

NO: **R046**

COUNCIL DATE: **March 9, 2020**

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **March 2, 2020**

FROM: **General Manager, Parks, Recreation & Culture**

FILE: **0360-01**

SUBJECT: **Measuring Up Working Group – Update and Strategic Plan 2019/2020**

RECOMMENDATION

The Parks, Recreation & Culture Department recommend that Council receive this report for information.

INTENT

The purpose of this report is to provide an update to Council on the recent successes of the Surrey Measuring Up working group, a copy of the 2019/2020 Strategic Plan, and a summary of the actions planned for the next two years.

BACKGROUND

In 2007, 2010 Legacies Now awarded grants to increase inclusion across the Province of British Columbia (“BC”). The City, in partnership with the Surrey Association for Community Living (“SACL”), was awarded \$25,000 under this funding initiative. In early 2008, the SACL and the Parks, Recreation & Culture Department formed a collaborative Measuring Up working group (“MUP”) to guide the process of making Surrey a more inclusive city.

In 2009, MUP, with the assistance of the Social Planning and Research Council (“SPARC”) of BC, developed an Accessibility and Inclusiveness Assessment for the City, and began work on 14 identified strategies to improve accessibility and inclusion in Surrey. Since then, MUP has supported many initiatives including the Inclusive Employer Awards, Get Surrey Working Hiring Fair and providing the City with accessibility consultation.

On May 30, 2016, Council received Corporate Report R125; 2016 which highlighting the progress of the working group during 2015 to 2016 and provided an overview of the future actions planned for MUP from 2016 until 2019. A copy of that report is attached as Appendix “I”.

In 2018, the group revisited the identified strategies to determine priorities for their future work. A new strategic plan was developed that refreshes the existing plan and guides MUP’s work to the end of 2020. The strategic plan is attached to this report as Appendix “II”.

The purpose of MUP is to support a comprehensive approach to making the City more accessible and inclusive for people with disabilities. In particular, MUP:

- Identifies issues and opportunities through community engagement, to improve accessibility and inclusion for people with disabilities in Surrey;
- Engages key stakeholders and the disability community in the processes of issue identification and remediation;
- Provides accessibility education opportunities and lived-experience consultation to City staff and community partners; and
- Implements strategies for making the City a model community for accessibility and inclusiveness.

DISCUSSION

The working group is comprised of a network of community leaders that have a commitment to increasing accessibility in employment, recreation, literacy and volunteerism for people who have a disability. MUP acts as a resource to the City, community and business groups in Surrey to be more inclusive and accessible. The list of the current members of MUP is contained in Appendix “III”.

With the support and guidance of MUP, many improvements to accessibility in Surrey have been implemented including:

- An increased number and variety of inclusive programs;
- An increased number of inclusive recreation opportunities;
- Insight on bylaws including the parking bylaw update;
- Services such as American Sign Language (“ASL”) translation at special events;
- Employment and volunteer opportunities for individuals with disabilities; and
- Accessibility of the built environment.

Completed Actions 2016-2019

The following is a brief synopsis of working group accomplishments since 2016:

- Consulted on the accessibility elements in the Sustainability Charter, Official Community Plan, Transportation Strategy and Electric Vehicle Strategy;
- Worked with the web team to improve the City’s social and web accessibility to include providing alternate text for all images, creating accessible PDFs;
- Supported staff to enhance accessibility within facilities and other municipal buildings;
- Supported the City in securing the accessibility assessments for over 40 City of Surrey buildings under the Rick Hansen Foundation Accessibility Certification program;
- Supported the City of Surrey with their Inclusive Hiring strategy;
- Supported hosting the Inclusive Employer Awards and Get Surrey Working Hiring Fair;
- Created a Functional Needs Framework that has been built into the City’s Emergency Plan;
- Facilitated training for the Emergency Support Services (“ESS”) team on supporting individuals with disabilities;
- Consulted on the City’s Electric Vehicle (“EV”) Strategy;
- Consulted on the City’s Transportation Strategy;
- Hosted a consultation regarding the British Columbia’s Accessibility Act; and

- Hosted the Inclusive Hiring Fairs.

