

**REGULAR MEETING OF COUNCIL  
AGENDA**

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**DATE:** August 18, 2025  
**TIME:** 4:30 p.m.  
**LOCATION:** Council Chambers, Enderby City Hall

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*The public may attend this meeting in person or by means of electronic facilities.*

*The City of Enderby uses Zoom for its electronic facilities and encourages those who are unfamiliar with the application to test it in advance; for technical support, please contact Zoom.*

*The access codes for this meeting are:*

*Meeting ID: 873 6384 4711  
Passcode: 975282*

*If you would like to attend this meeting by means of electronic facilities and do not have a computer or mobile phone capable of using Zoom, please let us know and we can provide you with a number that you can call in from a regular telephone.*

*When applicable, public hearing materials are available for inspection at [www.cityofenderby.com/hearings/](http://www.cityofenderby.com/hearings/)*

**1. LAND ACKNOWLEDGEMENT**

*We respectfully acknowledge that we are on the traditional and unceded territory of the Secwepemc.*

**2. APPROVAL OF AGENDA**

*THAT the August 18, 2025 Council Meeting agenda be approved as circulated.*

**3. ADOPTION OF MINUTES**

**3.1 Meeting Minutes of July 21, 2025**

*THAT the July 21, 2025 Council Meeting minutes be adopted as circulated.*

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**4. DEVELOPMENT MATTERS AND RELATED BYLAWS**

**4.1 Development Variance Permit #0080-25-DVP-END**

**Legal:** LOT 20 BLOCK 8 DISTRICT LOT 150 KAMLOOPS (FORMERLY OSOYOOS) DIVISION YALE DISTRICT PLAN 211A

**Address:** 706 George Street, Enderby BC

**Applicants:** Timberland Solutions Inc.

**Owners:** Timberland Solutions Inc.

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**4.1.1 Public Input – Development Variance Permit #0080-25-DVP-END**

**4.1.2 Permit Issuance – Development Variance Permit #0080-25-DVP-END**

*THAT Council authorizes the issuance of a Development Variance Permit for the property legally described as LOT 20 BLOCK 8 DISTRICT LOT 150 KAMLOOPS (FORMERLY OSOYOOS) DIVISION YALE DISTRICT*

*PLAN 211A and located at 706 George Street, Enderby BC, to permit a variance to Section 310.3.f.ii of the City of Enderby Zoning Bylaw by permitting wall signs to be located within a distance of 6 m (19.68) from, i) a lot corner adjacent to the intersection of two public highways, and ii) a lot corner adjacent to a public highway and common on two lots.*

4.2 Development Variance Permit #0081-25-DVP-END

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Legal: THAT PART OF DISTRICT LOT 150 KAMLOOPS (FORMERLY OSOYOOS) DIVISION YALE DISTRICT SHOWN RED ON PLAN DD4360  
Address: 602 King Avenue, Enderby BC  
Applicants: City of Enderby  
Owners: City of Enderby

4.2.1 Public Input – Development Variance Permit #0081-25-DVP-END

4.2.2 Permit Issuance – Development Variance Permit #0081-25-DVP-END

*THAT Council authorizes the issuance of a Development Variance Permit for the property legally described as THAT PART OF DISTRICT LOT 150 KAMLOOPS (FORMERLY OSOYOOS) DIVISION YALE DISTRICT SHOWN RED ON PLAN DD4360 and located at 602 King Avenue, Enderby BC, to permit variances to the following sections of the City of Enderby Zoning Bylaw No. 1550, 2014:*

- *Section 901.1 by permitting off-street parking spaces to be partially located on public land, as shown on the attached Schedule 'A';*
- *Section 901.2.b by not requiring maneuvering aisles for off-street parking spaces, as shown on the attached Schedule 'A';*
- *Section 901.2.c by permitting a parking design where vehicles are required to back out on to a highway, when more than 4 off-street parking spaces are provided, as shown on the attached Schedule 'A';*
- *Section 901.3 by reducing the minimum number of off-street parking spaces from 142 to 36, as shown on the attached Schedule 'A'; and*
- *Section 1001.6.c by not requiring an off-street loading space to be provided with curbing, as shown on the attached Schedule 'A'.*

**5. CONTINUING BUSINESS AND BUSINESS ARISING FROM COMMITTEES AND DELEGATIONS**

**6. REPORTS**

6.1 Mayor and Council Reports

6.2 Area F Director Report

6.3 Chief Administrative Officer Report

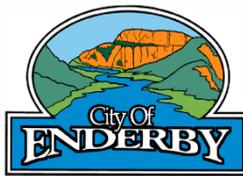
6.3.1 Council Inquiries

6.4 June 2025 Financial Report

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Memo prepared by Chief Financial Officer dated July 31, 2025  
*THAT the June 2025 Financial Report from the Chief Financial Officer be received for information.*

- 6.5 RDNO Building Permit Report – July 2025 Page 44  
*THAT the RDNO Building Permit Report – July 2025 be received and filed.*
- 7. NEW BUSINESS**
- 7.1 North Okanagan Accessibility Plan Page 45  
*THAT Council receives and files the Regional District of North Okanagan correspondence dated July 22, 2025 and staff report dated July 16, 2025 respecting the North Okanagan Accessibility Plan;*  
*THAT Council endorses the North Okanagan Accessibility Plan.*
- 7.2 Disclosure of Contracts - Council Page 120  
 Memo prepared by Chief Financial Officer dated July 25, 2025  
*THAT Council receives the Disclosure of Contracts – Council memorandum dated July 25, 2025 for information.*
- 7.3 Splatsin Development Corporation Golf Tournament & Cultural Event Attendance Page 121  
 Memo prepared by Chief Administrative Officer dated August 11, 2025  
*THAT Council authorizes \_\_\_\_\_ to attend the Splatsin Development Corporation Gold Tournament & Cultural Event attendance in lieu of Councillor Schreiner.*
- 7.4 Water Treatment Plant Upgrade Resolution in Support of Strategic Priorities Grant Application Page 122  
 Memo prepared by Chief Administrative Officer dated August 13, 2025  
*THAT Council supports the proposed City of Enderby Water Treatment Plant Upgrade project and directs staff to proceed with an application to the Canada Community-Building Fund in BC's Strategic Priorities Fund;*  
*AND THAT Council confirms the City of Enderby's willingness to provide overall grant management and support the funding of any cost overruns.*
- 8. CORRESPONDENCE AND INFORMATION ITEMS**  
 Mayor or Chair will provide an opportunity for any Council member to request that a Correspondence and Information Item be discussed separately.  
*THAT Council receives and files all Correspondence and Information Items.*
- 8.1 Request for Support and Endorsement – UBCM Resolution on Emergency Water Treatment Plants Page 124  
 Correspondence from Councillor Neville Abbott, Infrastructure Committee Chair, Village of Lions Bay dated August 8, 2025
- 9. PUBLIC QUESTION PERIOD**
- 10. ADJOURNMENT**



## THE CORPORATION OF THE CITY OF ENDERBY

Minutes of a **Regular Meeting** of Council held on Monday, July 21, 2025 at 4:30 p.m. in Council Chambers.

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Present: Mayor Huck Galbraith  
Councillor Roxanne Davyduke  
Councillor David Ramey  
Councillor Brian Schreiner  
Councillor Shawn Shishido  
Councillor Sarah Yerhoff

Absent: Councillor Tundra Baird

Staff: Chief Administrative Officer – Tate Bengtson  
Chief Financial Officer – Jennifer Bellamy  
Manager of Planning, Community Safety and Bylaw Compliance – Kurt Inglis  
Manager of Strategic Priorities and Community Services – Kelsey Campbell  
Clerk-Secretary – Andraya Holmes

Other: Press and Public

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### **LAND ACKNOWLEDGEMENT**

We respectfully acknowledge that we are on the traditional and unceded territory of the Secwepemc.

### **APPROVAL OF AGENDA**

Moved by Councillor Schreiner, seconded by Councillor Yerhoff  
*THAT the July 21, 2025 Council Meeting agenda be approved as circulated.*

CARRIED

### **ADOPTION OF MINUTES**

Meeting Minutes of June 16, 2025

Moved by Councillor Ramey, seconded by Councillor Davyduke  
*THAT the June 16, 2025 Council Meeting minutes be adopted as circulated.*

*AND THAT the June 23, 2025 Special Council Meeting minutes be adopted as circulated.*

CARRIED

### **DELEGATIONS**

Danielle Hubbard, CEO, Okanagan Regional Library and Enderby Community Librarian, Dawn Wierzbicki

Ms. Hubbard explained that every year she visits each of the member municipalities of the Okanagan Regional Library to update elected officials on what is offered by their local library.

Highlighted the Summer Reading Club which is the library's most popular program, where kids track their summer reading for prizes and incentives. The number of participants this year is 8139, which is a new record.

The library also offers free electronic resources including e-books, e-audiobooks, and more. There has been a large increase in the use of these digital resources over the past year.

Ms. Hubbard also spoke about the Library of Things kits offered for borrowing. These kits include a microscope, a radon detector, outdoor play kits, a lego kit for learning braille, and much more.

Libraries also act as community hubs and heating and cooling centres in many communities. In Enderby, the library is an official heating and cooling centre and works with City Staff to remain open additional hours during extreme weather events.

A provincial enhancement grant was received by Okanagan Regional Library that allowed for the Enderby branch to receive new paint and flooring recently. Representatives from the Okanagan Regional Library are continuing to advocate for increased provincial funding for libraries.

Ms. Wierzbicki reported that the Enderby library sees approximately 3150 people through the doors each month. In 2024, 7578 people participated in programs at the library, and 71,000 physical items were distributed.

Reported that feedback regarding the renovations from the community have been very positive and thanked Councillor Baird for her help in selecting flooring and paint colours.

Ms. Wierzbicki continues to host teen nights, and a roleplaying game group meets at the library regularly.

Also highlighted community connections with the library, including the Legion donating to provide snacks for teens, and the Enderby Seed Library, which is a collaboration with the Shuswap Seed Savers.

Councillor Ramey asked about the demographic of library users in Enderby and if newcomers to Canada are using the Library. He explained that he would like to see newcomers feel that they are part of the community and be aware of the programs and resources available through the library.

Ms. Wierzbicki responded that the Shuswap Immigrant Services Society has held meetings at the Enderby Library, and that she most often sees new community members visit the library for computer help and printing. Noted that the multi-lingual collection at the Okanagan Regional Library is limited but that grant funds are being used to expand this collection.

Mayor Galbraith thanked Ms. Hubbard and Ms. Wierzbicki for their presentation.

**DEVELOPMENT MATTERS AND RELATED BYLAWS****Zoning Text Amendment #0017-25-ZTA-END**

Mayor Galbraith asked if there were any written submissions.

Manager of Planning, Community Safety and Bylaw Compliance read out one written submission.

**Dennis Langendorff, 114 Birch Crescent**

- In favor of the application.
- Glad to see efforts to revitalize this property.
- Believes the updates will increase the property value of neighbouring properties.
- In support of adding more affordable rental housing options in Enderby.

Mayor Galbraith invited the applicant to speak.

**Phillip Wambold, Prime Building Design Ltd.**

Explained that the accessory building located on this lot was used as an illegal suite for many years. This application is part of an effort by the new owner of the property to legalize the suite and bring it in line with Building Code. Further explained that three dwelling units is less than the maximum permitted density under the City's Zoning Bylaw, but that the zoning text amendment is required because the detached secondary suite is associated with a duplex.

Councillor Shishido asked if aesthetic upgrades to the property are planned.

Andri Yuzvak, the property owner, responded that the roof is being replaced and that there are plans for paint, landscaping, and replacement of the existing fence.

Councillor Shishido asked about parking on site.

Mr. Wambold explained that the proposed density would require 5 parking spaces, and that the site plan presented shows 8. Also noted that the property is large enough that more could be added if necessary.

Councillor Ramey stated that he liked the concept but voiced concerns about increased traffic crossing the multi-use path.

Mayor Galbraith asked the Manager of Planning, Community Safety and Bylaw Compliance to speak to the application.

The Manager of Planning, Community Safety and Bylaw Compliance explained that detached secondary suites are only allowed on properties that have a single-family dwelling and that this zoning text amendment is required because the existing building is a duplex. Noted that the subject property is large compared to most single-family dwelling parcels in the community. Also explained that there will likely be variances required to bring the suite into compliance and that Council will be able to make decisions on further variances at that time.

Moved by Councillor Shishido, seconded by Councillor Yerhoff

*THAT City of Enderby Zoning Bylaw No. 1550, 2014 Amendment Bylaw No. 1821, 2025 which proposes to amend the text of City of Enderby Zoning Bylaw No. 1550, 2014 to permit a detached secondary suite to accompany a two-family dwelling for the property legally described as LOT 1 SECTION 26 TOWNSHIP 18 RANGE 9 WEST OF THE 6TH MERIDIAN KAMLOOPS DIVISION YALE DISTRICT PLAN KAP67097 and located at 116/118 Salmon Arm Drive, Enderby BC, be given Three Readings and Adoption;*

*AND THAT Adoption of City of Enderby Zoning Bylaw No. 1550, 2014 Amendment Bylaw No. 1821, 2025 shall come into force and effect once the Ministry of Transportation and Transit has endorsed the Bylaw.*

CARRIED

Housing Agreement Authorization Bylaw No. 1820, 2025 – 612 Cliff Avenue

Moved by Councillor Shishido, seconded by Councillor Ramey  
*THAT Council adopts Housing Agreement Authorization Bylaw No. 1820, 2025;*

CARRIED

**REPORTS**

Mayor and Council Reports

Councillor Schreiner

Attended Boots by the River and reported it was a great event. Also attended Canada Day at Riverside Park and the unveiling of Hop You's sculpture at City Hall.

Attended Splatsin Day.

