

- 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
- Implements strategies for making the City of Surrey a model community for accessibility and inclusiveness.

DISCUSSION

Measuring Up is a network of community leaders that have a commitment to increasing accessibility, employment, recreation, literacy and volunteerism for people with a disability. The Measuring Up Committee intends to act as a resource to community and business groups in Surrey that have a desire to be more inclusive and accessible. A list of the current members of the Committee is contained in Appendix "II".

With the support and guidance of the Measuring Up Committee, many improvements to accessibility in Surrey have been implemented over the last six years including an increase in the following programs and services:

- Adapted programs;
- Inclusive and accessible recreation opportunities;
- Employment and volunteer opportunities for individuals with disabilities, and
- Accessibility of the built environment with a particular focus on public buildings.

Completed Actions 2015-2016

The following is a brief synopsis of the Committee's accomplishments since 2015:

- Hosted the 2nd Annual "Hiring People with Disabilities" - Innovative Labour Solutions Awards event on October 1, 2015;
- Presented to the Accessibility Secretariats of BC about the City of Surrey's Accessibility Plan and Measuring Up in February 2016;
- Started the process to include accessibility in the City of Surrey's Sustainability Charter and the Official Community Plan;
- Began working with the Surrey's Web Team to upgrade the City of Surrey's social media marketing and web accessibility;
- Created an "Inclusive Communities" video in April 2016 that highlights Surrey's Adaptive Programs; and
- Invited new members to join the Committee, ensuring a wide range of abilities are being represented.

Future Action Plan (2016-2019)

The following is a brief synopsis of Committee priorities for the next 3 years. The Action Plan is attached for reference as Appendix “III”:

- Host 3rd annual “Inclusive Employer Awards” (formally the Innovative Labour Solutions Awards) at the Surrey Arts Centre on September 29, 2016;
- Secure a position on the Minister’s Council on Employment & Accessibility;
- Work with the Rick Hansen Foundation on their accessibility certification program and contribute to its pilot;
- Develop a Committee to lead the project on Accessibility Design Standards;
- Host an annual “Speaker Series” event every two years featuring persons with disabilities;
- Develop and implement an education plan for vulnerable populations on emergency preparedness;
- Continue to support City staff to enhance accessibility within recreational facilities and other public municipal buildings, and
- Educate community organizations and businesses on the importance of inclusive hiring strategies and practices.

SUSTAINABILITY CONSIDERATIONS

Prioritizing the above strategies as part of the Measuring Up Action Plan will assist in achieving the following Socio-Cultural Pillar action items in the City’s Sustainability Charter:

SC7: Participation in Leisure Programs

- Increasing opportunities for access to leisure for persons with a disability, and
- Developing and updating guidelines for program accessibility.

SC12: Adapting to Demographic Change

- Promoting Universal Adaptable Design, which involves consideration of the needs of people of all ages and abilities when designing public buildings and amenities in the public realm.

SC:13 Create a Fully Accessible City of Surrey

- Systematically reducing barriers to mobility, including visual and perceptual barriers, through initiatives such as “Measuring Up”, and
- Promoting accessibility in building codes and other mechanisms for achieving accessible buildings.

CONCLUSION

Based on the above discussion, it is recommended that Council receive this report as information. The Measuring Up Committee continues to educate, raise awareness, and identify and address gaps in relation to accessibility and inclusion in the City of Surrey. The Committee will continue to establish and strengthen interdisciplinary community agency relationships and partnerships. The progress toward implementing the strategies in the Measuring Up Plan to date is substantial and City of Surrey staff remain committed to offering fully inclusive and accessible environments and opportunities for all residents of Surrey.

Laurie Cavan
General Manager
Parks, Recreation and Culture

Appendix "I" Measuring Up Strategic Plan 2016 – 2019
Appendix "II" Measuring Up Committee Member
Appendix "III" Measuring Up – Strategic Plan 2016-2019 Action Plan

MEASURING UP STRATEGIC PLAN 2016 - 2019

PREPARED FOR:

The City of Surrey

This document was prepared in March 2016 and was a refresh of the existing Measuring Up Strategic Plan. It intends to guide the vision and actions of the committee moving forward to 2019.

