

## Accessibility Committee Agenda

Date: Thursday, July 10, 2025  
 Time: 6:30 pm - 8:30 pm  
 Location: Electronic Zoom Meeting

### Pages

1. **CALL TO ORDER** 6:30 PM
2. **AGENDA**
  - 2.1 **Review of the Agenda**
  - 2.2 **Approval of the Agenda**
3. **ADMINISTRATIVE COORDINATION**
  - 3.1 **Draft Minutes of Previous Meetings**
    - 3.1.1 **Draft Minutes of Previous Meetings** 3 - 5

Accessibility Committee minutes of January 16, 2025

For review and approval.

There are no minutes of the scheduled April 15, 2025 meeting as the meeting was not convened due to lack of quorum.
  - 3.2 **Follow-Up Action List**
4. **BUSINESS**
  - 4.1 **Trust Council resolution of March 13, 2025 in regards to accessibility**

that Trust Council recommend that local trust committees consider how to respond to concerns raised about accessibility of meetings by members of the public, especially in terms of time of day, and day of the week, of meetings and other engagement opportunities.
  - 4.2 **Local Community Accessibility Grants - Discussion**
    - 4.2.1 **LCAG Program Overview** 6 - 8
    - 4.2.2 **LCAG Application Form** 9 - 14
  - 4.3 **Budget Request for 2026 - Funding to hire a consultant to complete an accessibility plan - Discussion**
  - 4.4 **Trust Council Accessibility Plan 2025-2028 Draft Policy - Discussion** 15 - 19

**5. NEXT MEETING**

Tuesday, October 7, 6:30 p.m. to 8:30 p.m.

**6. ADJOURNMENT**

8:30 PM



## **Accessibility Committee Minutes of a Regular Meeting**

**Date:** January 16, 2025  
**Location:** Electronic Meeting

**Members Present:** Lisa Gauvreau, Local Trustee, Galiano  
Marjorie Gang  
Lisa Nissinen

**Member Regrets:** Theresa Burley  
Sidra Treall

**Staff Present:** David Marlor, Director, Legislative and Information Services  
Robert Barlow, Legislative Services Clerk/Recorder

### **1. CALL TO ORDER**

Director Marlor called the meeting to order at 6:33 p.m. at which time quorum was not achieved as only two members of the Committee were present: Trustee Gauvreau and Lisa Nissinen. Director Marlor indicated that the meeting would continue but that no decisions or directions from the Committee could be made unless quorum is achieved.

Trustee Gauvreau acknowledged that attendees of the meeting were in locations across the ancestral and unceded territories of many indigenous communities whose connection to these lands spans many generations.

Director Marlor stated that an Accessibility Committee is required of local government, including Islands Trust, by British Columbia legislation (*Accessible British Columbia Act*). The purpose of the Committee is to assist Islands Trust to identify, remove and prevent barriers to individuals in or interacting with the organization. Furthermore, Islands Trust must develop an accessibility plan in that regard and must review and update that accessibility plan at least once every three years.

### **2. AGENDA**

#### **2.1 Review of Agenda**

No changes to the agenda were presented for consideration.

As quorum had not been achieved, agenda item 3.1, Draft Minutes of Previous Meeting, was not addressed.

### **4. BUSINESS**

#### **4.1 Accessibility Committee Terms of Reference**

Director Marlor reviewed the Terms of Reference and the advisory role of the Accessibility Committee.

#### **4.2 Other Local Government Accessibility Plans**

Director Marlor provided a general review of the Plans provided in the agenda, indicating that they can be used as a model for format, content and public engagement of an Islands Trust Accessibility Plan. Committee discussion included:

- accessibility and inclusion are not the same concept; inclusion may be the aim and accessibility can support that aim
- accessibility could be about inclusion for all sectors of the population, rather than narrowly about barriers for people with disabilities
- disabilities are not necessarily barriers
- removing or preventing barriers isn't necessarily the only means to support inclusion
- accessibility and inclusion could be a lens for planners to consider when working with communities on their Official Community Plans and Land Use Bylaws

#### **4.3 Federal Grant for a Workplace Disability Management Assessment - Briefing**

Director Marlor introduced the Briefing, indicating that a new Federal Grant (only available in BC) is designed for a free workplace disability management assessment, which helps organizations improve disability management services, reduce costs related to injury and sickness, enrich or fulfill accessibility plans, and meet accessibility legislation requirements.

Marjorie Gang joined the meeting at 7:10 p.m. This resulted in the Committee meeting quorum.

