



MINUTES OF THE ACCESSIBILITY ADVISORY COMMITTEE

**HELD IN THE CKF BOARDROOM
LANGLEY CITY HALL
20399 Douglas Crescent**

**THURSDAY, NOVEMBER 16, 2023
AT 6:00 P.M.**

Present: Councillor Deaney Mack, Chair
Councillor Rosemary Wallace, Co-Chair
Zosia Ettenberg, Committee Member
Ron Bergen, Committee Member
Aman Sangha, Committee Member
Kirsten McKitterick, Committee Member
Kim Bucholtz, Inclusion Langley Representative
Elizabeth Keurvorst, Member at Large

Staff: Kim Hilton, Director, Recreation, Culture and
Community Services
Beckett Zeller, Manager, Human Resources
Michele Payne, Recreation Supervisor
Dawn Ponte, Committee Clerk

Regrets: Anthony Ormrod, Committee Member

The Chair began by acknowledging that the land on which we gather is the traditional unceded territory of the Katzie, Kwantlen, Matsqui and Semiahmoo First Nations.

1) **INTRODUCTION**

The Chair welcomed those in attendance and asked staff and members to introduce themselves.

2) **AGENDA**

It was MOVED and SECONDED

THAT the November 16, 2023 agenda be adopted as circulated.

CARRIED

3) **DISCUSSION**

a) Review of Committee procedures

The Director of Recreation, Culture and Community Services discussed the committee structure and Robert's Rules of Order which is a framework of parliamentary procedures that are followed during the meetings. She also noted that our meetings are

guided by the Community Charter and that the quorum for this committee is to have four members in attendance.

b) Committee Terms of Reference

The committee's role is to assist the City in identifying accessibility and inclusion barriers that City staff and community members experience, or may experience, in the course of interacting with the City in the following areas:

- Employment,
- Delivery of Service,
- The Built Environment,
- Information and Communications,
- Transportation, and
- Procurement;

The Membership composition was reviewed, and it was noted that there are several vacant positions that are not yet filled including a member representing seniors; two members at large, and a member representing the Indigenous community.

Mr. Bergen asked about youth representation and was advised that a youth could apply as a member at large.

ACTION: Ms. Keurvorst requested that Section 9 of the Accessible British Columbia Act be provided to members at the next meeting.

c) Accessibility Audit

A brainstorming session took place where members provided suggestions for the areas identified in the Terms of Reference for the committee's consideration as a work plan is developed.

Members provided the following suggestions:

Employment:

- Job posting language
- Communication Training
- Accommodations
- Value diversity
- Inclusive customer service training
- Diversity and inclusion training
- Design of furniture and desks in businesses
- Accessible job fairs and education
- Look at abilities and not disabilities

Delivery of Service:

- Speaking to the person first
- Mental health anxiety
- Human Dignity coalition

- Resource manual
- Playgrounds for a variety of ages and abilities
- Placemaking over public art
- Public art for all senses
- Art installations for all
- Neurodivergent built environments

Built Environment:

- Sidewalks need to be even
- All facilities/businesses need to be wheelchair accessible
- Gender neutral washrooms
- Vancouver will share their accessible parking space study
- Use local experience to guide design (actual users)
- Way-finding signage
- Public art proper placement
- Trip hazards
- Wider pathways in parks
- Traffic light timing
- Slip lanes are scary: they keep people from getting out
- Barrier free washrooms – consider the placement of soap and paper towel dispensers
- Accessible parking stall locations as parking may be needed
- Protect accessible parking spots and zones for HandyDart

- Curbs on parking spaces prevent ramps from being let down and used
- More access ramps for wheelchairs in parks
- Move telephone poles from middle of the sidewalk to the edge

Information and Communication

- Use simple language: avoid jargon and English-centric
- Use larger fonts on meeting agendas and name tags
- Use plain language
- People first; disability second i.e. person with a disability, not a disabled person. The document Words Matter is a good reference for this
- Having a real person answering phone calls
- Review and include the Truth and Reconciliation calls to action
- Telephone service/supports: speak slower and louder
- Support building a culture of kindness and empathy
- December 3 is International Day of Persons with Disabilities.

Transportation

- HandyDart challenges and safety

- Education for drivers on crosswalk etiquette
- As we move towards transit, lets move away from cars

d) Feedback mechanism as per Legislation

The Director of Recreation, Culture and Community Services reviewed the legislative requirement that requires the City to develop a process or mechanism for receiving comments from the public on the City's accessibility plan and/or barriers to individuals in or interacting with the City.

Members provided the following suggestions:

- Attend public events
- World café' forum
- Langley Seniors Resource Society – Monday morning talk show
- Human library at a school
- FVRL
- DLBA and Chamber of Commerce
- Service Clubs i.e., Rotary
- Provide campaign cards and stories at events to open dialogue and make people more comfortable
- Consider Neurodiversity and mental health in our programming, communications and built environments

- Use of language and labels

ACTION: The Chair requested that staff research inviting a speaker to attend a future meeting to discuss the importance of words

e) Meeting dates and times

The committee discussed future meeting dates and times. It was agreed that tentatively, future meetings will be held on the 1st Thursday of the month from 4:30pm-6:30pm.

4) **ROUNDTABLE**

National AccessAbility Week is May 26 to June 1, 2024.

Langley Pos-Abilities Society is hoping to launch their new app in the Fall. The app is a map whose purpose is to provide accessibility information about public buildings for anyone who might have challenges such as mobility issues, hearing loss, blindness or other conditions that may require assistive devices. Langley Pos-Abilities has several videos available on YouTube for information. “Accessible or Not” is a

video on how parking makes a difference for people with disabilities.

International Day of Persons with Disabilities is celebrated on December 3rd around the world. This day aims to promote the rights and well-being of persons with disabilities and draws attention to the benefits of an inclusive and accessible society for all.

It was MOVED AND SECONDED

THAT the Accessibility Advisory Committee recommend that City Council forward a press release to the Langley Advance Times and the Friday Brief promoting December 3rd as the International Day of Persons with Disabilities.

CARRIED

It was MOVED AND SECONDED

THAT the meeting adjourn at 7:38pm.

CARRIED

CHAIR

Certified Correct:

mlp

RECREATION SUPERVISOR