

REPORT
Regular Council Meeting
1991 June 03

THE CORPORATION OF THE DISTRICT OF BURNABY
COMMUNITY ISSUES AND SOCIAL PLANNING COMMITTEE

HIS WORSHIP, THE MAYOR
AND ALDERMEN

RE: ACCESS FOR PERSONS WITH DISABILITIES

RECOMMENDATION:

1. THAT Council endorse the Municipal action plan to improve access to services and facilities for persons with disabilities as outlined in the attached report.

R E P O R T

The Community Issues and Social Planning Committee, at its meeting held on 1991 May 22 received and adopted the attached staff report summarizing the progress made in implementing the action plan endorsed by Council on 1990 June 11 and the proposed action plan for 1991/92.

The Committee therefore submits the report for Council's endorsement.

Respectfully submitted,

Alderman E. Nikolai
Chair

Alderman J. Young
Vice Chair

Alderman D. Evans
Member

Alderman D. Lawson
Member

Alderman C. Redman
Member

Attachment

INTERNAL DISTRIBUTION:

:AGENDA - 1991 JUNE 03
:COPY - MUNICIPAL MANAGER
- DIRECTOR PLANNING & BUILDING INSPECTION

TO: CHAIRMAN & MEMBERS
COMMUNITY ISSUES &
SOCIAL PLANNING COMMITTEE

1991 MAY 07

FROM: DIRECTOR PLANNING &
BUILDING INSPECTION

54

SUBJECT: ACCESS FOR PERSONS WITH DISABILITIES

PURPOSE: To update the Municipal action plan to improve access to services and facilities for persons with disabilities.

RECOMMENDATION:

1. THAT Council endorse the Municipal action plan to improve access to services and facilities for persons with disabilities as outlined in this report.

SUMMARY

On 1990 June 11, Council endorsed the 1990/91 action plan to improve access to Municipal services and facilities for persons with disabilities. This report summarizes the progress made in implementing the action plan endorsed by Council last year, and proposes a revised action plan for 1991/92.

The Municipality, in consultation with Burnaby's Access Advisory Committee, has made considerable progress in improving access to services and facilities for persons with disabilities. Accessibility initiatives undertaken during the last year include:

- . Adaptable Housing - promoting the development and provision of adaptable housing by hosting an educational seminar on the design of adaptable housing, and encouraging developers to consider the inclusion of adaptable units in new developments.
- . Designated Parking - implementing regulations to provide for the enforcement of parking spaces designated for persons with disabilities through the issuance of a \$50 parking ticket.
- . Audible Pedestrian Traffic Signals - developing a program to install audible pedestrian traffic signals for persons who are visually impaired.
- . Accessibility Checklist - undertaking the development of a checklist of accessibility considerations for Municipal facilities that are not currently part of the B.C. Building Code.
- . Access Guidebook - printing the Burnaby Access Guidebook which assists persons with disabilities in using Municipal facilities and services.
- . Staff Newsletter - producing and distributing a Social Planning newsletter on disability issues to staff and the community.
- . Renovations to Municipal Facilities - undertaking a number of accessibility improvements to Municipal facilities including the installation of accessible washrooms at the Municipal Hall and installation of automatic entrance doors at a number of facilities.

For the upcoming year, Municipal staff and the Advisory Committee through the Community Issues & Social Planning Committee have prepared a proposed revised action plan for 1991/92 (see Attachment 3). The proposed action plan for 1991/92 includes:

- Adaptable Housing - developing Municipal guidelines for the design of adaptable housing.
- Municipal facilities - developing a plan to undertake necessary accessibility improvements to Municipal facilities.
- Metrotown Review - conducting an accessibility review in and around Metrotown.
- Enforcement of the B.C. Building Code - supporting the action plan of Premier's Advisory Council for Persons with Disabilities to improve the implementation and enforcement of the B.C. Building Code with reference to provisions for persons with disabilities.
- Municipal Policy on Accessibility - developing a Municipal policy statement on access for persons with disabilities.

Over the past year, the Municipality has completed a challenging work program related to accessibility. The proposed action plan for 1991/92 includes a number of substantive issues that will require considerable staff and Advisory Committee time and energy to complete.

Further reports from staff on issues related to improving the accessibility of Municipal services and facilities for persons with disabilities will be prepared in consultation with the Advisory Committee and forwarded to Council through the Community Issues & Social Planning Committee.

The following report provides more detailed information on the progress made in implementing the action plan endorsed by Council last year, and proposes an action plan for 1991/92.

R E P O R T

1.0 INTRODUCTION

In recognition of National Access Awareness Week (NAAW) in 1988, the Municipality established the Burnaby Access Advisory Committee (BAAC), formerly the National Access Awareness Week Advisory Committee (NAAWAC). Over the past three years, the Advisory Committee has assisted staff in organizing awareness raising activities for National Access Awareness Week.