Committee discussion continued:

- the accessibility of the documents that Islands Trust generates is impacted by the volume of material, reading level of the text, and use of jargon
- committee members were encouraged to bring forward any particular accessibility plan, or components of a plan, that they would like the Committee to consider
- Director Marlor indicated that a draft outline of an Islands Trust Accessibility Plan would be presented at the next Committee meeting for the Committee to review and that Islands Trust would apply to the federal grant.

The Committee then addressed agenda item 3.1.1

### **3. ADMINISTRATIVE COORDINATION**

#### **3.1 Draft Minutes of Previous Meeting**

##### **3.1.1 Accessibility Committee Regular Meeting draft minutes of November 7, 2024**

**By general consent** the Committee approved the minutes as presented.

**5. NEXT MEETING**

**5.1 Meeting Schedule for 2025/2026 – Request For Decision**

Director Marlor introduced the Request For Decision, indicating that the proposed dates would support the Committee to provide material to the Islands Trust Council if required or desired. Lisa Nissinen indicated that she would not be available on April 15, 2025.

**AC-2025-01**

**It was MOVED and SECONDED,**  
that Accessibility Committee adopt the proposed meeting dates of April 15, July 10, and October 7 in 2025, and January 15, 2026, for the 2025/26 fiscal year.

**CARRIED**

**AC-2025-02**

**It was MOVED and SECONDED,**  
that Accessibility Committee schedule all 2025/2026 meeting dates as electronic meetings.

**CARRIED**

**AC-2025-03**

**It was MOVED and SECONDED,**  
that Accessibility Committee schedule all 2025/2026 meeting dates from 6:30 – 8:30 p.m.

**CARRIED**

**6. ADJOURNMENT**

**By general consent** the meeting adjourned at 7:24 p.m.

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David Marlor, Director, Legislative and Information Services

Certified Correct:

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Robert Barlow, Legislative Services Clerk/Recorder

**Minutes are not official until adopted at a subsequent meeting.**

# Local Community Accessibility Grants

## About this initiative

Under the *Accessible BC Act*, local governments are required to develop a feedback mechanism, Accessibility Committee and Accessibility Plan.

This initiative provides one-time funding for local governments, of up to \$25,000, to support the implementation of projects or priorities identified in their Accessibility Plan or in partnership with their Accessibility Committee.

## Who can apply?

All local and regional governments in British Columbia can apply provided you meet the conditions of Part 3 of the Accessible B.C. Act.

## Funding Streams

Eligible organizations can apply for funding **up to \$25,000** and may select one of the following streams:

| Stream 1—Local Government led projects                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Stream 2—Capacity Building and Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>This funding stream is designed to provide support for local governments who have a clear project in mind that they would like to implement.</p> <p>Under this stream are projects and initiatives designed to identify barriers and improve the overall level of accessibility and inclusion related to:</p> <ul style="list-style-type: none"> <li>• <b>The Built Environment:</b> This could include projects designed to improve the overall physical accessibility of existing spaces and places to better meet the needs of the community.</li> <li>• <b>Education and Awareness:</b> This could include using information and education as a tool to build a deeper awareness and understanding of the disability needs in your community.</li> <li>• <b>Policy and Programs:</b> This could include developing local policies, bylaws, guidelines, or other materials designed to promote and support greater accessibility and inclusion across different policies and programs.</li> <li>• <b>Modelling Inclusive Practices:</b> This could include undertaking a review of current practices and programs to explore ways to identify and remove potential barriers to participation.</li> <li>• <b>Communication and Engagement:</b> This could include exploring ways to strengthen current communication and engagement practices to meet a broader range of needs and to promote and support a deeper sense of belonging and inclusion.</li> <li>• <b>The Use of Technology:</b> This could include exploring ways to support more active participation and engagement of persons with disabilities in all aspects of community life (economic, social, cultural and recreational) through the use of assistive devices and technology.</li> </ul> | <p>This funding stream is designed to assist local governments who are unsure about where to start in terms of implementing a project.</p> <p>Under this stream, SPARC BC will assist in the development and delivery of a capacity building workshop to be delivered in person or held over zoom with a focus on supporting your community in advancing shared accessibility goals.</p> <p><b>Supports Available:</b> For those choosing this stream, SPARC BC will assist in the design and delivery of a workshop that will include the development of tools, resources, or other materials.</p> <p><b>Identifying a Specific Project Priority Area:</b> Each of the workshops will be customized to meet the specific needs/ interest of your community and could include the design and delivery of workshops related to:</p> <ul style="list-style-type: none"> <li>– The Built Environment</li> <li>– Education and Awareness</li> <li>– Policy and Program Design</li> <li>– Modelling Inclusive Practices</li> <li>– Communication and Engagement</li> <li>– The Use of Technology</li> </ul> <p><b>Moving To Implementation:</b> Once a project has been identified, SPARC BC will work with the community to assist with the preparation of the grant application form as well as help to provide relevant contact information, materials, and other resources.</p> |

