City of Richmond

General Purposes Committee
Electronic Meeting

Anderson Room, City Hall
6911 No. 3 Road
Monday, July 15, 2024
4:00 p.m.

Pg. #   ITEM

MINUTES

GP-4   *Motion to adopt the* minutes *of the meeting of the General Purposes Committee held on July 2, 2024.*

☐

CAO'S OFFICE

1.   **2024 UBCM COMMUNITY EXCELLENCE AWARDS PROGRAM**
     (File Ref. No. 01-0130-01) (REDMS No. 7654635)

GP-11   See Page **GP-11** for full report

Designated Speaker: Jason Kita

STAFF RECOMMENDATION

That the City of Richmond's submissions to the Union of BC Municipalities (UBCM) Community Excellence Awards program be endorsed, including:

(1)   Excellence in Governance: Steveston Island Dike Preliminary Design;

(2)   Excellence in Service Delivery: Community Services Pop-Ups;

(3)   Excellence in Asset Management: Ageing Infrastructure Analysis; and

(4)   Excellence in Sustainability: Water Conservation Program.

☐

PLANNING AND DEVELOPMENT DIVISION

2. **CITY RESPONSE TO DRAFT RECOMMENDATIONS FOR THE FIRST ACCESSIBLE BRITISH COLUMBIA ACT STANDARDS**
(File Ref. No. 08-4055-05) (REDMS No. 7735770)

GP-20   See Page **GP-20** for full report

Designated Speaker: Melanie Burner

STAFF RECOMMENDATION

(1)   That staff be authorized to submit written feedback to the Province of British Columbia in response to the draft recommendations for the First Accessible British Columbia Act Standards, as described in the report titled "City Response to Draft Recommendations for the First Accessible British Columbia Act Standards", dated June 27, 2024, from the Director, Community Social Development; and

(2)   That the City send a letter to the Province requesting additional and ongoing consultation with municipalities in advance of standards being finalized for introduction into the Legislative Assembly.

☐

DEPUTY CAO'S OFFICE

3. **WORKS YARD REPLACEMENT PROJECT - KEY DESIGN PARAMETERS AND GUIDING PRINCIPLES**
(File Ref. No. 06-2055-01) (REDMS No. 7720561)

GP-71   See Page **GP-71** for full report

Designated Speakers: Ben Dias and Martin Younis

STAFF RECOMMENDATION

(1)   That the Key Design Parameters as described on page 5 of the staff report titled "Works Yard Replacement Project - Key Design Parameters and Guiding Principles" dated June 14, 2024, from the Director, Facilities and Project Development and the Manager, Works Yard Planning, be approved; and

(2)   That the Guiding Principles as described in Attachment 1 of the staff report titled "Works Yard Replacement Project - Key Design Parameters and Guiding Principles" dated June 14, 2024, from the Director, Facilities and Project Development and the Manager, Works Yard Planning, be approved and utilized to guide the development of the Works Yard Replacement Project.

COUNCILLOR ANDY HOBBS

4.   **ZERO CARBON STEP CODE (ZCSC) AND ENERGY STEP CODE (ESC)**
(File Ref. No.) (REDMS No.)

GP-81

See Page **GP-81** for background materials

MOTION

That, in relation to the Zero Carbon Step Code and Energy Step Code in the Building Regulations Bylaw and OCP, for single-detached and duplex residential buildings, staff be directed to:

(1)   Provide options for Council consideration related to the current implementation timeline; and,

(2)   Clarify the role of natural gas for space heating and domestic hot water and provide options for Council consideration.

7739832

DEPUTY CAO'S OFFICE

ADDED	5.	**HUGH BOYD COMMUNITY FACILITY AND FIELDHOUSE – REFERRAL RESPONSE**

(File Ref. No. 06-2050-20-HBSC) (REDMS No. 7746572)

GP-82

<mark>See Page **GP-82** for full report</mark>

Designated Speakers: Martin Younis and Mandeep Bains

STAFF RECOMMENDATION

That Council provide direction as to the preferred option from Table 3 in the staff report titled, "Hugh Boyd Community Facility and Fieldhouse – Referral Response," dated July 9, 2024, from the Director, Facilities and Project Development and the Director, Recreation and Sport Services and, if required, that the capital budget and Consolidated 5 year Financial Plan (2024-2028) be amended.

ADJOURNMENT

City of Richmond

General Purposes Committee

Date:	Tuesday, July 2, 2024
Place:	Anderson Room Richmond City Hall
Present:	Mayor Malcolm D. Brodie, Chair Councillor Chak Au Councillor Carol Day (by teleconference) Councillor Laura Gillanders Councillor Kash Heed Councillor Andy Hobbs (by teleconference) Councillor Alexa Loo Councillor Bill McNulty Councillor Michael Wolfe
Call to Order:	The Chair called the meeting to order at 4:00 p.m.

MINUTES

It was moved and seconded
That the minutes of the meeting of the General Purposes Committee held on June 17, 2024, be adopted as circulated.

CARRIED

PRESENTATION

1. Yannick Simovich, Board Chair, Tourism Richmond, and Nancy Small, CEO, Tourism Richmond, with the aid of a PowerPoint presentation (Copy of File, City Clerk's Office) provided an update on the tourism industry in Richmond, and Tourism Richmond's plans and initiatives. The following was highlighted:

    ▪ at the BC Tourism Awards, Tourism Richmond was recognized as the premier non-Profit, stakeholder-driven destination marketing organization (DMO) of the year in BC;

1.

- in partnership with the City of Richmond and the Hotel Association, Tourism Richmond recently introduced two destination enhancement programs, a free shuttle from central Richmond to Steveston Village and a Bike Valet in Steveston;

- Tourism Richmond is working closely with its partners and the Regenerative Tourism Advisory Committee on a Regenerative Tourism initiative which is a concept of developing travel experiences that ensure employees, businesses, communities and eco systems can flourish;

- Tourism Richmond hosted in partnership with the Hotel Association, a successful Lunar New Year event in February for a group of American journalists;

- the Seattle Times recently did an article that featured Richmond as having the best dim sum in North America; and

- an Artificial Intelligence (AI) trip planning tool called ASK LULU has recently been launched by Tourism Richmond.

In response to queries from the Committee, the delegation noted that:

- Tourism Richmond can access demographics on visitors to Richmond who have been in the city for 24 hours or more, through a measuring tool. This information helps determine where marketing will occur;

- tourists visit Richmond because of its cultural diversity, culinary scene, Steveston Village, shopping, accessibility, and convenience;

- mainly tourists are coming to Richmond from other parts of BC, and from Alberta, Ontario and the Pacific Northwest; and

- hotel occupancy rate during the first quarter of 2024 was 78-79 percent.

2.

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FINANCE AND CORPORATE SERVICES DIVISION

2. **DEVELOPMENT OF A RICHMOND TOURISM MASTER PLAN**
(File Ref. No. 08-4150-01) (REDMS No. 7706191)

In response to queries from Committee, staff advised that (i) they are anticipating that the final report will be complete in the fourth quarter of 2025, a draft will come forward to Council prior to that, (ii) there will be a robust consultation and engagement period for the development of the plan through engagement of groups across the community, (iii) as part of the development of the tourism master plan, staff will look to bring in partners such as Destination BC, (iv) data from 2019 shows there were approximately eight million visitors spending approximately two billion direct dollars in Richmond. Tourism Richmond will be updating these figures in the next few months, (v) Tourism Richmond will be providing funding for the full cost of the master plan, and (vi) Tourism Richmond is funded through the Municipal and Regional District Tax (MRDT). Staff will provide information to Committee on the how much funding Tourism Richmond received in 2023.

It was moved and seconded
That the approach to developing a Richmond Tourism Master Plan, including the guiding principles, as outlined in the staff report titled, "Development of a Richmond Tourism Master Plan," dated June 10, 2024, from the Director, Business Services, be endorsed.

CARRIED

DEPUTY CAO'S OFFICE

3. **HUGH BOYD COMMUNITY FACILITY AND FIELDHOUSE – PROGRAM, SITE SELECTION, FORM AND CONCEPT DESIGN**
(File Ref. No. 06-2050-20-HBSC) (REDMS No. 7671729)
Staff advised that the one percent public art contribution is $130,000 rather than the $190,000 that is noted in the report.

3.

In response to queries from Committee, staff advised that (i) the new field house will be approximately 10,500 sq ft, plus an additional 1000 sq ft of outdoor viewing space, (ii) the cost of demolishing the current field house is approximately $120,000, and the cost to renovate and maintain it is approximately $350,000, (iii) staff conducted a building assessment and recommended demolition of the current building, as it was found that it is in poor condition, (iv) the Building Committee supported a permanent wall to maximize the use of the space and allow for flexibility and cohabitation with two programs occurring at the same time, (v) at a later date, staff will bring forward for Council consideration an operating model and OBI report, (vi) staff anticipate that the operation of the facility will include the City's current model of partnering with an association or user group, (vii) several facility location options were accessed for suitability, the two options being presented to Council are supported by the Building Committee and meet the program intent, (viii) the facility will target the passive house standard which is the most robust energy approach, and (ix) the facility will have a servery as a food prep space to support the community programming and events taking place in the multipurpose spaces.

Committee requested a floor plan of the Hugh Boyd Community Centre.

There was agreement to deal with Parts (1) (2) (3) and (4) separately.

It was moved and seconded

(1A)   *That the program, Site A location, two-storey form and concept design as described in the staff report titled, "Hugh Boyd Community Facility and Fieldhouse – Program, Site Selection, Form and Concept Design," dated June 3, 2024, from the Director, Facilities and Project Development and the Director, Recreation and Sport Services, be approved; and*

(1B)   *That staff be directed to consider the costs and utility for a movable wall for the proposed second floor multi-use space and replacing the servery with a kitchen.*

CARRIED
Opposed: Cllr. Wolfe

As a result of the discussion the following **referral motion** was introduced:

It was moved and seconded
That the proposed demolition of the existing small field house, as outlined in the report titled, "Hugh Boyd Community Facility and Fieldhouse – Program, Site Selection, Form and Concept Design," dated June 3, 2024, from the Director, Facilities and Project Development and the Director, Recreation and Sport Services, be referred back to staff to examine the use and cost-effectiveness of keeping the existing small field house.

4.

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The question on the referral motion was not called as discussion ensued with respect to demolition, retention and renovation costs associated with the current field house.

The question on the **referral motion** was then called and it was **CARRIED.**

It was moved and seconded
That the capital budget in the amount of $19 million be approved and funded from the Growing Communities Reserve Fund ($17,712,669) and Capital Building and Infrastructure Reserve ($1,287,331) as outlined in the report titled, "Hugh Boyd Community Facility and Fieldhouse – Program, Site Selection, Form and Concept Design," dated June 3, 2024, from the Director, Facilities and Project Development and the Director, Recreation and Sport Services; and

CARRIED

It was moved and seconded
That the Consolidated 5 year Financial Plan (2024-2028) be amended accordingly.

CARRIED

4.   **CAPITAL PROJECTS DELIVERY PERFORMANCE**
     (File Ref. No. 10-6000-01) (REDMS No. 7735903)
     Staff advised that (i) a 100 percent of the approved projects that have been fully completed over the last 10 years have been on or under budget, (ii) there is extensive oversight on all projects by Quantity Surveyors, Architects, Engineers, Construction Management teams, and internal Project Management teams, (iii) Steveston Community Centre and Branch Library is at the final construction stage, on budget, and on schedule. There are 16 independent professional consulting firms involved in this project (12 core design and delivery teams and four professional consulting firms in a 100 percent oversight role), and (iv) for any significant new construction or new renovation, the City uses Multivista, a service that sets up cameras to take photos every 15 minutes of the entire construction site and creates a permanent photographic record of the entire construction process.

5.

In response to queries from Committee, staff advised that (i) capital projects brought forward to Council for funding approval have a defined program and scope, and projected costs, which include estimated future construction costs, escalation costs and added factors of safety, (ii) cost estimates provided before final approval of the budget are estimates that reflect potentially different scopes of work, (iii) cost estimates provided years before approval of the capital project can have a 20-30 percent cost escalation, and (iv) in 2016 when Phase 1 was submitted, the estimated cost of Steveston Community Centre and Branch Library was $40-50 million, changes to programming, site location, and an increase in the size of the building as well as escalation costs have increased the cost to 95 million.

It was moved and seconded
That the report titled "Capital Projects Delivery Performance" from the Deputy CAO, dated June 27, 2024, be received for information.

CARRIED

COUNCILLOR KASH HEED

5. **BLUE-RIBBON OVERSIGHT COMMITTEE**
   (File Ref. No.) (REDMS No.)
   Councillor Heed provided an overview of his motion highlighting that (i) the objective of a Blue Ribbon Oversight Committee is to help ensure that tax payer funds are being utilized in the most accountable and transparent way, (ii) the composition of the committee would consist of professionals that are involved in the industry at the highest level and that build significant infrastructure projects in BC, and (iii) this Committee would provide oversight on infrastructure projects exceeding $50 million.

   Discussion ensued with respect to (i) accountability, budget adherence, and accuracy, (ii) the Blue Ribbon Committee being a useful tool in certain circumstances but not a panacea, (iii) referring the motion to staff to gain more information regarding quality, and cost effectiveness, (iii) future major capital projects cost control, (iv) the Committee not replacing current practices but enhancing what is already in place, and (v) as part of the referral, staff review what the threshold consideration for a major project was under the previous Major Projects Advisory Committee.

   As a result of the discussion the following **referral motion** was introduced:

   It was moved and seconded
   That the proposed motion regarding the establishment of a Blue-Ribbon Oversight Committee be referred to staff to examine various options for the effective management and execution for publicly funded infrastructure projects exceeding 50 million dollars and report back.

CARRIED
6.

ADJOURNMENT

It was moved and seconded
That the meeting adjourn (6:27 p.m.).

CARRIED

Certified a true and correct copy of the
Minutes of the meeting of the General
Purposes Committee of the Council of the
City of Richmond held on Tuesday, July
2, 2024.

_____
Mayor Malcolm D. Brodie
Chair

_____
Raman Grewal
Legislative Services Associate

7.

City of Richmond

Report to Committee

To:	General Purposes Committee	**Date:**	June 10, 2024
From:	Jason Kita Director, Intergovernmental Relations and Corporate and Strategic Planning	**File:**	01-0130-01/2024-Vol 01
Re:	**2024 UBCM Community Excellence Awards Program**		

Staff Recommendation

That the City of Richmond's submissions to the Union of BC Municipalities (UBCM) Community Excellence Awards program be endorsed, including:

1. Excellence in Governance: Steveston Island Dike Preliminary Design;
2. Excellence in Service Delivery: Community Services Pop-Ups;
3. Excellence in Asset Management: Ageing Infrastructure Analysis; and
4. Excellence in Sustainability: Water Conservation Program.