Future Action Plans

The original framework of the working group was funded under the grant structure from SPARC. Currently, the working group, made up of volunteers, is sustainable without further funding and continues to operate as an advisory working group for the City. The following is a brief synopsis of working group priorities for this year:

- Continue to provide consultation during the development of the City's transportation strategy and EV strategy;
- Further develop and strengthen the relationship with TransLink and their accessibility advisory working group;
- Plan an education opportunity relating to Access Awareness Day in May of 2020;
- Create presentations for the community to educate them on the Measuring Up working group, accessibility and the inclusion of persons with disabilities;
- Support the City's accessibility initiatives including reviewing key strategic documents and consulting to internal departments, and
- Explore the alignment and partnership opportunities between other City working groups and strategic plans including the Age Friendly Strategy for Seniors and the Emergency Management Plan.

CONCLUSION

MUP continues to educate, raise awareness, identify and address gaps in relation to accessibility and inclusion within Surrey. The working group will continue to establish and strengthen interdisciplinary community agency relationships and partnerships. The progress toward implementing the strategies in the working group's plan to date is substantial and they remain committed to advancing fully inclusive and accessible environments and opportunities for all residents of Surrey.

Laurie Cavan,
General Manager,
Parks, Recreation & Culture

Appendix "I" - Corporate Report R125; 2016
Appendix "II" - Measuring Up Strategic Plan 2019 - 2020
Appendix "III" - Measuring Up Membership



CORPORATE REPORT

NO: R125

COUNCIL DATE: May 30, 2016

REGULAR COUNCIL

TO: Mayor & Council DATE: May 25, 2016
 FROM: General Manager, Parks, Recreation and Culture FILE: 4710-01
 SUBJECT: Measuring Up - Strategies to Enhance Accessibility and Inclusion for People with Disabilities - 2016-2019 Progress Report

RECOMMENDATION

The Parks, Recreation and Culture Department recommend that Council receive this report as information.

INTENT

The purpose of this report is to provide an update on the recent successes of the Surrey's Measuring Up initiative.

BACKGROUND

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

In 2009, Measuring Up, with the assistance of the Social Planning and Research Council (SPARC) of BC, developed an Accessibility and Inclusiveness Assessment for the City of Surrey, and began work on 14 identified strategies to improve accessibility and inclusion in Surrey. In 2013 the group revisited the identified strategies to determine priorities for their future work together. They worked together to develop a strategic plan that guided their work until 2016. A new strategic plan was developed in 2016 that refreshes the existing plan and guides the Measuring Up work forward until 2019. The 2016 - 2019 Measuring Up Strategic Plan is included as Appendix "I".

The purpose of the Measuring Up Committee is to support a comprehensive approach to making the City of Surrey more accessible and inclusive for people with disabilities. In particular, this Committee:

- Identifies issues and opportunities to improve accessibility and social inclusion in Surrey with a particular focus on inclusion of people with disabilities in the economic and social life of the community;
- Engages key stakeholders and the community at large in the processes of issue identification and developing solutions, and
- Implements strategies for making the City of Surrey a model community for accessibility and inclusiveness.

DISCUSSION

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

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

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

Completed Actions 2015-2016

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

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

Future Action Plan (2016-2019)

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

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

SUSTAINABILITY CONSIDERATIONS

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

SC7: Participation in Leisure Programs

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

SC12: Adapting to Demographic Change

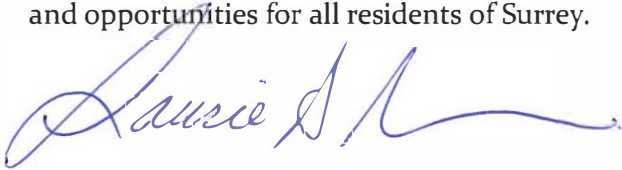
- Promoting Universal Adaptable Design, which involves consideration of the needs of people of all ages and abilities when designing public buildings and amenities in the public realm.