## Examples of Projects that You Might Want to Consider:

| The Built Environment                                                                                                                                                                                                                  |                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>– Designing or building ramps</li> <li>– Adding elevators or lifts</li> <li>– Making washrooms and other facilities more accessible</li> </ul>                                                  | <ul style="list-style-type: none"> <li>– Making entrances more accessible including adding automatic door-openers)</li> <li>– Adding audio signals, tactile strips, hearing loops and other features</li> </ul>   |
| Education and Awareness                                                                                                                                                                                                                |                                                                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>– Participating in anti-bias training to develop knowledge of conscious and subconscious bias</li> </ul>                                                                                        | <ul style="list-style-type: none"> <li>– Training workplaces in service delivery to enable employees to meet a broader range of needs</li> </ul>                                                                  |
| Policies and Programs                                                                                                                                                                                                                  |                                                                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>– Development of local policies (parking, housing, building standards, bylaws)</li> <li>– Funding for legal and consulting advice</li> </ul>                                                    | <ul style="list-style-type: none"> <li>– Development and implementation of local recreation or other types of programs</li> </ul>                                                                                 |
| Modelling Inclusive Practices                                                                                                                                                                                                          |                                                                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>– Training to review and amend interview processes</li> <li>– Including ASL interpreting for events</li> </ul>                                                                                  | <ul style="list-style-type: none"> <li>– Accessibility audit of workflow</li> <li>– Remuneration for Accessibility Advisory Committee etc.</li> </ul>                                                             |
| Communication and Engagement                                                                                                                                                                                                           |                                                                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>– Creating job task checklists in pictorial form</li> <li>– Creating wayfinding signage in braille</li> <li>– Creating an ASL version of information, training materials or policies</li> </ul> | <ul style="list-style-type: none"> <li>– Application forms accessible to screen readers</li> <li>– Reprinting hardcopies of material in large font</li> <li>– Update web pages for accessibility, etc.</li> </ul> |
| The Use of Technology                                                                                                                                                                                                                  |                                                                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>– Purchasing software that enables production of accessible documents</li> <li>– Flashing fire alarms for deaf employees</li> <li>– Specialized headsets</li> </ul>                             | <ul style="list-style-type: none"> <li>– A tablet for communication</li> <li>– Laptops for remote working</li> <li>– Buying specialized tools for workplaces</li> </ul>                                           |

## Funding

- All projects must be completed by the end of the grant program, which ends on March 31, 2026.
- Successful applicants will be required to submit a final report to SPARC BC by March 31, 2026.
- For projects \$10,000 or less funding will be disbursed in 1 transaction of 100%. Grants above \$10,000 will be dispersed in 2 transactions—80% upon return of the Terms & Conditions document and 20% upon receipt of Final Report.

### **Council and Accessibility Support**

The project that is to be funded through this grant program, must be part of your local Accessibility Plan and must have the support of the local Council and Accessibility Committee. Please supply a letter of support from your Accessibility Committee. Council support can be shown in the form of a formal council or Board resolution, or in the form of a letter of support from the CAO for the local/regional government.

#### **How to Apply**

Proposals must be completed using the Local Community Accessibility Grant Program Application Form which you can find on SPARC BC's website.

The Province has allocated five million dollars to support local communities and regions. Applications will be received and approved on a rolling basis and are open from June 5th 2023.

Please ensure to provide a current e-mail address as ALL correspondence and documentation will be forwarded via this e-mail address.

Applications will be reviewed by SPARC BC and representatives from the Accessibility Directorate at the Ministry of Social Development and Poverty Reduction. All applicants will be notified about the status of their application within three weeks of their submission to [accessibility@sparc.bc.ca](mailto:accessibility@sparc.bc.ca).