In addition, the Advisory Committee assists staff in identifying barriers to services and facilities, and in developing an annual action plan to improve access for persons with disabilities. The Advisory Committee is composed of residents of Burnaby who are disabled, representatives of disabled persons' organizations, as well as Municipal and School Board staff. The membership list of the Advisory Committee is included as Attachment 1.

On 1990 June 11, Council endorsed the 1990/91 action plan on improving access to Municipal services and facilities for persons with disabilities. Over the past year, staff have worked in consultation with Burnaby's Access Advisory Committee to implement the action plan.

This report summarizes the progress made in implementing the action plan endorsed by Council last year, and proposes an action plan for 1991/92.

2.0 IMPLEMENTATION OF 1990/91 ACTION PLAN

Over the past year, considerable progress has been made in improving access to Municipal services and facilities for persons with disabilities. This section highlights the advances made in implementing the 1990/91 action plan, and proposes a number of new initiatives to be pursued in 1991/92.

A. Adaptable Housing

At its regular meeting of 1989 July 24, Council adopted a policy to encourage the voluntary provision of adaptable housing units in multi-family developments in Burnaby's town centres. Over the past year, staff have undertaken a number of actions to assist in the development of adaptable housing units in Burnaby, including:

- . encouraging developers to consider the inclusion of adaptable housing units in their multiple family residential development proposals through the rezoning and preliminary plan approval process.
- . collecting and maintaining background material on the design and construction of adaptable housing units.
- . placing an article describing Burnaby's adaptable housing policy in the 1990 August edition of Information Burnaby.
- . sending staff to local community workshops and seminars on special needs housing and building standards for persons with disabilities.
- . hosting an educational seminar in 1991 March on the design of adaptable housing for Municipal Council members, Community Issues & Social Planning Committee members, Municipal staff, developers, architects and groups representing persons with disabilities. The seminar provided the basic framework for the development of design standards for adaptable housing units.

In 1990 October, Council, through the Community Issues & Social Planning Committee, received a staff report on the feasibility of a mandatory policy for the provision of adaptable units in Burnaby. The staff report on this matter concluded that additional time was needed to pursue the voluntary policy, and to undertake the development of design standards for adaptable housing units. Thus, the report proposed that staff continue to promote the provision of adaptable housing on a voluntary basis, and investigate the development of design standards for adaptable housing units in Burnaby.

For the upcoming year, it is proposed that staff develop a Municipal design standard for adaptable housing units. The standard would assist in encouraging the provision of adaptable units under the current voluntary policy, and contribute to the possible future development of a mandatory policy.

B. Regulation of Designated Parking

In previous action plans, the Advisory Committee identified the need for better enforcement of the use of parking spaces designated for the disabled.

At its regular meeting of 1990 April 09, Council received a report on the enforcement of parking spaces designated for use by persons with disabilities. At that time, Council adopted the recommendations of the report to endorse the disabled persons parking placard of the Social Planning & Research Council (SPARC) of B.C., and to conduct a campaign to raise public awareness of the importance of designated parking spaces for persons with disabilities.

Subsequently, on 1991 January 01, the Province enacted new regulations under the Motor Vehicle Act to provide for the enforcement of disabled persons parking on a Province wide basis.

At its regular meeting of 1991 April 08, Council approved the recommendations of the Community Issues & Social Planning Committee which defined the role of the Municipality in assisting with the enforcement of designated parking spaces as provided for in the Motor Vehicle Act.

The recommendations adopted by Council on 1991 April 08, provided for the:

- . designation of SPARC of B.C. as the organization to issue and cancel disabled persons parking permits in Burnaby.
- . provision and the proper signing of off-street parking spaces for use by persons with disabilities.
- . posting of all designated parking spaces at Municipal facilities with the required sign.
- . enforcement of designated parking spaces by the R.C.M.P through the issuance of a \$50 traffic ticket.
- . distribution of information on designated parking regulations to Burnaby residents and the business community.

The Advisory Committee anticipates that the recommendations adopted by Council will improve the enforcement of designated parking spaces, and increase public awareness of the importance of designated spaces for persons with disabilities.

Staff, in conjunction with the Burnaby Access Advisory Committee, will continue to monitor the use of designated parking spaces in Burnaby, and will report back as necessary on any proposed changes to the regulation of designated parking spaces.

In addition, the Advisory Committee has provided input on the provision of accessible public transportation in Burnaby. The Advisory Committee proposes to continue to monitor the provision of wheelchair accessible taxicab, handidart and bus transportation in Burnaby and forward concerns to Council regarding service provided as necessary.

