City of Richmond

Draft Richmond Accessibility Plan 2023–2033 Survey

Community Social Development
6911 No. 3 Road, Richmond, BC V6Y 2C1

The City of Richmond invites you to share feedback on the draft Richmond Accessibility Plan 2023–2033. The Plan will guide the advancement of accessibility in Richmond, in collaboration with the community, over the next 10 years. The Richmond Public Library has worked closely with the City to develop the plan and also intends to use it to guide their accessibility efforts.

The survey should only take 10-15 minutes to complete. This survey is voluntary and responses to individual surveys will not be associated with the person completing it. Input received will be considered as the City finalizes the Plan.

To submit your completed survey, visit any City of Richmond recreation facility, the Richmond Cultural Centre or Richmond City Hall by **Sunday, December 3, 2023.**

Directions

This survey is divided into three parts:

- Part 1: Strategic Pillars & Actions
- Part 2: General Feedback
- Part 3: Demographics (Optional)

Before you begin, please go to www.LetsTalkRichmond.ca/AccessibilityPlan2023 to review either the Draft Richmond Accessibility Plan (full document) or the Draft Strategic Pillars and Actions, which highlights key sections and provides a general overview of the Plan.

Part 1: Strategic Pillars & Actions

The Plan is organized around six pillars and 34 actions that guide the development of a more accessible, equitable and inclusive Richmond over the next 10 years. The six pillars are:

1. An Accessible Community
2. An Inclusive Organization
3. Accessibility in the Built Environment
4. Accessible Programs and Services
5. Accessible Communications and Technology
6. Research and Monitoring

Strategic Pillar 1 – An Accessible Community

A brief summary of the pillar and some of its related actions are provided below.

Strategic Pillar 1 focuses on addressing barriers that impact the Richmond community more broadly. Actions within this pillar aim to foster inclusivity, barrier-free participation and increased connections in the community so everyone can access the physical, economic, social and cultural aspects of the community.

This includes:

- Removing barriers to civic participation processes, including municipal elections, Richmond Public Library Board meetings and City Council meetings
- Implementing new initiatives that relate to stigma reduction and awareness campaigns
- Creating greater impact through information-sharing and ongoing collaboration with key partners, including people with disabilities, non-profit organizations, public and private sectors
- Advocating to senior levels of government for increased resources to meet emerging community needs

If you have not done so yet, please go to Strategic Pillar 1 to review all the recommended actions before completing this section.

I feel the following about Strategic Pillar 1 – An Accessible Community (please select one answer):

- ❑ I support it
- ❑ I do not support it
- ❑ I am not sure

I have the following comments about Strategic Pillar 1 and its related actions:

Strategic Pillar 2 – An Inclusive Organization

A brief summary of the pillar and some of its related actions are provided below.

Strategic Pillar 2 focuses on addressing barriers that are experienced within the organization. Actions within this pillar aim to create a more equitable, diverse and inclusive workforce, as well as strengthen the capacity of the organization to advance accessibility throughout City planning and service delivery.

This includes:

- Incorporating accessibility into the organization's corporate culture
- Reviewing City policies, practices and processes, such as customer service procedures and permit applications, with an accessibility lens
- Implementing an inclusive employment strategy
- Introducing a comprehensive training program to increase organizational awareness and capacity to identify, remove and prevent barriers

If you have not done so yet, please go to Strategic Pillar 2 to review all the recommended actions before completing this section.

I feel the following about Strategic Pillar 2 – An Inclusive Organization (please select one answer):

- ❑ I support it
- ❑ I do not support it
- ❑ I am not sure

I have the following comments about Strategic Pillar 2 and its related actions:

Strategic Pillar 3 – Accessibility in the Built Environment

A brief summary of the pillar and some of its related actions are provided below.

Strategic Pillar 3 focuses on addressing barriers in the built environment that are within the City's scope, including City-owned buildings, community facilities, libraries, parks, playgrounds, sidewalks, roads and pathways. Actions within this pillar aim to increase opportunities for participation, social connection and active living for all community members.

This includes:

- Incorporating accessibility improvements into planning for capital projects, facility upgrades and annual maintenance
- Expanding active transportation networks and enhancing inclusive mobility in Richmond
- Developing procedures to maintain access during temporary changes to the built environment
- Exploring ways to address challenges in the built environment during extreme weather incidents
- Continuing to update the City's Enhanced Accessibility Design Guidelines
- Reviewing City standards, plans and guidelines related to the built environment to promote more consistent approaches

If you have not done so yet, please go to Strategic Pillar 3 to review all the recommended actions before completing this section.

I feel the following about Strategic Pillar 3 – Accessibility in the Built Environment (please select one answer):

- ❑ I support it
- ❑ I do not support it
- ❑ I am not sure

I have the following comments about Strategic Pillar 3 and its related actions:

Strategic Pillar 4 – Accessible Programs and Services

A brief summary of the pillar and some of its related actions are provided below.

Strategic Pillar 4 focuses on addressing barriers to City and Library programs and services. Actions within this pillar aim to enhance participation and ensure program and service delivery remains responsive to the diverse needs and interests of people with disabilities in the community.

This includes:

- Evaluating current programs and services to identify opportunities to increase access and participation, including opportunities to collaborate with community organizations
- Developing new programs and services to meet emerging community needs
- Exploring new ways of strengthening awareness and streamlining access to available supports for programs and services
- Increasing inclusive volunteer opportunities
- Strengthening volunteer capacity to support people with disabilities

If you have not done so yet, please go to Strategic Pillar 4 to review all the recommended actions before completing this section.