Jason Kita
Director, Intergovernmental Relations and Corporate and Strategic Planning
(604-276-4091)

Att. 1

REPORT CONCURRENCE		
ROUTED TO:	**CONCURRENCE**	**APPROVED BY CAO**
Community Social Development Engineering Public Works Richmond Public Library	☑ ☑ ☑ ☑	
SENIOR STAFF REPORT REVIEW	**INITIALS:** CJ	

Staff Report

Origin

The UBCM Community Excellence Awards recognize and celebrate UBCM members that have implemented projects or programs that demonstrate excellence in meeting the purposes of local government in BC.

The intention of the awards are to profile promising practices and to encourage local governments to learn from the success of others in order to implement changes in their own communities.

Staff have submitted four award applications to UBCM on behalf of the City by the submission deadline of May 17, 2024. As part of the application process, entries for this year's awards submissions must also include a resolution by Richmond City Council indicating support for the project/program in order to be considered for a 2024 UBCM Community Excellence Award. UBCM accepts applications without a resolution, providing a resolution is submitted by August 16, 2024. Should City Council choose not to endorse an application, staff can withdraw the application(s).

This report supports Council's Strategic Plan 2022-2026 Focus Area #1 Proactive in Stakeholder and Civic Engagement:

> *Proactive stakeholder and civic engagement to foster understanding and involvement and advance Richmond's interests.*
>
> *1.1 Continue fostering effective and strategic relationships with other levels of government and Indigenous communities.*

Analysis

The City's vision is "to be the most appealing, liveable, and well-managed community in Canada" and is committed to continuous improvement and striving for excellence in matters of local government. One way that this is demonstrated is through awards and recognition to the City from peers in local government and others. City awards can be located on the City's website at https://www.richmond.ca/culture/discover-richmond/profile/awards.htm.

Annually, the City applies for various awards and in particular, the UBCM Community Excellence Awards program to showcase Richmond projects and programs in governance, service delivery, asset management, and sustainability. Staff have reviewed the eligibility criteria and are recommending submissions in the following award categories.

1. Excellence in Governance

    Governance is the process of decision-making and the means by which decisions are implemented (or not implemented).

This category recognizes UBCM members that utilize governance processes and policies that are outcomes-based and consensus oriented; support and encourage citizen participation in civic decision-making; are efficient, equitable, and inclusive, open and transparent; and exemplify best practices in accountability, effectiveness, and long-term thinking. This may include projects focused on staff, elected officials, and/or the community at large.

The City's 2024 submission to the Excellence in Governance award category is Steveston Island Dike Preliminary Design.

The Steveston area in Richmond is of great cultural, historical, and economic significance and is home to a harbour with numerous fishing vessels. The City has developed the Steveston Island Dike Preliminary Design to improve flood protection in the area. The project includes a new dike along Steveston Island, with a navigable gate at the Steveston Harbour entrance that would close during high water conditions. The Steveston island dike is proposed to span from London Landing to Garry Point Park and will work in tangent with the existing perimeter dike, ensuring enhanced flood protection for the area and future development opportunities along the foreshore. The proposed dike alignment will significantly reduce disruptions to Steveston residents and businesses that would have occurred if the perimeter dike was raised in its current alignment. The preliminary design for the project was completed after significant internal and external stakeholder engagement and was endorsed by City Council.

2. Excellence in Service Delivery

Service delivery involves the actual production and provision of goods and services to the community, and should be integrated with community plans and aligned with financial plans.

This category recognizes UBCM members that provide effective services in a proactive manner and demonstrate benefit to the community.

The City's 2024 submission to the Excellence in Service Delivery award category is Community Services Pop-Ups.

The Community Services Pop-Ups (Pop-Ups) are free, monthly drop-in sessions that bring together community-based service providers at a centrally located library branch to enable residents with lower incomes to access resources and supports, including navigating housing, health, and benefit systems. Since December 2022, over 1,400 community members and 38 organizations have participated in the Pop-Ups. Significant support has been received from local community organizations, businesses, and provincial and federal government programs. A Community Team of individuals with lived and living experience are actively involved to ensure the program is meaningful and relevant. The Pop-Ups Program Model is a promising practice to address poverty reduction and is transferable to other municipalities, easily adaptable to meet local needs, and requires minimal investment (<$5,000/year). The City of Richmond and Richmond

Public Library developed this program model, with provincial funding through the UBCM Poverty Reduction Planning and Action Program.

3. Excellence in Asset Management

Asset management is an integrated business approach that involves planning, finance, engineering, and operations to effectively manage existing and new infrastructure in order to maximize benefits, reduce risk and provide satisfactory levels of service to community users in a sustainable manner.

This category recognizes UBCM members that have developed and implemented a comprehensive system of asset management policies and practices, meeting and/or exceeding accepted best practices such as the International Infrastructure Management Manual, ISO 55000 or Asset Management for Sustainable Service Delivery: ABC Framework.

The City's 2024 submission to the Excellence in Asset Management award category is Ageing Infrastructure Analysis.

The City of Richmond maintains consistent water, sanitary sewer, road network, and flood protection services which are critical toward the health and well-being of a community. To effectively manage existing and new infrastructure, the City maintains a robust utility infrastructure asset management program that helps ensure the City can develop and grow in a sustainable manner. The program outlines current and long-term financial requirements for maintaining and replacing the City's ageing infrastructure based on standard and observed service life of specific types of infrastructure. This helps ensure the City has the capacity to meet the financial challenges of the present, as well as the future, while maintaining current service levels.

4. Excellence in Sustainability

Sustainability means meeting current needs without compromising the ability of future generations to meet their own needs.

This category recognizes UBCM members that incorporate a long-term sustainability lens by considering the four pillars – cultural, social, economic, and environmental issues – in planning, policy, and practice.

The City's 2024 submission to the Excellence in Sustainability award category is the City of Richmond's Water Conservation Program.

The City of Richmond has developed and advanced its Water Conservation Program to strategically reduce water consumption in the City. This program includes water metering, water pressure management, water use restrictions, leak reduction and detection, toilet rebates, and rain barrels. Supported by City Council's Strategic Plan, the program helps inform, educate, and encourage residents and businesses to conserve water. In addition, the City has participated in a summer support program since 2022 to support Metro Vancouver's water use restrictions. Through this program, staff have

prepared communications material to inform residents and businesses about the importance of water conservation during dry periods. Staff also maintain proactive communication with Metro Vancouver during the summer support program, and provide residents and businesses with advance notice as water restriction stage changes come into effect.

Financial Impact

None.

Conclusion

The Union of BC Municipalities (UBCM) Community Excellence Awards program recognizes implemented projects or programs that demonstrate excellence in local government in BC. This annual opportunity provides the City of Richmond to be recognized for its commitment to continuous improvement and excellence in municipal governance and service delivery.

Alisa Carey
Manager, Intergovernmental Relations
(604-247-4695)

Att. 1: UBCM Community Excellence Awards – 2024 Program and Application Guide

Community Excellence Awards
2024 Program and Application Guide

Application Deadline: May 17, 2024

1. Introduction

The Community Excellence Awards recognize and celebrate UBCM members that have implemented projects or programs that demonstrate excellence in meeting the purposes of local government in BC. The awards are designed to profile promising practices and to encourage local governments to learn from the success of other members in order to implement changes in their own communities.

UBCM has offered the Community Excellence Awards since 2004.

2. Eligible Applicants and Projects

The Community Excellence Awards program is open to UBCM members only, including local government and First Nation members. UBCM members may submit one application per category.

To be eligible for consideration, projects:

- Must have been initiated after January 1, 2019 and be substantially completed.
- Cannot be the subject of an application that was previously awarded a Community Excellence Award.
- May have been funded by grant programs administered by UBCM.

3. Categories

The purposes of local governments in BC are set out in both the *Community Charter* and the *Local Government Act* and generally focus on good governance, providing services for community benefit, providing stewardship of public assets, and fostering sustainability.

Based on this, the categories are:

Excellence in Governance

Governance is the process of decision-making and the means by which decisions are implemented (or not implemented).

This category recognizes UBCM members that utilize governance processes and policies that are outcomes-based and consensus oriented; support and encourage citizen participation in civic decision-making; are efficient, equitable and inclusive, open and transparent; and

Municipal Finance Authority of BC

GREEN COMMUNITIES

URBAN SYSTEMS | urban **matters**

exemplify best practices in accountability, effectiveness, and long-term thinking. This may include projects focused on staff, elected officials and/or the community at large.

Excellence in Service Delivery

Service delivery involves the actual production and provision of goods and services to the community, and should be integrated with community plans and aligned with financial plans.

This category recognizes UBCM members that provide effective services in a proactive manner and demonstrate benefit to the community.

Excellence in Asset Management

Asset management is an integrated business approach that involves planning, finance, engineering and operations to effectively manage existing and new infrastructure in order to maximize benefits, reduce risk and provide satisfactory levels of service to community users in a sustainable manner.

This category recognizes UBCM members that have developed and implemented a comprehensive system of asset management policies and practices, meeting and/or exceeding accepted best practices such as the International Infrastructure Management Manual, ISO 55000 or Asset Management for Sustainable Service Delivery: A BC Framework.

Excellence in Sustainability

Sustainability means meeting current needs without compromising the ability of future generations to meet their own needs.

This category recognizes UBCM members that incorporate a long-term sustainability lens by considering the four pillars - cultural, social, economic and environmental issues - in planning, policy and practice.

4. Program Criteria

All applications will be scored against the following overall program criteria:

- Leadership: the extent to which the applicant acted as a local or regional leader in the development or implementation of the project.
- Financial management and planning: the degree to which the project and/or organization has implemented financial best practices that support long-term financial planning, value for money, financial sustainability and/or economic development.
- Partnerships and collaboration: the breadth and depth of community and/or regional partnerships that supported the project and the extent to which internal (e.g. inter-departmental and/or staff and elected officials) and/or external collaboration was evident.
- Innovation and promising practices: the degree to which the project demonstrated creativity and innovation, and contributed to increased efficiency or effectiveness.
- Engagement and communications: the extent to which internal and/or external engagement was foundational to the success of the project, including the use of communication tools such as social media.
- Transferability: the degree to which the process or outcomes of the project, or other learnings, could be conveyed to other UBCM members.

- Performance measurement: the extent to which the project has identified and/or utilized performance measures, benchmarks and/or standards to demonstrate benefit to the community.

5. UBCM Presidents Committee Choice Award

The Presidents Committee Choice Award is an opportunity for an outstanding, unique and/or special project, that would otherwise not be recognized through the adjudication process, to be recognized in the Community Excellence Award's program.

The award is not an additional category that applicants can apply under; instead candidates for the award are identified during the regular adjudication process.

The criteria for considering a candidate for the Presidents Committee Choice Award include:

- Exemplary demonstration of excellence in meeting objectives of local government (for example, as demonstrated by highest application review score in a given intake);
- Outstanding achievement in relation to a current issue faced by local governments.

6. Application Process

Application Deadline

The application deadline is May 17, 2024 (Friday of Local Government Awareness Week).

Application Contents

All applicants are required to submit an electronic copy of the complete application package, including:

- Signed application form. Applications should be submitted as Word or PDF files.
- Council, Board or Band Council resolution indicating support for the project to be considered for a 2024 Community Excellence Award. Note: UBCM will accept applications without a resolution, providing they are received by August 16, 2024. Please contact UBCM if the resolution cannot be submitted by the application deadline.
- Five representative photos of the project. Photos should be submitted as JPEG files at a resolution suitable for display.
- Links to any publicly available videos related to the project.

Review of Applications

UBCM staff will perform a preliminary review of all applications to ensure the required application elements have been submitted and to ensure that basic eligibility criteria have been met. Only complete application packages will be reviewed.

Should UBCM staff determine that a submission is more suitable to a different category than the one submitted to, they may transfer the application to that category.

Subject matter experts will assess and score all eligible applications. UBCM's Presidents Committee will then review recommendations and scores from the subject matter experts and select category winners and, if recommended, honourable mentions.

The committee may also consider if applicants have received past awards and the location and type of each project.

7. Awards Ceremony

Awards will be presented during UBCM's 2024 Convention. All delegates are invited to attend the awards event.

Please note that in the case that an application for a project with multiple partners is selected for an award or honourable mention, only the local government that submitted the application will be identified as the recipient.

8. Additional Information

Please visit the Community Excellence Awards section of the UBCM website or contact awards@ubcm.ca.

City of Richmond

Report to Committee

To:	General Purposes Committee	**Date:**	June 27, 2024
From:	Kim Somerville Director, Community Social Development	**File:**	08-4055-05/2024-Vol 01
Re:	**City Response to Draft Recommendations for the First Accessible British Columbia Act Standards**		

Staff Recommendations

1. That staff be authorized to submit written feedback to the Province of British Columbia in response to the draft recommendations for the First Accessible British Columbia Act Standards, as described in the report titled "City Response to Draft Recommendations for the First Accessible British Columbia Act Standards", dated June 27, 2024, from the Director, Community Social Development; and

2. That the City send a letter to the Province requesting additional and ongoing consultation with municipalities in advance of standards being finalized for introduction into the Legislative Assembly.

Kim Somerville
Director, Community Social Development
(604-247-4671)

Att. 2

REPORT CONCURRENCE		
ROUTED TO: Communications Intergovernmental Relations & Protocol Human Resources Business Services Finance Information Technology Arts, Culture & Heritage Parks Recreation & Sport Services Public Works Fire-Rescue & Emergency Programs Facility Services & Project Development Building Approvals	**CONCURRENCE** ☑ ☑ ☑ ☑ ☑ ☑ ☑ ☑ ☑ ☑ ☑ ☑ ☑	**CONCURRENCE OF GENERAL MANAGER** *Wayne C.*
SENIOR STAFF REPORT REVIEW	**INITIALS:** CJ	**APPROVED BY CAO**

Staff Report

Origin

On June 17, 2021, the Accessible British Columbia Act (the Act) was passed by the Legislative Assembly of British Columbia. The Act creates the legal framework to develop, implement and enforce accessibility standards that will set out legally binding regulations across a wide range of areas that may include employment, delivery of services, the built environment, information and communications, transportation and procurement.

On May 31, 2024, the Province launched a public engagement process to receive feedback from the general public, industry and organizations, including municipalities, on a set of draft recommendations that will form the basis of the first standards to be developed under the Act – the Accessible Service Delivery Standard and the Employment Accessibility Standard.

The purpose of this report is to seek Council's authorization to submit a written response to these draft recommendations on behalf of the City.