C. Audible Pedestrian Traffic Signals

The Engineering Department is coordinating a program for the installation of audible pedestrian traffic signals for persons who are visually impaired.

Audible traffic signals assist persons who are visually impaired to use pedestrian crossings. Pedestrian activated audible signals are connected to the crosswalk button. When the traffic light changes the audible signal, along with the usual visual signal, is activated to alert the pedestrian that it is safe to cross.

The Engineering Department has requested the assistance of the Canadian National Institute for the Blind (CNIB) in prioritizing existing intersections in Burnaby for the installation of audible traffic signals. There are plans to equip 4 new intersections in Burnaby with audible signals in 1991. The Engineering Department is also investigating the availability of Provincial funding to provide for the retrofitting of existing traffic signals with audible signals.

D. Accessibility Checklist

As part of the 1990/1991 action plan to improve access to Municipal services and facilities by persons with disabilities, Council endorsed a proposal to establish a process whereby disabled groups are consulted in the early design stages of new and renovated Municipal facilities.

Staff, in conjunction with Burnaby's Access Advisory Committee, identified that the most appropriate avenue for input into the development of new or renovated Municipal facilities was through the 'building program' stage of the development. The building program outlines in general terms the basic design requirements of new or renovated facilities. This outline is then used to estimate costs, determine space requirements and develop the final design.

It was determined that a checklist of building requirements for persons with disabilities would be an effective means to consider accessibility requirements in the building program stage of development. Burnaby's Access Advisory Committee anticipates that the checklist will help ensure that accessibility requirements are considered in the initial development of new and renovated Municipal buildings.

To date, suggestions for inclusion on the checklist have been gathered from Municipal staff, disabled persons' organizations in the Lower Mainland, and Burnaby's Access Advisory Committee. Some examples of items being considered for inclusion on the checklist include: public telephones equipped with volume control, Telecommunication Device for the Deaf (TDD), audio equipment for the hearing impaired in meeting and conference rooms, unisex washrooms, and automatic entrance doors.

The checklist would identify specific accessibility features that should be considered for inclusion in all Municipal buildings. For the most part, the checklist would identify accessibility features that are not currently part of Section 3.7 of the B.C. Building Code, (Building Requirements for Persons with Disabilities).

It is proposed that staff complete the development of the checklist. Once completed, the checklist will be forwarded to the Community Issues & Social Planning Committee and Council for review, and subsequent submission to Council. Once approved, the checklist will be distributed to Municipal staff members involved in the development of new and renovated Municipal buildings.

Through time, it is anticipated that additional suggestions, and changes to the checklist list will be identified. Staff, with input from the Advisory Committee, will produce and distribute updated versions of the checklist as warranted.

E. Access Guidebook to Municipal Facilities

A project identified in the 1990/91 action plan was the development of guidebook to Municipal facilities. The purpose of the guidebook is to assist persons with disabilities in using Municipal services and facilities. In the last year, staff with the assistance of members of Burnaby's Access Advisory Committee, collected information on the physical access to Municipal facilities. Additional information on Municipal programs/services for persons with disabilities was provided by each Municipal department.

The Burnaby Access Guidebook will be printed in 1991 Spring. Copies will be made available to Council, persons with disabilities, service organizations, Municipal departments and interested members of the public. Copies of the guidebook will also be available from the Planning & Building Inspection Department.

The guidebook contains information on 23 Municipally operated buildings. The emphasis of the guidebook is to identify accessible buildings, designated parking, accessible entrances, accessible washrooms, and special services and accessibility features. It identifies existing barriers, and highlights plans for physical improvements to Municipal facilities.

The Advisory Committee has suggested that the Guidebook be revised and expanded in subsequent years to include Municipal Parks, and perhaps other areas of Burnaby, such as commercial districts. The Advisory Group anticipates that it would be necessary to update and reprint the guidebook every two years. It is proposed that staff, in consultation with the Advisory Committee, examine the feasibility of expanding the guidebook in 1991/92 and prepare an updated and possibly expanded version for 1992/93.

The collection of the information on physical access to Municipal facilities for the guidebook has provided a preliminary indication of needed accessibility improvements to Municipal buildings. To address the barriers to accessibility identified in the guidebook, it is proposed that staff develop a plan of necessary accessibility improvements.

The development of a plan of necessary accessibility improvements to Municipal facilities would involve a detailed assessment of each facility, prioritizing necessary improvements, and the development of a capital expenditure program to undertake the improvements. Further reports on this issue would be brought forward for the consideration of the Community Issues & Social Planning Committee and Council as necessary.

F. Social Planning Staff Newsletter

Included in last year's action plan was a proposal to produce a Trends Newsletter (a Social Planning newsletter for staff) providing information on issues related to persons with disabilities. The newsletter was produced and distributed to Municipal staff in 1991 January. A copy of the newsletter is included as Attachment 2.