### **Compliance Questions**

For questions related to compliance with the Accessible B.C. Regulation please contact:  
[engageaccessibility@gov.bc.ca](mailto:engageaccessibility@gov.bc.ca)

Thank you for your interest in the Local Community Accessibility Grants Program. If you have questions, please contact:

#### **Louise O'Shea**

Chief Operational Officer , SPARC BC

Phone: 604-718-7748

E: [accessibility@sparc.bc.ca](mailto:accessibility@sparc.bc.ca)

# Local Community Accessibility Grant

## About this initiative

To provide local governments with up to \$25,000 in funding to remove barriers for persons with disabilities by implementing one of the initiatives identified in their Accessibility Plan, or by their Accessibility Committee. It could also be an initiative that the community would like to implement based on feedback received from service users based on their feedback mechanism.

## Eligible Applicants

All municipalities and regional districts in British Columbia are eligible to apply for this funding.

1. Each municipality or regional district is eligible to submit an application
2. Priority will be given to local governments that are fully compliant with Part 3 of the *Accessible B.C. Act*.

## Nature of the Funding

Each local government is eligible for up to \$25,000 and may select one of the following streams:

### Stream 1—Local Government led projects – new

This stream is designed for local governments that already have a project that will advance accessibility or build the local-level capacity when responding to local accessibility needs or priorities.

### Stream 2—Capacity support – existing/expanding

This stream is designed for local governments that may be unsure of where to start, and will focus on working together with others to build a deeper sense of existing and emerging accessibility needs or priorities.

Local governments in this stream will work with SPARC BC to define their needs and select a specific area of focus (built environment, attitudes, practices, policies, information and communication or technology). The funding will then be used to implement the specific projects or initiatives identified.

- ☐ Stream 1—Local Government led projects – new
- ☐ Stream 2—Capacity support – existing/expanding

**Please provide a short overview of your proposed initiative or area of focus:**

## About your Project

The funding is available to support projects of varying sizes, types and complexity including projects, both new and existing, designed to:

- Remove physical barriers in the built environment
- Understand and address attitudes, practices, and policies
- Enhance information, communication, and technology

**Please describe the needs or types of barriers that your initiative will address:**

**Which specific needs or disability groups will be served through your initiative?**

**What geographic area does your initiative cover?**

**What is the type of knowledge or insight that you hope to gain?**

## Types of Activities Covered

What types of activities will be delivered through your initiative?

- Ramps, elevators, lifts, accessible washrooms, power door operators, accessible doors, audio signals and loops and lighting/color contrasting for visually impaired etc. (The completed infrastructure must be open for public use)
- Anti-bias training, service delivery training
- Training or supports needed to promote safer economic inclusion, interview processes, ASL interpretation and supports for events, Accessibility Audits of workflow, remuneration for Accessibility Advisory Committee reviewing and members.
- Funding for legal and consulting advice as well as internal staff resources.
- Funding to strengthen communication designed to allow for greater inclusion
- Job task checklists in pictorial form, wayfinding signage, ASL version of policies, application forms accessible to screen readers, reprinting hardcopies of material in large font, Braille versions of documents, accessibility enhancement to the website.
- Purchasing software that enables the production of accessible documents, specialized equipment and productivity tools (headsets, tablets, laptop screenreaders).
- Other ideas as identified through your Accessibility Committee.

Funding Amounts

Funding will be dispersed in the following methods, all successful applicants must have all project completed by end of the grant programme and are required to submit a final report to SPARC BC by 31<sup>st</sup> March 2026.

- 1. For projects \$10,000 or less funding will be disbursed in 1 transaction of 100%.
- 2. Grants above \$10,000 will be dispersed in 2 transactions—80% upon return of the Terms & Conditions document and 20% upon receipt of Final Report

ADMINISTRATIVE DETAILS: KEY STRATEGIES AND ACTIONS INCLUDING KEY MILESTONES

Please tell us about the specific steps and actions to be taken, key milestones and critical dates. Please note, it is possible to add additional pages if required. However, project applicants are only expected to provide high-level details and that SPARC BC will seek additional information or clarification if required. Completion of this table is optional for stream 2.

| Key Steps and Actions                          | Key Milestones/Outcomes | Critical Dates |
|------------------------------------------------|-------------------------|----------------|
| 1.                                             |                         |                |
| 2.                                             |                         |                |
| 3.                                             |                         |                |
| 4.                                             |                         |                |
| 5.                                             |                         |                |
| 6.                                             |                         |                |
| 7.                                             |                         |                |
| 8.                                             |                         |                |
| 9.                                             |                         |                |
| 10.                                            |                         |                |
| 11.                                            |                         |                |
| 12.                                            |                         |                |
| Conclusion: Project Outcomes Report Submission |                         |                |