Has received good feedback about the construction of the Rail Trail near Sicamous.

Attended a Hospital Board meeting.

Attended the Official Community Plan public input session at the Seniors Centre and reported there was a good turnout.

Councillor Yerhoff

Gave kudos to staff and all involved in Boots by the River, the Canada Day event, and the sculpture unveiling.

Reported that the Chamber Golf Tournament is scheduled for September 4<sup>th</sup>.

The Harvest Hut has been busy so far this year both with people dropping off and picking up produce.

Has received reports of bears on the Rail Trail section south of Enderby.

Councillor Davyduke

Attended the sculpture unveiling and Boots by the River.

Reported it was great to see such a big turnout for Boots by the River including many people from surrounding communities.

Reported Canada Day was a great event and has received great feedback from Funtastic about to the condition of the ball fields at Riverside Park.

#### Councillor Ramey

Reported that the turnout for Boots by the River was great.

Attended the sculpture unveiling.

Attended the Legion Poker Run event and received good feedback about the ease of the process of closing the road for this event.

#### Councillor Shishido

Attended Boots by the River and reported it was a great event.

Attended a Museum Meeting. Reported there are new paintings on the Museum windows. The Museum has also written a letter of support for the Enderby Area Community Hub Society in their goal to buy St. Andrews Church. The next Museum Meeting will take place on September 15<sup>th</sup>.

#### Mayor Galbraith

Attended the recent community events in Enderby including the sculpture unveiling.

#### Chief Administrative Officer

Construction of the lower reservoir is progressing. All walls have now been poured. Next steps will be working on the valve chamber and then the roof pour. The bypass system has performed well during peak season use.

Granville construction is continuing on schedule. Installation of mains and service tie-ins are ongoing.

Pool construction is continuing. Pouring foundations for the building and mechanical areas will be occurring this week. Basin excavation is expected to start soon, with the basin scheduled to arrive in late August.

Thanked Hop You, Mayor and Council, Kukpi7 and Tkwamipla7, elder Adele Thomas, other attending dignitaries, and the staff involved in coordinating the unveiling of the Mother Earth sculpture on July 18<sup>th</sup>, with special thanks to Manager of Planning, Community Safety and Bylaw Compliance for leading the coordination and Public Works for handling the installation.

Thanked those who attended and supported Boots by the River, which was a big success, with special thanks to Manager of Strategic Priorities and Community Services for leading that initiative.

Canada Day was a big success this year. Staff have received a lot of great feedback about the alternate location and will be exploring the same for next year. Thanked the Event Coordinator and the Manager of Strategic Priorities and Community Services for their work on the event, as well as all of the volunteers who helped make it happen, and various City departments including Public Works, Parks, the Fire Department, and Recreation Services. A special thanks to past Fire Chief Cliff Vetter, who served as the fireworks show supervisor.

The backup generator at the Fire Hall is now fully commissioned and operable in the event of an outage. This will enable fire fighters to refill SCBA air packs using the compressor when there is a power outage, which adds another layer of resiliency to structural fire response capabilities.

The new system for pre-authorized payments is being implemented, which should make things easier for residents who use the program. Thanked the Chief Financial Officer and Clerk Secretary for their work on this initiative.

Councillor Ramey asked if photos are being taken to document the construction of the reservoir and new pool.

Chief Administrative Officer responded that photos are being taken of both projects.

Councillor Schreiner asked if there will be an opportunity to create a functional skateboard park or pump track in the future.

Chief Administrative Officer responded that with the construction of the pool underway, there will be an opportunity forthcoming to discuss future plans for Barnes Park, including the old pool site.

Councillor Schreiner asked the Manager of Strategic Priorities and Community Services what feedback she has received about the dance floor that was purchased for Boots by the River.

Manager of Strategic Priorities and Community Services responded that feedback has been that the concept of a dance floor as an invitation to dance worked, and that there is a desire for a larger dance floor.

Councillor Shishido asked about the timing of the light at Canyon Road and the increased congestion heading south through the City.

Chief Administrative Officer explained that the lights within City limits have a summer program to adjust timing for increased highway traffic through the City, but that it is less clear that the light at Canyon is operating in this way. Because of this, as well as some intermittent interruptions due to Granville Avenue construction, there has been more traffic backed up in the southbound lane.

Council requested Chief Administrative Officer reach out to the Ministry of Transportation and Transit to voice concerns with the timing of the light at the Canyon Road intersection.

#### RDNO Building Permit Report – June 2025

Moved by Councillor Ramey, seconded by Councillor Schreiner  
*THAT the RDNO Building Permit Report – June 2025 be received and filed.*

CARRIED

Vernon North Okanagan Detachment: 2<sup>nd</sup> Quarter (April to June) 2025

Moved by Councillor Ramey, seconded by Councillor Yerhoff  
*THAT Council receives and files the report titled Vernon North Okanagan Detachment: 2<sup>nd</sup> Quarter (April to June) 2025.*

CARRIED

**NEW BUSINESS**

Attendance at UBCM 2025 Convention

Moved by Councillor Schreiner, seconded by Councillor Shishido  
*THAT Council increases its authorized delegates from 4 to 7 and funds the additional cost from prior-years' surplus;*

*AND THAT Council authorizes all members of Council to attend the UBCM 2025 Convention on behalf of the City of Enderby.*

CARRIED

Whack & Roll Chamber Golf Classic

Moved by Councillor Schreiner, seconded by Councillor Ramey  
*THAT Council authorizes Councillor Baird, Councillor Schreiner, Councillor Ramey, and Councillor Yerhoff to attend the Whack & Roll Chamber Golf Classic with the cost funded from the Council sundry budget line item.*

CARRIED

Super Roller Disco Event

Moved by Councillor Schreiner, seconded by Councillor Shishido  
*THAT Council directs staff to book a roller skating event for Saturday, August 23, 2025 from 7:00-11:00pm at the John Pritchard Memorial Sports Complex, with the organizer being responsible for all costs as well as setting the entrance fee and collecting all profits.*

WITHDRAWN

Councillor Schreiner expressed concerns about the staff time required for the event to move forward with the City of Enderby being responsible for all costs.

The Manager of Strategic Priorities and Community Services explained that staff time required will be very minimal using either model, and that there is a potential sponsor that will cover a portion of the event fees if their contribution makes the event accessible for more community members.

Councillor Schreiner withdrew the motion.

Councillor Shishido asked about the success of roller skating events that have been held by this company in other similar sized municipalities.

The Manager of Strategic Priorities and Community Services responded that there was an event held in 100 Mile House, which is smaller than Enderby, and they had over 150 skaters.

Councillor Yerhoff expressed a desire to see the event be even more accessible to all members of the community by reducing the price for entry.

Councillor Ramey suggested setting a family rate for the event of \$20.

Moved by Councillor Ramey, Seconded by Councillor Davyduke  
*THAT the recommendation be amended by inserting “and \$20 for each family” to state:*

*THAT Council directs staff to book a roller skating event for Saturday, August 23, 2025 from 7:00-11:00pm at the John Pritchard Memorial Sports Complex, with the City of Enderby being responsible for all costs and retaining all revenue;*

*AND THAT the \$2,500 event fee be funded through event revenue and potential sponsorships, with the balance to be funded through the Community Enhancement Fund;*

*AND FURTHER THAT Council sets an entrance and skate rental fee for \$10 for each adult, \$5 for each child, and \$20 for each family.*

CARRIED

Moved by Councillor Ramey, seconded by Councillor Schreiner  
*THAT Council adopts the recommendation as amended.*

CARRIED

Temporary Road Closure Application – Friday Night Lights 2025

Moved by Councillor Shishido, seconded by Councillor Yerhoff  
*THAT Council receives the City of Enderby Event Coordinator’s Temporary Road Closure application (Friday Night Lights 2025) for information.*

CARRIED

Regional District of North Okanagan – Draft Letter to Province on Infrastructure Capacity Challenges

Moved by Councillor Schreiner, seconded by Councillor Shishido  
*THAT Council receives the draft letter from the Regional District of North Okanagan titled ‘Regional District of North Okanagan – Infrastructure Capacity Challenges’, attached as Schedule ‘A’, which is intended to be sent to the Honourable Ravi Kahlon, Minister of Housing;*

*AND THAT Council provides no additional feedback to the Regional District of North Okanagan on community challenges related to infrastructure capacity.*

CARRIED

Local Government Climate Action Program – Public Reporting

Moved by Councillor Shishido, seconded by Councillor Ramey  
*THAT Council supports the draft responses to the Local Government Climate Action Program 2024 Survey attached to this memorandum as Schedule ‘A’.*

CARRIED

British Columbia Community Forest Association Membership

Moved by Councillor Shishido, seconded by Councillor Yerhoff  
*THAT Council directs staff to apply for a British Columbia Community Forest Association Membership.*

CARRIED

Water Treatment Plant Upgrade – Alternative Approval Process

Moved by Councillor Schreiner, seconded by Councillor Shishido  
*THAT subject to the City receiving Inspector Approval for Water Treatment Plant Upgrade Loan Authorization Bylaw No. 1818, 2025, Council adopts the following resolutions:*

*THAT Council proceeds with the alternative approval process to obtain elector approval for “Water Treatment Plant Upgrade Loan Authorization Bylaw No. 1818, 2025”;*

*AND THAT Council establishes the deadline for receiving elector responses to be Tuesday September 2, 2025 at 4:30pm;*

*AND THAT Council approves the attached elector response form;*

*AND FURTHER THAT Council determines that the estimated total number of eligible electors to which the alternative approval process applies to be 2,483.*

CARRIED

**CORRESPONDENCE AND INFORMATION ITEMS**

Moved by Councillor Shishido, seconded by Councillor Yerhoff  
*THAT Council receives and files the correspondence and information items titled:*

- Modernization of Wastewater Regulations – UBCM Resolution dated June 17, 2025
- Cannabis Sales at Events dated June 2025
- Market Controls dated June 2025

CARRIED

**PUBLIC QUESTION PERIOD**

There were no questions from the public.

**CLOSED MEETING RESOLUTION**

Moved by Councillor Shishido, seconded by Councillor Schreiner  
*THAT pursuant to Section 92 of the Community Charter, the regular meeting convene In-Camera to deal with matters deemed closed to the public in accordance with Section 90 (1) (k) and 90 (2) (b) of the Community Charter.*

CARRIED

**ADJOURNMENT**

Moved by Councillor Shishido, seconded by Councillor Ramey  
*THAT the regular meeting of July 21, 2025 adjourn at 6:38 p.m.*

CARRIED

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**MAYOR**

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**CORPORATE OFFICER**

**CITY OF ENDERBY  
DEVELOPMENT VARIANCE PERMIT APPLICATION**

**File No.: 0080-25-DVP-END**

**August 13, 2025**

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**APPLICANT/OWNER:** Timberland Solutions Inc.

**LEGAL DESCRIPTION:** LOT 20 BLOCK 8 DISTRICT LOT 150 KAMLOOPS (FORMERLY OSOYOOS)  
DIVISION YALE DISTRICT PLAN 211A

**P.I.D #:** 012-592-226

**CIVIC ADDRESS:** 706 George Street, Enderby BC

**PROPERTY SIZE:** 668.9 m<sup>2</sup> (7,200 square feet)

**ZONING:** General Commercial (C.1)

**O.C.P DESIGNATION:** General Commercial

**PROPOSAL:** Erect wall signs

**PROPOSED VARIANCES:** Permit wall signs to be located within a distance of 6 m (19.68) from, i) a lot corner adjacent to the intersection of two public highways, and ii) a lot corner adjacent to a public highway and common on two lots.

**RECOMMENDATION:**

THAT Council authorizes the issuance of a Development Variance Permit for the property legally described as LOT 20 BLOCK 8 DISTRICT LOT 150 KAMLOOPS (FORMERLY OSOYOOS) DIVISION YALE DISTRICT PLAN 211A and located at 706 George Street, Enderby BC, to permit a variance to Section 310.3.f.ii of the City of Enderby Zoning Bylaw by permitting wall signs to be located within a distance of 6 m (19.68) from, i) a lot corner adjacent to the intersection of two public highways, and ii) a lot corner adjacent to a public highway and common on two lots.

**BACKGROUND:**

This report relates to a Development Variance Permit application for the property located at 706 George Street, Enderby. The applicant is proposing to erect wall signs on an existing commercial building, as shown on the attached Schedule 'A'. As part of the proposed works, the applicant is seeking a variance to Section 310.3.f.ii of the City of Enderby Zoning Bylaw by permitting wall signs to be located within a distance of 6 m (19.68) from, i) a lot corner adjacent to the intersection of two public highways, and ii) a lot corner adjacent to a public highway and common on two lots.

Site Context:

The 668.9 m<sup>2</sup> (7,200 square foot) property is located on the west side of Highway 97A/George Street. The property is flat and access to the site is gained via Highway 97A/George. A commercial building, constructed in 1970, encompasses the northern portion of the property while the southern portion is a gravel parking lot. The commercial building is composed of three individual commercial units, two of which front Highway 97A/George Street and one of which fronts Russell Avenue.

The subject property and properties to the north, east and west are zoned General Commercial and are designated in the Official Community Plan (OCP) as General Commercial. The property to the south is zoned Highway and Tourist Commercial (C.2) and is designated in the OCP as Highway and Tourist Commercial.

The following map shows the Zoning designation of the subject and surrounding properties:



Figure 1: Zoning Map

- Purple – General Commercial (C.1)
- Green – Highway and Tourist Commercial (C.2)
- Yellow – Residential Single Family (R.1-A)
- Red – Residential Multi-Family Low Intensity (R.3-A)

The following orthophoto of the subject and surrounding properties was taken in 2024:



Figure 2: Orthophoto

**\*\*NOTE:** The property lines shown above are not an accurate representation of their true locations and are intended for display purposes only.