SC:13 Create a Fully Accessible City of Surrey

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

CONCLUSION

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



Laurie Cavan
General Manager
Parks, Recreation and Culture

Appendix "I" Measuring Up Strategic Plan 2016 – 2019

Appendix "II" Measuring Up Committee Member

Appendix "III" Measuring Up – Strategic Plan 2016-2019 Action Plan

(appendices available upon request)

MEASURING UP WORKING GROUP

STRATEGIC PLAN

City of Surrey

2019



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MEASURING UP WORKING GROUP: OVERVIEW

The Measuring Up Working Group (MUP) is a network of community leaders that have a commitment to increasing accessibility, employment, recreation and volunteerism for people with a disability. MUP acts as a resource for City initiatives related to accessibility. The members also offer important resources within business and the wider community that helps to promote broad action on accessibility and inclusion.

Measuring Up is supported by the City of Surrey's Accessibility Team, including both the Manager of Support Services and Accessibility and the Universal Design Coordinator. The working group meets every two months.

UNDERSTANDING THE MEASURING UP WORKING GROUP: WHAT'S WORKING WELL?

Members of MUP indicated the longevity of the group is something to be celebrated; Measuring Up groups were created in various municipalities in the lead up to the 2010 Vancouver Olympics, but most other municipalities have not maintained the important resource. The longevity of MUP in Surrey is a result of its continued close relationship with the City and other members of the community which has supported it remaining relevant.

The Inclusive Hiring Fair is an initiative MUP has been significantly involved in and its members feel proud of the success and outcomes the event has catalyzed. In addition, the group initiated a workshop about employment for other businesses in Surrey. As well, the City of Surrey has made great progress in adapting and retrofitting its recreation facilities and programming to support people with disabilities.

The group is passionate about accessibility and collectively the membership holds a deep knowledge of universal design. MUP members have broad networks and relationships with disability groups in the community and have active in deepening strategic partnerships (for example, with Rick Hanson Foundation, businesses and community organizations).

The following outlines a series of strategic focus areas to guide the work of the Measuring Up Working Group in 2019-2022.

STRATEGIC FOCUS AREAS

The following Strategic Initiatives will become the focus of work in for 2019-2022:

1. Engage people with lived experience in decision-making processes
2. Actively facilitate education events to increase awareness about accessibility.
3. Strengthen relationships with trusted partners
4. Align with other strategies and leverage actors supporting these

Each Strategic Focus area includes a number of key actions to support the initiative progressing in 2019 and a general timeline for the activity.

1. Strategic Focus: Engage people with lived experience in disability in decision-making processes

The success of the MUP demonstrates the wide variety of opportunity that exists to engage and support people with disabilities decision making processes. There is opportunity and interest from the group to grow the integration of perspectives about disability into broader decision making processes.

Key Actions



- Identify community based organizations/committees where it would make sense to have representation from disability community.
 - Reach out to the organization on behalf of MUP to engage in the organization about the opportunity.
 - Select a MUP representative or work to engage another person with disability for that role.
- Explore the development of a buddy system to support engagement in community events from a broader group of people with disabilities.
 - Brainstorm opportunities for a buddy system
 - Explore and set a focus for the buddy system (i.e. attending community based events and festivals; attending sports and recreation programs)
 - Identify and design the program (operational and logistical considerations)
 - Consider who is best to operate a program like this
 -
- Explore opportunities for MUP members to participate in other City committees or event design groups.

Timeline: July – September

2. Strategic Focus: Actively facilitate education events to increase awareness about accessibility

Because of the MUP's strong connections within the community, a key role they can play is to help facilitate education that increases awareness and understanding about accessibility and inclusion. Members of the group expressed enthusiasm for engaging a variety of organizations to support this outcome.

Key Actions



- Develop a presentation that can used to support awareness and understanding of accessibility and inclusion (presentation can be shifted and altered to suite each audience)
- Brainstorm community organizations that would benefit from the presentation
 - Assign MUP members to follow up with different community organizations, schedule, and deliver the presentation.
 - Key target audiences include:
 - Cultural organizations
 - Businesses
 - City events
- Host a President's Group event within the City of Surrey to engage businesses around the

- benefits and opportunities of hiring people with disabilities
- Identify community based organizations/groups where it would make sense to have representation from disability community.
 - Reach out to the organization on behalf of MUP to engage in the organization about the opportunity.
 - Select a MUP representative or work to engage another person with disability for that role.
- Explore the development of a buddy system to support engagement in community events from a broader group of people with disabilities.
 - Brainstorm opportunities for a buddy system
 - Explore and set a focus for the buddy system (i.e. attending community based events and festivals; attending sports and recreation programs)
 - Identify and design the program (operational and logistical considerations)
 - Consider who is best to operate a program like this
 -
- Explore opportunities for MUP members to participate in other City committees or event design groups.