ACKNOWLEDGMENTS

Community based initiatives, like Measuring Up require countless hours of dedication, coordination and a vision for the future that embraces diverse people and a continuum of abilities. Without the effort of the committee members the completion of the planning process and the work beyond it would not be possible.

Thank you to the members of Measuring Up for their leadership and input into the plan:

Measuring Up Committee Team:

Stan Leyenhorst	Rick Hansen Foundation
Kim Rose	Kwantlen Polytechnic University
Coreen Windbiel	Surrey Association for Community Living
Kimberly Ranger Wood	Greater Vancouver Association of the Deaf (GVAD) and Director at the BC Cultural Society for the Deaf
Tariq Mehboob	Community Living BC
Pete Hohmann	City of Surrey – Community and Recreation Services, Guildford Recreation Centre
Ron Bergen	CNIB and Translink Accessibility Committee Member
Glenda Watson-Hyatt	Communication Disabilities Access Now/Speaker
Janice Huber	AVIA Employment Services
Anu Pala	Career Coach and Inspirational Speaker
Nate Toevs	Neil Squire Solutions
Marco Pasqua	City of Surrey – Community and Recreation Services, Healthy Communities
Ken Inaba	AVIA Employment Services
Tara Roberts	City of Surrey – Parks, Recreation and Culture
Kerri Christensen	City of Surrey – Community and Recreation Services, Healthy Communities

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History

In 2007, 2010 Legacies Now awarded grants to increase inclusion across the province of BC. The City of Surrey, in partnership with the Surrey Association for Community Living, was awarded \$25,000 under this funding initiative. In early 2008, the Surrey Association for Community Living and the Parks, Recreation and Culture Department formed a collaborative Measuring Up Committee to guide this process.

In 2009, Measuring Up with the assistance of SPARC BC developed an Accessibility and Inclusiveness Assessment for the Community of Surrey, and began work on 14 identified strategies to improve accessibility and inclusion in Surrey. In 2013, the group revisited the identified strategies to determine priorities for their future work together. They worked together to develop a strategic plan that guided their work until 2016. This strategic plan refreshes the existing plan and guides the Measuring Up work forward until 2019.

“Fairness is not giving everyone the same thing. Fairness is giving each person what they need to succeed...”

Unique Purpose of Measuring Up

Measuring Up is a network of community leaders that have a commitment to full inclusion and accessibility across the life span. The committee is recognized by Mayor and Council of the City of Surrey for the important work accomplished to date. The group offers a hub of resources and referrals to community members and business organizations that believe inclusion and accessibility is the way forward in Surrey.

The committee recently presented their work in Surrey to The Provincial Accessibility Secretariat and is being recognized for their important efforts. They desire community design that meets the needs of all people and imagine that the need for the committee will disappear as these needs are met by people living in the community of Surrey. Their desire is that inclusion and accessibility is “just the way things are done here”.

The Value of Measuring Up to Stakeholders

Measuring Up participants believe that all people should be treated with respect and dignity. The group embraces an all abilities perspective throughout the life span. The group sees themselves as role models who are critically reflective about their own practice and help others in the community to stretch their own values, attitudes and behaviours and aspire towards universal accessibility and inclusion (including embracing invisible or hidden disabilities). They wish to challenge all of us to find strength in our differences and embrace everyone across the community.

MEASURING UP STATEMENTS AND CORE VALUES

MISSION

Surrey: An accessible and inclusive community that welcomes and values all abilities

VISION

We promote inclusion and accessibility and provide a hub of services and resources.
We network, develop partnerships, and provide education and support across the community.

CORE VALUES

- Transparency
- Action oriented team
- Create impact
- Enrich lives
- Educate others
- Challenge and shift attitudes of others
- Listen for community needs
- Challenge assumptions
- Difference makers

MANDATE

Our mandate is to provide education and resources that lead to the implementation of practices that promote inclusion. We do this through active networking, partnership and prospect development and by recognizing community leaders in inclusion.