**PROPOSAL:**

The applicant is proposing to erect wall signs along the northern, eastern, and southern faces of the commercial building, as shown on the attached Schedule 'A'. The proposed sign panels, measuring 2 feet in height and ranging from 8 to 10 feet in length, are intended to market existing and future businesses in the commercial building. The sign panels will be mounted on a projection structure which extends approximately 19 inches from the building facade, with a minimum clearance of 9 feet above the finished grade.

Existing projection structures are present on the northern and eastern elevations (not currently used for sign purposes). The applicant proposes to connect these existing projection structures to form a continuous projection across the northern, eastern, and southern faces of the building, for sign purposes.

**ZONING BYLAW:**

The property is currently zoned General Commercial (C.1) and uses permitted in this zone include:

- Accessory buildings and structures
- Accommodation including dwelling units, hotels and motels
- Civic use
- Auditoriums, youth centres and social halls
- Educational facilities and professional studios
- Entertainment and recreation facilities
- Cannabis-Related Business
- Food service (excluding drive-through restaurants)
- Office and commerce facilities
- Public service use
- Retail sales
- Service and repair
- Transportation facilities

Following a planning check that was completed as part of a Sign Permit application for the proposed wall signs, it was determined that the applicant required a variance to Section 310.3.f.ii of the City of Enderby Zoning Bylaw in order to permit the wall signs to be located within a distance of 6 m (19.68) from, i) a lot corner adjacent to the intersection of two public highways, and ii) a lot corner adjacent to a public highway and common on two lots.

**OFFICIAL COMMUNITY PLAN:**

The following policies from the City of Enderby Official Community Plan relate to this development:

Policy 2.2.c - To maintain and enhance the social well-being, development, and the quality of life for all citizens of Enderby.

Policy 3.3.c - Council recognizes that development of land has social impacts and will act through the approval process to minimize negative and maximize positive impacts.

**REFERRAL COMMENTS:**

No comments of concern were received in response to the referral.

**PLANNING ANALYSIS:**

The City of Enderby Planner raises no objections to the applicant's request to vary Section 310.3.f.ii of the City of Enderby Zoning Bylaw to permit wall signs to be located within a distance of 6 m (19.68) from, i) a lot corner adjacent to the intersection of two public highways, and ii) a lot corner adjacent to a public highway and common on two lots, as shown on the attached Schedule 'A'. The purpose of this regulation is to achieve the following general objectives:

- i. Ensuring unobstructed visibility for drivers, cyclists, and pedestrians at intersections and corners where clear sightlines are critical for safe navigation;
- ii. Minimizing visual distractions and physical obstructions for motorists, particularly at intersections where vehicles may be turning; and
- iii. Preventing signs from interfering with pedestrian travel, vehicle turning radii, or access to public highways/adjacent lots.

As shown on the attached Schedule 'A', the proposed wall signs are a relatively modest size, with the sign panels being 2 feet in height and 8-10 feet in length. Furthermore, the proposed signs have a vertical clearance of approximately 9 feet from the finished grade, and the structure upon which they will be attached only projects approximately ~19 inches from the building facade. Given the favourable siting and sizing of the proposed wall signs, it is not anticipated that they would obstruct visibility for drivers, cyclists, or pedestrians, result in visual distractions or physical obstructions for motorists, or interfere with pedestrian travel, vehicle turning radii, or vehicle access. The proposed wall signs are not expected to adversely affect views from adjacent properties or detract from the established character of the neighbourhood and highway corridor, as their modest scale and design integrate appropriately with the surrounding commercial context.

For the reasons described above, it is recommended that Council support the variance request.

**SUMMARY**

This report relates to a Development Variance Permit application for the property located at 706 George Street, Enderby. The applicant is proposing to erect wall signs on an existing commercial building, as shown on the attached Schedule 'A'. As part of the proposed works, the applicant is seeking a variance to Section 310.3.f.ii of the City of Enderby Zoning Bylaw by permitting wall signs to be located within a distance of 6 m (19.68) from, i) a lot corner adjacent to the intersection of two public highways, and ii) a lot corner adjacent to a public highway and common on two lots.

The City of Enderby Planner recommends that Council supports the variance request.

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**Prepared By:**



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Kurt Inglis, MCIP, RPP  
Manager of Planning, Community Safety and Bylaw Compliance

**Reviewed By:**



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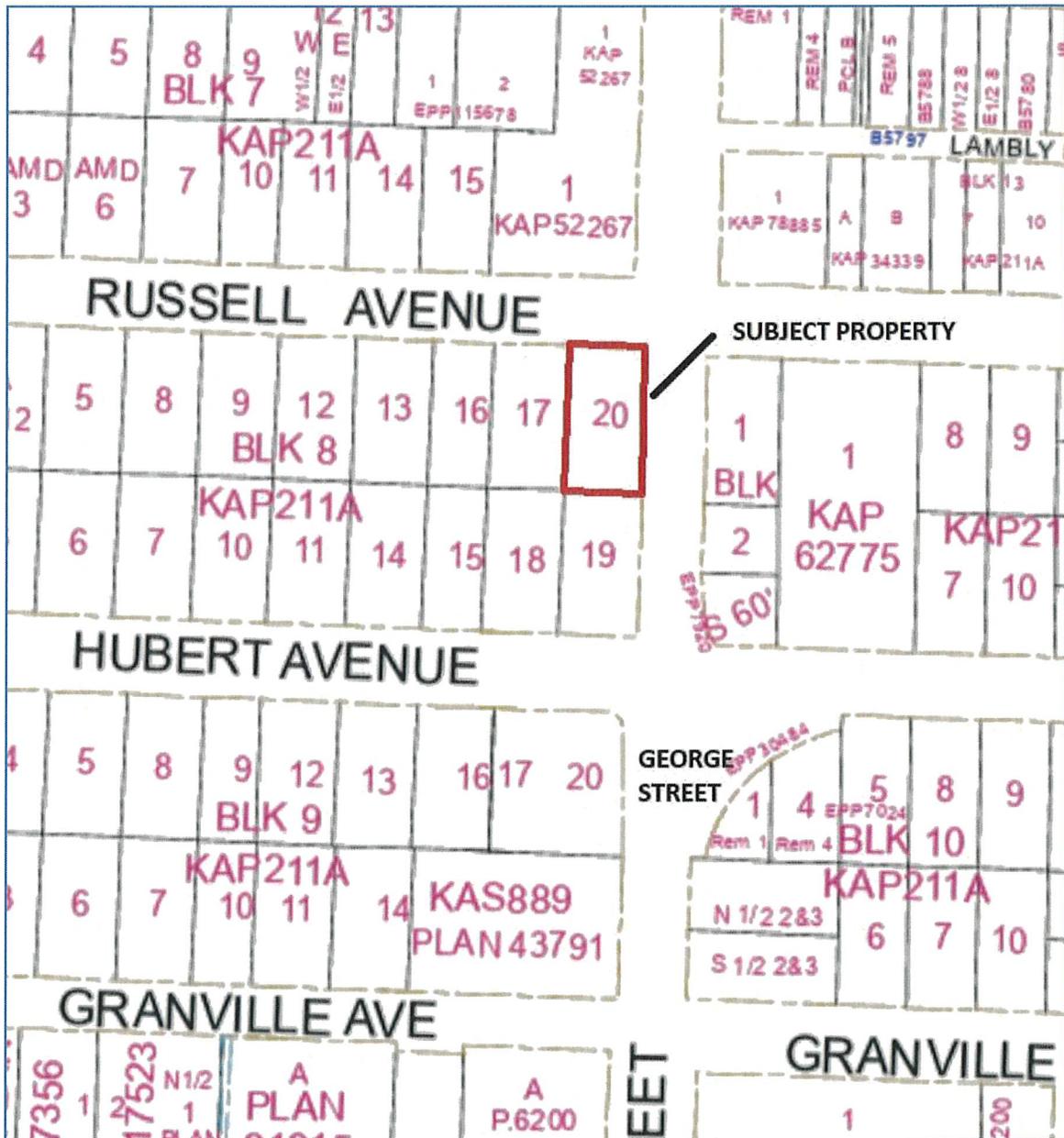
Tate Bengtson  
Chief Administrative Officer

**THE CORPORATION OF THE CITY OF ENDERBY  
DEVELOPMENT VARIANCE PERMIT APPLICATION  
SUBJECT PROPERTY MAP**

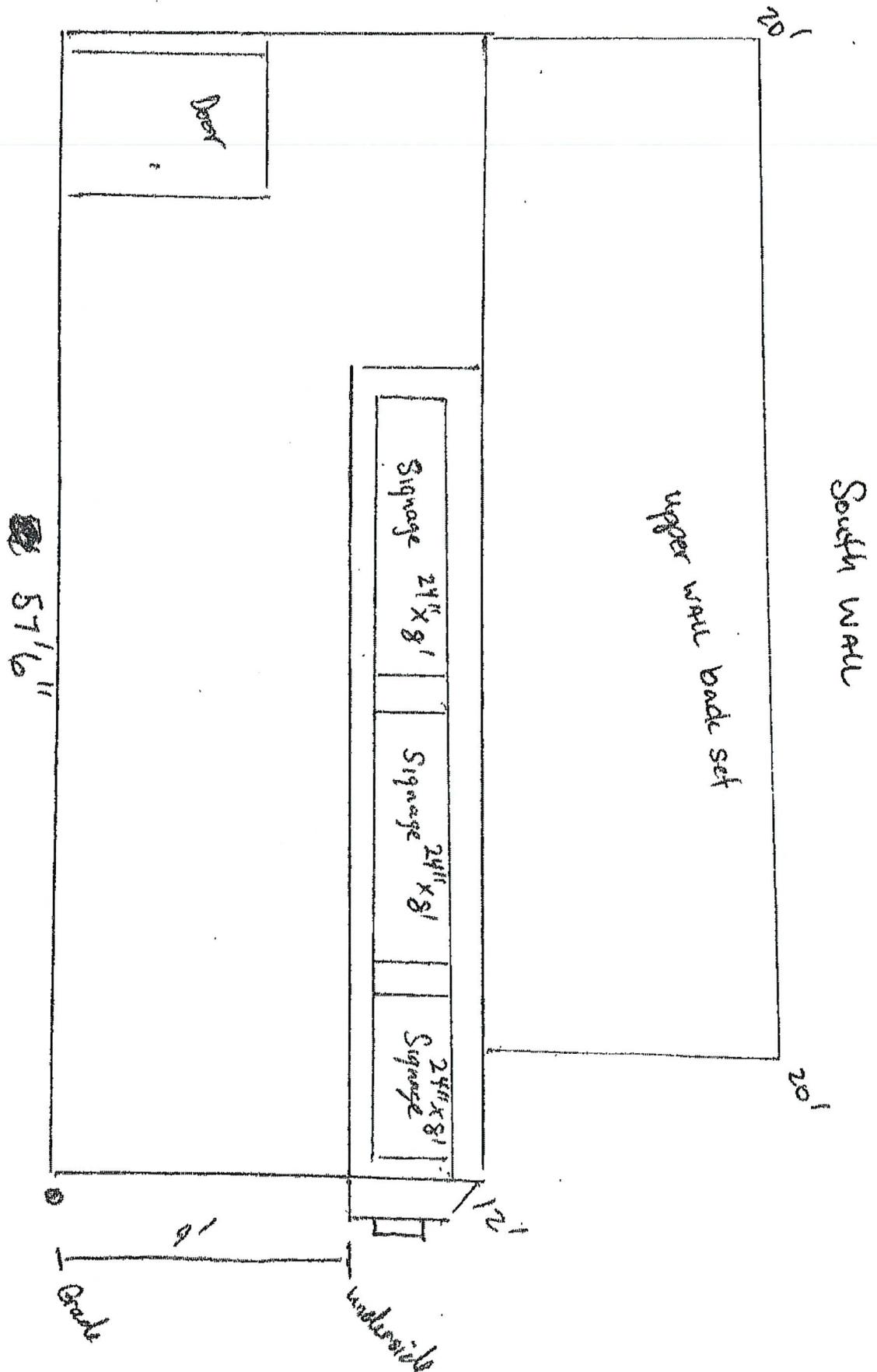
**File:** 0080-25-DVP-END (Timberland Solutions Inc.)

