date: June 2009 during Access Awareness Week
- f Invite people with disabilities to assist (therefore helping them to be involved)
- g Invitation list should include:
  - i agencies who serve people with disabilities
  - ii businesses (use existing networks like Chambers of Commerce)
  - iii non-profit organizations
  - iv faith communities
- h Publicize Workshop through local media

### ***Potential Partners***

- ASPECT
- BC Association for Community Living
- BC Centre for Ability
- Business Improvement Associations (Cloverdale and Whalley)
- Chambers of Commerce
- IAM Cares Society
- Peace Arch Community Services (Volunteer the Peninsula)
- Neil Squire Foundation
- OPTIONS: Services to Communities Society
- Semiahmoo Housing Society (Lifequest)
- Surrey Association for Community Living
- Surrey Board of Trade
- Surrey Community Services Society
- Surrey Employment Resource Centre
- Surrey Board of Trade
- THEO BC, Surrey
- Western Society for Children with Birth Disorders

### ***Who else needs to be involved?***

- Businesses and non-profit associations in Surrey
- business improvement associations, other business organizations
- Organizations serving people with disabilities
- Provincial governments

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<sup>7</sup> Program needs to cover a wide range of disabilities: developmental delays, mental health issues, etc.

## **Strategy 6: Access funding to implement the Strategies**

### ***Recommended Implementation Plan***

- a Make an inventory of suitable funding sources for each strategy
  - i Federal,
  - ii Provincial,
  - iii Civic,
  - iv Corporate,
  - v Foundations
  - vi Other
- b Ask other similar organizations doing similar things where they access funding (BC Association for Community Living)
- c Collect letters of support
- d Make applications for funding
  - i Vancouver Foundation Disability Supports for Employment Fund – submit letter of Inquiry by September 4, 2008, 4:30 p.m. and grant application by October 2nd, 2008 by 4:30 pm

### ***Potential Partners***

The Surrey Measuring Up Advisory Committee:

- Surrey Association for Community Living
- City of Surrey Parks, Recreation & Culture
- Cloverdale Chamber of Commerce
- Peace Arch Community Services
- Surrey NOW Newspaper
- Newton Advisory Group Society
- BC Association for Community Living
- Rick Hansen Foundation
- Surrey School District
- Surrey Tourism & Convention Association
- Community members

### ***Who else needs to be involved?***

- Provincial Equipment and Assistive Devices Committee

## **Community Participation/Leisure**

### **Strategy 7: Establish a community advisory committee on access and inclusion**

#### ***Recommended Implementation Strategy***

- a Surrey Measuring Up Advisory Committee to approach City of Surrey Council recommending municipal staff support be made available to the advisory committee.
- b Develop terms of reference
- c Solicit nominations (following the same process as other civic committees)
- d Make appointments to committee

#### ***Potential Partners***

- Surrey Association for Community Living
- City of Surrey Arts Centre
- City of Surrey Museum
- City of Surrey Public Library
- City of Surrey Parks, Recreation & Culture
- Cloverdale Chamber of Commerce
- Newton Advisory Group Society
- Peace Arch Community Services
- BC Association for Community Living
- Rick Hansen Foundation
- Surrey Association for Community Living
- Surrey Community Resources Society – Services To Access Resources and Recreation (STARR)
- Surrey School District
- Surrey Tourism & Convention Association
- Sports, recreation and cultural organizations in Surrey (private and non-profit)
- Tong Louie Surrey Family YMCA
- Community members
- Disability organizations

#### ***Who else needs to be involved?***

(no one identified)

### **Strategy 8: Work with disability organizations, recreational groups, sports organizations and arts and cultural organizations (including**

## **visual and performing arts) to identify and address accessibility and inclusion issues**

### ***Recommended Implementation Strategy***

- a Solicit public feedback into barriers to full access to recreational, sport and cultural programs in the Community of Surrey
- b Conduct accessibility audits of existing facilities and programs
- c Make recommendations for accessibility improvements
- d Raise Awareness Campaigns
- e Service Club Champions

### ***Potential Partners***

Same as Strategy 7.

### ***Who else needs to be involved?***

- Sports, Recreation and Cultural groups
- Trade and professional associations
- Faith Community
- Unions
- Service clubs
- service organizations that provide recreation for people with disabilities
- Other organizations providing recreation programs

## **Strategy 9: Provide community-based training for staff of sports, recreation, leisure and arts organizations on meeting needs of people with disabilities**

### ***Recommended Implementation Strategy***

- a Explore existing training programs and select provider
- b Consider a “train the trainer” approach to develop capacity in the community
- c Train local people with disabilities in the community to deliver the training
- d Seek funding for training (Strategy 6)
- e When City of Surrey is offering training for paid staff – have some seats for non-profits and volunteers
- f Roving trainers to hold in-service training with organizations at their facilities

### ***Potential Partners***

- BC Association for Community Living
- BC Coalition of People with Disabilities
- City of Surrey Parks, Recreation and Culture
- Rick Hansen Foundation
- Surrey Association for Community Living

### ***Who else needs to be involved?***

- people with disabilities
- Administration
- Front line workers
- City planners
- Hospital and Rehabilitation services
- Service providers
- Business owners and operators

**Strategy 10: Address physical access barriers and transportation barriers to accessing recreation programs, parks, cultural facilities etc.**

### ***Recommended Implementation Strategy***

- a Solicit public input on accessibility challenges (See Strategy8)
- b Undertake accessibility audits of existing facilities
  - i Have facilities assessed by an experienced consultant with a disability to ensure the design is truly accessible
- c Purchase specialized recreation equipment as required
- d Next time a pool is constructed or renovated, build in “ramp” for easy access
- e Provide some large designated parking stalls at far end of parking lot for people with vans/wheelchairs/scooters
- f Ticket and tow violators misusing designated parking stalls
- g Evaluate transportation challenges and develop strategies to address these challenges
- h Conduct Student-centred accessibility audits in their own schools using “specialized” equipment provided by disability organizations
  - i Submit report to School District on “accessibility of facility” from a youth’s perspective