## REQUESTED PROJECT BUDGET

The following sets out the proposed budget to complete the scope of work as outlined in the previous section. Completion of this table is optional for stream 2.

| Specific Steps and Actions    | Proposed Budget |
|-------------------------------|-----------------|
| 1.                            | \$              |
| 2.                            | \$              |
| 3.                            | \$              |
| 4.                            | \$              |
| 5.                            | \$              |
| 6.                            | \$              |
| 7.                            | \$              |
| 8.                            | \$              |
| 9.                            | \$              |
| 10.                           | \$              |
| 11.                           | \$              |
| 12.                           | \$              |
| TOTAL REQUESTED BUDGET AMOUNT | \$              |

### Third-party contributions

Third-party means any person or legal entity, other than the Province, who participates in the implementation of an eligible project by means of contract. The Province’s share is calculated once all third-party contributions (provincial, federal, and private funds) have been deducted from the total eligible costs of the project. If third-party funding is available, it may be applied to the project outside the provincial grant portion.

### In-kind Contributions

In-kind or donated contributions are not an eligible cost. In-kind contributions may include volunteer hours and/or donated professional labour, services, space and materials, which are provided at no cost or below fair market value to the Recipient.



## ABOUT THE APPLICANT

Tell us about your organization and key project implementation partners for this initiative:

**Organization Name** \_\_\_\_\_

**Address** \_\_\_\_\_

### Contact Information

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

### Population:

Population size: ☐ Less than 15,000 ☐ Between 15,000 and 25,000 ☐ Over 25,000

### Accessibility in your organization

Please provide a link to your organization's accessibility plan

\_\_\_\_\_

Please provide a link to your organization's feedback mechanism

\_\_\_\_\_

Does your organization currently offer service delivery training to staff? ☐ yes ☐ no

Does your organization measure the number of employees who identify as persons with disabilities? ☐ yes ☐ no

Which service area is responsible for advancing accessibility in your community?

\_\_\_\_\_

Do you have existing partnerships and relationships which focus on advancing shared accessibility goals?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_

## Letter of Support

Please provide a letter of support from your accessibility committee. This letter should be submitted alongside this application form as a Word document or PDF.

## Signature

The signature below certifies that all the information provided in this application is complete and correct.

Applicant Name: \_\_\_\_\_

Digital Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Application Checklist

- ☒ Accessible Communities Grant Application Form
- ☐ Workplan (only required for applicants in Stream 1)
- ☐ Proposed budget (only required for applicants in Stream 1)
- ☐ Letter of Support from Accessibility Advisory Committee
- ☐ Board Resolution/Letter of Support from CAO

## Submit your Application

If you have any questions or would like to submit your application, please email [accessibility@sparc.bc.ca](mailto:accessibility@sparc.bc.ca)

**Thank you for your application!**



# Accessibility includes *all*



|                           |                                               |
|---------------------------|-----------------------------------------------|
| <b>Policy:</b>            | 6.1.2                                         |
| <b>Approved By:</b>       | Trust Council                                 |
| <b>Approval Date:</b>     |                                               |
| <b>Amendment Date(s):</b> |                                               |
| <b>Policy Holder:</b>     | Director Legislative and Information Services |

## TRUST COUNCIL ACCESSIBILITY PLAN 2025-2028

### Purpose

To provide....

#### A. Definitions

??

#### B. Plan Statement and Organizational Commitment

The Islands Trust is committed to and guided by the four core principles of Dignity, Independence, Integration and Equal Opportunity and supports the full inclusion of persons as set out in the *Canadian Charter of Rights and Freedoms*, and the *Accessible British Columbia Act*.

Islands Trust will make every effort to ensure that we meet the needs of people with disabilities, in a timely manner, through the implementation of this policy.

#### Multi-Year Accessibility Plan

The Islands Trust Accessibility Plan outlines a phased-in strategy to prevent and remove barriers and addresses the current and future requirements of the *Accessible British Columbia Act*.

The plan will be reviewed with public input and updated at least once every three years.

#### Strategies and Actions

The Islands Trust is committed to remove and prevent barriers to people with disabilities and will do so with the following strategies:

#### Communication

The Islands Trust will create, provide and receive information and communications in ways that are accessible to people with disabilities.

#### Website

The Islands Trust

## **Meeting Locations**

The Islands Trust will....

## **Use of Service Animals and Support Persons**

The Islands Trust is committed to welcoming people with disabilities who are accompanied by a service animal in the areas of our premises that are open to the public and other third parties. All staff are to be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

The Islands Trust is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter Islands Trust premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on Islands Trust premises.