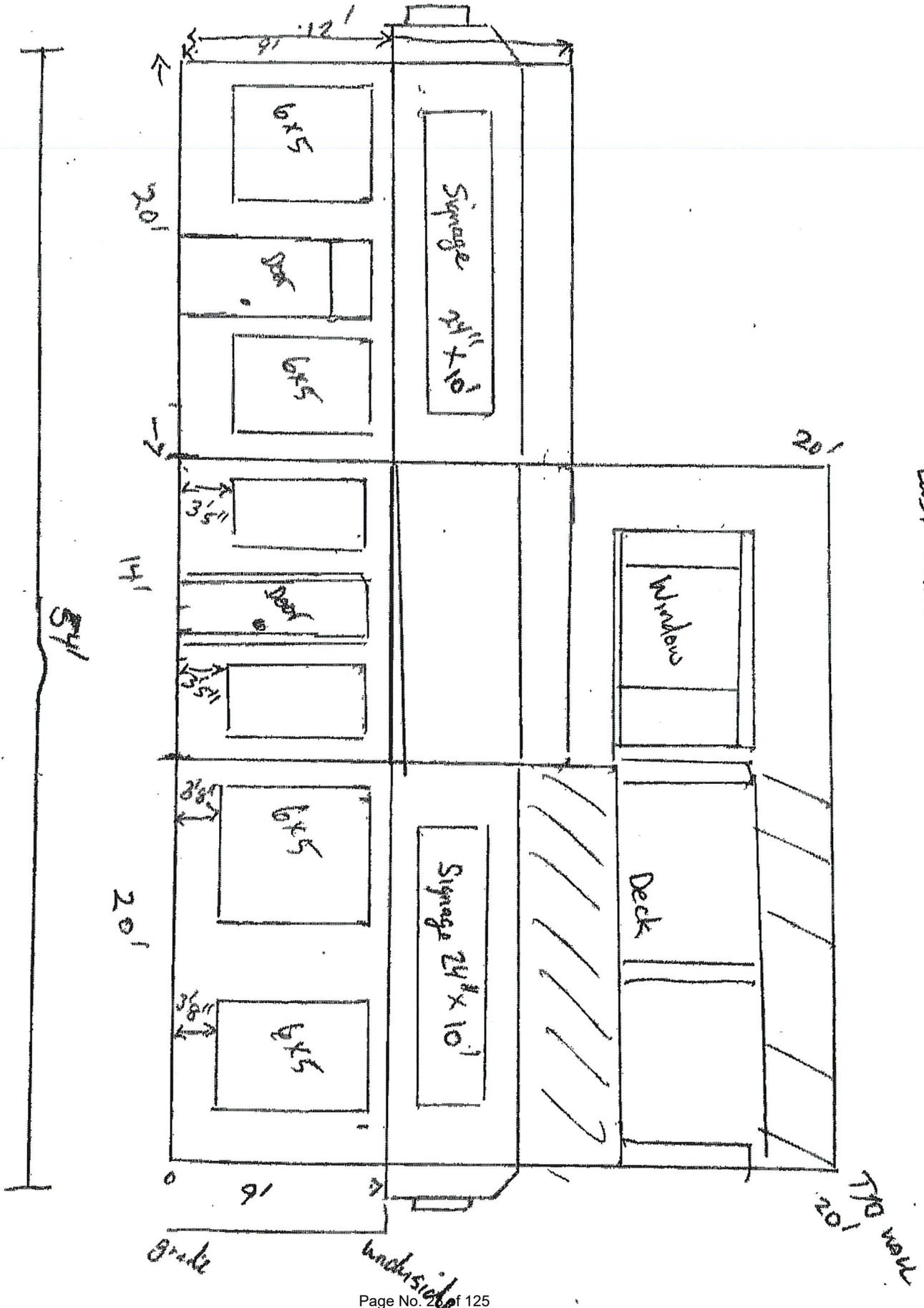
**Applicant/Owner:** Timberland Solutions Inc.

**Location:** 706 George Street, Enderby BC

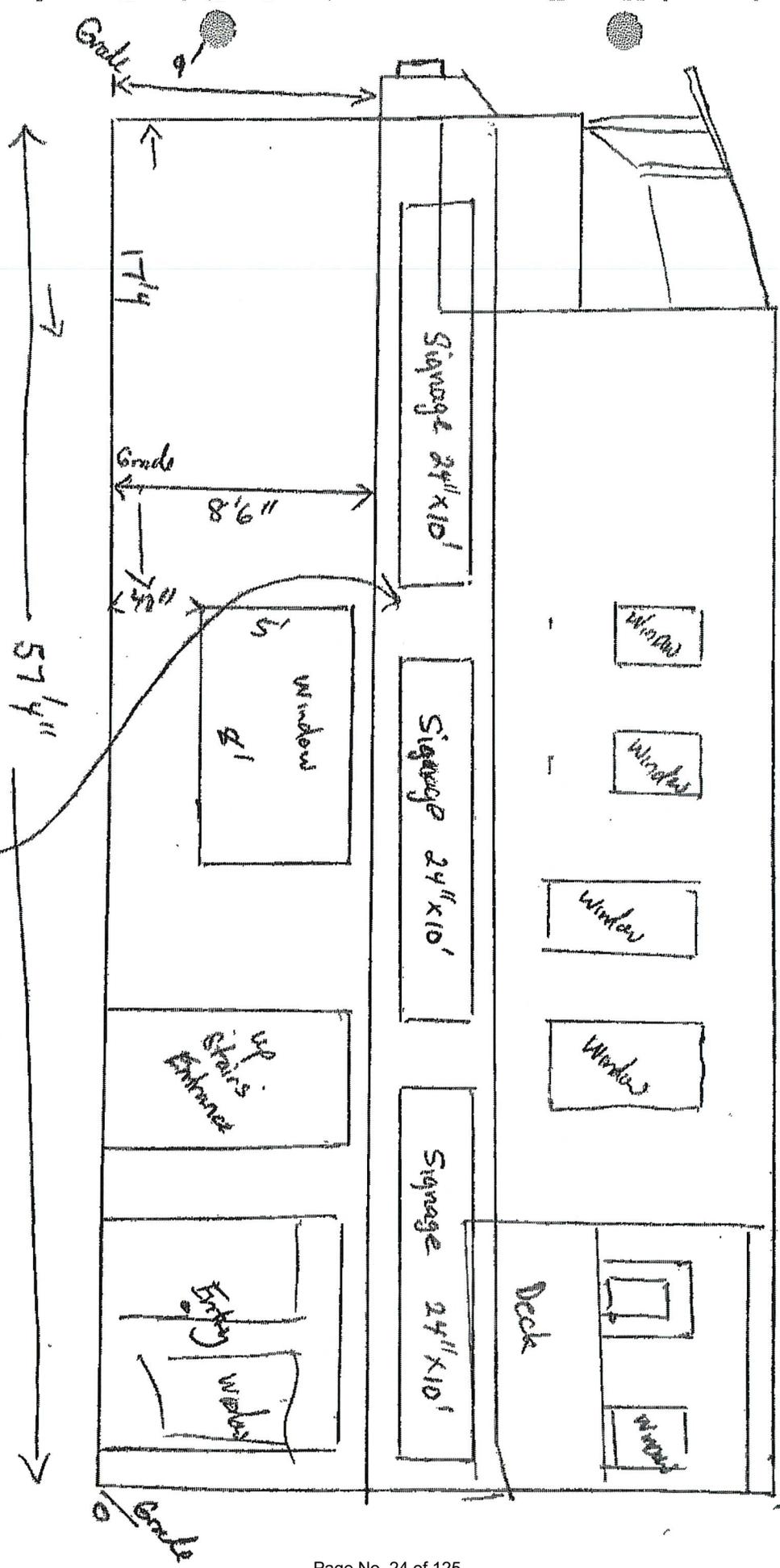


Schedule 'A'



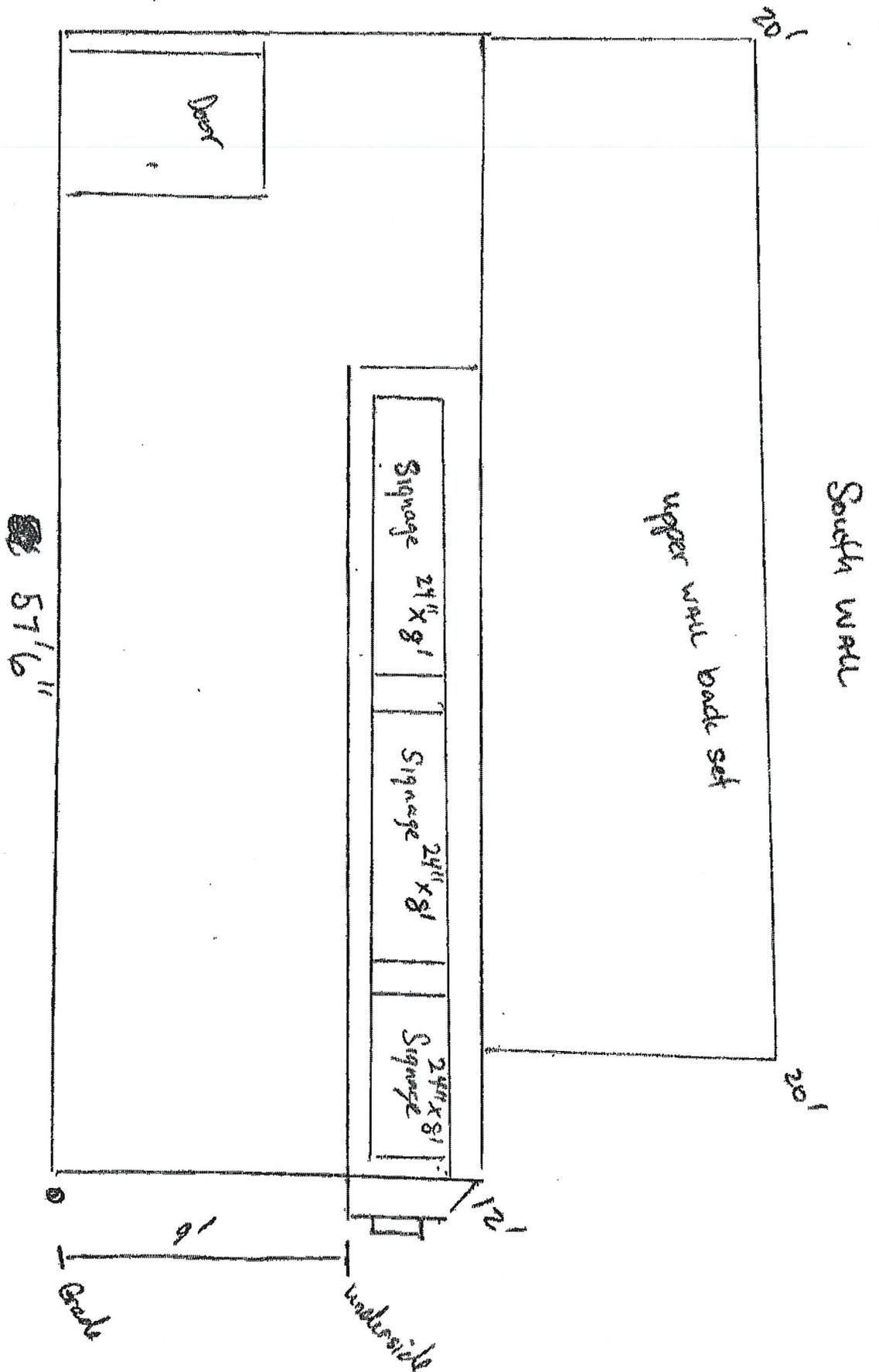


North wall



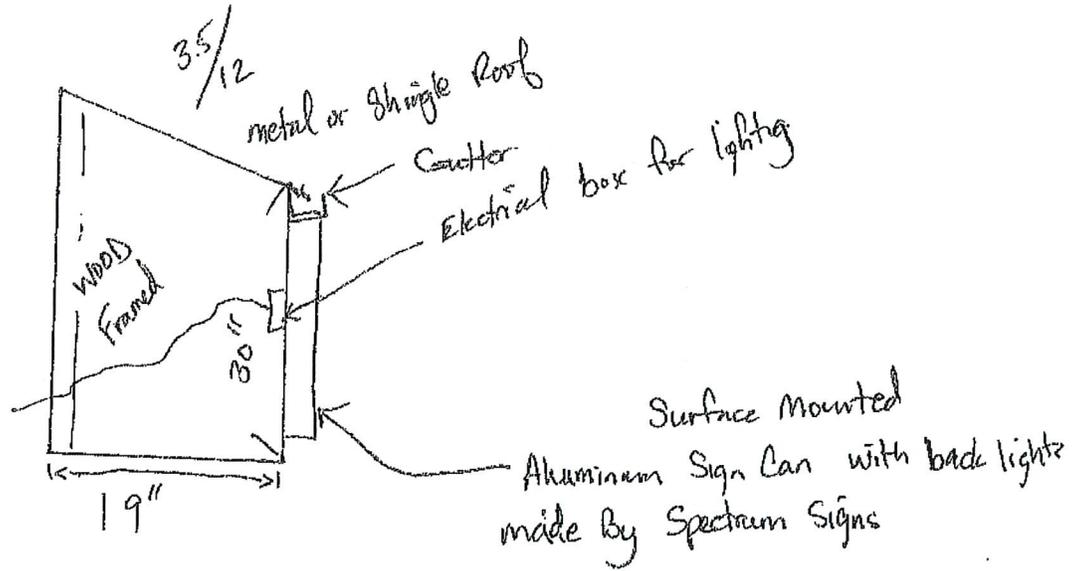
Signage spaced evenly on wall

17'0 1/2" main wall

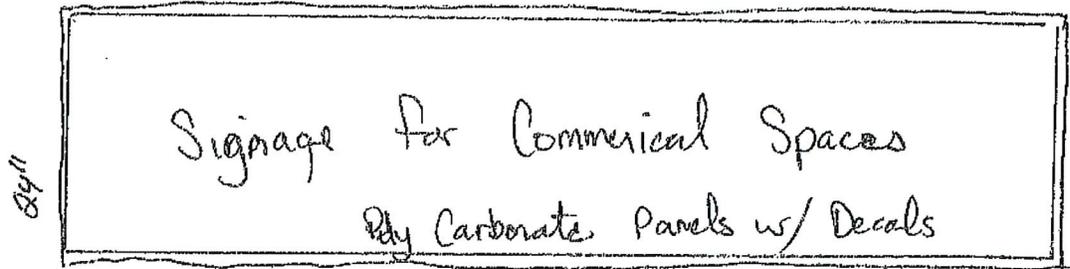


Wheels

Side view



8'-10' panels



Spaced evenly on wall space

These would be going on North, East, and South wall  
mid height of building

**CITY OF ENDERBY  
DEVELOPMENT VARIANCE PERMIT APPLICATION**

**File No.: 0081-25-DVP-END**

**August 13, 2025**

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**APPLICANT/OWNER:** Corporation of the City of Enderby

**LEGAL DESCRIPTION:** THAT PART OF DISTRICT LOT 150 KAMLOOPS (FORMERLY OSOYOOS) DIVISION YALE DISTRICT SHOWN RED ON PLAN DD4360

**P.I.D #:** 012-956-309

**CIVIC ADDRESS:** 602 King Avenue, Enderby BC

**PROPERTY SIZE:** 4.15 acres (16,805 m<sup>2</sup>)

**ZONING:** Assembly, Civic and Public Service (S.1)

**O.C.P DESIGNATION:** Park

**PROPOSAL:** Construct an outdoor pool

**PROPOSED VARIANCES:** Permit off-street parking spaces to be partially located on public land, not require maneuvering aisles for off-street parking spaces, permit a parking design where vehicles are required to back out on to a highway, reduce the minimum number of off-street parking spaces from 142 to 36, and not require an off-street loading space to be provided with curbing

**RECOMMENDATION:**

THAT Council authorizes the issuance of a Development Variance Permit for the property legally described as THAT PART OF DISTRICT LOT 150 KAMLOOPS (FORMERLY OSOYOOS) DIVISION YALE DISTRICT SHOWN RED ON PLAN DD4360 and located at 602 King Avenue, Enderby BC, to permit variances to the following sections of the City of Enderby Zoning Bylaw No. 1550, 2014:

- Section 901.1 by permitting off-street parking spaces to be partially located on public land, as shown on the attached Schedule 'A';
- Section 901.2.b by not requiring maneuvering aisles for off-street parking spaces, as shown on the attached Schedule 'A';
- Section 901.2.c by permitting a parking design where vehicles are required to back out on to a highway, when more than 4 off-street parking spaces are provided, as shown on the attached Schedule 'A';

- Section 901.3 by reducing the minimum number of off-street parking spaces from 142 to 36, as shown on the attached Schedule 'A'; and
- Section 1001.6.c by not requiring an off-street loading space to be provided with curbing, as shown on the attached Schedule 'A'.