The purpose of the newsletter was to provide staff with:

- . basic information on the extent of disabilities in the population;
- . the preferred vocabulary to describe persons with disabilities;
- . information on how to assist persons with disabilities in using Municipal services and facilities; and
- . information on Municipal programs and services available to persons with disabilities.

Copies of the newsletter have also been distributed at various meetings to other members of the community. The newsletter has been well received, and has contributed to staff training and awareness with regard to issues concerning persons with disabilities.

Additional staff training on service to persons with disabilities has been provided through the Municipal Service First Program and at the Kingswood Management Training program. Kingswood is an intensive five day simulation program sponsored by the City of Vancouver. The program assists participants in developing the necessary human resource management skill to work effectively with a diverse workforce. A total of 4 senior staff members have participated in the seminar since the program began in 1987.

G. Renovations to Municipal Facilities

In past reports, the Advisory Committee has identified priority areas for improvements to the physical access to Municipal facilities. Each year the Municipality undertakes a number of accessibility improvements to Municipal facilities.

In this last year, several priority areas have been addressed. At the Municipal Hall, wheelchair accessible washrooms have been installed on the ground floor. In addition, an automatic entrance door has been provided at the service entrance to the Hall, and an additional designated parking space has been provided near the service entrance.

At the Justice Building, a stair-trax device has been installed which provides access for persons using wheelchairs from the main floor of the R.C.M.P. Detachment to the main floor of the Justice Building.

The new Bob Prittie Metrotown Library, completed this year, incorporates a number of features to assist persons with disabilities, including: lower service counters, wheelchair accessible washrooms, automatic entrance doors, TDD phone service, and a volume controlled public telephone.

There are also plans to provide automatic entrance doors to the Health Department and Cameron Branch Library. Currently, the Kingsway Branch Library is being renovated to provide an accessible washroom and improved access to library materials.

The Advisory Committee anticipates that the development of a planned program of accessibility improvements at all Municipal facilities will eventually address identified accessibility concerns. It is anticipated that such a program will involve the development of a proposed capital budget program with improvements taking place over a 5 year period. Such a program would be submitted for consideration as part of the Municipal Capital Budget review process. In the interim, the Advisory Committee would continue to encourage the Municipality to undertake priority renovations to Municipal facilities as part of the regular building maintenance and improvement program.

H. Awareness Raising Activities

For National Access Awareness Week (NAAW) 1990 June 10 - 16, the Burnaby Access Advisory Committee organized a wheelchair tour of Metrotown and a display booth at Bonsor Centre to promote NAAW 1990.

Members of the Advisory Committee staffed the Bonsor display booth. Promotional materials and printed information on accessibility was distributed to members of the public. In addition, Advisory Committee members were able to answer questions and provide information on accessibility issues. In addition, the Bonsor Recreation Centre sponsored a visit by David Young. David Young is a mouth painter. He demonstrated mouth painting techniques and talked to visitors about the experiences of people with disabilities.

The accessibility tour of Metrotown facilities was attended by approximately 30 people, including the Mayor and members of Council. The tour showed access in and around Metrotown from the perspective of persons with disabilities. The tour focused on wheelchair accessible routes, but also highlighted design features of importance to persons with other types of disabilities.

The accessibility tour, as well as Burnaby's other initiatives to improve accessibility, was well reported by the local media print and T.V. media.

The Advisory Committee is considering an awareness program for NAAW 1991 May 26 - June 01. To assist in considering this year's promotional activities, the Advisory Committee has invited the B.C. Coordinator of National Access Awareness Week to discuss possible activities that could be undertaken.

Over the last year, the Advisory Committee has completed an extensive work program, including the production of materials intended to raise awareness of accessibility issues. For NAAW 1991 May 26 - June 01, the Advisory Committee intends to undertake appropriate promotional activities that reflect the available resources and time constraints of the members of the Advisory Committee.

I. Other Initiatives

Through the course of the year, the Advisory Committee has undertaken a number of other smaller initiatives to improve the accessibility of the Municipality for persons with disabilities, including:

- . Providing Input into accessibility considerations for the development of the Confederation Pool project.
- . Recommending improvements to curb cuts on pedestrian routes at the Metrotown Phase II development.
- . Requesting B.C. Telephone Company to Install volume control public telephones at all Municipal facilities, and requesting that all new public telephones installed in Burnaby be equipped with volume controls.
- . Submitting suggestions to the Building Standards Branch on Improvements to the B.C. Building Code.
- . Providing Input on a number of concerns in the community dealing with access, including design of stairs and curb cuts, access to skytrain, and the Metrotown social planning program.

During the last year, several other projects have also been identified to be included the 1991/92 action plan of the Advisory Committee.