This report supports Council's Strategic Plan 2022–2026 Focus Area #1 Proactive in Stakeholder and Civic Engagement:

> *Proactive stakeholder and civic engagement to foster understanding and involvement and advance Richmond's interests.*

> *1.1 Continue fostering effective and strategic relationships with other levels of government and Indigenous communities.*

> *1.2 Advocate for the needs of Richmond in collaboration with partners and stakeholders.*

The report also supports the Richmond Accessibility Plan 2023–2033 Strategic Pillar 1 – An Accessible Community:

> *1.4 Collaborate with people with disabilities, non-profit organizations, public-sector agencies, the private sector and senior levels of government to align approaches and create greater impact in furthering accessibility and inclusion throughout the community.*

> *1.6 Advocate to senior levels of government regarding the need for increasing resources to respond to the needs of Richmond residents with disabilities.*

Analysis

Background

The introduction of the Act, the first of its kind in British Columbia, is the initial step in creating a more inclusive province for people with disabilities. The overall goal of this new legislation is to identify, remove and prevent barriers experienced by people with disabilities to ensure that all British Columbians can fully participate in their communities. It is reflective of a broader societal shift in awareness and understanding of disability that recognizes that disability is caused by barriers within society that prevent participation, rather than being the result of a person's individual circumstance.

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Starting in April 2022, the City was one of 750 public sector organizations that were legislated to comply with the Act. As a result, the City was required to meet the terms of Part 3 of the Act that included establishing an accessibility committee, developing a multi-year accessibility plan, and implementing a tool to receive feedback on accessibility. The City has met all three initial requirements of the Act and is currently in compliance with the legislation. The City will also need to comply with any new regulations that result from standards being developed under the Act.

At this time, only the Provincial Government and public-sector organizations, including municipalities, are legislated through the Act. However, when the Accessible Service Delivery Standard and the Employment Accessibility Standard are introduced into law, it is anticipated that other sectors will also be required to comply with the new regulations. This would include private and non-profit sectors.

Draft Recommendations

From May 31 to July 31, 2024, the Province is seeking feedback from the general public, industry and organizations, including municipalities, on a set of draft recommendations that will form the basis of the Accessible Service Delivery Standard (Attachment 1) and the Employment Accessibility Standard (Attachment 2). These are the first standards being developed under the Act and additional standards will be introduced over the next decade through a phased approach. A simplified, plain language overview of the draft recommendations has been provided by the Province to facilitate the feedback process. At this time, no formalized draft standards are available for review.

The draft recommendations for the Accessible Service Delivery Standard focus on how to remove barriers experienced by people with disabilities when accessing goods or services from an organization. The Province has defined an organization as a group of people with a particular purpose, including a government, business, society or charity. The draft recommendations aim to ensure that events, activities, advice and the purchasing process for goods are provided in accessible ways to include people with disabilities. They are organized into 20 proposed areas that outline the obligations of organizations to provide services in a manner that is accessible and inclusive. These areas include physical and virtual environments, staff training, communications and technology, maintenance of accessibility features, such as automatic door openers, emergency response, and related policies and practices. They also include supports that assist people with disabilities to access services, including accommodations, assistive devices, support persons, and guide and service dogs.

If finalized into law, the Standard would apply to all aspects of City service delivery and would include City programs and services such as those offered through Aquatics and the Arts Centre as well as other services offered by the City, such as business licencing, environmental programs, building inspections, and civic processes (i.e. voting). It would also apply to programs and services offered by Community Associations and Societies, as it is expected that, if the City is required to follow a standard, that Community Association and Societies would be required to do the same.

The draft recommendations for the Employment Accessibility Standard focus on how to remove barriers for people with disabilities across the whole continuum of employment from recruitment to hiring, onboarding and retention. The recommendations are organized into 19 different areas that outline the obligations of employers to develop inclusive work environments. These areas include communications with staff, training, tools and technology, accommodations, emergency evacuation plans, employee advancement, and related policies and practices. If finalized into law, the Standard would apply to all aspects of City hiring processes and is also anticipated to impact Community Association and Societies' hiring processes.

At this time, the Province has not indicated when the Standards may be finalized into law, or when other sectors would be regulated under the Act. Once the Standards become law, the Province has proposed a two-year timeframe for compliance with the new regulations. Organizational impacts of these Standards will need to be further understood and continued advocacy to ensure the Province engages in further consultation with affected organizations, including municipalities, and provides the necessary resources and timelines needed to comply with any new standards will be increasingly important.

To raise awareness in the community about the opportunity to provide feedback to the Province, information about the provincial engagement has been shared with community organizations and businesses through the City's networks and distributed to key partners, such as Community Association and Societies, through the City's Interdepartmental Accessibility Committee.

Key Findings

The draft recommendations are designed to be comprehensive in nature and to regulate a wide range of areas that impact access to services and employment. They have the potential to significantly benefit people with disabilities in the community through increased inclusion and access to opportunities. The City is committed to continuing its leadership in the advancement of accessibility and to responding to the requirements of the Act. As such, it has made significant investments, including staff time and resources, over the last several years to promote the enhancement of accessibility and inclusion in the community and to respond to the initial requirements of the Act.

However, due to the broad scope of the Province's draft recommendations it is anticipated there may be significant impacts to the City in order to comply, if the draft recommendations are finalized into legislated standards. While all City departments will be impacted to some degree, public-facing departments and the Human Resources department would be most affected. Further engagement with the Province is required to better understand how the City will be impacted as well as with the Community Association and Societies that operate programs in City community facilities.

Further to the abovementioned, the limited information currently provided, including the lack of formalized draft standards for review, presents a challenge to fully understand the potential impacts of these draft recommendations. However, based on an initial review, staff have identified several key areas of concern. These include:

- Lack of clarity and consistency: The simplified, plain language overviews of the draft recommendations provided by the Province are not adequate for organizations to understand the potential impacts of the draft recommendations. The language used within

these overviews lacks clarity and is subjective in nature. For example, phrases such as "when possible" and "when not too costly" are currently used. There is also inconsistent language used in the simplified, plain language overviews to define the same key concepts, such as the provided definitions of the term "accommodations." This lack of clarity creates a challenge to understand the scope and impact of the proposed recommendations as well as poses potential challenges to implementing the regulations once legislated into a Standard.

- Potential impacts to City staffing and resources: The draft recommendations include required staff resources above what the City already provides, the development or amendment of numerous additional policies and procedures, organization-wide staff training, and the provision of a wide variety of accommodations and methods of accessible service delivery. As a result, it is anticipated that significant resources will be necessary to respond to the draft recommendations if they are finalized into legislated standards. This would likely require either increases to City staffing and budgets or repositioning of existing resources that may require adjustments to current service levels.

  As many of the programs and services offered at City facilities are operated by Community Association and Societies, it is also anticipated that these organizations will need to assign additional resources towards supporting access to programs and services for people with disabilities. As a result, they will likely need to increase budgets or re-allocate existing resources to meet any new requirements that result from the finalization of these draft recommendations into legislated standards.

- Potential impacts to community organizations, including key partners: If non-profit organizations are legislated to comply with the Standards, there will be significant impacts to resources for these organizations, at a time when the non-profit sector is experiencing increased demand for supports and services from the community to meet other social needs.

- Potential impacts to the business community: If the business community is legislated to comply with the Standards, there will be significant impacts to resources for local business at a time when they are experiencing increased challenges due to the current economic climate.

- Timelines: While the Province has proposed a tentative timeframe of two years for organizations to come into compliance with these Standards once they are adopted into law, it is anticipated that some of the draft recommendations would require additional time to complete, such as those that relate to changes to technology or those that require the City to establish new, complex employee and customer-facing processes. In order to meet the proposed two-year timeline, the Province needs to provide adequate funding to support municipalities. To date, the Province has only provided limited funding (i.e. one-time-only grants for up to $25,000) to municipalities to support the implementation of initiatives that advance actions in their provincially legislated accessibility plans.

- Out of scope requirements: As proposed, some of the draft recommendations would mandate the City to require other organizations to comply with standards, or assume responsibility for the service or employment practices of external organizations. This will add increased scope to the City's role. Additionally, there is a significant emphasis placed

on accessibility committees as potential groups to respond to draft recommendations. As the role of the City's accessibility committee is advisory in nature and the committee is composed of community members and representatives from disability-serving organizations, the potentially expanded scope of responsibilities would not be appropriate.

Written Submission

In response to the Province's request for feedback, input was gathered through the City's Interdepartmental Accessibility Committee about the potential impacts on various City departments, community organizations and key partners. Based on the information gathered, staff have prepared a draft written submission highlighting a number of key feedback points for the Province's consideration in the finalization and implementation of these Standards. This feedback includes:

- The need for a second phase of engagement, specifically with municipalities and other prescribed organizations once formalized draft standards are available: This will allow affected organizations to assess the impacts and the resources needed to respond once their obligations are clearly and consistently defined in formalized draft standards.

- The need for ongoing, sustainable funding and resources from the Province to support municipalities, non-profit and private sectors to respond: The draft recommendations have the potential to significantly impact City and other organizations' resources and budgets. Ongoing funding and project-based grants will be necessary in order for organizations to respond to this new legislation. Additionally, increased provincial leadership and coordination to promote collaboration across sectors to share best practices and learnings as well as provincially developed resources, such as training curriculums for service providers and employers, to streamline implementation of any new standards will be essential.

- The need for appropriate timelines to allow organizations to adapt: The short timelines provided for municipalities to come into compliance with the initial municipal requirements of the Act, including the establishment of an Accessibility Advisory Committee, Accessibility Feedback Mechanism and Accessibility Plan, were ambitious. As a result, the City hired consultants and reprioritized other City social planning projects to meet these timelines. In the future, it will be necessary for the Province to develop more appropriate timelines to meet new municipal requirements that result from the Act. At this time, it is anticipated that once the Standards are finalized into legislation, some of the proposed recommendations will require more than the two years proposed to complete, especially if additional funding and provincially developed resources, such as training curriculums, are not provided by the Province.

- The need to ensure any requirements that result from the introduction of standards are within an organization's scope of responsibilities: Any future standards introduced under the Act should not mandate organizations to require other organizations to comply with standards, or assume responsibility for the service or employment practices of external organizations. Additionally, expectations for the role of advisory committees should be limited to the scope of the committee as defined within the Act, to assist the organization

with identifying barriers and to provide advice on how to remove and prevent these barriers.

If Council authorizes staff to submit a draft written response based on the above feedback, staff will ensure it is submitted to the Province in advance of the July 31, 2024 public engagement deadline to help shape the final Standards. Additionally, a letter will be sent to the Province requesting additional and ongoing consultation with municipalities in advance of standards being finalized for introduction into the Legislative Assembly.

At this time, the Province has not indicated when the Accessible Service Delivery Standard and the Employment Accessibility Standard may be introduced into law. Once more information is available, staff will report back to Council.

Financial Impact

None.

Conclusion

The Province is currently seeking feedback on a set of draft recommendations that will form the basis of the first standards that will be introduced under the Accessible British Columbia Act. As a prescribed organization, the City will need to comply with any new standards when introduced. Providing feedback on the draft recommendations is the next step in the implementation of the Accessible British Columbia Act. The City is committed to meeting the requirements of the Act and to advancing accessibility in the community so that all community members are able to fully participate.

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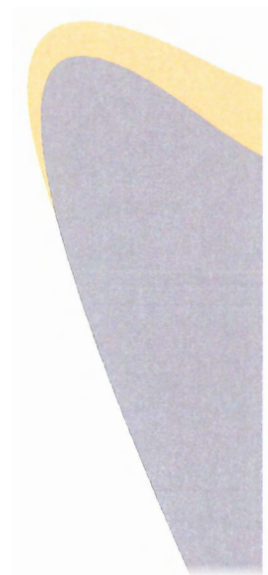Att. 1: Accessible Service Delivery Standard
2: Employment Accessibility Standard

Accessible Service
Delivery Standard

BRITISH
COLUMBIA

Contents

Introduction

What is a standard

A standard is a set of rules or guidelines. The Service Delivery Standard provides guidance on how to remove barriers for people with disabilities accessing goods or services from an organization. The goal is that events, activities, advice, and the purchasing process for goods are provided in accessible ways to include people with disabilities. After the Provincial Accessibility Committee finishes this standard, it will recommend the standard to the government and the government may adopt the standard in law as a regulation.

IN BRITISH COLUMBIA (B.C.), THE HUMAN RIGHTS CODE PREVAILS OVER OTHER LAWS. THE STANDARDS BEING DEVELOPED WOULD BE IN ADDITION TO THE HUMAN RIGHTS CODE.

Who would the standard apply to?

The Provincial Accessibility Committee is an advisory committee to government. Part of its role is to develop and recommend accessibility standards. Government is responsible for deciding which recommendations should apply to which organizations.

Making our communities more accessible, inclusive and equitable is important for all of us. Generally, the Provincial Accessibility Committee believes that all organizations in B.C. have a role to play to help make our province more inclusive and accessible. The committee also believes that many of the recommendations in this document make sense for a range of types of organizations. They also recognize that some of these recommendations may not be appropriate for all organizations. The Provincial Accessibility Committee will use the feedback from people and organizations to inform its recommendations to government.

When will organizations need to comply with the standard?

Some of the elements of the standards may be simple and quick to implement but other elements may take more time. The Provincial Accessibility Committee is interested in phasing the requirements of the standards and believes that most or all organizations could become compliant within about two years from when a regulation comes into force. The Provincial Accessibility Committee is interested in understanding which elements of the standard could be done faster and which might take longer.

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> **What do we mean by organizations?**
>
> An organization is a group of people with a particular purpose. It can be a government, business, society or charity.

What are the next steps?

The input from this engagement will be used to help shape the standards that the Provincial Accessibility Committee will recommend to the Minister responsible for accessibility in 2025. Government will then decide whether to turn some or all of these recommendations into regulations.

Reconciliation

Accessibility standards will benefit all people in British Columbia including Indigenous Peoples. Indigenous Peoples are more likely to experience a disability. They may also face unique barriers that can magnify exclusion.

Indigenous Peoples and partners provided feedback during the development of the first two accessibility standards.

From these conversations, we have learned that many parts of the standard align with cultural beliefs of trusting and valuing the lived experience of others. We have also learned that standards may benefit those who have experienced trauma and the harms of colonialism.

There will be more opportunities for Indigenous Peoples and partners to provide feedback including on the draft regulations.

Intersectionality

The standards recognize that the same barrier may be experienced differently by people based on their identity factors. Multiple forms of discrimination such as racism, sexism, ableism and homophobia may be active at the same time in a person's life. When these types of discrimination intersect, they can compound the barriers a person faces.

Accessible Service Delivery Standard

The Provincial Accessibility Committee is proposing standards in 20 different topic areas.

ACCESSIBLE ORGANIZATIONS

General obligations

Organizations need to offer the same types of services for people with disabilities as they offer to everyone else. Organizations need to make sure that people with disabilities are treated with respect.

What are accommodations?

» Accommodations are adjustments that remove a barrier for a person with a disability.

» Some examples of accommodations are:

◊ Providing an alternative form of communication

◊ Allowing guide dogs and service dogs to enter the premises

◊ Allowing people to use their assistive devices to remove barriers

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Documentation

In this standard there are times when organizations need to write information down and save it. The formal information that organizations need to write down and save is called documentation. The circumstances when organizations need to document a situation have been described in each section of this document. For example, in the assistive devices section of the standard, if an organization cannot accommodate an assistive device, then they must document the situation.