**BACKGROUND:**

This report relates to a Development Variance Permit application for the property located at 602 King Avenue, Enderby. The applicant is constructing an outdoor pool in the northeast corner of the property, as shown on the attached Schedule 'A'. As part of the proposed development, the applicant is seeking variances to the following sections of the City of Enderby Zoning Bylaw No. 1550, 2014:

- Section 901.1 by permitting off-street parking spaces to be partially located on public land;
- Section 901.2.b by not requiring maneuvering aisles for off-street parking spaces;
- Section 901.2.c by permitting a parking design where vehicles are required to back out on to a highway, when more than 4 off-street parking spaces are provided;
- Section 901.3 by reducing the minimum number of off-street parking spaces from 142 to 36; and
- Section 1001.6.c by not requiring an off-street loading space to be provided with curbing.

Site Context:

The 4.15 acre (16,805 m<sup>2</sup>) property is Barnes Park, which is located on the east side of Highway 97A/George Street, the south side of King Avenue, and the west side of Vernon Street. The property is flat with a public vehicular access off of Vernon Street in the southeast corner of the park. A number of community amenities are located throughout the park, including an outdoor pool, spray park, playground, skate park, and a gazebo which displays museum artifacts.

The subject property is zoned Assembly, Civic and Public Service (S.1) and is designated in the Official Community Plan (OCP) as Park. The zoning and OCP designations of the surrounding properties are as follows:

- North, west and south – Zoned Highway and Tourist Commercial (C.2) and designated in the OCP as Highway and Tourist Commercial
- North – Zoned Service Commercial (C.4) and designated in the OCP as Highway and Tourist Commercial
- West – Zoned Assembly, Civic and Public Service (S.1) and designated in the OCP as Institutional
- North, south and east – Zoned General Industrial (I.2) and designated in the OCP as General Industrial
- East – Zoned General Industrial (I.2) and designated in the OCP as Service Commercial

The following map shows the Zoning designation of the subject and surrounding properties:

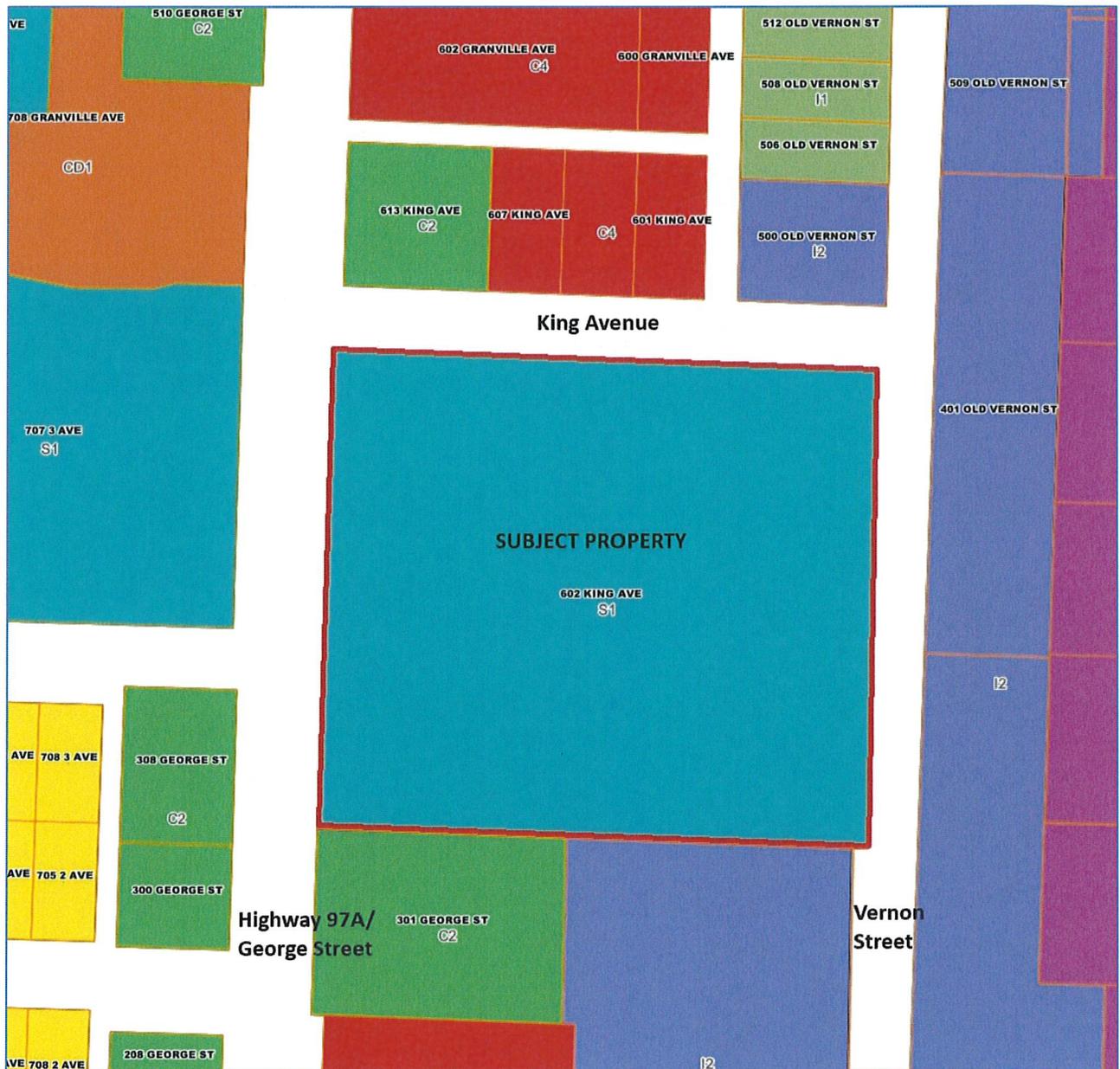


Figure 1: Zoning Map

- Green – Highway and Tourist Commercial (C.2)
- Teal – Assembly, Civic and Public Service Use (S.1)
- Red – Service Commercial (C.4)
- Blue – General Industrial (I.2)

The following orthophoto of the subject and surrounding properties was taken in 2024:



Figure 2: Orthophoto

**\*\*NOTE:** The property lines shown above are not an accurate representation of their true locations and are intended for display purposes only.

**ZONING BYLAW:**

The property is zoned Assembly, Civic and Public Service (S.1) and uses permitted in this zone include:

- Accessory buildings and structures
- Campgrounds and one dwelling unit for the owner, operator, or employee of the principal use
- Churches, auditoriums, youth centres, social halls, group camps, private schools, kindergartens, play schools, day nurseries, day care schools and other uses providing for the assembly of

persons for religious, charitable, philanthropic, cultural, recreational, or private educational purposes

- Civic use
- Entertainment and recreation facilities including arcades, billiard halls, bowling alleys, drive-in theatres, golf courses and driving ranges, health spas, marinas, museums, outdoor entertainment, amusement and recreation facilities, ski hills, sports clubs, sports facilities, theatres, tourist amusement facilities, theme parks, and zoos
- Hospitals and medical professional use including dentist and doctor's offices
- Public service use
- Retail sales of sporting goods (including rental) accessory to the principal and permitted use
- Food concessions
- Arts and crafts sales

The proposal as compared to the Zoning Bylaw requirements for the S.1 zone are as follows (highlighted items require a variance):

CRITERIA	ZONING REQUIREMENTS	PROPOSAL
Lot Coverage (max.)	50%	< 50%
Setbacks (min.)		
Front Yard	8 m (26.25 feet)	> 8 m (26.25 feet)
Rear Yard	8 m (26.25 feet)	> 8 m (26.25 feet)
Exterior Side Yard	8 m (26.25 feet)	> 8 m (26.25 feet)
Side Yard	2 m (6.56 feet)	> 2 m (6.56 feet)
Other Buildings	3 m (9.842 feet)	> 3 m (9.842 feet)
Number of off-street loading spaces (min.)	1	1
Off-street loading space dimensions (min.)	9 m (29.53 feet) in length 2.4 m (7.874 feet) in length	9 m (29.53 feet) in length 2.4 m (7.874 feet) in length
Off-street parking space and maneuvering aisle construction standards	Paved and curbed	Paved and curbed
Number of off-street parking spaces	142	36
Location of off-street parking spaces	Entirely on private property	Partially on public property
Off-street parking space dimensions (min.)	6 m (19.68 feet) in length 2.8 m (9.186 feet) in width	6 m (19.68 feet) in length 2.8 m (9.186 feet) in width
Off-street loading space construction standards	Paved and curbed	Paved, not curbed
Maneuvering aisle dimensions (min.)	8 m (26.25 feet) for right-angle parking	No maneuvering aisle
Off-street parking area design	Must not back on to highway when 4 spaces provided	Vehicles required to back on to a highway

## **OFFICIAL COMMUNITY PLAN:**

The following policies from the City of Enderby Official Community Plan relate to this development:

Policy 2.2.b - To maintain and enhance the City of Enderby as a sustainable, diverse, vibrant, unique and attractive community.

Policy 2.2.c - To maintain and enhance the social well-being, development, and the quality of life for all citizens of Enderby.

Policy 2.2.f - To respect and preserve a process of open, flexible and participatory decision making in the ongoing planning and day-to-day decisions of the City.

Policy 3.3.c - Council recognizes that development of land has social impacts and will act through the approval process to minimize negative and maximize positive impacts.

## **REFERRAL COMMENTS:**

No comments of concern were received in response to the referral.

## **PLANNING ANALYSIS:**

### Maneuvering Aisle, Location of Off-street Parking Spaces

The City of Enderby Planner supports the applicant's request to vary Sections 901.1, 901.2.b, and 901.2.c of the City of Enderby Zoning Bylaw No. 1550, 2014, to allow off-street parking spaces to be partially located on public land, to waive the requirement for maneuvering aisles, and to permit a parking design where vehicles back onto a highway (King Avenue) when more than four off-street parking spaces are provided. It is recommended that Council support the variance requests for the following reasons:

- The proposed variances are not expected to compromise the functionality or safety of the parking area. King Avenue is a low-volume local road which has a straight alignment with clear sightlines; this limited traffic volume and favorable road geometry minimize potential conflicts between vehicles backing out from the proposed parking area and oncoming traffic.
- A future rebuild of King Avenue is scheduled for 2026 and will integrate the parking variances into the road design.
- Barnes Park and King Avenue are both public property owned and operated by the City of Enderby, which enables the City to effectively manage maintenance of the proposed parking, traffic flow along King Avenue, and regulatory enforcement without external coordination.
- The parking configuration is similar to what currently exists, which has proven functional, and is expected to represent a net improvement due to:
  - The added depth of the stalls which will create more separation from the travelled lane of King Avenue; and
  - A dedicated sidewalk will be constructed in front of the parking stalls as part of the King Avenue road works, which will encourage pedestrians and park users to walk in front of

the parking stalls rather than between the travelled lane of King Avenue and the back of parked vehicles.

- Although the requested variances are a condition of Building Permit occupancy for the proposed works, many of the variances will be addressed during forthcoming road construction and park planning processes, which fit into a broader set of public policy initiatives and decisions.

#### Number of Off-street Parking Spaces

The City of Enderby Planner supports the applicant's request to vary Section 901.3 of the City of Enderby Zoning Bylaw No. 1550, 2014, to reduce the minimum number of required off-street parking spaces from 142 to 36 for the proposed outdoor pool. The 36 proposed parking spaces, located in the northern portion of the site, will be supplemented by the continued use of the existing parking area in the southwest corner of the park, currently serving the existing outdoor pool. This combined parking capacity is sufficient to meet the anticipated parking demand for the new facility; it should be noted that the existing outdoor pool will be decommissioned once the new outdoor pool is brought online, so it's not anticipated that there will be an overlap in parking demand for both facilities. Additionally, the City of Enderby is anticipating a planning process for Barnes Park in order to establish a long-term vision for the site, which would include exploring opportunities to enhance parking availability at Barnes Park. Lastly, the Zoning Bylaw's parking requirements are based on a pool with a maximum 'bather load'. However, the proposed facility's bather load is reduced due to available washroom capacity, rendering the Bylaw's parking calculation excessive.