Metrotown Review

Previously, the Community Issues & Social Planning Committee requested that a review of accessibility in and around Metrotown be conducted. The Advisory Committee has started to define the terms of reference for the review. It is expected that staff, in consultation with the Advisory Committee, will begin conducting the review of accessibility in Metrotown in the fall of 1991. A report will be forwarded to the CISP Committee when the work is completed.

Enforcement of the B.C. Building Code

In 1991 February, the British Columbia Premier's Advisory Council for Persons with Disabilities wrote to Council to advise of the Premier's Advisory Council's Action Plan for the Implementation of The Report of Task Team on the Enforcement of the B.C. Building Code.

The Action Plan of the Premier's Advisory Council focuses on improving the enforcement of the B.C. Building Code dealing with access for persons with disabilities. The Premier's Advisory Council is taking the plan to the Union of B.C. Municipalities (UBCM) for endorsement. Once the plan has received the endorsement of the UBCM it is expected that individual municipalities will have a role in implementing some of the recommendations of the Action Plan.

Staff, in consultation with the Burnaby Access Advisory Committee, propose to bring forward a report for the consideration of Council on a proposed role of the Municipality in assisting with the implementation of the Action Plan. It is anticipated that the Action Plan of the Premier's Advisory Council will lead to improved access in the built environment for people with disabilities, and that it will strengthen the enforcement of the entire B.C. Building Code.

Municipal Policy on Accessibility

Over the past three years, the Advisory Committee has contributed to the improvement of access to Municipal services and facilities for persons with disabilities. The practice of the Advisory Committee has been to conduct its work under a number of implied policy guideline statements ranging from the principle of equal opportunity to participate in the community to the necessity of consulting with persons with disabilities in undertaking access improvements.

The Advisory Committee feels it would be appropriate to develop a Municipal policy statement on access for persons with disabilities. The policy statement would assist in guiding the development of Municipal action plans and implementation strategies to improve access for persons with disabilities.

It is proposed that staff, in consultation with the Advisory Committee, undertake the development of a Municipal policy statement on access for persons with disabilities. In developing the policy statement, the Advisory Committee would review similar policy statements enacted by the Federal and Provincial governments and other municipalities, and consult with other groups representing persons with disabilities.

3.0 CONCLUSION

This report has outlined the progress made since NAAW 1990 to improve the accessibility of Municipal services and facilities for persons with disabilities. The Burnaby Access Advisory Committee has contributed much of their time and energy to the identification, assessment and implementation of many of the actions identified in this report. The Advisory Committee usually meets on a monthly basis to provide input and review progress made on accessibility issues. Over the past year, the Advisory Committee has contributed to the:

- . Municipal seminar on adaptable housing.
- . Municipal regulations for the enforcement of parking spaces designated for persons with disabilities.
- . Development of an accessibility checklist for new and renovated Municipal facilities.
- . Access guidebook to Municipal services and facilities.
- . Social Planning Staff Newsletter on the status of persons with disabilities.
- . Development of a Municipal program to improve the accessibility of Municipal facilities.
- . Increased public awareness of issues relating to disabilities.

This report has also identified a number of initiatives to be pursued in the coming year to improve access for persons with disabilities. It is recommended that Council endorse the action plan for 1991/92 contained in Attachment 3. It is anticipated that staff, in consultation with the Advisory Committee will make significant progress on the following major initiatives contained in the action plan by NAAW 1992:

- . Municipal guidelines for the design of adaptable housing.
- . Review of accessibility in Metrotown town centre.
- . Accessibility checklist for Municipal facilities.
- . Accessibility improvement plan for Municipal facilities.
- . Municipal policy statement on access for persons with disabilities.

Reports from staff on these and other issues related to improving accessibility of Municipal services and facilities for persons with disabilities will be prepared in consultation with the Advisory Committee and forwarded to Council for approval through the Community Issues & Social Planning Committee.

Where appropriate, subsequent reports will seek approval for any necessary budget requirements to complete the 1991/92 action plan.


A.L. Parr
DIRECTOR PLANNING &
BUILDING INSPECTION

LP/db

cc: Municipal Manager
Director Administrative &
Community Services
Director Engineering
Director Finance
Director Recreation &
Cultural Services
Medical Health Officer

ATTACHMENT 1

MEMBERSHIP LIST

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TRENDS

A NEWSLETTER OF SOCIAL PLANNING TRENDS & VIEWS VOLUME 2 NUMBER 02 1990 DECEMBER

STATUS OF PERSONS WITH DISABILITIES

In 1986, over 3.3 million Canadians (13.2%) reported having some type of disability. To be disabled means that you have a physical or mental impairment that limits your ability to perform an activity in the manner considered normal or necessary.