Documenting information helps organizations keep a formal description or record of a situation. Documentation is important because it helps keep organizations and people accountable.

Documentation about a situation needs to include:

» Information about what happened with the organization and a person

» Reasons why the organization was not able to offer accommodations to a person

» Different options that the organization offered to a person

» Whether a person agreed to the different services that the organization offered

Organizations are in charge of documenting information about a situation and storing the information safely. Organizations also need to:

» Share documentation with the person it is about, in a way that is accessible to them (as much as possible)

» Tell people that they can ask for documentation about their situation

» Include documentation about the situation in formal feedback processes

» Share the documentation with an Accessibility Representative or Accessibility Committee if the organization has one

Accessibility committee/representatives

Organizations need to have at least one person, or representative, who:

» Helps the organization identify, prevent and remove barriers for people with disabilities

» Helps the organization follow accessibility laws and rules

» Makes sure other staff in the organization get training about accessibility

Organizations can have more than one person as a representative if they want. Any representative needs to get extra training about accessibility.

Organizations need to share the work contact information for the person (or people) who can help people with disabilities get accommodations or answer questions about accessibility.

Some organizations already have to follow the Accessible B.C. Regulations. These organizations need to write plans about accessibility. In their plans they need to include information on how effective the Accessibility Representative is. Also, if an organization already has a Accessibility Committee, the committee can act as the Accessibility Representative. Otherwise, the Accessibility Committee and the Accessibility Representative can work together.

What is the Accessible B.C. Regulation?

The Accessible B.C. Regulation requires the over 750 organizations in the public sector to establish:

1. An Accessibility Committee

2. An accessibility plan

3. A tool to receive feedback on accessibility

Organizations in the Accessible B.C. Regulation include local governments, municipal police, school districts and other organizations.

Example:

Margaret uses a wheelchair. Today, they would like to sign up for a swimming class at their local recreation centre. Margaret needs to know if the recreation centre has a lift that can help them get in the swimming pool.

Margaret goes to the recreation centre's website and finds the email for Zahir, who is the recreation centre's Accessibility Representative. Margaret emails Zahir and asks if the swimming pool has a lift. Zahir says that it does, and that they will make sure the instructor for Margaret's swimming class knows how to use the lift safely. Margaret is able to sign up for the swimming class.

Evidence

Generally, organizations are not allowed to ask people to prove that they have a disability. Organizations are also not allowed to ask people to prove that they need guide dogs or service dogs, assistive devices, support persons or other types of support.

Organizations are only allowed to ask for proof of a disability if:

» They have to spend a lot of time or money

» There are two people who need accommodations, but what works for one person would make things worse for the other person

» They are reasonably worried about safety

Providing training

Organizations need to:

» Train their employees about how to provide services in an accessible way

» Give a minimum level of training, so every employee gets at least some training about how to reduce barriers for people

» Give extra training for employees who have special roles, such as managers

Example:

Indra is blind and uses braille to read. Today, Indra goes to a restaurant. Every employee at the restaurant was trained on how to remove barriers for people. Indra asks for a menu in braille. The manager, Fatima, explains that the restaurant does not have a braille menu. Fatima offers to read the menu out loud to Indra. Or, if Indra would prefer, Fatima can give them a link to the restaurant's website with an accessible version. Indra chooses to use the accessible version on the website, because they have a screen reader on their phone, which will read the menu to them.

Documenting training

Organizations need to write down information about the training their employees receive. Organizations need to include:

» Information about training rules or policies

» What topics their employees get training on

» How many employees have taken training

Organizations need to share this information about training when someone asks for it. Organizations also need to let people know that anyone can ask for training information.

Organizations listed in the Accessible B.C. Regulation already have to write a plan about accessibility. Organizations that need to write a plan about accessibility also need to include information on training in their plan.

Example:

Marc has a service dog. Bagel Mart is a large organization that sells baked goods. Marc wants to know what type of training Bagel Mart employees get about people who use guide dogs and service dogs.

Marc goes to Bagel Mart's website, where they find the page about accessibility. The webpage says that anyone can ask for information about the accessibility training that Bagel Mart's employees get. Marc clicks on the link on the accessibility webpage and it takes them to a page of information about Bagel Mart's accessibility training. Now Marc knows that Bagel Mart's employees are trained about how to serve people who use guide dogs and service dogs.

Availability of accessibility features and services

What are common accessibility features and services?

Accessibility features and services are any objects, equipment, alternative measures and services provided by organizations that remove barriers for a person.

This can include:

» Elevators, lifts and ramps

» Door openers and chairs

» Audio loops, beacons and wayfinding

» Accessible washrooms

Some organizations offer accessibility features and services for people to use while accessing services.

Organizations need to make sure that accessibility features and services they offer to people are:

» Easy for people with disabilities to use for themselves without having to ask for help, unless the feature or service is not able to be used properly or safely without help

» Free for people to use (as much as possible for the organization)

If an accessibility feature or service needs employees to help, organizations need to make sure:

» Employees are trained about how to safely use accessibility features and services

» People who ask for accessibility features and services do not have to wait a long time for employees to help them

» People who reserve accessibility features and services in advance get them (as much as possible for the organization)

Example:
Mika has autism and gets anxious in loud places. Julia is Mika's mom. Today, Julia and Mika are going to watch a hockey game, which will be loud. Julia asks the hockey arena's customer service team to see if there are accommodations that will help Mika. Annie, who is on the arena's customer service team, lets Mika borrow a pair of noise-cancelling headphones. Annie also shows Julia and Mika a quiet room that they can use. Julia and Mika do not need to pay to borrow the headphones or to use the quiet room.

Maintenance of accessibility features and services
Organizations need to make sure that the accessibility features and services they offer to people work well and are safe to use. Organizations need to:

» Check features and services when someone says that they are broken or not working the way they are supposed to

» Regularly check accessibility features and services to make sure they are safe and working the way they are supposed to

» Fix or replace accessibility features and services as quickly as possible when they break

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Accessible Service Delivery Standard

Organizations need to write down information about how they make sure accessibility features and services are working. Organizations need to write down information about:

» The last time every accessibility feature and service was checked

» The next time that every accessibility feature and service is scheduled for maintenance, repairs or replacement

» Any time someone reports that an accessibility feature or service is broken or not working the way it is supposed to work

Example:
Olu sometimes uses a wheelchair, but they don't have a car to bring one with them everywhere they go. Today, Olu is going to Filly's Amusement Park. Filly's Amusement Park has wheelchairs for people to borrow while they are there. Filly's Amusement Park has a plan to make sure that the wheelchairs are working. Mary is an employee of Filly's Amusement Park. Once a month, Mary checks the wheelchairs: she checks if the wheels need to be replaced, and if the brakes work safely. Today, when Olu goes to Filly's Amusement Park, they ask to use a wheelchair. Mary gives them one, but Olu notices that it is not working. Mary offers Olu a different wheelchair and makes a call for a repair worker to fix the broken wheelchair.

Disruption of services

Sometimes, organizations experience problems with the way they normally give services. For example, a coffee shop that runs out of cups will find it hard to serve coffee to people. This type of problem is called a disruption.

When organizations deal with problems, or disruptions, they need to:

» Offer different ways for people to get services (as much as possible for the organization)

» Warn people about the disruption in ways that are accessible for people with disabilities

» Let people know if there are different ways to get services

Organizations also need to share information about the disruption as soon as they can. Organizations need to include information about:

» How long the disruption will last

» How the organization is going to deal with the disruption

» The training the organization's employees have about disruptions

Example:

Jaswinder works at Bear Land, a toy store in the local mall. Bear Land is on the second floor of the mall. The mall needs to fix the elevator that takes people to the second floor and has to close the elevator for a week. Jaswinder puts a warning on Bear Land's website that people will need to use the stairs for the next week. Jaswinder also prints a sign to put on the first floor so that people can ask for help.

Today, Stefan wants to go to Bear Land to get a gift. Stefan uses a walker and is not able to use the stairs in the mall. Stefan did not check Bear Land's website this morning, but they see the sign that Jaswinder printed. Stefan phones Bear Land to explain what they would like to buy, and Jaswinder brings down the toy for them.

Communications

Organizations share information with people about many things, like the hours they are open and what food they sell. Organizations share this information in many different ways like writing signs and reading out menus to people. When organizations share information, they are communicating.

Organizations need to make sure they communicate in ways that work for people with disabilities. Organizations need to practice accessible communications as much as possible. If a person with a disability needs to communicate in a specific way, organizations need to do their best to communicate with the person in the way that they choose.

To communicate accessibly, organizations need to offer different ways of communicating. Organizations can offer different ways of communicating that:

» Describes visual information such as images and text

» Describes audio information such as loudspeaker announcements

» Works with different types of assistive devices and assistive technology

» Provides information in a clear and simple way, called plain language

» Are in more than one format, such as audio and written museum tours

Some organizations have rules or policies about communication. Organizations need to include considerations about accessibility in their rules or policies.

Example:

A retailer with both a brick-and-mortar store and online store offers customers the option to provide feedback about their shopping experience. The feedback process is offered in multiple formats including in person, in writing, by email or by any other communication technology as required. The organization notes that persons with disabilities can ask to give their feedback using an alternative method.

Discounts and fees

Sometimes, organizations offer discounts to people. Organizations need to make sure that people with disabilities can get the same type of discounts as everyone else.

Organizations need to:

» Make sure that discounts and special offers are accessible for people with disabilities

» Offer the same discount for accessible options as they do for other options

Organizations are not allowed to:

» Charge people with disabilities extra money for accessible options or using accessibility features and services

Example:
Ravi uses a wheelchair. They're going on a trip next month and want to book an accessible room using a travel website. The hotel is offering a 10 per cent discount promotion for booking online, but the website does not let people book rooms that are accessible for wheelchairs. Ravi calls the hotel directly. Staff book the accessible room for Ravi at the same price as the website and apply the 10 per cent discount.

Empowering people with disabilities and honouring them as experts in their own experience

Alternatives

Sometimes the way organizations offer services is not accessible for everyone.

Organizations need to offer different ways of serving people, called alternatives, as much as possible. Organizations need to provide:

» An active offer for alternatives

» Alternatives that reduce barriers for people with disabilities

» Alternatives without additional costs

» Alternatives that are agreed on by both the organization and the person requesting the alternative

Alternatives can be very similar to the way organizations offer services most of the time, or they can be different. When someone needs an alternative, the organization needs to ask people what alternatives work best for them. Sometimes an alternative can be a virtual option like ordering online. It might also be a physical alternative like coming into the office to book an appointment. When it is possible an alternative should be available in both a physical and virtual environment.

When an organization cannot reasonably accommodate a person, they must try to offer an alternative. If they cannot provide an alternative, then they need to document the situation. This is described in the documentation section.

What is an active offer?

An active offer is a message that an organization will provide accommodations as best they can when someone asks for them.

This can include asking:

» Is there anything I can do to make your experience more accessible today?

» It is important to us that our event and materials are fully accessible to everyone. If you require any assistance, please contact us.

Physical environment

The physical environment is a building or space. It might be inside, like a shop, or outside, like a farmer's market. Sometimes there are barriers in the physical environment that stop people from being able to use a service like stairs in front of a shop entrance.

When these barriers can be removed for very little or no money, organizations need to remove those barriers as much as possible. This could be as simple as moving furniture out of the way so someone can move through a room.

Organizations need to tell people about their physical environment. This lets people make informed choices about if it is accessible for them. Organizations need to share information like:

» Descriptions of the space

» Locations of accessibility features

» Photographs of the space

» Information about emergency exits and other emergency plans

Virtual environment

Some services happen in a virtual environment like on a website, over email or by phone. These services also need to be accessible to people with disabilities.

If organizations can provide the same types of services in person, they need to offer people that option when virtual services are not accessible. For example, if there is an online booking form for appointments, people can also book an appointment through the reception desk.

When organizations are deciding on the virtual environment for their service, they need to choose accessible options as much as possible.

When someone needs a specific type of technology to access an organization's virtual services, organizations need to make sure that they advise people about the type of technology they will need to access services.

When an organization provides a service over the phone, the phone needs to be accessible to a range of assistive services and devices. These services might be Video Relay Services or Video Remote Interpreting.

Self-service interactive devices

Many organizations use self-checkouts, self-service kiosks and other types of self-service machines that people use independently. This includes machines for tickets or passes, sharing information and payment.

> There are already guidelines for the design of this technology: "ASC/CSA B651.2, Accessible design for automated banking machines and self-service interactive devices". This standard provides guidelines for the design, manufacture, site preparation and installation for lots of self-service machines.

Organizations need to:

» Offer other ways of getting a service that are not self-service machines. This might be an online option, a checkout cashier or some other option

» Let people know about other ways of getting services when self-service machines are not accessible for them

» Maintain self-service machines (as much as possible for the organization)

Some self-service interactive machines have features that make them more accessible, like audio descriptions of images and text. Organizations need to maintain those features.

When it is time to buy new self-service machines, organizations need to think about accessibility and buy machines that have more accessibility features than their current self-service machines.

Organizations also need to have photographs and a written description of their self-service machines available.

Emergency response

Lots of organizations have plans for what to do in emergencies, like a fire or an earthquake. When organizations make plans for emergencies, they need to:

» Plan how to remove barriers for people with disabilities in all elements of the service

» Identify different ways of letting people know there is an emergency, like alarms that flash lights for people who are Deaf

» Think about people with different kinds of disabilities and what they need in emergencies

» Work together with the Accessibility Representative or Accessibility Committee, if the organization has one

Emergency planning must go beyond leaving people with a disability in refuge areas. This could include, but is not limited to investigating other options for evacuation; establishing a communication protocol to ensure that emergency responders are alerted; or placing equipment in refuge areas to support people during an emergency.

Example:
A hotel has a plan for how to respond to a fire. The plan includes how they will:

» Let their guests know about the emergency and keep guests informed

» Help guests evacuate the hotel

» Keep guests safe once they have evacuated

» Make sure guests are able to return to their rooms when it is safe

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Accessible Service Delivery Standard

Removing barriers experienced by people with disabilities

Events

Sometimes organizations have events, like parties, presentations and conferences.

Organizations who are hosting events need to:

» Make sure that people with disabilities can join in the event like everyone else

» Share invitations or notices about the event in ways that work for people with disabilities

» Offer different ways for people to be included in the event

» Share the work contact information for an Accessibility Representative, or someone else who can answer questions and provide accommodations to people with disabilities

» Follow all the rules about accessible service delivery in other parts of the standard

Example:

Gold's Flower Shop will host a customer appreciation party next week for the people who shop there. Jane works at Gold's Flower Shop and is planning the party. They choose a venue that has a ramp and an elevator, because they know some of their customers use walkers or wheelchairs. Jane sends out an email to the store's customer list and puts up a sign inside the shop. They also invite people to the party when they are in the shop.

Assistive devices

What is an assistive device?

Any device that removes or reduces a barrier for a person.