### ***Potential Partners***

- Surrey Association for Community Living
- City of Surrey Parks, Recreation & Culture
- HandiDart
- Peace Arch Community Services

- Rick Hansen Foundation
- Surrey School District 36
- Translink
- Sports, recreation and cultural organizations in Surrey (private and non-profit)
- Community members
- Disability organizations

***Who else needs to be involved?***

(no one identified)

**Strategy 11: Increase the number of “Have a Go” days at recreation facilities (low entrance fees one evening a week).**

***Recommended Implementation Plan***

- Select a traditionally “low attendance” day of the week; recommend to Council that this day be designated as “Have a Go” day, where all residents can attend drop in programs at recreation centres for a low fee.
  - Include drop-in programs targeted to young adults
- Encourage non-city-owned recreation facilities and programs to provide “Have a Go” Days once a month; work together with these organizations to publicize these events

***Potential Partners***

- City of Surrey Parks, Recreation & Culture
- Surrey Measuring Up Advisory Committee
- Community Access and Inclusion Advisory Committee (See Strategy 7)

***Who else needs to be involved?***

- City of Surrey Parks & Community Services Committee

**Strategy 12: Continue to provide low or no fees for people with disabilities**

***Recommended Implementation Plan***

- Community Access and Inclusion Advisory Committee (Strategy 7) to review City of Surrey Financial Access Program and consider possible improvements
  - Individual eligibility for access program not just family when under 19 years of age
- Request that Surrey City Council consider offering spaces in undersubscribed recreation programs to low income residents for free or at a reduced price
- Encourage other providers of recreation and cultural programs to do the same



- d Offer spaces in programs with vacancies to people with disabilities from a waitlist.
- e Provide free or low cost day programs for young adults with disabilities
- f Encourage non-city-owned providers to adopt policy to provide free entrance to programs for caregiver accompanying person with a disability (e.g. in theatres, fitness clubs, etc.)

### ***Potential Partners***

- City of Surrey Parks, Recreation & Culture
- Surrey Access and Inclusion Advisory Committee (See Strategy 7)
- City of Surrey Parks & Community Services Committee
- Other providers of recreation and cultural programs in the community of Surrey

### ***Who else needs to be involved?***

- Federal, provincial and municipal governments
- People with disabilities
- Organizations serving people with disabilities
- Therapeutic Volunteer Program

## **Strategy 13: Expand recreational buddies program (volunteers to assist people with disabilities) beyond Parks, Recreation & Culture programs**

### ***Recommended Implementation Plan***

- a Encourage recreation and culture program providers to introduce their own “buddies” program in collaboration with City of Surrey Parks, Recreation & Culture and organizations serving people with disabilities
- b Encourage organizations providing services for people with disabilities to introduce volunteer peer support programs
- c Educate staff and volunteers of recreation and cultural organizations about disability issues and how to adapt programs
  - i physical disabilities
  - ii mental health
  - iii developmental delays
  - iv etc.
- d Create new small-group and individualized mentoring programs
- e Recruiting campaign for volunteers including peers
  - i Publicize program through local media, City of Surrey web pages, recreation guide and other City publications.
- f Supported specialized training for those involved with supporting people with disabilities who wish to volunteer

- g Look for sources of Direct funding for Applied Behavior Analysis (ABA) support for people with autism<sup>8</sup> in home based ABA programs, so these children and adults can access parks or recreation programs and apprenticeship programs without compromising their ABA support

### ***Potential Partners***

- City of Surrey Parks, Recreation & Culture
- Surrey Access and Inclusion Advisory Committee (See Strategy 7)
- Other providers of recreation and cultural programs in the community of Surrey
- Organizations serving people with disabilities

### ***Who else needs to be involved?***

(no one identified)

## **Strategy 14: Promote awareness of support programs already in place, including role of staff at Parks, Recreation & Culture in supporting people with disabilities**

### ***Recommended Implementation Plan***

- a Look for opportunities to raise awareness about the programs that exist, including:
  - i Series of articles in local print media (eg. during Access Awareness Week (first week of June).
  - ii Produce special brochures and pamphlets, widely distributed
  - iii Articles on City Web pages and in City publications

### ***Potential Partners***

City of Surrey Parks, Recreation and Culture

City of Surrey Parks & Community Services Committee

Community Access and Inclusion Advisory Committee (See Strategy 7)

Surrey Measuring Up Advisory Committee

### ***Who else needs to be involved?***

- Community
- Newspaper companies
- Radio stations
- TV

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<sup>8</sup> Children with autism are not able to attend day camps unless parents can pay for one-on-one support. It takes 2 months to train someone in ABA for a specific child, so providing volunteer support does not work well.

## **VI. Conclusion**

The Surrey Measuring Up: Accessibility & Inclusiveness Plan was Committee has completed its assessment of the level of accessibility and inclusion in the City of Surrey relating to volunteering, employment and recreation. Through two community dialogues, they gathered public input on the barriers to full accessibility and inclusion faced by people with disabilities, set priorities, and identified a set of actions to address these barriers.

It is now time for the community of Surrey to work together to decide where to begin on implementing these actions. It was clear that agencies who are serving people with disabilities can benefit from coordinating their efforts, sharing best practices, and raising general public awareness about the services that are available in the community of Surrey. It is recommended that the City of Surrey support the formation of an ongoing advisory committee to support the community partners to implement the strategies that have been identified.