In this issue of the TRENDS Newsletter, we explore the status of disabled persons. Specifically, we focus on:

- the distinction between the terms disabled and handicapped
- nature and extent of disabilities in the population
- access to Municipal services and facilities for persons with disabilities

The aim of the newsletter is to help staff gain a better understanding and appreciation of the diversity of the Municipal population. Through increased understanding, we hope to be able to improve our ability to serve persons with disabilities.

DEFINITIONS

Although they have distinct meanings, the terms disability and handicap are often used interchangeably. The World Health Organization/World Programme of Action concerning Disabled Persons uses the following definitions:

- **Disability** — A person has a disability if he or she has any restriction or lack of ability resulting from an impairment to perform an activity in the manner, or within the range, considered normal or necessary. A person may be disabled by physical, mental and sensory impairments.

Disabilities take a wide variety of forms, and may limit the ability of a person in terms of: mobility (walking and moving about), agility (restriction of body movements such as reaching or bending down), seeing, hearing, speaking, and mental func-

tion because of learning, emotional, psychiatric disability or developmental delay.

- **Handicap** — A person is handicapped by cultural, physical or social barriers which limit or prevent their opportunities to participate in the community on an equal basis.

For example, the physical environment often determines the effect of a disability on a person's daily life. A narrow entrance or steps to a building may handicap the ability of a disabled person who uses a wheelchair to take part in the activities carried out in the building.

Making buildings accessible cannot alleviate a person's disability, but it can do a great deal to reduce the number of obstacles or handicaps experienced by the person.

International Accessibility Symbols for:



people who have mobility impairments



people who are hearing impaired

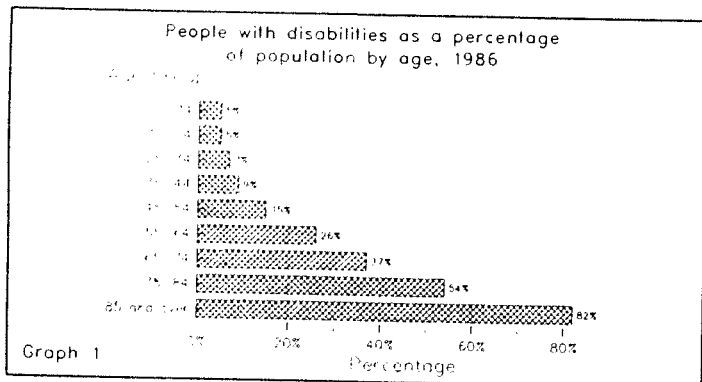


people who are visually impaired

NATURE AND EXTENT

Canada

In 1986, over 3.3 million Canadians (13.2% of the population) reported some level of disability. Disability rates increased with age from 5% for children 0 to 14 to 82% for adults over 85 years of age.



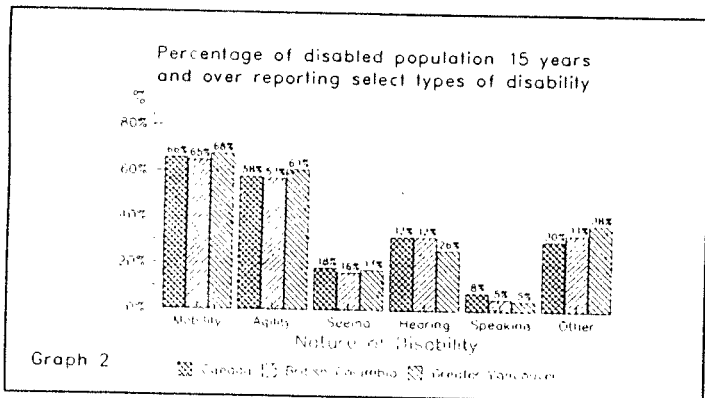
Severity of disability

In 1986, 23% of the disabled population had a severe disability, while 32% had a moderate disability, and 45% had a mild disability.

Type of Disability

Most disabilities involve some restriction of movement. In the greater Vancouver area, 68% of the disabled population aged 15 and over had mobility problems. These included restrictions in the ability to walk, move from room to room, carry an object a short distance, or stand for a long time. Another 61% had difficulty bending, reaching, or grasping objects.

Hearing problems affected 26% of the disabled population in the greater Vancouver area. Another 17% were visually impaired, while 4.5% had difficulty speaking. A variety of other conditions involving learning disabilities, psychiatric problems or developmental delay affected 38% of people reporting disabilities.