This can include:

» Mobility aids (wheelchairs, walkers, canes, prosthetics)

» Assistive technology (screen readers, voice recognition tools)

» Computer or mobile phone software or hardware

Some people with disabilities use assistive devices to make sure they can access services.

Organizations need to:

» Let people use their assistive devices

» Make sure that people who use assistive devices get the same service as everyone else

» Make rules or policies that let people use their assistive devices

» Share or tell people about their rules or policies that let people use their assistive devices

When an organization is not able to accommodate people who use assistive devices, the organization needs to:

» Do what they can to get rid of barriers for people who use assistive devices

» Write down some information as described in the documentation section

Example:

Joe always uses their phone to make text bigger so they can read it. They use their phone to help them fill out forms.

Today, Joe is at the hospital. The hospital must let Joe use their phone to help them fill out forms. The hospital does not let people use phones in the unit Joe is in because phones can be a problem for privacy. Joe needs to fill out a form, so the hospital needs to give Joe a different way to fill out the form. Someone reads the form to Joe and helps them fill it in. After, the hospital writes down the reason Joe could not use their phone and the solution found to help them.

Support persons

Who counts as a support person?

Support persons provide people with a disability with supports to access service or help with their needs.

Support person(s) can include:

» Attendants

» Sighted guides

» Intervenors

» Other people

Support persons can be paid or unpaid.

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Sometimes people need a support person, or more than one support person, to help remove barriers for them.

Organizations need to:

» Respect that some people have support persons

» Let people come in with their support persons and let people stay with their support persons all the time

Organizations are not allowed to:

» Ask people to prove that they need support persons

» Ask people to prove how support persons help them

Organizations that are included in the Accessible B.C. Regulation are not allowed to charge people extra money when they have support persons.

Example:
Mei sometimes needs help from their child, Tao. Mei goes to the local swimming pool with Tao as their support person. The swimming pool lets Mei and Tao in together, and lets them use the family changeroom. Mei only has to pay for a single entry fee to the swimming pool. Tao can come in for no additional fee as their support person.

Guide dogs and service dogs

What counts as Guide Dog or Service Dog?

According to the Guide Dog and Service Dog Act:

» A guide dog is a dog that is trained as a guide for a blind person and is certified as a guide dog.

» A service dog is a dog that is trained to perform specific tasks to assist a person with a disability and is certified as a service dog.

In B.C. we have a law about guide dogs and service dogs called the Guide Dog and Service Dog Act. This standard would complement the Guide Dog and Service Dog Act. The Guide Dog and Service Dog Act includes rules that all organizations have to follow including letting people with guide dogs or service dogs into public spaces without charging an extra fee.

Organizations need to:

» Make sure that any signs, rules or webpages that say "no dogs" or "no pets" are changed to say "no dogs, except guide dogs or service dogs" or "no pets, except guide dogs or service dogs"

Organizations are not allowed to require formal proof or identification (ID) from people who use a guide dog or service dog. When an organization is not able to serve people with guide or service dogs in other ways, the organization needs to write down the information that is described in the documentation section.

If an organization has rules or policies about accessibility, then the rules or policies need to state:

» The organization follows the Guide Dog and Service Dog Act

» The organization does not ask people who use a guide dog or a service dog to give formal proof of ID

» Anywhere that dogs are not normally allowed still needs to be accessible for guide or service dogs

Example:
Yaseen uses a guide dog. Today, Yaseen goes into a clothing store. The clothing store needs to let Yaseen bring their guide dog with them around the store. The clothing store is not allowed to ask Yaseen to give proof that they need a guide dog. The clothing store can expect that Yaseen's guide dog will behave well.

SUPPORT TO IMPLEMENT THE STANDARDS

The Provincial Accessibility Committee wants to make sure that organizations have the information and guidance they need to implement any regulations that arise from these standards. The Provincial Accessibility Committee is interested in understanding the type of resources that would help organizations. This could include things like checklists, model policies, training and other supports.

NEXT STEPS

Thank you for reviewing these recommendations. There are lots of ways for you to provide your feedback. Please visit: https://Engage.gov.bc.ca/AccessibleBCActStandards/ for more information.

The Provincial Accessibility Committee will use all of the input provided to inform its final recommendations to government.
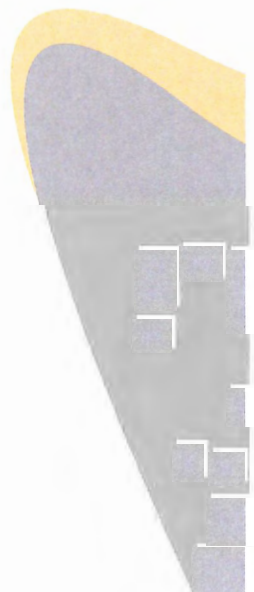
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Accessible Service Delivery Standard

Employment
Accessibility Standard

BRITISH
COLUMBIA

Contents

Introduction

What is a standard

A standard is a set of rules or guidelines. The Employment Accessibility Standard provides guidance on how to remove barriers for people with disabilities across the whole continuum of employment including hiring, training, retention and accommodations. These recommendations aim to support employers to develop inclusive work environments. After the Provincial Accessibility Committee finishes this standard, it will recommend the standard to the government.

IN BRITISH COLUMBIA (B.C.), THE HUMAN RIGHTS CODE PREVAILS OVER OTHER LAWS. THE STANDARDS BEING DEVELOPED WOULD BE IN ADDITION TO THE HUMAN RIGHTS CODE.

Who would the standard apply to?

The Provincial Accessibility Committee is an advisory committee to government. Part of its role is to develop and recommend accessibility standards. Government is responsible for deciding which recommendations should apply to which organizations.

Making our communities more accessible, inclusive and equitable is important for all of us. Generally, the Provincial Accessibility Committee believes that all organizations in B.C. have a role to play to help make our province more inclusive and accessible. The committee also believes that many of the recommendations in this document make sense for a range of types of organizations. They also recognize that some of these recommendations may not be appropriate for all organizations. The Provincial Accessibility Committee will use the feedback from people and organizations to inform its recommendations to government.

When will organizations need to comply with the standard?

Some of the elements of the standards may be simple and quick to implement but other elements may take more time. The Provincial Accessibility Committee is interested in phasing the requirements of the standards and believes that most or all organizations could become compliant within about two years from when a regulation comes into force. The Provincial Accessibility Committee is interested in understanding which elements of the standard could be done faster and which might take longer.

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What are the next steps?

The input from this engagement will be used to help shape the standards that the Provincial Accessibility Committee will recommend to the Minister responsible for accessibility in 2025. Government will then decide whether to turn some or all of these recommendations into regulations.

Reconciliation

Accessibility standards will benefit all people in British Columbia including Indigenous Peoples. Indigenous Peoples are more likely to experience a disability. They may also face unique barriers that can magnify exclusion.

Indigenous Peoples and partners provided feedback during the development of the first two accessibility standards.

From these conversations, we have learned that many parts of the standard align with cultural beliefs of trusting and valuing the lived experience of others. We have also learned that standards may benefit those who have experienced trauma and the harms of colonialism.

There will be more opportunities for Indigenous Peoples and partners to provide feedback, including on the draft regulations.

Intersectionality

The standards recognize that the same barrier may be experienced differently by people based on their identity factors. Multiple forms of discrimination such as racism, sexism, ableism and homophobia may be active at the same time in a person's life. When these types of discrimination intersect, they can compound the barriers a person faces.

Employment Accessibility Standard

The Provincial Accessibility Committee is proposing standards in 19 different topic areas.

What are accommodations?

» Accommodations are adjustments that remove a barrier for a person with a disability.

» Some examples of accommodations are:

◊ Flexible work hours

◊ Work from home

◊ Accessible door openers

◊ Equipment such as screen reading software, ergonomic chairs or specialized keyboards

◊ ASL interpretation

RECRUITMENT AND HIRING

Job description and profiles

Employers let people know about job opportunities in lots of different ways. This standard wants to make sure that job applicants with disabilities can decide if an employer will be inclusive and accessible for them.

Employers must make sure that job descriptions, profiles or public documents advertising jobs include links to the measures they are taking as part of the policies and practices section of this standard.

Example:
A retail store welcomes applications from all backgrounds. They state on their career webpage:

"We support a diverse workforce and encourage inclusion in the workplace. We welcome applications from people from all backgrounds. If you are an applicant with a disability that requires a reasonable accommodation during the recruitment process, you can contact our accessibility representative at the email or number posted below. Our inclusion, diversity, equity and accessibility policy is on our website with more information."

Recruiting employees

Sometimes there are barriers for people with disabilities during the recruitment process.

During recruitment, employers need to let applicants know that reasonable accommodations are available for people with disabilities during all stages of the recruitment and selection process as well as in the role. When the employer lets applicants know that accommodations are available, they need to explain that asking for an accommodation will not impact whether the person gets the job. The employer also needs to share a list of ideas of accommodations.

If an applicant asks for an accommodation, the employer must:

» Discuss and do their best to meet the needs of an accommodation

» Not request proof of a disability from an applicant

If the employer cannot provide an accommodation that was requested, they need to record it as outlined in the Documentation section.

Example:
Ted wants to apply for a job posting at a local college. Ted prefers to interview in person so that they can lipread. Ted was informed by the college during the application process that they can request an accommodation throughout the entire recruitment process. Ted contacts the college and makes the accommodation request. The college can provide the accommodation and makes sure all steps in the recruitment process are in person for Ted.

ACCESSIBILITY AT WORK

Onboarding

Organizations have different approaches to onboarding. Onboarding and orientation may range from a very short orientation to an extensive training program that immerses the employee in their new workplace.

Employers must:

» Make sure they take reasonable steps to provide an accommodation in a timely manner to an employee if requested

» Make sure that all essential communication about onboarding is consistent with the section on communications

If onboarding materials are already accessible because of an accommodation request, then these should be made available to all staff.

Antoine was recently hired at a technology organization as a data analyst. To complete their job efficiently, they have requested a larger screen. The larger screen allows Antoine to use magnification software for optimal job performance. The organization complied with Antoine's request and provided them with a larger screen within the first few days of their employment.

Carrie has started work at a factory. The first day, there is a health and safety briefing. The briefing is provided both verbally and through a large print handout.

Communications

Employers communicate with their employees through meetings, letters, emails and informally. This standard topic seeks to make sure that employers provide timely information and communications that are accessible to all staff within the workplace and work environment.

Employers must make sure all essential communication:

» Is in a variety of formats including alternatives for auditory and visual information

» Is compatible with a variety of assistive devices

» Has any provisions for privacy, security and safety of communication equally available to all employees

Employers need to make sure essential communication can be changed by the employee. For example, an employee can make the font bigger in an email, repeat a section of a video or ask someone to repeat part of an essential presentation.

When an employee asks an employer for an accommodation in communication, an employer must:

» Provide communication materials in the requested accessible format if reasonably able to do so

» Provide accessible communication in a timely manner

» Make sure any communication that is changed into an accessible format has the same message and meaning as the original communication

» Work with the employee to make sure that the accessible format provided is suitable

» Make sure the employee receives further communication in the requested format

» Follow the Documentation sections if they cannot reasonably accommodate an employee's communication preferences

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If essential communication is made more accessible, then the accessible version should be made available to everyone.

Training

Sometimes training in the workplace creates barriers for people with disabilities. For example, a video without captions might not be accessible to a Deaf person. Employers need to make sure that barriers in training and education opportunities are identified, removed and prevented.

Employers need to offer accommodations to employees for training. If training is made more accessible because someone asks for an accommodation, that accommodation should be made accessible to all employees. For example, if an employee requests training is made available in a Braille Ready Format (BRF), then the BRF file should be made available to all employees. This means that people with disabilities will not need to ask for accommodations if something already includes them.

Any new training that the employer buys or creates and any training that the employer says that people have to take needs to be inclusive. This means that this training is:

» In a variety of formats including alternatives for auditory and visual information

» Compatible with a variety of assistive devices

Employers need to make sure that this training can be changed by the employee. For example, an employee can make the font bigger in an email, repeat a section of a video or ask someone to repeat part of an essential presentation.

Physical and digital tools and technology

Every workplace is different and different equipment, tools and technology are needed to do different jobs. A tool or technology could include a hammer, scissors, a computer, a point-of-sale machine or a computer program.

To the point of undue hardship, employers need to identify, remove and prevent barriers to accessibility in all existing tools, technology, artificial intelligence (AI), information systems and equipment that employees are required to use. Where it is possible, employers should provide alternatives so employees can have a choice of tools and technology.

Employers need to make sure that any accessibility features of tools and equipment can be turned on by any employee. When they are buying new tools, employers need to think about accessibility.

Some tools and technology are used in recruiting and managing employees. These tools should not be discriminatory.

What is artificial intelligence?

» Artificial intelligence generally means that a computer is completing a task that is usually done by a person—for example, recognizing facial expressions during a video interview

» An algorithm is a set of steps for a computer to accomplish a task—for example, searching for certain words in a group of resumes

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Example:

An accounting firm is deploying new AI tools for hiring and talent management. The algorithm for recruitment includes data on their current top performers. The firm is aware of biases in AI, so they make sure that the algorithm does not exclude candidates who, for example, attended women's colleges or have interruptions in their work history, which excludes people who have taken leave such as medical or parenting leave.

Workplace emergency response

Sometimes there can be barriers in the workplace for a person during emergencies.

When employers plan for emergencies, they need to:

» Plan how to remove barriers for employees with disabilities in all elements of the workplace

» Identify different ways of letting people know there is an emergency, like alarms with flashing lights for people who are Deaf

» Think about people with different kinds of disabilities and what they need in emergencies

» Work together with employees with disabilities

Emergency planning must go beyond leaving people with a disability in refuge areas. This could include but is not limited to: investigating other options for evacuation, establishing a communication protocol to ensure that emergency responders are alerted or placing equipment in refuge areas to support people during an emergency.

Employers must make sure they ask new employees whether they will need individual accommodations during a workplace emergency. If an employee needs accommodations in an emergency, then the employer must:

» Work with the employee to create an emergency plan

» Make sure the plan remains confidential unless it needs to be shared with other employees to carry out the plan

» Follow the Documentation and Evidence sections of this standard if they cannot reasonably accommodate an employee's emergency planning preferences

Example:

Ingrid started at new job at a local distribution company. During the onboarding process, their supervisor reviewed the company's fire safety plan with Ingrid. The fire safety plan uses audible alarms. This creates a barrier for Ingrid. The supervisor and Ingrid agree to develop an individual emergency plan for Ingrid. This plan would have designated employees alert Ingrid to a fire alarm when sounding. Ingrid consents to sharing their emergency plan with the employees who will assist them.

Stay at work/return to work

What are stay-at-work/return-to-work plans?

» Stay-at-work plans are tools for managers to proactively help ill or injured workers, or workers who acquire a disability, remain in productive employment in a timely and safe manner

» Return-to-work plans are proactive tools for managers to help injured and, where appropriate, ill workers, as well as workers with disabilities, return to work after an absence if it is safe to do so

Sometimes an employee might be injured or have a medical condition that means they might need some extra support to stay at work or they might need to take time off work and return to work later.