Strategic Outcomes

This next section identifies the results Measuring Up hopes to achieve between 2016 and 2019. Whenever a plan is developed it is subject to the changing tides of the community context, the people involved and the successors who join Measuring Up after this process completes. This document is most useful if it is viewed as a “living document” that changes according to this context and should be revisited regularly through manageable shorter term work plans.

2016 Measuring Up Committee

Stan Leyenhorst	Rick Hansen Foundation
Kim Rose	Kwantlen Polytechnic University
Coreen Windbiel	Surrey Association for Community Living
Kimberly Ranger Wood	Greater Vancouver Association of the Deaf & Director at the BC Cultural Society for the Deaf
Tariq Mehboob	Community Living BC
Pete Hohmann	City of Surrey – Community and Recreation Services, Guildford Recreation Centre
Ron Bergen	CNIB and Translink Accessibility Committee Member
Glenda Watson-Hyatt	Communication Disabilities Access Now/Speaker
Janice Huber	AVIA Employment Services
Anu Pala	Career Coach and Inspirational Speaker
Nate Toevs	Neil Squire Solutions
Marco Pasqua	City of Surrey – Parks, Recreation and Culture, Accessibility & Inclusion
Ken Inaba	AVIA Employment Services
Tara Roberts	City of Surrey – Parks, Recreation and Culture
Kerri Christensen	City of Surrey – Community and Recreation Services, Healthy Communities

Measuring Up – Strategic Plan 2016-2019 Action Plan

Areas of Focus for 2016	Actions	Timeline	Lead/Committee Members	Comments
1. Inclusive Government	1a) Secure a position on the Minister’s Council on Employment & Accessibility	December 2016	Lead - Tara Roberts	Connected with the Accessibility Secretariat to see if there is an opportunity for a MUP committee member to be a part of the Minister’s Council on Employment & Accessibility
	1b) Continue building ongoing relationship with the Accessibility Secretariat to inform them of the initiatives that are happening in Surrey Showcase and provide presentations on progress in Surrey.	2016-2019	Lead - Tara Roberts, Marco Pasqua	Tim Cottrell, Accessibility Secretariat Ministry of Social Development and Social Innovation Phone:250-356 8987 Cell: 250-507-2419 http://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/accessibility http://www2.gov.bc.ca/assets/gov/government/about-the-bc-government/accessible-bc/accessibility-2024/docs/accessibility2024-1-year-progress.pdf
	1c) Presentation of Accessibility Plan	February 2016	Lead - Tara Roberts, Marco Pasqua	Tara Roberts will be presenting to the Accessibility Secretariats about the City of Surrey’s Accessibility Plan and the Measuring Up
	1d) Monitor progress of Barrier Free and the Disability Act and support it if it carries forward in a way that aligns with our vision.	2016-2019	Lead - Marco	
2. Service Delivery	2a) Include accessibility in the City of Surrey’s Sustainability Charter and the Official Community Plan	Draft document completed in March 2016 Implementation 2016-2019	Lead - Tara Roberts, Coreen Windbiel, Marco Pasqua	http://www.surrey.ca/bylawsandcouncillibrary/CR_2015-R111.pdf Planning for the Future: Age-friendly and Disability-friendly Official Community Plans