Helpful Tip

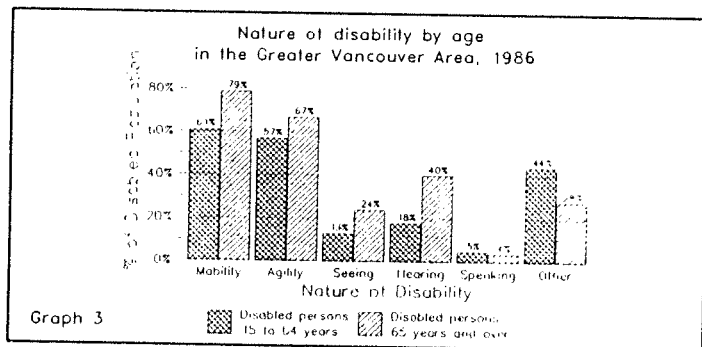
When helping someone in a wheelchair up a ramp or curb cut, you may have to tilt the chair slightly back in order to avoid having the wheels stick at the edge of the ramp, thus throwing the person forward.

Number of Disabilities

Most people who reported that they were disabled had more than one disability. In 1986, 31% of disabled people had two types of disabilities, and 33% had three or more.

Disabilities Among Seniors

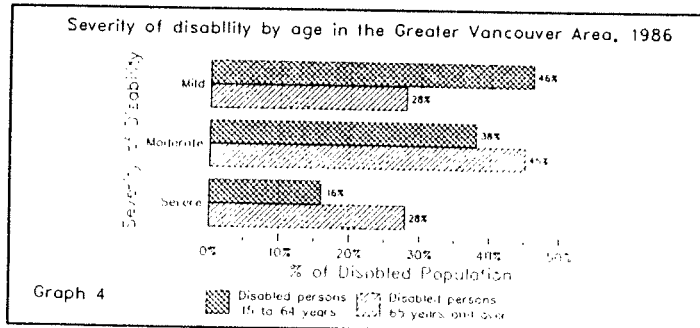
In 1986, 54% of seniors 65 to 74 years of age reported having some disability. This increased to 82% for seniors over 85 years of age. Graph 3 shows the increase in disabilities for persons 65 years and over by nature of disability. In comparison with persons under 65 years of age, seniors had significantly higher instances of mobility, agility, seeing and hearing disabilities.



Severity of Disability Among Seniors

In addition, senior citizens are more likely to have a more severe form of a disability than younger age groups. In 1986, in the greater Vancouver area, 28% of persons 65 years and over had a severe disability. This compares with 16% of the disabled population under 65 years of age.

The nature and extent of disability in Burnaby is similar to that of Canada and the greater Vancouver area described above.



Helpful Tip

When helping a person in a wheelchair go down a steep ramp, it is safer to go down backwards. When moving forward down a gentle ramp, make sure the person is comfortable, and is not sliding ahead in the wheelchair.

Source of Information

The statistical information on the status of persons with disabilities, presented above, was obtained from the 1986 Health and Activity Limitation Survey (HALS). The survey covered approximately 112,000 Canadians with disabilities who live in private households and 20,000 who live in institutions.

Access to Municipal Services and Facilities**Equality of Access**

Concerns regarding the accessibility of Municipal services and facilities are based on our understanding of equality. Provincial and Federal law provide for equity rights in Canada.

The B.C. Human Rights Act prohibits discrimination on the basis of physical and mental disability. Section 15 of the Canadian Charter of Rights guarantees equal protection and equal benefit of the law to everyone without discrimination on the grounds of mental or physical disability.

Equality means that persons with disabilities are able to attain a fair share of the benefits of Canadian society regardless of their disability.

To provide persons with disabilities the opportunity to have equal access to the benefits of society, it is often necessary to change our physical and social structures to remove barriers which may handicap a person with a disability.

To help ensure that disabled persons have reasonable access to services and facilities, the Municipality has developed an action plan for practical changes to improve access. Burnaby's access improvement plan is discussed below.

Helpful Tip

If you have a problem understanding a person who has difficulty speaking clearly, ask the person to repeat the statement. If you still cannot understand, offer them a pencil and paper, or seek the assistance of another person.

Helpful Tip

When attempting to assist a person with a disability, ask permission first. The person may give you some necessary instructions on how to be of assistance.

Burnaby's Access Improvement Plan

In 1988, the Municipality formed the Burnaby Access Advisory Committee (formally known as the National Access Awareness Week Advisory Committee).

The Advisory Committee is composed of residents of Burnaby who are disabled, representatives of disabled person's organizations, and Municipal and School Board staff. It meets on a regular basis to assist the Municipality in the identification, assessment and implementation of actions that help to improve the accessibility of Municipal facilities and services.