The standards would ask employers to have a policy about stay-at-work/return-to-work procedures. The policy needs to include employees with disabilities and needs to note that different situations need different solutions and timelines. The policy also needs to explain how:

» Employers and employees will work together to develop an individual plan that meets the employee's needs

» Unions will be included, where the workplace is unionized

» Individual plans can be adjusted and reviewed

» The employee can let the employer know how best to communicate if they are away from the workplace

» Being away from the workplace will not affect access to advancement opportunities

The employer needs to share the stay-at-work/return-to-work policy with all employees. Managers and supervisors need to have training on the stay-at-work/return-to-work policy, so they know how to follow the policy.

The individual stay-at-work plan needs to:

» Support employees to let the employer know if their accommodation needs an adjustment

» Identify support for the employee

» Acknowledge that employees might need to take time off work

» Use individual accommodation plans as described in the accommodation section where needed

The individual return-to-work plan needs to:

» Identify support for the employee

» Let employees know when and how communications will occur

» Let employees know about changes that have happened in the workplace and any support provided to adjust when the employee comes back to work

» Use individual accommodation plans as described in the accommodation section where needed

Example:
Don has been off work for over a month due to medical complications. They're returning to work next week and require a temporary accommodation in the form of a modified work schedule. Don's supervisor has worked with them to develop a return-to-work plan that recognizes their accommodation needs. For the first four weeks, Don will work a modified work week and then add more work hours over the following weeks until they can return to their full work schedule.

Redeployment

Some employers have a policy or process that describes when and how employees might need to work in a different role or location. For this standard, we have described this as a redeployment policy or process.

Employers who have a redeployment policy or process must make sure it includes:

» The needs of employees with disabilities

» How individual accommodation plans will be followed

» How employees and union representatives (where appropriate) will be consulted

If an employee with an individual accommodation plan is moved into a new role or location with significant changes, then the individual accommodation plan might need to change. Employers need to make sure there is time to understand the accommodation requirements before any formal assessment of performance. This extra time should not impact any trial periods.

Example:
The local library has opened a new branch in the community. Lisa is an employee at the library and has been asked to move their position to the new branch. As part of the redeployment to this new position, Lisa has been assured the current individual accommodation plan they have with the library will follow them to the new branch. Lisa's manager has given them an extra four weeks to make sure their individual accommodation plan is working before their annual performance review.

Active offer of accommodation

Many employees do not know that they are allowed to ask for accommodations at work. By asking employees if they need an accommodation on a regular basis, employers can help create a culture of inclusion for people with disabilities. Sometimes an employee might not need an accommodation for most of their job but might need a barrier removed in certain circumstances.

Employers need to ask if employees need an accommodation on an annual basis and when:

» Offering the job

» The employee starts in the role

» Describing the workplace emergency response

» Redeploying the employee or asking the employee to perform a duty that is not part of their regularly scheduled duties or at a different location

» Starting to address performance concerns

» Offering any training

» Organizing all extraordinary work functions like events or organized social gatherings

When employers ask about accommodations, they should provide a list of potential examples.

Example:
A company holds an annual celebration for all its employees at a local restaurant. Lisa has never been able to attend, as the venue does not have an accessible washroom. Before they organize the event this year, the company asks employees if they would need any accommodations to attend the event. Lisa lets them know about other restaurants that are accessible. The company organizes their next event at one of these restaurants and Lisa is finally able to attend.

What is an active offer?

An active offer is a statement of intent that an organization will provide accommodations on request to the point of undue hardship.

This can include asking:

» Is there anything I can do to make the workplace more accessible for you?

» Are there any barriers that we need to remove so you can do your job?

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Accommodations

This standard topic seeks to identify, remove and prevent barriers for people with disabilities to access accommodations. Removing barriers creates the opportunity for an employee to participate in meaningful, productive work that respects the employee's abilities and limitations, while contributing to a business or an organization.

Employers need to have a written process about individual accommodation plans for employees with disabilities that is available to all employees. This written process needs to include information about how:

- » An employee can take part in their individual accommodation plan

- » Employees can ask to have a union or non-union representative take part in the development of their individual accommodation plan

- » The union is involved (in unionized environments)

- » Employees' privacy will be protected

- » Changes can be made to the individual accommodation plan

- » The employer will let employees know if an accommodation has not been accepted

- » The individual accommodation plan will be part of all parts of employment (e.g., onboarding, performance evaluation, policies regarding leave, etc.)

- » Employees will be protected from any negative impacts from asking for an accommodation

An individual accommodation plan needs to be in a format that takes into account any accessibility needs of the employee.

Employers and employees need to work together on individual accommodation plans.

Employers should not unreasonably ask for expert evidence for accommodation requests. This means that if the cost and operational impact is minimal then the employer must not require evidence of a disability. The employer can ask for expert evidence when:

- » They need help to find the right accommodation

- » There are reasonable health and safety concerns

If the employer does ask for expert evidence, the employer and employee should work together to choose the right expert. The employer needs to pay for any costs associated with this. The standard defines expert broadly. An expert could include:

- » Accredited medical practitioner (for example, general practitioner, nurse practitioner, specialist, etc.)

- » Paramedical services (for example, acupuncturist, chiropractor, naturopathic physician, physiotherapist, etc.)

- » Licensed practitioners (for example, clinical counsellor, social worker, audiologist, etc.)

» For Indigenous individuals, a person identified as supporting health and well-being within an Indigenous organization or Nation

» Representatives with disability organizations including people with disabilities

Example:
A large non-profit organization has decided to consult with an expert while creating an accommodation plan for an employee. The cost of the expert is paid by the organization. The organization talks to the employee about who might be best to support the individual accommodation plan. Together, they choose to reach out to an occupational therapist who works with the employee.

Disclosure of disability

This standard topic seeks to balance the need for people to have privacy while also equipping employers to ask questions that support people with disabilities.

Employers' questions can focus on:

» Workplace barriers

» Workplace accommodation

» Restrictions on activities

» Job function

» Ability to perform job duties

» Health and safety

» Performance concerns

If an employee starts performing very differently, employers need to ask if an accommodation need has arisen.

If an employee shares their disability with their employer, then employers must keep the information private. The employer should also ask the employee how often the employee would like to check-in about accommodation needs.

Sometimes as part of inclusion, diversity, equity and/or accessibility initiatives, employers may ask if an employee identifies as having a disability, but employees do not have to answer. The employer does not have the right to ask an employee's specific diagnosis except for ensuring fitness to work and health and safety.

Example:

Laura applied for a job posting and has been granted an interview. They have both a visible and invisible disability. They're a wheelchair user. As this is a visible disability, Laura chooses to disclose their disability to the organization before the interview. They disclose their mobility needs to the hiring manager to make sure the interview location is accessible. Laura also has an invisible disability. They choose not to disclose their invisible disability, as it will not impact the duties for the position for which they're interviewing.

Employee development

What is employee development?

» Employee development is all of the activities related to monitoring and improving employee performance, productivity and effectiveness, with the goal of helping them succeed

If an employer has a policy or process about employee development, then it needs to recognize that barriers in the workplace sometimes impact performance. The policy or process also needs to recognize that individual accommodation plans can be successful or may have gaps in addressing barriers.

Employers must make sure all communication regarding employee development is available in an accessible format for each of an employee's needs.

Where needed, employers must make sure that an individual accommodation plan is in place and enough time has passed to understand if the accommodations are working before they assess the employee's performance.

Employees should not be punished if their performance is impacted because the employer has not provided an agreed-upon accommodation.

When an employer denies an opportunity for development, they need to provide a written explanation to the employee.

Example:

Emily works for a recreation center. Their latest performance review outlined concerns with their work performance. Upon further discussion with their manager, it was established Emily requires an accommodation they did not know was available to them. A new performance review will be scheduled for Emily after a grace period that allows them to perform their job for several weeks with the new accommodation.

Discipline

If an employer has a discipline process or policy, they must make sure it:

» Is available to employees in an accessible format

» Considers accommodation needs and individual accommodation plans of employees

» Includes consultation with employees or employee representatives on request

Example:

Tristano's manager had requested a formal disciplinary review to address misconduct allegations against Tristano. The discipline process includes Tristano's individual accommodation plan, which requires a representative to be with them during moments of high stress, as it creates communication barriers for them.

MAKING THE ORGANIZATION INCLUSIVE

Policies and practices

Policies can show an organization's commitments and intentions. To create an accessible workplace for all, an organization's policies should support accessibility and the inclusion of workers with disabilities.

This standard topic seeks to make sure that employers are aware of their general obligations and understand when to identify, remove and prevent barriers as a responsible employer by ensuring that employees have equitable experiences and opportunities in the workplace and work environment.

What are barriers?

A barrier is anything that stops someone from being able to participate in a full and equal way in their community.

Barriers can be caused by:

» Environments

» Attitudes

» Practices and policies

» Information and communication

» Technology

Employers must find ways to improve employment accessibility throughout the organization. Employers must share information about their work to make things more accessible so that everyone can see the types of things they are doing. This needs to be shared in their job descriptions and/or profiles—see section on job descriptions and profiles.

Employers must:

» Actively discuss accessibility needs with all their employees

» Provide a feedback mechanism for employees to comment on accessibility

» Protect employees who identify accessibility barriers and report accessibility discrimination issues

» Make sure that people who make decisions for the organization know about progress on accessible employment

Employees must:

» Work with the employer to identify and reasonably prevent barriers in the workplace

» Enter the accommodation process with honest intent (act in good faith)

Example:
A local mall is reviewing its employment procedures to identify accessibility barriers for their existing and future employees. They have organized to meet with employees to discuss accessibility needs and better understand the organization's level of accessibility. During their consultation, the organization discovered that some of their existing policies create barriers for employment and their employees. The organization commits to reviewing the existing policies and amending them to meet the organization's accessibility goals.

Unions

Some workplaces are unionized. Unions play an important role in making sure employment is accessible. The purpose of this standard is to make sure unions and professional organizations support persons with disabilities by providing accessible accommodation in the workplace.

If the collective agreement creates barriers for a person with disabilities, the employer and the employee's union representative will consult each other to discuss how to reduce the barriers. Employers and unions must work together to promote and update accessibility policies and procedures.

What is a union?

» Unions are organizations of employees that are formed to help navigate the relationship between employees and the employer

» Collective agreements are negotiated between unions and employers to outline the terms and conditions of employment

Example:

Zafar broke their leg in a sporting accident and has requested a meeting with their supervisor to ask for a workplace accommodation. Zafar has asked that a union member join the meeting to discuss their individual accommodation plan. Both Zafar's supervisor and union representative attend the meeting. Together, they find a way to accommodate Zafar.

Leave, benefits and compensation

What are leave, benefits and compensation?

» Leave is time away from work such as vacation or sick days

» Benefits are non-monetary rewards or provisions offered to employees in addition to their compensation, such as health insurance, retirement plans and paid time off

» Compensation is payment given to employees for their work, typically in the form of wages or salaries

Employers must:

» Make sure the leave, benefits and compensation packages are inclusive and meet the needs of all employees including those with disabilities

» Regularly check with employees if the benefits they provide have barriers for people with disabilities

» Not ask for extra medical documentation to access benefits apart from the information required by the benefits provider

When they choose a benefits package, employers must make sure that employees with disabilities are able to join the plan offered to all other employees.

When they are compensating employees, employers need to make sure employees are not discriminated against due to disabilities. Employers can consider skill, effort, responsibility and seniority when deciding pay, but they cannot pay people less because they have a disability.

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Example:
The benefits package of a grocery store chain is up for re-negotiation. Prior to negotiating with their benefits provider, management collaborates with employees to discuss their accessibility needs and any barriers employees might encounter while trying to access benefits. The resulting employee feedback is then used by management to inform the decision of choosing a benefit package that considers the needs of all employees.

Occupational organizations

Some employers require their employees to be members of occupational organizations. When an employer requires an employee to be a member of an occupational organization, they need to provide accommodations required to be a member.

What is an occupational organization??

» An organization other than a trade union or employer's organization, in which membership is required to carry on a trade, occupation or profession

Example:
John is an employee of a local charity. As part of this job, the employer wants John to belong to an organization that brings together professional fundraisers to learn from each other. John's employer ensures that all communications sent by the occupational organization to John are in an accessible format and compatible with John's screen reader.

Documentation

In this standard there are times when we require organizations to write information down and save it. The formal information that organizations need to write down and save is called documentation. The circumstances when organizations need to document a situation has been described in each section of this document. For example, in the section about recruiting employees, if an employer cannot provide the accommodation requested by an applicant, then they need to document the situation.

Documenting information helps organizations keep a formal description or record of a situation. Documentation is important because it helps keep organizations and people accountable.

Documentation about a situation needs to include:

» Information about what happened with the organization and a person

» Reasons why the organization was not able to offer accommodations to a person

» Different options that the organization offered to a person

» Whether a person agreed to the different accommodations that the organization offered

Organizations are in charge of documenting information about a situation and storing the information safely. Organizations also need to:

» Share documentation with the person it is about, in a way that is accessible to them (as much as possible)

» Tell people that they can ask for documentation about their situation

Example:
Demetri works at a distribution center. They've had an injury and cannot climb stairs. This creates a barrier for them, as an area of their work is only accessible by stairs. Demetri requested a stair chairlift be installed to accommodate their needs. The organization denied this request citing undue financial hardship. As an alternative, the organization offered to reassign some of Demitri's duties. Demetri would like a copy of the report for their records and requested the documentation from their manager. The manager provided Demitri with the requested documentation.

SUPPORT TO IMPLEMENT THESE RECOMMENDATIONS

The Provincial Accessibility Committee wants to make sure that organizations have the information and guidance they need to implement any regulations that arise from these standards. The Provincial Accessibility Committee is interested in understanding the type of resources that would help organizations. This could include things like checklists, model policies, training and other supports.

NEXT STEPS

Thank you for reviewing these recommendations. There are lots of ways for you to provide your feedback. Please visit: https://Engage.gov.bc.ca/AccessibleBCActStandards/ for more information.

The Provincial Accessibility Committee will use all of the input provided to inform its final recommendations to government.

To:	General Purposes Committee	**Date:**	June 14, 2024
From:	Martin Younis, B. Eng., M. Eng. Director, Facilities and Project Development	**File:**	06-2055-01/2024-Vol 01
	Ben Dias Manager, Works Yard Planning		
Re:	**Works Yard Replacement Project - Key Design Parameters and Guiding Principles**		

Staff Recommendations

1. That the Key Design Parameters as described on page 5 of the staff report titled "Works Yard Replacement Project - Key Design Parameters and Guiding Principles" dated June 14, 2024, from the Director, Facilities and Project Development and the Manager, Works Yard Planning, be approved; and

2. That the Guiding Principles as described in Attachment 1 of the staff report titled "Works Yard Replacement Project - Key Design Parameters and Guiding Principles" dated June 14, 2024, from the Director, Facilities and Project Development and the Manager, Works Yard Planning, be approved and utilized to guide the development of the Works Yard Replacement Project.