For the reasons described above, it is recommended that Council support the variance request.

#### Curbing for Off-Street Loading Space

The City of Enderby Planner supports the applicant's request to vary Section 1001.6.c of the City of Enderby Zoning Bylaw No. 1550, 2014 by not requiring an off-street loading space to be provided with curbing. The site plan is designed to dispose of drainage on-site, including from the loading space, whereas curbs would direct the drainage out into the parking area and walkway, which is not desirable. Moreover, the addition of curbs will create an unexpected grade change where park users would not expect one, which creates a hazard. For those reasons, it is recommended that Council support the variance request.

#### **SUMMARY**

This report relates to a Development Variance Permit application for the property located at 602 King Avenue, Enderby. The applicant is constructing an outdoor pool in the northeast corner of the property, as shown on the attached Schedule 'A'. As part of the proposed development, the applicant is seeking variances to the following sections of the City of Enderby Zoning Bylaw No. 1550, 2014:

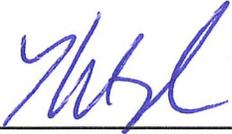
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- Section 901.3 by reducing the minimum number of off-street parking spaces from 142 to 36; and
- Section 1001.6.c by not requiring an off-street loading space to be provided with curbing.

The City of Enderby Planner recommends that Council supports the variance requests.

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**Prepared By:**



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Kurt Inglis, MCIP, RPP  
Manager of Planning, Community Safety and Bylaw Compliance

**Reviewed By:**



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Tate Bengtson  
Chief Administrative Officer





**SEDIMENT AND EROSION CONTROL MEASURES:**

IT IS IMPERATIVE THAT THE CONSTRUCTION OF THIS SITE COMPLY WITH THE REQUIREMENTS OUTLINED IN THE CITY OF EDMONTON STORM WATER MANAGEMENT BY-LAW AND THE DEPARTMENT OF ENERGY AND INFRASTRUCTURE DEVELOPMENT GUIDELINES. ALL MEASURES SHALL BE INSTALLED AND MAINTAINED THROUGHOUT THE CONSTRUCTION PERIOD AND REMOVED UPON COMPLETION OF THE PROJECT. THE RESPONSIBILITY OF THE CONTRACTOR TO MAINTAIN AND THEIR AGENTS SHALL BE TO KEEP THESE MEASURES IN PLACE TO PREVENT ANY UNDESIRABLE CONSTRUCTION ACTIVITIES.

**GENERAL:**

1. THE CONTRACTOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY PERMITS AND APPROVALS FROM THE CITY OF EDMONTON AND THE DEPARTMENT OF ENERGY AND INFRASTRUCTURE DEVELOPMENT.
2. ALL EROSION CONTROL MEASURES SHALL BE INSTALLED AND MAINTAINED THROUGHOUT THE CONSTRUCTION PERIOD AND REMOVED UPON COMPLETION OF THE PROJECT.
3. THE CONTRACTOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY PERMITS AND APPROVALS FROM THE CITY OF EDMONTON AND THE DEPARTMENT OF ENERGY AND INFRASTRUCTURE DEVELOPMENT.
4. THE CONTRACTOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY PERMITS AND APPROVALS FROM THE CITY OF EDMONTON AND THE DEPARTMENT OF ENERGY AND INFRASTRUCTURE DEVELOPMENT.

**STAGE 1 - SITE CLEARING & GRUBBING PHASE:**

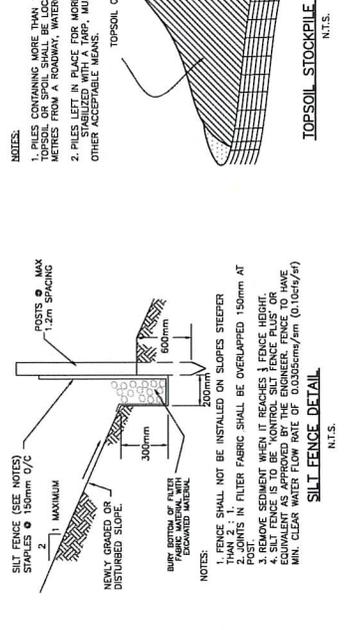
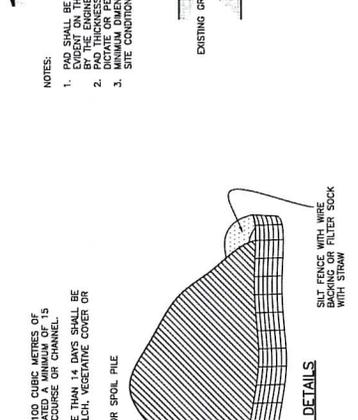
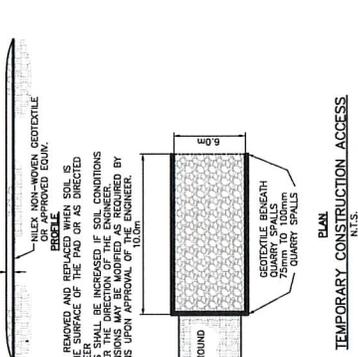
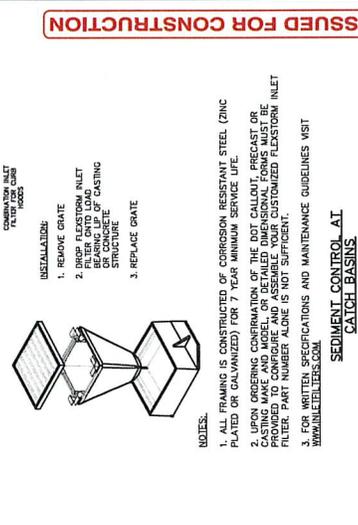
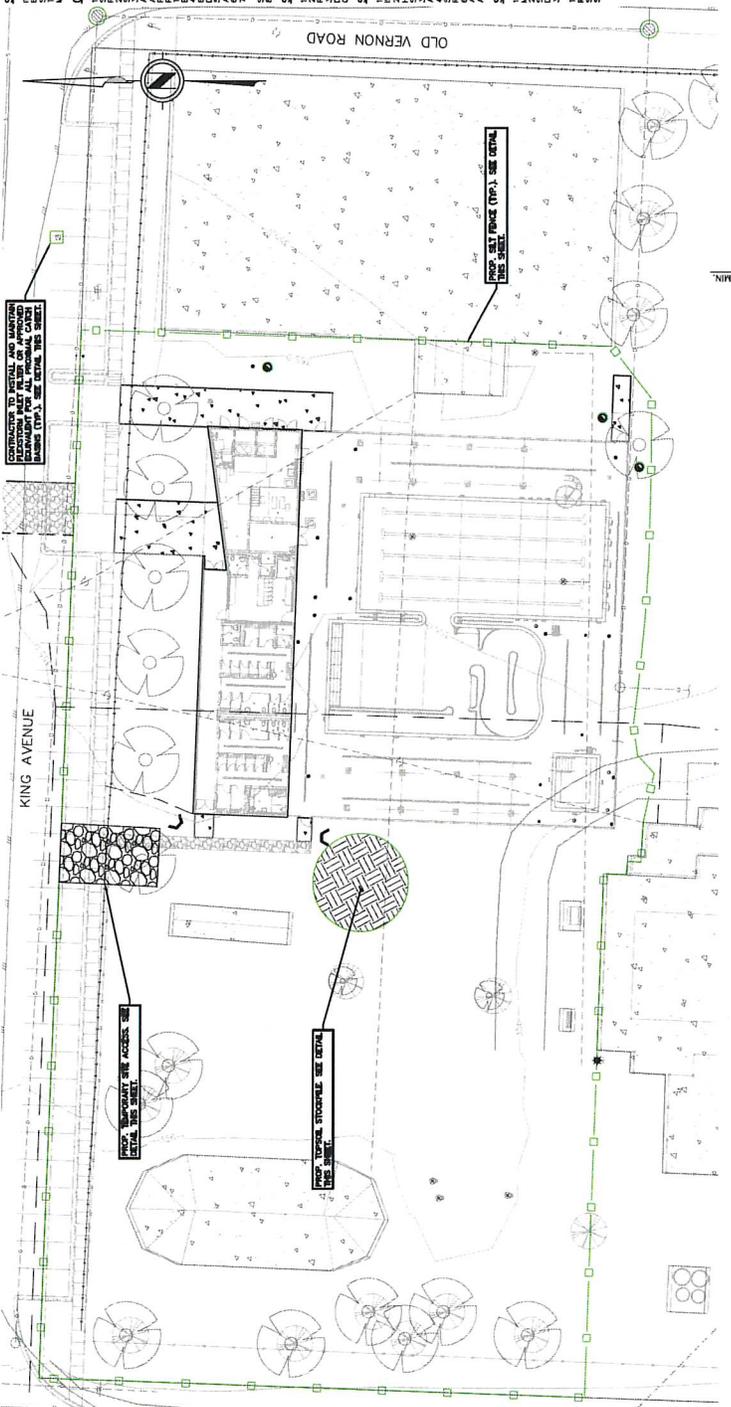
1. SITE CLEARING SHALL BE COMPLETED WITHIN 10 BUSINESS DAYS OF THE START OF CONSTRUCTION.
2. ALL EXISTING VEGETATION SHALL BE REMOVED AND STOCKPILED FOR REUSE OR DISPOSAL.
3. THE CONTRACTOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY PERMITS AND APPROVALS FROM THE CITY OF EDMONTON AND THE DEPARTMENT OF ENERGY AND INFRASTRUCTURE DEVELOPMENT.

**STAGE 2 - CONSTRUCTION OF THE BOARDS AND UNDERGROUND UTILITIES PHASE:**

1. THE EXISTING STORM WATER SHALL NOT BE CONNECTED TO THE EXISTING STORM SYSTEM UNTIL THE STORMWATER TREATMENT UNIT IS OPERATIONAL.
2. ALL EXISTING UTILITIES SHALL BE IDENTIFIED AND PROTECTED.
3. THE CONTRACTOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY PERMITS AND APPROVALS FROM THE CITY OF EDMONTON AND THE DEPARTMENT OF ENERGY AND INFRASTRUCTURE DEVELOPMENT.

**STAGE 3 - BUILDING & COMMISSIONING PHASE:**

1. ONLY UPON COMPLETION OF ALL GRASSING AND LANDSCAPING WITH THE ESTABLISHMENT OF VEGETATION MAY THE SILT CONTROL.
2. ALL EXISTING VEGETATION SHALL BE IDENTIFIED AND PROTECTED.
3. THE CONTRACTOR SHALL BE RESPONSIBLE FOR OBTAINING ALL NECESSARY PERMITS AND APPROVALS FROM THE CITY OF EDMONTON AND THE DEPARTMENT OF ENERGY AND INFRASTRUCTURE DEVELOPMENT.



**NOTES:**

1. PILES CONTAINING MORE THAN 100 CUBIC METRES OF SOIL SHALL BE REMOVED AND REPLACED WITHIN 14 DAYS OF THE DATE OF IDENTIFICATION OF THE PILE OR AS DIRECTED BY THE ENGINEER.
2. PILES LEFT IN PLACE FOR MORE THAN 14 DAYS SHALL BE STABILIZED WITH A TARP, MULCH, VEGETATIVE COVER OR OTHER ACCEPTABLE MEANS.
3. SITE CONDITIONS UPON APPROVAL OF 10.0m.

**CONCRETE INLET FILTER SOCKS:**

**INSTALLATION:**

1. REMOVE GRATE
2. RISE UP FLEXSTORM INLET FILTER SOCK TO TOP OF CASTING OR CONCRETE STRUCTURE
3. REPLACE GRATE

**NOTES:**

1. ALL FRAMING IS CONSTRUCTED OF CORROSION RESISTANT STEEL (ZINC PLATED OR GALVANIZED) FOR 7 YEAR MINIMUM SERVICE LIFE.
2. HIGH CORROSION ENVIRONMENT OF THE DOT CALLOUT PRECAST OR CASTING MAKE AND MODEL OR DETAILED DIMENSIONAL FORMS MUST BE PROVIDED TO CONFIGURE AND ASSEMBLE YOUR CUSTOMIZED FLEXSTORM INLET FILTER. PART NUMBER ABOVE IS NOT SUFFICIENT.
3. FOR WRITTEN SPECIFICATIONS AND MAINTENANCE GUIDELINES VISIT [WWW.FLEXSTORM.COM](http://WWW.FLEXSTORM.COM)

**SEDIMENT CONTROL AT CATCH BASINS:**

**CLIENT:** HDR ARCHITECTURE ASSOCIATES INC.  
639 5TH AVENUE SW, SUITE 1510, CALGARY AB T2P 0M9  
PH: (403) 242-5300

**PROJECT:** ENDEBY OUTDOOR POOL REPLACEMENT  
ENDEBY, BC

**APLIN MARTIN**  
1208 8th Street, Richmond, B.C. Canada V7Y 1Z4  
Tel: (604) 273-1111 Fax: (778) 732-2111 Email: [info@aplinmartin.com](mailto:info@aplinmartin.com)

REV. NO.	DESCRIPTION	DATE	BY	CHKD.	ELEVATION	AVENUE
1	ISSUED FOR PERMITS	MC 24/11/19	MC	MC		
2	ISSUED FOR CONSTRUCTION DRAWINGS	MC 24/11/19	MC	MC		
3	ISSUED FOR TOPSOIL CONSTRUCTION DRAWINGS	MC 24/11/19	MC	MC		
4	RESUBMITTED FOR CONSTRUCTION DRAWINGS	MC 24/11/19	MC	MC		
5	ISSUED FOR CONSTRUCTION	MC 24/11/19	MC	MC		

THE CORPORATION OF THE CITY OF ENDERBY

MEMO

AGENDA

**To:** Tate Bengtson, CAO  
**From:** Jennifer Bellamy, CFO  
**Date:** July 31, 2025  
**Subject:** June 2025 Financial Report

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**Recommendation:**

THAT the June 2025 Financial Report from the Chief Financial Officer be received for information.