	2b) Engage new community members/self-advocates on the Committee Complete a matrix of experiences to create greater awareness of areas of expertise	Committee is fully subscribed June 2016	Lead - Tara Roberts	Completed – Kimberly Ranger Wood, Pete Hohmann and Glenda Watson-Hyatt added to the committee
3. Accessible Internet	3a) Work with the Surrey's Web Team to upgrade the City of Surrey's social media and marketing	May 2015 – January 2016	Lead - Tara Roberts, Ron Bergen, Glenda Watson-Hyatt	
	3b) Implement focus groups for people with disabilities to test the accessibility of the City of Surrey website	December 2016	Lead - Tara Roberts, Marco Pasqua. Glenda Watson-Hyatt, Kim Ranger-Wood	
4. Accessible Built Environment	4) Continue to support Surrey staff to enhance accessibility within facilities and other public municipal buildings	2016-2019	Lead -Stan Leyenhorst, Marco Pasqua, Ron Bergen	
5. Employment	5a) Support the City of Surrey with their Inclusive Hiring Strategy	December 2016	Lead -Tara Roberts, Kim Rose, Ken Inaba, Janice Huber, Nate Toevs	
	5b) Host the Annual "Hiring People with Disabilities"- Innovative Labour Solutions Awards and consider broadening this to include other categories	September 2016 and annually thereafter	Lead - Janice Huber, Coreen Windbiel, Kim Rose, Ken Inaba, Tariq Mehboob, Nate Toevs	

	<p>5c) Prepare an annual events plan</p> <ul style="list-style-type: none"> ➤ Host an annual “Speaker Series” event every two years ➤ Employment Month event ➤ Youth Event ➤ Community Living Month 	<p>October 2016 and 2018 September 2016 and annually May 2016 and annually October 2016 and annually</p>	<p>Lead - Ken Inaba, Kim Rose, Janice Huber, Stan Leyenhorst, Nate Toevs</p>	
	<p>5d) Educate community organizations and businesses on the importance of inclusive hiring strategies and practices.</p>	<p>2016-2019</p>	<p>Lead - Janice Huber, Ken Inaba, Kim Rose, Coreen Windbiel</p>	
6. Inclusive Communities	<p>6a) Complete an annual reflection on the City of Surrey’s Accessibility and Inclusion Plan</p>	<p>September Annually 2016-2019</p>	<p>Kim Rose, Ken Inaba, Pete Hohmann</p>	
	<p>6b) Create Inclusive Community Video Part 1 – Adapted Programs Part 2 – Corporate Approach</p>	<p>May 2016</p>	<p>Lead - Marco Pasqua</p>	<p>Marco will be working with Ross MacDonald on a video of how the City of Surrey is helping to build inclusive communities with the various programs and initiatives we offer. It is to be featured at the 2016 BCRPA conference in May</p>
7. Emergency Preparedness	<p>7a) Include Functional Needs Framework into the City of Surrey’s Emergency Planning</p>	<p>December 2016</p>	<p>Lead - Tara Roberts, Ron Bergen, Marco Pasqua, Glenda Watson-Hyatt</p>	
	<p>7b) Develop training for the City’s ESS team on supporting individuals with disabilities</p>	<p>2016-2019</p>	<p>Lead - Tara Roberts, Ron Bergen, Marco Pasqua, Glenda Watson-Hyatt</p>	

	7c) Develop and implement an education plan for vulnerable populations on emergency preparedness	2016-2019	Lead - Tara Roberts, Glenda Watson-Hyatt Ron Bergen provide updates on Access Transit	
8. Consumer Experience	8a) PLANAT – complete new accessibility audits on City of Surrey facilities and upload data to website, plan for changes and develop recommendations	2016-2019	Lead -Stan Leyenhorst Tara Roberts, Marco Pasqua	Marco has taken the final reports that were provided by Stan and has separated the accessibility concerns to be addressed into short-term, mid-term and long-term goals to present to each facility manager
	8b) Provide sensitivity/inclusion/accessibility training to the communities and business across Surrey	2016-2019	Lead - Stan Leyenhorst, Marco Pasqua, Glenda Watson-Hyatt	
	8c) Develop and implement focus groups with community organizations. ➤ Develop and implement plans and goals to address identified needs and challenges relating to key focus areas	Implement bi-annual focus groups 2016-2019	Lead – Marco Pasqua, Ron Bergen, Kerri Christensen, Kim Rose	Connect with Spinal Cord Injury BC Coffee group, other groups to determine their barriers to participation (facilities, \$\$, equipment, support)