Martin Younis, B. Eng., M. Eng.
Director, Facilities and Project Development
(604-204-8501)

Ben Dias
Manager, Works Yard Planning
(604-244-1207)

Att. 1

REPORT CONCURRENCE		
ROUTED TO:	**CONCURRENCE**	**CONCURRENCE OF DEPUTY CAO**
Public Works Parks Services Finance Engineering	☑ ☑ ☑ ☑	
SENIOR STAFF REPORT REVIEW	**INITIALS:** CJ	**APPROVED BY CAO**

7720561

Staff Report

Origin

At the Open Council meeting on July 10, 2023, it was announced that the existing Lynas Lane location will be the site for replacement of the Works Yard. The Works Yard is critical to operations, emergency response and disaster recovery, supporting services, equipment, and material that are fundamental for the operations and maintenance of the City's infrastructure. The Works Yard is essential to maintaining the City's ability to respond and recover when community safety events occur.

Following Council's approval of the capital budgets for Phase 1 of the Works Yard's replacement, the Architectural Services contract and Construction Manager Pre-Construction Services contract were awarded. Simultaneous award of design and pre-construction services was recommended as design assistance and constructability efficiencies are maximized when the work is integrated.

The purpose of this report is to provide a progress summary and bring forward recommendations on the Works Yard Replacement Project ("the Project") Key Design Parameters and Guiding Principles which will be fundamental in design and program development.

This report supports Council's Strategic Plan 2022-2026 Focus Area #1 Proactive in Stakeholder and Civic Engagement:

> *Proactive stakeholder and civic engagement to foster understanding and involvement and advance Richmond's interests.*
>
> *1.2 Advocate for the needs of Richmond in collaboration with partners and stakeholders.*
>
> *1.3 Increase the reach of communication and engagement efforts to connect with Richmond's diverse community.*
>
> *1.4 Leverage a variety of approaches to make civic engagement and participation easy and accessible.*

This report supports Council's Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community:

> *Community safety and preparedness through effective planning, strategic partnerships and proactive programs.*
>
> *3.1 Advance proactive, sustainable, and accelerated flood protection in collaboration with other governments and agencies.*
>
> *3.3 Ensure the community is collectively prepared for emergencies and potential disasters.*
>
> *3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.*

Background

It is estimated that the Project will be delivered in multiple phases over 7 to 10 years during which full operations will be maintained.

The Project is in the Advanced Planning/Program Development stage, which is the initial stage in the delivery of a major facility project as illustrated in Figure 1 below. Advanced Planning/Program Development is an iterative and involved process that determines the space requirements, budget, schedule and phasing plans.

Figure 1: Major Facility Project Stages

Estimated 7 - 10 Years
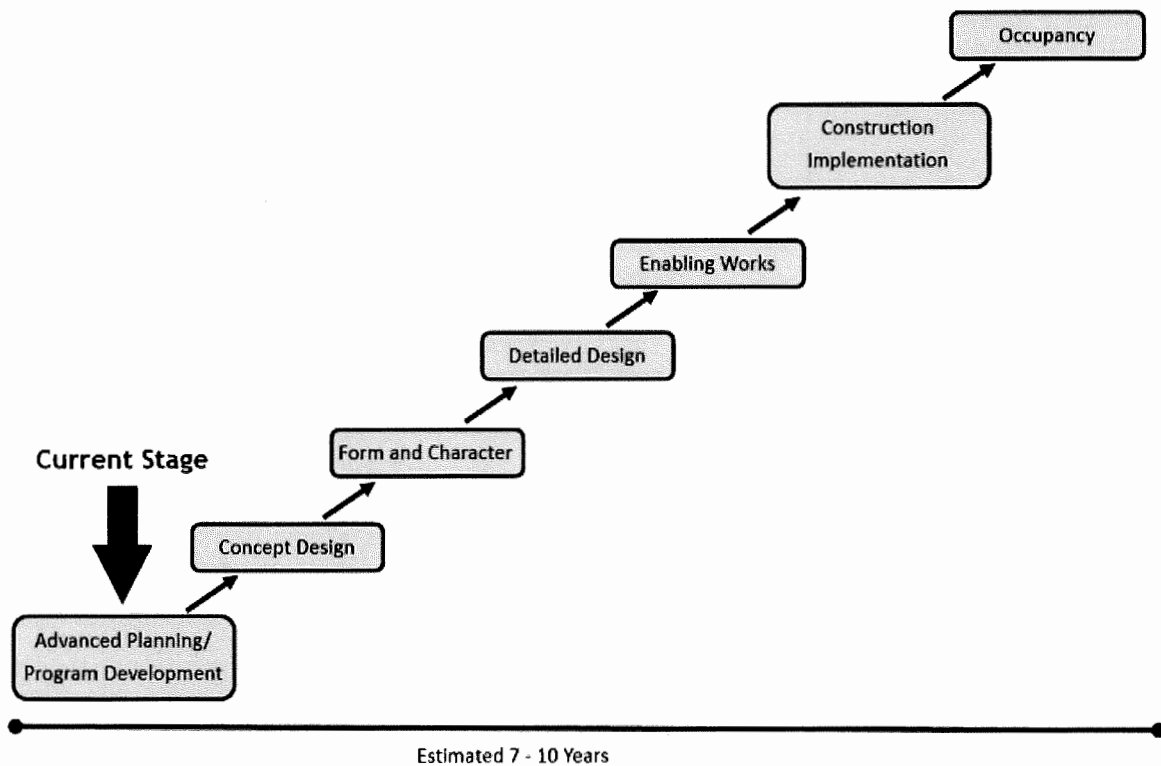
Advanced Planning

The existing Works Yard facilities and infrastructure do not meet modern building code standards, are not constructed to post-disaster standards and are constructed below current flood plain construction levels. These deficiencies will restrict or eliminate the City's ability to respond and recover from a significant seismic or flood event, as those events would likely damage the Works Yard to an extent that would make it inoperable and possibly unsalvageable for an extended period.

Post-Disaster Building Construction

A post-disaster building is defined as necessary for the provision of essential services to the general public in the event of a disaster and include emergency response facilities according to the British Columbia Building Code.

The Works Yard provides a critical role in emergency response during a flood or earthquake due to its vital functions in disaster mitigation and management. The Works Yard serves as a central hub for storing and distributing essential emergency supplies and equipment, including pumps, generators, and heavy machinery. This allows for rapid deployment of resources, ensuring a swift and efficient response to any crisis, serving as a base of operations for emergency personnel, providing a centralized location for coordination, communication, and strategic planning. Additionally, the Works Yard facilitates the maintenance and repair of equipment, ensuring that crucial assets remain operational during the response and recovery phases.

The Works Yard directly supports Richmond Fire Rescue, RCMP, BC Ambulance and other emergency management response needs, by providing essential services to affected City infrastructure (roads, watermains, sewers, dikes, pump stations). Overall, the Works Yard acts as a critical lifeline, supporting the logistical and operational requirements necessary to manage and mitigate the impacts of floods and earthquakes effectively, ultimately protecting lives and minimizing damage.

Flood Construction Level

Guided by the Council endorsed Flood Protection Management Strategy and supporting Dike Master Plans, the City's perimeter dikes are being raised to a crest elevation of 4.7 m. The Strategy also calls for raising land levels strategically and economically, requiring Flood Construction Levels (FCLs) for new construction, buildings and structures.

The Flood Plain Designation and Protection Bylaw No. 8204 requires all new buildings to be constructed above the flood plain construction level. The designated FCL for the Works Yard site is a minimum of 2.9 m. While this FCL is sufficient to economically address risk to non-essential structures, it does not meet the requirements for a post-disaster facility. It is essential that the Works Yard remain operational in the event of a dike breach or significant flood.

The Dike Master Plan also recommends superdikes, raising the land for approximately 200 m inland of the dike, to decrease flood and seismic risks by increasing the integrity of the dike. The Dike Master Plan Phase 2, endorsed by Council in April 2013, provides an overall strategy for the Thompson Dover area, which includes the Works Yard.

The reconstruction of the Works Yard presents a singular opportunity to raise the site grade to the post disaster level. Building to 4.7 m will ensure that the new Works Yard is floodproofed and will remain operational as a designated departmental operations centre in the event of a natural disaster. Staff recommend that the 4.7 m level be approved as a target for all operational areas, understanding that resolving the detailed design may result in some operational areas being marginally lower than 4.7 m.

Existing Trees and Berms

Currently the Works Yard site is surrounded by a stand of mature deciduous trees, which provide privacy, shading, beautification and ecological benefits for local wildlife in the area. In addition to the health advantages and natural connections, the existing trees and berms would enhance visual screening and mitigate noise during both construction phases and every day operations.

In alignment with the Council Strategic Plan, the City's Parks and Open Space Strategy and Public Tree Management Strategy, preserving the natural environment of the urban forest around the Works Yard site is essential.

Upon Council endorsement, future upgrades will incorporate the existing trees and berms into the new design of the Works Yard with minimal disturbance (refer to Figure 2).

Recommended Key Design Parameters

Staff recommend the following Key Design Parameters be approved:

- Construct to post-disaster standard;
- Construct to a Flood Construction Level target of 4.7 m geodetic elevation for all operational areas; and
- Retention of existing trees and berms around the site perimeter.

Works Yard Replacement Project – Phase 1

In order to maintain existing operations at the Works Yard, the Project will be delivered in multiple phases. Refer to Figure 2 for the Phase 1 Construction Zone. The Phase 1 general scope of work includes the following:

- Program confirmation and phasing plan for the entire Project;
- Design and construction: pre-load and ground improvements, civil works, new administration building and staff parkade; and
- Demolition or relocation of existing structures located within Phase 1 works.

Figure 2: Works Yard Site Plan – Phase 1 Construction Zone
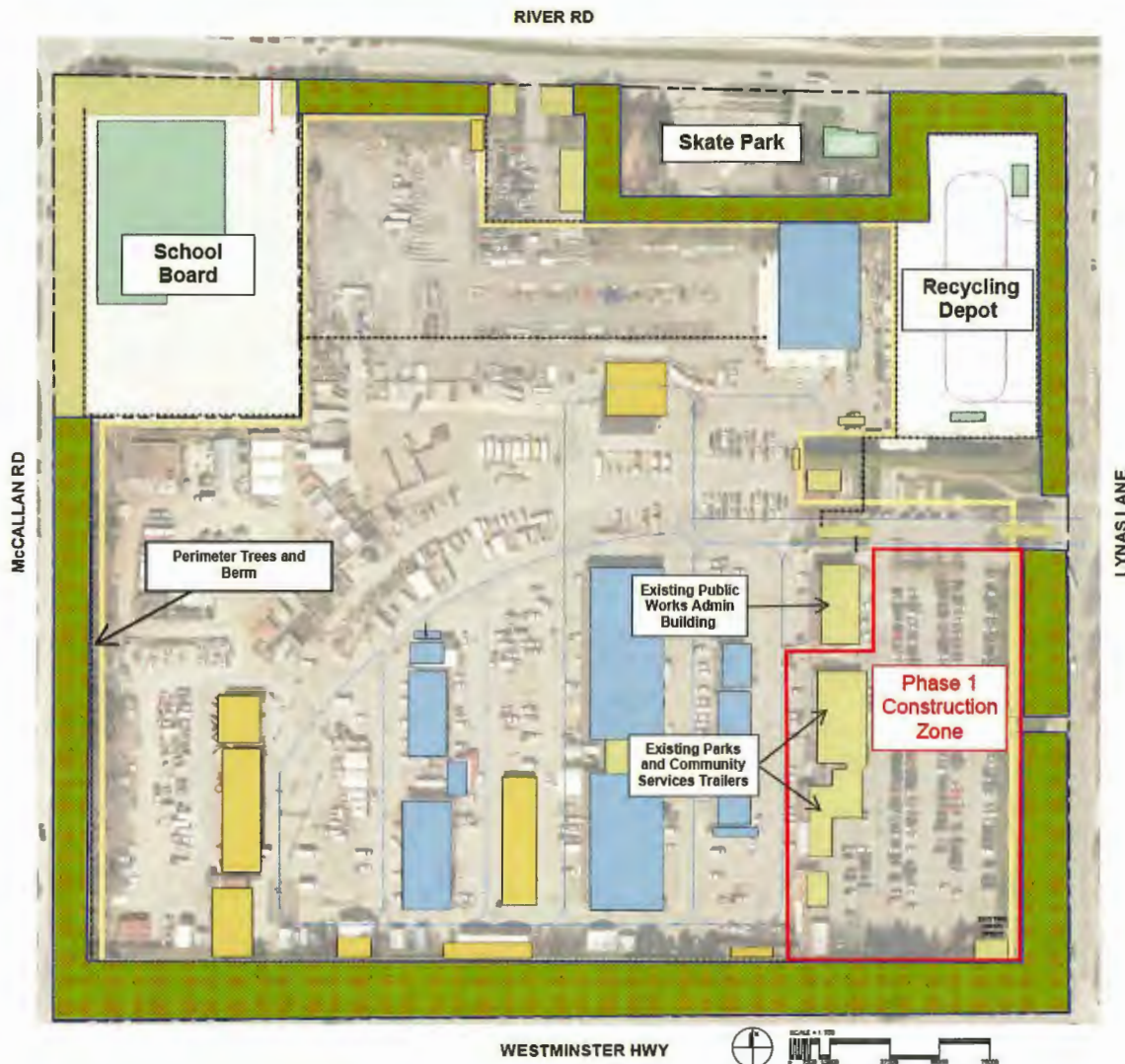
Enabling Works

In order to progress with the Phase 1 scope of work for the Project, enabling works are required before construction can commence, including the following:

- Staff parking and existing underground utility services within the Phase 1 Construction Zone must be relocated (in progress);
- Site condition investigation and ground improvement works (in progress); and
- Works Yard Operations Centre Consolidation (completed) – The purpose was to centralize the multiple activities that support ongoing operations, capital projects and emergency responses into a single operations centre for all operations sections. This consolidated approach resulted in additional space being made available to support the Project, including the space needed for the relocation of the staff parking lot (refer to Figures 3 and 4).

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Figure 3: Works Yard Operations Centre – *Before Consolidation*

Figure 4: Works Yard Operations Centre – *After Consolidation*

Guiding Principles

On May 29, 2024, the Project and architectural teams engaged with City Directors in a workshop where feedback was collected to inform the development of recommended Guiding Principles for the Project. This approach ensured the incorporation of broad perspectives and contributions from departments throughout the organization for this City-wide Project.

The following Guiding Principles emerged from the workshop which align with the Council Strategic Plan, as detailed in Attachment 1:

- Resilient
- Inclusive
- Sustainable
- Innovative
- Connected

Subject to Council approval, the Guiding Principles will support decision-making and provide overall direction for engagement and design development throughout the multi-phase Project. Additionally, they will inform and support the Project's iterative and progressive engagement plan, currently in consultation with the architectural team.