**Purpose:**

To provide Council with a summary of the City's fiscal performance up to June 30, 2025.

**Background/Discussion:**

Attached are summaries on the activities for each fund up to June 30, 2025. Overall revenues and expenditures are where they are expected to be at this time of year. Below are explanations as to why actual amounts differ from prior year and budget.

General Fund

*Funding Sources*

Fire Protection – The actual amount for 2025 is consistent with budget. The decrease from 2024 is due to cost sharing with Shuswap River Fire Protection District for the new pumper/rescue truck purchased in 2024.

Animal Control, Cemetery and Fortune Parks – Actual revenues for these services represent user fees collected to date. The user fees for Fortune Parks have increased compared to 2024 due to the arena closure in January 2024 for the remainder of the ice season. The remaining budget amounts for the services are primarily made up of tax requisitions that will be received from the RDNO by mid-August.

Other – This item includes business licenses, building permits, interest earned, development cost charges collected, administration fees, equipment usage from other funds and other miscellaneous fees. Amount is consistent with budget and 2024.

Unconditional Grants – This item represents the Small Community Grant. The difference from 2024 to 2025 is due to timing. The grant was received in July for 2025.

Conditional Grants – The budgeted amount is comprised primarily of the grant funding through the Investing in Canada Infrastructure Program for the new outdoor pool. Actual grant funding will continue to increase as the construction of the pool progresses.

Borrowing – The budgeted amount is comprised of \$1,800,000 in long-term borrowing through the Municipal Finance Authority for the new outdoor pool, which will be received in

the fall. The remaining \$1,700,000 of borrowing will be done through internal reserves and the actual amount will be determined once the pool is complete, and all costs are known.

Transfer from Reserves/Surplus – This amount represents the use of surplus/reserve funds, which are recorded once projects are complete and actual costs are known, typically at the end of the year.

#### *Expenditures*

Executive – Actual expenditures are consistent with budget. The decrease from 2024 is due to Community Enhancement Fund (CEF) projects. The 2025 budget includes \$86,120 of funding currently available in the CEF, of which the only committed amount for 2025 is to supplement any unfunded costs for the upcoming roller disco event.

Administrative – Administrative expenditures have increased by \$72,513 from 2024. Expenditures include interest paid to property tax prepayments and security deposits, along with remuneration and service contracts, such as bylaw enforcement, building inspections, planning and auditing. Along with the hiring of the new management position, contract values include inflationary increases and are consistent with budget. The budgeted amount also includes \$44,154 in Safe Restart Funds and \$164,500 for the Housing Initiatives grant, which are ongoing.

Protective Services – The protective services budget not only includes Fire Department costs, but it also includes Emergency Management costs. The increase from 2024 is due to costs incurred on projects, including grant funded projects for FireSmart Community Support, Indigenous Engagement and the City's Emergency Operations Centre, along with new gear racking for the fire hall.

Fortune Parks – Expenditures have increased by \$62,964 from 2024. This is primarily due to increased operating costs for the arena due to increased usage. As stated above, the arena was closed in January 2024 for the remainder of the ice season, which resulted in decreased operating costs. With the arena now fully open, operating costs are at expected levels. 2025 expenditures also show higher property insurance costs. Although premiums have increased as a result of updated property appraisals, the increase is primarily due to timing. The annual coverage term was moved from September to May in order to move the renewal date out of wildfire season. When quotes were obtained for the City's previous renewal, not all underwriters were able to provide proposals due to proximity to wildfires. Moving the annual renewal to May will remedy this.

City Parks – Expenditures have increased from 2024 due to the Waterwheel walkway improvements, which is grant funded.

Tourism / Community Engagement – The decrease in expenditures from 2024 is due to timing for Canada Day expenses.

Debt Servicing – Debt servicing costs have increased for 2025 due to a one-time early debt repayment option exercised.

Capital Expenditures – The primary projects budgeted for 2025 are the renewal of Granville Avenue (west of George Street), and the new outdoor pool. Each of these projects are underway.

Transfer to Reserves – The 2025 actual amount represents interest earned on reserve funds. 2024 shows a higher value due to the full repayment of an internal loan for Reservoir Road from 2019.

#### Sewer Fund

##### *Funding Sources*

Sewer Fees - Actual amount includes 2025 frontage taxes and first period user fees. Sewer revenues are higher than 2024 due to the increase in fees to keep up with increased operating costs and reserve contributions.

Transfer from Reserves/Surplus - These transfers happen at the end of the year.

##### *Expenditures*

Operating – Although operating costs are consistent with budget, the 2025 actual amount is higher than 2024 primarily due to the change in the renewal period for property insurance as described above.

Capital Expenditures – The primary project budgeted for is the Granville Avenue renewal, which is in progress.

Transfer to Reserves – These transfers happen at the end of the year.

#### Water Fund

##### *Funding Sources*

Water Fees - Actual amount includes 2025 frontage taxes and first period user fees. Water revenues are higher than 2025 due to the increase in fees to keep up with increased operating costs and reserve contributions.

Transfer from Reserves – Transfers from reserves occur at the end of the year.

##### *Expenditures*

Operating – Although operating costs appear to have decreased from 2024, regular operating costs have actually increased, consistent with budget. 2025 expenditures appear to be lower than 2024 due to the costs associated with the major water break on the corner of Knight Avenue and George Street. Significant costs for water breaks have not been incurred as of June 30, 2025.

Capital Expenditures – The primary projects budgeted for are the upgrades to Reservoir 1 and the Granville Avenue renewal, which are in progress.

Transfer to Reserves – These transfers happen at the end of the year.

Respectfully submitted,



Jennifer Bellamy  
Chief Financial Officer

**The Corporation of the City of Enderby**

**General Fund**

**June 30, 2025**

	2024 Actual	2025 Actual	2025 Budget	Remaining Budget	%
<b>Funding Sources</b>					
Property Taxation	2,080,923	2,195,273	2,195,226	(47)	0.00%
Utility Taxes / Grants in Lieu	113,541	105,939	105,940	1	0.00%
Fire Protection	260,382	86,148	149,850	63,702	42.51%
Sales of Service / Other Revenue					
Animal Control	10,138	9,511	21,521	12,010	55.81%
Cemetery	14,015	14,644	68,415	53,771	78.60%
Fortune Parks	98,572	193,532	1,269,100	1,075,568	84.75%
Refuse	39,618	41,245	125,900	84,655	67.24%
Other	813,349	814,165	1,324,450	510,285	38.53%
Tourism / Community Engagement	140,466	137,676	317,000	179,324	56.57%
Unconditional Grants	480,000	-	480,000	480,000	100.00%
Conditional Grants	343,183	739,727	5,667,880	4,928,153	86.95%
Borrowing	-	-	3,500,000	3,500,000	100.00%
Transfers from Reserves / Surplus	-	-	2,883,343	2,883,343	100.00%
<b>Total Funding</b>	<b>4,394,188</b>	<b>4,337,862</b>	<b>18,108,625</b>	<b>13,770,763</b>	<b>76.05%</b>
<b>Expenditures</b>					
Executive Services	79,099	64,903	258,400	193,497	74.88%
Administrative Services	461,844	534,357	1,323,504	789,147	59.63%
Transportation Services	326,311	326,889	737,361	410,472	55.67%
Protective Services	81,439	149,001	473,000	323,999	68.50%
Refuse Services	63,616	68,000	125,900	57,900	45.99%
Animal Control	21,916	23,125	35,600	12,475	35.04%
Cemetery Services	27,513	34,004	69,600	35,596	51.14%
Fortune Parks	412,099	475,063	1,010,300	535,237	52.98%
City Parks	52,467	67,667	168,100	100,433	59.75%
Tourism / Community Engagement	113,994	104,517	299,960	195,443	65.16%
Debt Servicing	130,391	396,610	465,200	68,590	14.74%
Capital Expenditures	692,558	1,997,891	11,303,500	9,305,609	82.33%
Transfers to Reserves	636,346	227,701	1,838,200	1,610,499	87.61%
<b>Total Expenditures</b>	<b>3,099,594</b>	<b>4,469,729</b>	<b>18,108,625</b>	<b>13,638,896</b>	<b>75.32%</b>
<b>Surplus(Deficit)</b>	<b>1,294,594</b>	<b>(131,867)</b>	<b>-</b>		

**The Corporation of the City of Enderby**

**Sewer Fund**

**June 30, 2025**

	<b>2024 Actual</b>	<b>2025 Actual</b>	<b>2025 Budget</b>	<b>Remaining Budget</b>	<b>%</b>
<b>Funding Sources</b>					
Sewer Fees	475,418	489,851	944,400	454,549	48.13%
Conditional Grants	-	-	-	-	0.00%
Transfers from Reserves / Surplus	-	-	374,500	374,500	100.00%
<b>Total Funding</b>	<b>475,418</b>	<b>489,851</b>	<b>1,318,900</b>	<b>829,049</b>	<b>62.86%</b>
<b>Expenditures</b>					
Operating	254,641	329,036	666,500	337,464	50.63%
Debt Servicing	-	-	-	-	0.00%
Capital Expenditures	46,563	73,221	403,000	329,779	81.83%
Transfers to Reserves	-	-	249,400	249,400	100.00%
<b>Total Expenditures</b>	<b>301,205</b>	<b>402,258</b>	<b>1,318,900</b>	<b>916,642</b>	<b>69.50%</b>
<b>Surplus(Deficit)</b>	<b>174,214</b>	<b>87,594</b>	<b>-</b>		

**The Corporation of the City of Enderby**

**Water Fund**

**June 30, 2025**

	<b>2024 Actual</b>	<b>2024 Actual</b>	<b>2024 Budget</b>	<b>Remaining Budget</b>	<b>%</b>
<b>Funding Sources</b>					
Water Fees	527,720	551,068	1,012,700	461,632	45.58%
Conditional Grants	-	-	114,700	114,700	0.00%
Transfers from Reserves / Surplus	-	-	3,380,800	3,380,800	100.00%
<b>Total Funding</b>	<b>527,720</b>	<b>551,068</b>	<b>4,508,200</b>	<b>3,957,132</b>	<b>87.78%</b>
<b>Expenditures</b>					
Operating	352,137	342,161	798,200	456,039	57.13%
Debt Servicing	-	-	-	-	0.00%
Capital Expenditures	25,167	1,447,952	3,397,000	1,949,048	57.38%
Transfers to Reserves	9,025	-	313,000	313,000	100.00%
<b>Total Expenditures</b>	<b>386,329</b>	<b>1,790,113</b>	<b>4,508,200</b>	<b>2,718,087</b>	<b>60.29%</b>
<b>Surplus(Deficit)</b>	<b>141,390</b>	<b>(1,239,045)</b>	<b>-</b>		

**RDNO Building Permits Issued Comparison for Year/Month - Summary**

**Area:** CITY OF ENDERBY

**Category:** BUILDING PERMITS

**Year:** 2025 **Month:** 07

Folder Type	2025 / 07		2024 / 07		2025 to 07		2024 to 07	
	Permits Issued	Res. Units Created	Building Value	Permits Issued	Res. Units Created	Building Value	Permits Issued	Res. Units Created
ACCESSORY BUILDING	0	0	0	0	0	0	1	0
AGRICULTURAL BUILDING	0	0	0	0	0	0	0	0
COMMERCIAL BUILDING	0	0	0	0	0	0	0	0
DEMOLITION	0	0	0	0	0	0	0	0
END - ACCESSORY BUILDING	0	0	0	4	0	201,632	1	0
END - COMMERCIAL BUILDING	0	0	1,080,524	3	3	1,310,000	4	5
END - DEMOLITION	0	0	0	1	0	0	2	0
END - INDUSTRIAL BUILDING	1	0	700	1	0	700	0	0
END - INSTITUTIONAL	0	0	0	0	0	0	1	0
END - MANUFACTURED HOME	0	0	0	0	0	0	1	1
END - MODULAR HOME	0	0	0	0	0	0	0	0
END - MULTI FAMILY DWELLING	0	0	500,000	1	4	372,000	3	8
END - PLUMBING	0	0	0	0	0	0	0	0
END - POOL	0	0	0	0	0	4,000,000	0	0
END - RETAINING WALL	0	0	0	0	0	0	0	0
END - SFD W/SUITE	0	0	0	1	2	540,000	2	3
END - SIGN	0	0	0	0	0	0	1	0
END - SINGLE FAMILY DWELLING	1	0	450,000	4	1	690,600	5	3
INDUSTRIAL BUILDING	0	0	0	0	0	0	0	0
INSTITUTIONAL	0	0	0	0	0	0	0	0
MANUFACTURED HOME	0	0	0	0	0	0	0	0
MODULAR HOME	0	0	0	0	0	0	0	0
MULTI FAMILY DWELLING	0	0	0	0	0	0	0	0
OLD PIMS PERMITS	0	0	0	0	0	0	0	0
PLUMBING	0	0	0	0	0	0	0	0
POOL	0	0	0	0	0	0	0	0
RETAINING WALL	0	0	0	0	0	0	0	0
SIGN	0	0	0	0	0	0	0	0
SINGLE FAMILY DWELLING	0	0	20,000	1	0	0	1	0
SOLID FUEL BURNING APPLIANC	0	0	0	0	0	0	0	0
<b>Report Totals</b>	<b>2</b>	<b>0</b>	<b>450,700</b>	<b>4</b>	<b>8</b>	<b>1,600,524</b>	<b>22</b>	<b>20</b>
						<b>7,114,932</b>		<b>4,969,546</b>



# REGIONAL DISTRICT NORTH OKANAGAN

## MEMBER MUNICIPALITIES:

CITY OF ARMSTRONG  
CITY OF ENDERBY  
DISTRICT OF COLDSTREAM  
VILLAGE OF LUMBY  
CITY OF VERNON  
TOWNSHIP OF SPALLUMCHEEN

## ELECTORAL AREAS:

"B" – SWAN LAKE  
"C" – BX DISTRICT  
"D" – LUMBY (RURAL)  
"E" – CHERRYVILLE  
"F" – ENDERBY (RURAL)

OFFICE OF: CORPORATE SERVICES

OUR FILE No.: 0135.06

July 22, 2025

Chantel Wiese, Manager of Corporate Services  
City of Armstrong  
[cwiese@cityofarmstrong.bc.ca](mailto:cwiese@cityofarmstrong.bc.ca)

Nicole Cressman, Director of Corporate  
Administration  
District of Coldstream  
[ncressman@coldstream.ca](mailto:ncressman@coldstream.ca)

Tate Bengtson, Chief Administrative Officer  
City of Enderby  
[tbengtson@cityofenderby.com](mailto:tbengtson@cityofenderby.com)

Tom Kadla, Chief Administrative Officer  
Village of Lumby  
[tomk@lumby.ca](mailto:tomk@lumby.ca)

Cindy Webb, Corporate Officer  
Township of Spallumcheen  
[cindy.webb@spallumcheentwp.bc.ca](mailto:cindy.webb@spallumcheentwp.bc.ca)

Sue Wood, Manager, Legislative Services  
City of Vernon  
[swood@vernon.ca](mailto:swood@vernon.ca)

## Re: North Okanagan Accessibility Plan

At the July 16, 2025 Board of Directors meeting, the North Okanagan Accessibility Plan ("Plan") was endorsed. This Plan was created in response to the requirements of the *Accessible BC Act* and its associated regulations, which require that local governments establish an accessibility committee, develop an accessibility plan, and implement a mechanism for public feedback. Instead of each community doing this on their own, the RDNO and member municipalities worked together to form a regional committee and develop one shared plan with the assistance of grant funding from Disability Alliance BC.