## **Notice of Temporary Disruption**

The Islands Trust provides customers with notice in the event of a planned or unexpected disruption in the facilities or service usually used by people with disabilities. This notice includes information about the reason for the disruption, its anticipation duration, and a description of alternative facilities or services, if available. The notice is to be placed at all public entrances and service counters on our premises, as well as the Islands Trust website.

## **Employment**

The Islands Trust is committed to fair and accessible employment practices. The Islands Trust will:

- notify employees and the public about the availability of accommodations for applicants with disabilities during the recruitment process when job applicants are individually selected to participate in an assessment or selection process;
- consult with the applicant and provide or arrange for the provision of suitable accommodation that takes in to account the applicant's disability, upon request;
- notify the successful applicants of the policies for accommodating employee's with disabilities;
- inform employees of the Islands Trust policies which support employees with disabilities, including but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.
- have documented individual accommodation plans in place for employees with a disability, upon request;

## This is a draft for discussion purposes only

- take into account the accommodation needs and/or individual accommodation plans of employees when using performance management processes, when providing career development and advancement information and when redeploying employees;
- work with employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work. Such accommodations will be documented and will outline the steps that Islands Trust will take to facilitate the return to work and include an individual accommodation plan.
- consult with employees with disabilities who request accessible formats and communication supports to determine suitable format and supports

### Employee Training

The Islands Trust will provide training to all employees, volunteers, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

The accessible customer service training will be added to orientation, in a timely manner after staff commence their duties.

Training includes the following:

- the purpose of the *Accessible British Columbia Act*
- how to interact and communicate with people with various types of disabilities
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- what to do if a person is having difficulty in accessing the Islands Trust
- Staff are also trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. This training continues on an ongoing basis when changes are made to these policies, practices and procedures.
- Islands Trust is committed to providing training in the requirements of the *Accessible British Columbia Act* as it applies to people with disabilities. Islands Trust will:
  - train all employees, volunteers and policy developers on the Integrated Accessibility Standards Regulation and the British Columbia Human Rights Code as it applies to people with disabilities;
  - train new employees, volunteers and policy developers as soon as practicable;
  - provide additional training to all employees, volunteers and policy developers if any changes are made to the Islands Trust Accessibility Policy;
  - maintain records of dates when training is provided and the number of individuals to whom it was provided;

## This is a draft for discussion purposes only

- provide specific training to staff who create documents for the Islands Trust website on how to create accessible documents.

### Procurement

Islands Trust is committed to accessible procurement processes. Islands Trust will:

- have regard for accessibility criteria and features when procuring or acquiring goods, services or facilities;
- consider accessibility from the outset of the procurement process.

### Customer Service

Islands Trust is committed to providing accessible customer service to people with disabilities. This means that Islands Trust will provide goods and services to people with disabilities with the same high quality and timelines as others.

In order to comply with the Customer Service Standard, Islands Trust will continue to:

- take people's disabilities in account when communicating with them;
- familiarize staff with assistive devices available to people with disabilities;
- allow service animals and support persons to remain with people with disabilities in all service areas which are open to the public;
- provide notice in the event of a planned or unexpected disruption in the facilities or service usually used by people with disabilities;
- train new staff on the following:
  - the purposes of the *Accessible British Columbia Act*;
  - how to interact and communicate with people with various types of disabilities;
  - how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.

### Information and Communications

Islands Trust is committed to making our information and communications accessible to people with disabilities. Staff will make every effort to create, provide and receive information and communications in ways that are accessible to people with disabilities. Initiatives include the following:

- continuing to provide access to Trust Council meetings, council committee meetings, Executive Committee meetings and local trust committee meetings by live streaming meetings on the Islands Trust website;
- having a process in place for receiving and responding to feedback;
- providing communications in an alternate format, upon request;

## This is a draft for discussion purposes only

- notifying the public about the availability of accessible formats and communication supports.

### Feedback Process

- The ultimate goal of Islands Trust is to meet and surpass customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.
- Feedback regarding the way Islands Trust provides goods and services to people with disabilities can be made by using a feedback form, by mail, e-mail, or verbally. All feedback should be directed to the Accessibility Co-ordinator. Customers can expect a response within thirty (30) days.

For more information on this Accessibility Plan, please contact .....

### D. Legislated References

1. [Accessible British Columbia Act](#)
2. [British Columbia Human Rights Code](#)