Project Engagement

The Project team has delivered numerous presentations to City staff groups and Richmond School District, as well as optimized opportunities to engage through training programs, departmental workshops and the Capital Projects Open House.

Formal and informal communication, engagement and collaboration are ongoing throughout enabling works, relocation projects, and programming and design workshops amongst user groups. Engagement strategies include broad, comprehensive communicative approaches such as workshops, information sessions, digital tools, activities and events to share and collect key information, ideas, considerations, opportunities and challenges.

Engagement will continue through a wide range of initiatives to provide regular Project updates and foster involvement. Staff, stakeholders, user groups, adjacent groups and the community will be actively encouraged to ask questions and share feedback.

The following engagement initiatives are scheduled for Q3 2024 and include:

- Interactive internal engagement workshops with all Works Yard staff to communicate Project updates, gather information and seek input.

- Collaborative public engagement event in neighbouring Dover Park coordinated with the Council approved North Dike Upgrade Project consultation.

- Workshops with appointed stakeholder representatives and the Architects to collect key information from business units and user groups, and provide critical requirements to inform the programming and design.

- Opportunities to communicate project information to City departments, neighbouring residents and adjacent groups including the Richmond School District.

- Space planning preparation, engagement and relocations to facilitate Phase 1 enabling works.

- Engaging and informative activities at the annual Public Works Open House rescheduled to September 7, 2024.

Next Steps

Should Council approve the recommended Key Design Parameters and Guiding Principles for the Project, staff will proceed with engagement initiatives and program development in collaboration with the architectural team and stakeholder input. Detailed Phase 1 program options and recommendations will then be brought forward for Council consideration in fall 2024.

Financial Impact

None.

Conclusion

The Guiding Principles are the result of a collaborative engagement process, serving as a foundational framework, shaping and informing overall direction for engagement and design.

Ferman Suleyman, P. Eng., PMP
Project Manager
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Nicole Haraguchi
Project Engagement Lead
(604-247-4455)

FS/NH:ek

Att. 1: Works Yard Replacement Project Guiding Principles

Works Yard Replacement Project
Guiding Principles

The Guiding Principles will shape, inform and provide overall direction throughout the multi-phase Works Yard Replacement Project.

Resilient

- Design a post-disaster facility that withstands major events, emergencies and climate change to support staff and the community.
- Ensure the facility and amenities support staff and operational continuity, in order to serve the community 24/7.
- Exemplify leadership in preparedness, reliability, responsiveness and communication.

Innovative

- Design innovative, functional spaces that meet current and future operational needs of the organization and community.
- Create a unique, inclusive and welcoming facility that reflects Richmond's history, diversity, natural environment and cultural heritage.
- Utilize modern design solutions to accommodate growth, ensure adaptability, enhance functionality and optimize resource use.

Connected

- Provide staff with the necessary space and resources to effectively and proudly serve the community.
- Demonstrate and promote City programs and services by engaging the community in public-facing spaces.
- Deliver exceptional internal and external customer experiences by ensuring uninterrupted services and clear communication during construction.

Sustainable

- Demonstrate leadership in sustainability through progressive strategic planning, multi-functional space organization and collaborative design.
- Maximize space usage and enable technological flexibility to enable staff to work efficiently and sustainably.
- Implement sustainable practices into construction and operations, where feasible, prioritizing energy efficiencies and environmental conservation.

Inclusive

- Design a facility that prioritizes inclusion, wellness and accessibility, fostering a safe and respectful environment.
- Provide flexible spaces that integrate evolving needs while encouraging a sense of belonging for all.
- Create an adaptable space that supports future engagement, participation and service optionality for all users.

Richmond

July 3rd, 2024

Issue

Zero Carbon Step Code (ZCSC) and Energy Step Code (ESC)

Rationale

The BC ESC is an incremental process to achieve the highest new building performance by 2032. The (ZCSC) is an incremental process requiring new buildings to achieve the most stringent greenhouse emissions limits by 2030.

BC Hydro's electricity generation provides just 19% of BC's total energy requirements. Additional forms of renewable energy are required to transition from fossil fuels to achieve the Province's net zero goals by 2050. The use of gas for water and space heating in single-detached and duplex residential buildings is a necessary option during the transition to clean, renewable energy sources.

Referral motion

That, in relation to the Zero Carbon Step Code and Energy Step Code in the Building Regulations Bylaw and OCP, for single-detached and duplex residential buildings, staff be directed to:

(1) Provide options for Council consideration related to the current implementation timeline; and,

(2) Clarify the role of natural gas for space heating and domestic hot water and provide options for Council consideration.

Andy Hobbs

City of Richmond

Report to Committee

To:	General Purposes Committee	**Date:**	July 9, 2024
From:	Martin Younis, B. Eng., M. Eng. Director, Facilities and Project Development	**File:**	06-2050-20-HBSC/Vol 01
	Keith Miller Director, Recreation and Sports Services		
Re:	**Hugh Boyd Community Facility and Fieldhouse – Referral Response**		

Staff Recommendation

That Council provide direction as to the preferred option from Table 3 in the staff report titled, "Hugh Boyd Community Facility and Fieldhouse – Referral Response," dated July 9, 2024, from the Director, Facilities and Project Development and the Director, Recreation and Sport Services and, if required, that the capital budget and Consolidated 5 year Financial Plan (2024-2028) be amended.

Martin Younis, B. Eng., M. Eng.
Director, Facilities and Project Development
(604-204-8501)

Keith Miller
Director, Recreation and Sport Services
(604-247-4475)

REPORT CONCURRENCE		
ROUTED TO:	**CONCURRENCE**	**CONCURRENCE OF DEPUTY CAO**
Finance Department Sustainability	☑ ☑	
SENIOR STAFF REPORT REVIEW	**INITIALS:**	**APPROVED BY CAO**

Staff Report

Origin

On July 8, 2024, Council approved the program, site, form and concept design for the Hugh Boyd Community Facility and Fieldhouse as well as the capital budget in the amount of $19,000,000.

Council made the following referrals in regards to the program:

> *1b. That staff be directed to consider the costs and utility for a movable wall for the proposed second floor multi-use space and replacing the servery with a kitchen.*

> *2. That the proposed demolition of the existing small field house, as outlined in the report titled, "Hugh Boyd Community Facility and Fieldhouse – Program, Site Selection, Form and Concept Design," dated June 3, 2024, from the Director, Facilities and Project Development and the Director, Recreation and Sport Services, be referred back to staff to examine the use and cost-effectiveness of keeping the existing small field house.*

The purpose of this report is to address referral 1b and present options for Council's consideration in regards to a movable wall and kitchen types. Staff will report back to Council on referral 2 in Fall 2024.

This report supports Council's Strategic Plan 2022-2026 Strategy #1 Proactive in Stakeholder and Civic Engagement:

> *Proactive stakeholder and civic engagement to foster understanding and involvement and advance Richmond's interests.*

> *1.2 Advocate for the needs of Richmond in collaboration with partners and stakeholders.*

This report supports Council's Strategic Plan 2022-2026 Focus Area #2 Strategic and Sustainable Community Growth:

> *Strategic and sustainable growth that supports long-term community needs and a well-planned and prosperous city.*

> *2.3 Ensure that both built and natural infrastructure supports sustainable development throughout the city.*

This report supports Council's Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community*:*

> *Community safety and preparedness through effective planning, strategic partnerships and proactive programs.*

> *3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.*

This report supports Council's Strategic Plan 2022-2026 Focus Area #6 A Vibrant, Resilient and Active Community:

> *Vibrant, resilient and active communities supported by a wide variety of opportunities to get involved, build relationships and access resources.*
>
> *6.1 Advance a variety of program, services, and community amenities to support diverse needs and interests and activate the community.*

Background

In addition to serving as the primary location for many local sport groups' practices, home games and tournaments, the Hugh Boyd Community Park (the "Park") is a well-utilized and valued community amenity. The addition of a new community facility and fieldhouse in the Park will support the provision of community programs, day-to-day needs of multiple local sport user groups and offer opportunities to attract high-profile tournaments and sporting competitions.

Kitchen Options

As directed by Council, staff have reviewed the program requirements for kitchen facilities and developed options to replace the food servery with a kitchen.

The kitchen options presented differ based on the type of food prepared, type of equipment, frequency of use, ventilation requirements and Passive House considerations. Each option outlines the programs and events that can be supported.

Option 1 – Food Servery

The program presented on July 2, 2024 for the Hugh Boyd Community Facility and Fieldhouse included a 135 sq. ft. food servery to support the multi-purpose rooms.

A food servery is a service counter or room which typically includes a sink, fridge/freezer, counter space for small appliances and a pass-thru window counter. A food servery can be used to support various programs, such as serving coffee during a seniors' wellness program or providing snacks during a parent and tot program. It is also suitable for catered events where food is prepared off-site and for warming food using countertop appliances. Temporary and mobile equipment can be brought in to support infrequent larger-scale catered events and rentals.

It would require minimal annual maintenance and requires no Vancouver Coastal Health Permit to operate. There are no ventilation requirements for a food servery and there is no impact to achieving Passive House Certification. An example of a food servery is in the Minoru Centre for Active Living – large multi-purpose room.

Option 2 – Limited-service Kitchen

A Limited-service Kitchen requires a minimum of 455 sq. ft. and typically includes a sink, fridge/freezer and counter space for small appliances as well as a stove and oven. In addition to supporting programs and catered events outlined in Option 1, a Limited-service Kitchen would allow for basic food preparation. Program examples include heating up a pizza or making baked goods during a youth program.

There can be minimal grease laden cooking (no deep-frying), and it should be used intermittently. It would require the installation of a grease interceptor and a domestic ventilation hood. The ventilation requirements are minimal for a Limited-service Kitchen and there is low risk of not achieving Passive House Certification. An example of a Limited-service Kitchen is at the West Richmond Community Centre – second floor.

Option 3 – Full-service Kitchen

A Full-service Kitchen would require a minimum of 560 sq. ft. and could be used to support the provision of cooking classes, and teaching and practicing food preparation. It could also support catered events and allow for the preparation of all kinds of food for service or sale to anyone, including the general public. It would require the installation of a grease interceptor and a commercial ventilation hood with fire suppression. Examples of Full-service Kitchens are in the Steveston Community Centre and South Arm Community Centre. Due to the demanding ventilation and energy-recovery requirements, a Full-service Kitchen increases the risk of not achieving Passive House Certification.

Refer to Table 1 for the estimated costs, including contingency, associated with each option. These estimates are Order of Magnitude costing based on recently completed projects and include the additional program space required for the different options.

Table 1: Cost Analysis for Kitchen Options

Kitchen Option	Minimum Area	Revised Indoor Program Total	Cost including equipment	Premium to Current Estimate	Passive House Certification
1: Food Servery	135 sq. ft.	No change 10,510 sq. ft.	$250,000	Nil Already included in $19,000,000 budget	No Risk
2: Limited-service	455 sq. ft. (Additional 320 sq. ft.)	10,830 sq. ft.	$850,000	$600,000	Low Risk
3: Full -service	560 sq. ft. (Additional 425 sq. ft.)	10,935 sq. ft.	$1,300,000	$1,050,000	Highest Risk*

* Due to the demanding ventilation and energy-recovery requirements of a Full-service Kitchen, the risk of not achieving Passive House certification increases.

Movable Wall Options

The two multi-purpose rooms are designed to be flexible and accommodate simultaneous use for a wide range of activities and community programming, supporting both individual and community health and wellness. Ensuring maximum space utilization adheres to the principles of the Richmond Circular City Strategy by maximizing building usage, ensuring adaptability to various needs and avoiding idle time.

The rooms are suitable for a variety of programs such as creative, social, and low intensity fitness programs for seniors, parent and tot programs, wellness programs, child and youth programs, and sport user group coaching and training clinics. When the multi-purpose rooms are not being used for the provision of community and sport programming and events, they can be rented by community groups.

Staff investigated the option to install a movable wall between the two multi-purpose rooms, to allow the proposed rooms to be used as one 2,200 sq. ft. larger room. From a programming and operational perspective, the addition of a movable wall presents sound transfer issues, increased maintenance costs and space required to store the movable wall when not in use. A movable wall also removes flexibility for locating millwork and other fixed features on the wall. There are different types of movable walls which vary in price based on levels of sound mitigation, quality and composition (refer to Table 2). Essentially, the more robust the wall, the greater the ability to mitigate sound transference and associated cost premium.

Table 2: Analysis for Movable Wall Options

Wall Option	**Premium to Current Budget**
A: Solid Wall	Nil Included in $19,000,000 budget
B: Standard Movable Wall*	$150,000
C: Premium Movable Wall	$250,000

*Similar to the design and quality in the City Hall cafeteria

Should Council direct staff to include the movable wall, the specifications will be refined in the detailed design process, with the Building Committee's input. The Building Committee was re-consulted and is supportive of either a solid wall or a movable wall.

Financial Impact

The capital budget approved by Council for the new facility is $19,000,000 (2024 dollars). The estimated cost for the additional project elements range from $150,000 to $1,300,000 (refer to Table 3). Should Council direct staff to add a movable wall and/or a kitchen other than a food servery, the additional project elements will be funded by the Capital Building and Infrastructure Reserve and the Consolidated 5 Year Financial Plan (2024-2028) will be amended accordingly. Any additional funding required for the additional project elements may impact the Capital Building and Infrastructure Reserve funding available for other capital projects.

The additional costs associated with the ongoing operation and maintenance of these items will be included in the operating budget which will be submitted to Council for consideration in a future report.

Table 3: Option and Cost Summary for Additional Project Element

Option	Total budget amendment	Total budget
1A: Food Servery, with Solid Wall	nil	$19,000,000
1B: Food Servery, with Standard Movable Wall	$150,000	$19,150,000
1C: Food Servery, with Premium Movable Wall	$250,000	$19,250,000
2A: Limited Service Kitchen, with Solid Wall	$600,000	$19,600,000
2B: Limited Service Kitchen, with Standard Movable Wall	$750,000	$19,750,000
2C: Limited Service Kitchen, with Premium Movable Wall	$850,000	$19,850,000
3A: Full Service Kitchen, with Solid Wall	$1,050,000	$20,050,000
3B: Full Service Kitchen, with Standard Movable Wall	$1,200,000	$20,200,000
3C: Full Service Kitchen, with Premium Movable Wall	$1,300,000	$20,300,000

Next Steps

Should Council direct staff to add a movable wall and/or kitchen other than a food servery, the program, capital budget and the Consolidated 5 Year Financial Plan (2024-2028) will be revised accordingly.

Conclusion

This report responds to the July 2, 2024 General Purposes referral, directing staff to consider the costs and utility for a movable wall for the second floor multi-use space and replacing the food servery with a kitchen. With Council direction on these two program elements, staff will proceed with the development of the building character and detailed design.

Mile Racic
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Mandeep Bains
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MR/MB:ek