Timeline: Planning (July – September); Host Event (October)

3. Strategic Focus: Strengthen relationships with trusted partners

There is an opportunity to strengthen and leverage existing partnerships to deepen the impact MUP can have within the City and the community. Much of this work involves relationship building and partnership brokering to explore actions that both organizations can work on together.

Key Actions



- Designate a key contact from MUP to work on strengthening the relationships with each of these following organizations:
 - Rick Hanson Foundation
 - Spinal Cord Institute of BC
 - Neil Squire
 - Surrey Association of Community Living
 - CLBC
 - President’s Group
 - Canucks Autism Network
 - South Fraser Active Living Group
 - Deaf and hard of hearing community
- Increase communications between MUP and the City’s Facilities Committee
- Increase effectiveness of updates and engagement with Parks and Recreation Committee (where a Councillor is assigned).
 - Develop regular, impactful updates for these Committee meetings on the progress of the MUP

Timeline: Ongoing

4. Strategic Focus: Align with other strategies and leverage actors supporting these

The City has a number of other initiatives, strategies and committees that operate in isolation from the work of the Measuring Up Working Group. There is desire to explore alignment opportunities to strengthen outcomes for everyone.

Key Actions



- Review and discuss key strategy documents to identify alignment opportunities, synergies and opportunities for greater collaboration with other initiatives. Explore inviting representatives from each strategy to MUP to listen and contribute to the discussion.
 - Age Friendly Strategy
 - Sport Tourism Strategy
 - Emergency Management
- Invite the Human Resources team to a MUP meeting to share their barriers in the inclusive hiring process and brainstorm opportunities for MUP to support HR further.
- Explore the alignment and partnership opportunities between other City committees

Timeline: Ongoing (consider one strategy per meeting)

MEASURING PROGRESS

Measuring progress on this work plan throughout the year is important for ensuring that annual work maintains strategic focus instead of getting caught in reacting to distractions or reviewing the same issues.

Composition

The Core Group consists of organizations, agencies, groups and individuals in the Surrey area who seek to move the issues of diversity and inclusion forward in their organizations and in their communities.

Members may include, but are not limited to:

1. Local community inclusion organizations;
2. Health authorities;
3. Citizens;
4. Special interest groups focused on addressing inclusion or mental health;
5. Municipality of Surrey;
6. Faith organizations;
7. Individuals with lived experience; and
8. Educational institutions.

Current Members

Marco Pasqua	Rick Hansen Foundation/Speaker/Accessibility Consultant
Kiren Uppal	Kwantlen Polytechnic University
Coreen Windbiel	Executive Director of the Surrey Association for Community Living
Kimberly Ranger Wood	GV Association of the Deaf & Director at the BC Cultural Society for the Deaf
Pete Hohmann	City of Surrey – Parks, Recreation and Culture
Ron Bergen	CNIB and Translink Accessibility Committee Member
Glenda Watson-Hyatt	Communication Disabilities Access Now/Speaker
Amit Sharma	South Fraser Active Living Group/Hawk Group of Companies
Anu Pala	Vision Loss Rehabilitation Specialist/Consultant
Kim Egger	South Fraser Active Living Group/Rick Hansen Foundation
Nathan Shipley	Community Member
Tara Roberts (Co-chair)	City of Surrey – Parks, Recreation and Culture
Sylvain Formo	Canucks Autism Network
Karin Pasqua (Co-chair)	City of Surrey – Parks, Recreation and Culture (Accessibility and Universal Design)
Sylvain Formo	Canucks Autism Network
Korine Deol	Fraser Health Authority
Tariq Mehboob	WorkBC
Sahra-Lea Tosdevine-Tataryn	Age Friendly Strategy