The Committee assists the Municipality to develop an accessibility action plan which identifies barriers to services and facilities, and recommends strategies for improvement. Some of the projects supported by the Advisory Committee and endorsed by Municipal Council over the past three years are:

- access awareness campaigns during National Access Awareness Week
- promotion of adaptable housing
- development of a guidebook to Municipal facilities and services for disabled persons
- development of an accessibility checklist for Municipal facilities
- endorsement of the parking placard of the Social Planning and Research Council of B.C.
- recommendations to BC Transit on the development of wheelchair accessible bus service
- installation of amplified telephones at Municipal facilities
- installation of Telecommunication Devices for the Deaf (TDDs) at Municipal facilities
- review of Municipal regulations for group homes

If you have any concerns about the accessibility of Municipal services and facilities, please forward your comments to the Burnaby Planning & Building Inspection Department.

Helpful Tip

When providing service to a person with a disability, speak directly to them, not to their friend or attendant. Remember, the best way to treat a person with a disability is like any other person.

Helpful Tip

Offer your arm to the visually impaired person whom you wish to assist. Tell the person if there are stairs, a door, or other obstacles in the way. While walking, describe the layout of the area, indicate where the washrooms are, and so on.

Select Municipal Services and Programs

There are a wide variety of services available to assist persons with disabilities. The following is a list of some of the services available in the Municipality. More information on the service can be obtained by calling the telephone number listed.

Available Services	Phone #
Home Delivery of Library Services	294-7234
Large Print Books	294-7234
Books Taped on Cassette	294-7234
Special Guided Museum tours	293-6500
Telephone Service for the Deaf	
Burnaby R.C.M.P.	TDD # 294-7955
Fire Department	TDD # 294-2758
Municipal Hall	TDD # 294-7308
Library	TDD # 522-4231
Installation of Sidewalk Curb Cuts	294-7424
Residential Rehabilitation Assistance Program (RRAP)	298-6322
Wheelchair Housing Registry	433-1711
Wheelchair Accessible Bus Service	261-5100
Custom Transit Service	261-5000
Wheelchair Accessible Taxi Service	294-7329
Parks & Recreation Programs	294-7450
Health Department Programs	294-7260
Shopping Buddies Program	294-7497

Appropriate Words

People with a disability should be described in words and expressions that portray them in an appropriate, positive and sensitive manner.

While the vocabulary used to describe persons with disabilities is still changing, the following list provides some preferred terms.

Instead of...	Use..
Handicapped	Person with a disability
Disabled	Person with a disability
Invalid	Person with a disability

Cripple by, suffers from	Person who has..or Person with
Lame	Limited mobility
Confined to a wheel-chair	Wheelchair user
Normal	Able-bodied or non-disabled
Cripple	Person with a disability
Deaf and dumb, deaf mute	Person with hearing and/or speech impairment; or person who is deaf
Retarded, mentally retarded	Person with a mental handicap
Deformed	Person born with...
Blind	Person who is blind or with a visual impairment
Special	Person with a disability

Remember, if in doubt about the correct term to use, please ask. People with a disability will be more than willing to help you.

Source: Active Living Alliance for Canadians with a Disability and the National Access Awareness Week Communications Handbook, 1990.

Helpful Tip

When assisting a visually impaired person negotiate stairs, approach the steps straight on, tell the person where the handrail is, and whether you are going up or down the stairs. Also warn the person when you are approaching the last step.

Publishing Information

The Trends Newsletter is produced and published (1990 December) by the Planning & Building Inspection Department of The Corporation of the District of Burnaby, 4949 Canada Way, Burnaby, B.C. V5G 1M2

For more information on this topic, please contact Lou Pelletier, Planning & Building Inspection Department at 294-7219. For information on other social planning topics, please contact John Foster, Social Planner, at 294-7406.



Helpful Tip

To assist a person with a hearing impairment, stand in front of the person so they can see your face. Speak normally and enunciate clearly without exaggerating lip movement.

BURNABY ACCESS ADVISORY COMMITTEE

1991/92 ACTION PLAN

Access Awareness

Promote awareness of issue of involving persons with disabilities during National Access Awareness Week, and during other times of the year.

Examine the feasibility of expanding the Burnaby Access Guidebook to include other facilities in Burnaby, and prepare an updated version for NAAW 1992/93.

Building Code

Provide input and support to the Premier's Advisory Council's program for the enforcement of the B.C. Building Code with particular reference to Section 3.7 requirements for persons with disabilities.

Housing

Develop Municipal guidelines for the design of adaptable housing, and examine the feasibility of a mandatory adaptable housing policy.

Transportation

Monitor the provision of wheelchair accessible taxicab, handidart and bus transportation in Burnaby and forward concerns to Council regarding service provided.

Monitor the enforcement and provision of designated parking spaces for persons with disabilities in Burnaby.

Public Facilities

Conduct a review of accessibility in the Metrotown town centre.

Complete the checklist of accessibility considerations for new and renovated Municipal facilities.

Develop a plan to undertake necessary accessibility improvements to Municipal facilities.

Municipal Policies

Development of a Municipal policy statement on access for persons with disabilities.