I feel the following about Strategic Pillar 4 – Accessible Programs and Services (please select one answer):

- ❑ I support it
- ❑ I do not support it
- ❑ I am not sure

I have the following comments about Strategic Pillar 4 and its related actions:

Strategic Pillar 5 – Accessible Communications and Technology

A brief summary of the pillar and some of its related actions are provided below.

Strategic Pillar 5 focuses on addressing barriers to accessing information from the City. Actions within this pillar aim to ensure information is communicated in a variety of accessible formats, including digital and non-digital options, so that all members of the community have the chance to make well-informed decisions about the opportunities, programs and services available in Richmond.

This includes:

- Reviewing the City's Communications and Marketing standards with an accessibility lens to identify opportunities to increase information access
- Developing new standards to ensure emergency and time-sensitive information is communicated accessibly
- Continuing to identify and remove barriers on the City's and Library's websites and other technology platforms, like MyRichmond
- Developing tools and resources that work to increase staff capacity to advance accessible communication practices in a variety of formats

If you have not done so yet, please go to Strategic Pillar 5 to review all the recommended actions before completing this section.

I feel the following about Strategic Pillar 5 – Accessible Communications and Technology (please select one answer):

- ❑ I support it
- ❑ I do not support it
- ❑ I am not sure

I have the following comments about Strategic Pillar 5 and its related actions:

Strategic Pillar 6 – Research and Monitoring

A brief summary of the pillar and some of its related actions are provided below.

Strategic Pillar 6 focuses on staying up-to-date on the latest accessibility trends and standards in addition to regularly monitoring the Plan's implementation. Actions within this pillar aim to ensure the City continues to meet requirements of the Accessible British Columbia Act and that the Plan reflects the current community context and evolving needs of people with disabilities in Richmond.

This includes:

- Monitoring current and emerging accessibility standards, best practices and technologies to identify opportunities for implementation in Richmond
- Developing a community data profile to respond to emerging trends
- Incorporating actions into City Department Annual Work Plans and providing dedicated resources, including staff, to support implementation of the Plan
- Reporting out to City Council every two years on progress made in implementing the Plan
- Updating the Plan every three years based on feedback from the public, staff and Accessibility Advisory Committee
- Applying for grants relevant to implementing new accessibility initiatives

If you have not done so yet, please go to Strategic Pillar 6 to review all the recommended actions before completing this section.

I feel the following about Strategic Pillar 6 – Research and Monitoring (please select one answer):

- ❑ I support it
- ❑ I do not support it
- ❑ I am not sure

I have the following comments about Strategic Pillar 6 and its related actions:

Part 2: General Feedback

Please rank your agreement with the following statements:

Overall, the Plan aims to identify, remove and prevent barriers experienced by people with disabilities when interacting with the City and the Library.

- ❑ I believe the Plan will work to address this
- ❑ I do not believe the plan will work to address this
- ❑ I am not sure

Overall, the Plan aims to ensure Richmond is a place where people of all abilities, backgrounds and ages are able to fully participate in and contribute to all aspects of community life in the manner of their choosing.

- ❑ I believe the plan will work to address this
- ❑ I do not believe the plan will work to address this
- ❑ I am not sure

Overall, the Plan aims to foster a community that recognizes and values the contributions of people with disabilities and collaboratively works to promote accessibility across sectors.

- ❑ I believe the plan will work to address this
- ❑ I do not believe the plan will work to address this
- ❑ I am not sure

I have the following additional comments about the Plan and/or accessibility in Richmond:

Part 3: Demographics (Optional)

Please select one answer that best describes you:

- ❑ I identify as a person with a disability
- ❑ I am the parent/guardian or family member of a person with a disability
- ❑ I work with people with disabilities
- ❑ I am a Richmond resident interested in efforts to advance accessibility
- ❑ None of the above

If you identify as a person with a disability, how would you describe your disability/disabilities? Please select all that apply.

- ❑ Cognitive disability
- ❑ Developmental disability
- ❑ Learning disability
- ❑ Mental health-related disability
- ❑ Physical disability
- ❑ Sensory disability
- ❑ I prefer not to say
- ❑ Other (please specify): _____

My age is:

- ❑ 17 years or under
- ❑ 18–24 years
- ❑ 25–34 years
- ❑ 35–44 years
- ❑ 45–54 years
- ❑ 55–64 years
- ❑ 65–74 years
- ❑ 75–84 years
- ❑ 85+ years
- ❑ I prefer not to say

Please select all that apply:

- ❑ I live in Richmond
- ❑ I go to school in Richmond
- ❑ I use services or programs in Richmond
- ❑ I work in Richmond
- ❑ None of the above

The first three digits of my postal code is:_____

I heard about this public engagement opportunity via (please select all that apply):

- ❑ Email sent to me from LetsTalkRichmond.ca
- ❑ LetsTalkRichmond.ca website
- ❑ City of Richmond website
- ❑ Richmond Public Library website
- ❑ Digital transit shelter ads
- ❑ Facebook
- ❑ Twitter
- ❑ Instagram
- ❑ Pop-up event
- ❑ Email from a disability-serving community organization
- ❑ Other (please specify): _____

Thank you for completing the survey.

Note for front desk staff: please send all completed surveys to City Hall 7th Floor – Attn: Accessibility (via internal mail).