After receiving input from over 200 residents and staff, the Accessibility Plan was developed in collaboration by the RDNO, its member communities, the Inter-municipal Accessibility Advisory Committee (AAC) and consultant, Urban Matters CCC. The AAC contributed to the design of the public engagement process and participated in a workshop with staff to review survey findings. These insights informed the creation of an action plan which focuses on six main areas:

1. Accessible Built Environment and Outdoor Recreation
2. Safe and User-friendly Transportation Networks
3. Inclusive Programs and Services
4. Accessible Communication and Access to Information
5. Collaboration and Leadership to Remove Barriers
6. Educated and Aware Civil Servants and Community Members

**We respectfully request that your Council review the North Okanagan Accessibility Plan and consider endorsing it.**

Letter to: Member Municipalities  
From: Corporate Services  
Subject: North Okanagan Accessibility Plan

File No.: 0135.06  
Dated: July 22, 2025  
Page 2 of 2

Moving forward, the RDNO and member municipalities will work together with the Inter-municipal Accessibility Advisory Committee (AAC) to support the actions contained within the Plan. Each local government will be responsible for implementing actions in their own communities.

Thank you for your continued partnership and dedication to building a more accessible North Okanagan.

Sincerely,



Ashley Bevan  
Deputy Corporate Officer  
/ab

Enc. Staff report dated July 16, 2025  
North Okanagan Accessibility Plan

**TO:** Board of Directors  
**FROM:** Corporate Services  
**SUBJECT:** North Okanagan Accessibility Plan

**File No:** 0135.06  
**Date:** July 16, 2025

## RECOMMENDATION:

That the North Okanagan Accessibility Plan be endorsed; and further,

That the North Okanagan Accessibility Plan be sent to member municipalities for their consideration.

## SUMMARY:

The Inter-municipal Accessibility Advisory Committee (AAC) was established by the RDNO Board of Directors June 21, 2023. The Committee met many times over the past two years to discuss accessibility and how it can be improved in the region. With the assistance of grant funding from Disability Alliance BC, Urban Matters CCC, developed an Accessibility Plan for the North Okanagan region (RDNO and six member municipalities).

## DISCUSSION:

The *Accessible BC Act* (“Act”) received Royal Assent on June 17, 2021 and *Accessible BC Regulation* (BC Reg 105/2022) came into effect on September 1, 2022 which required local governments (and other public sector organizations), by September 1, 2023, to establish an accessibility committee, develop an accessibility plan, and create a mechanism for public feedback regarding accessibility.

Administration staff from the RDNO and six member municipalities met several times to discuss the requirements of the *Act* and agreed that a “regional” committee was the best approach. Based on the criteria outlined in the *Act* regarding committee composition, it would be difficult for each member municipality and RDNO to fulfill the legislative requirements independently. The AAC was established in 2023 and met numerous times to discuss how to develop a plan and staff explored funding opportunities.

The AAC received a delegation from Disability Alliance BC (“DABC”) who advised that funding from the Province of British Columbia through the DABC was available to assist prescribed organizations in fulfilling their Part 3 obligations under the *Act* through the establishment of the Accessible Organizations Project. In alignment with this program, the RDNO and its six member municipalities pooled their grant funding resources (\$25,000) to retain Urban Matters for the development of an accessibility plan for the North Okanagan region.

### Public Engagement Process

Two surveys were conducted in December 2024-January 2025:

- **Public Survey:** Focused on individuals with lived experience of disability.
- **Staff Survey:** Targeted local government employees.

Both surveys explored accessibility issues and suggestions across five key areas aligned with the Act:

- Built Environment
- Transportation
- Communications and Engagement
- Programs and Services
- Employment

As a result of the 207 surveys received, a What We Heard Report was prepared by Urban Matters. While the full report is attached as Appendix A to the North Okanagan Accessibility Plan, the most important challenges identified through the survey responses were:

<b>Top challenges</b>	<b>Transportation / Network Mobility</b>	<b>Built Environment</b>
	Things like <ul style="list-style-type: none"> <li>• Sidewalk connectivity and condition</li> <li>• Network safety and user conflict</li> <li>• Intersection design</li> </ul>	Things like <ul style="list-style-type: none"> <li>• (Seasonal) maintenance / landscaping</li> <li>• Building access and entrances</li> <li>• Washrooms and changerooms</li> </ul>
<b>Mid-range challenges</b>	<b>Programming &amp; Services</b>	<b>Communication &amp; Information</b>
	Things like <ul style="list-style-type: none"> <li>• Scheduling and availability of options</li> <li>• Program costs (too high)</li> <li>• Need for specialized support</li> </ul>	<ul style="list-style-type: none"> <li>• Participating in community events / engagement</li> <li>• Lack of accessible communication formats</li> <li>• Receiving emergency alerts</li> </ul>
<b>Other challenges</b>	<b>Employment</b>	
	Things like <ul style="list-style-type: none"> <li>• Job requirements (education, experience)</li> <li>• Attitudes &amp; representation in workplace culture</li> <li>• Workplace accessibility</li> </ul>	

### Development of the Accessibility Plan

Based on the survey findings, the Accessibility Plan was developed in collaboration by the Regional District of North Okanagan (RDNO), its member communities, the AAC and Urban Matters. The AAC contributed to the design of the public engagement process and participated in a workshop with staff to review survey findings. These insights informed the creation of a draft action plan.

RDNO and member municipal staff reviewed the drafts, identified existing and upcoming initiatives, and provided feedback over the last few months. The AAC and member communities were given several opportunities to revise the plan and provide comment, ensuring continuous input throughout the process. The final plan is now before the Board of Directors for endorsement.

### Next Steps

Moving forward, the RDNO and member municipalities will work together with the Inter-municipal Accessibility Advisory Committee to support the actions contained within the Plan. Each local government will be responsible for implementing actions in their own communities.

### LEGAL/STATUTORY PROCEDURAL REQUIREMENTS:

As part of the *Act* and associated regulation (BC Reg 105/2022), local governments (and other public sector organizations), are required to establish an accessibility committee, develop an accessibility plan, and create a mechanism for public feedback regarding accessibility.

As a result of the completion of this work, the RDNO and member municipalities are fully compliant with the requirements of the *Act*.

### FINANCIAL/BUDGETARY CONSIDERATIONS:

As per the funding agreement with the Disability Alliance BC, the RDNO must provide the DABC with a report by August 1, 2025 that includes a concise, written narrative detailing the progress of activities completed as they relate to the RDNO's obligations under the *Act*.

Any actions identified in the Accessibility Plan that carry financial implications will be subject to the standard budget approval process; however, some grant programs are available for implementing projects stemming from accessibility plans. SPARC BC (Social Planning and Research Council of BC) has a Local Community Accessibility Grant Program with funding from the Province. Local governments are eligible to submit an application for a one-time grant of up to \$25,000, to remove barriers for persons with disabilities by implementing one of the initiatives identified in their accessibility plan or by their accessibility committee or feedback mechanism<sup>1</sup>.

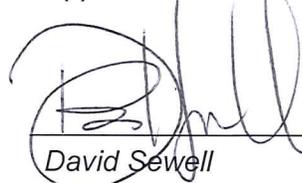
ATTACHED – North Okanagan Accessibility Plan

Submitted by:



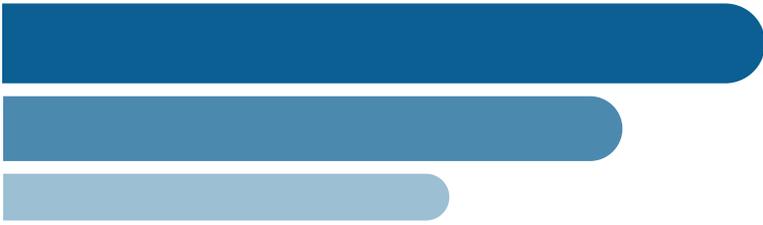
Ashley Bevan  
Deputy Corporate Officer

Approved for Inclusion:



David Sewell  
Chief Administrative Officer

<sup>1</sup> <https://www.sparc.bc.ca/partnerships/local-community-accessibility-grant-program/>



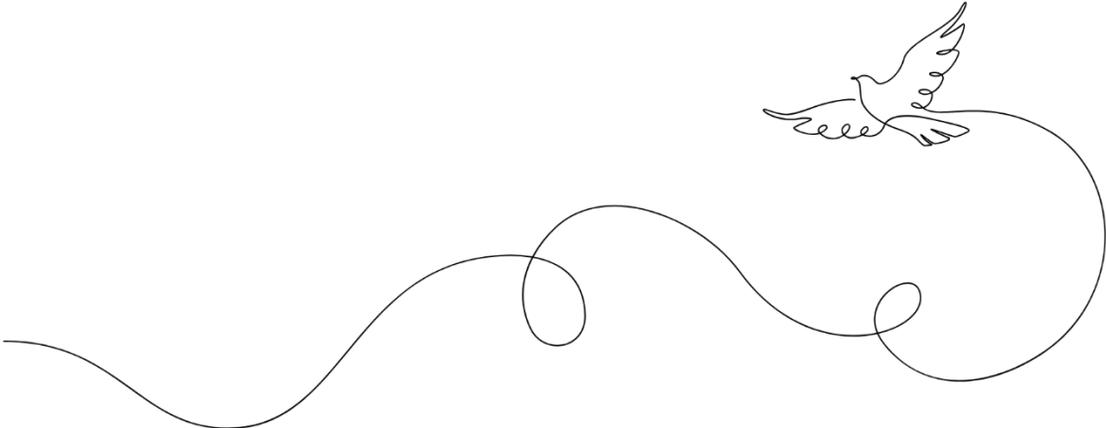
# North Okanagan **ACCESSIBILITY PLAN**





## Territorial Acknowledgements

We acknowledge that the Regional District of North Okanagan is on the traditional territory of the Syilx and Secwépemc First Nations.



## Acknowledgement of Key Contributors

The Regional District of North Okanagan (RDNO) and member communities acknowledge the significant contributions made towards the creation of this plan by:

Inter-municipal Accessibility Advisory Committee Members

- Davida Maitland
- Debbie Moore
- Givonna De Bruin
- Scott James

As well as the 207 community members who took the time to participate in our survey.

## Funding Contributions

The development of this Accessibility Plan was made possible through funding provided by the Province of British Columbia, administered by the Disability Alliance BC.



This plan was prepared by Urban Matters CCC for the Regional District of North Okanagan and its member municipalities of City of Armstrong, District of Coldstream, City of Enderby, Village of Lumby, Township of Spallumcheen and City of Vernon.

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## Introduction to the Plan

Accessibility improvements have been happening across the North Okanagan for many years. The RDNO and member communities in the North Okanagan have shown their commitment to providing accessible services through projects such as recreational equipment upgrades, accessibility features in facility washrooms, careful planning of traffic disruptions to protect accessible pathways, and other projects and programs. Much of the work done to date has been related to accessible recreation, inclusive programs and services, and enabling greater participation in active transportation.

The Accessible BC Act and its requirements that local governments create an accessibility committee has provided an opportunity to work together across the region in a new way. Taking a regional approach to accessibility has many benefits but can also be complex. This Accessibility Plan outlines a set of goals and actions that can be considered over the next three years to address barriers and foster a regional approach to accessibility. While each community will independently make decisions to act on this Plan, collective reporting and evaluation will benefit everyone by sharing learnings, resources, and reducing duplication of efforts, helping strengthen community approaches to this work.

The actions outlined in this Plan come from public engagement with people who live with disabilities and those who care for them. Over 200 community members provided their input on how they experience barriers to accessibility and inclusion. The priority areas, goals, and actions presented in this Plan come from their input as well as with insight from the Inter-municipal Accessibility Advisory Committee.

# Accessibility in the RDNO

## Who is Involved

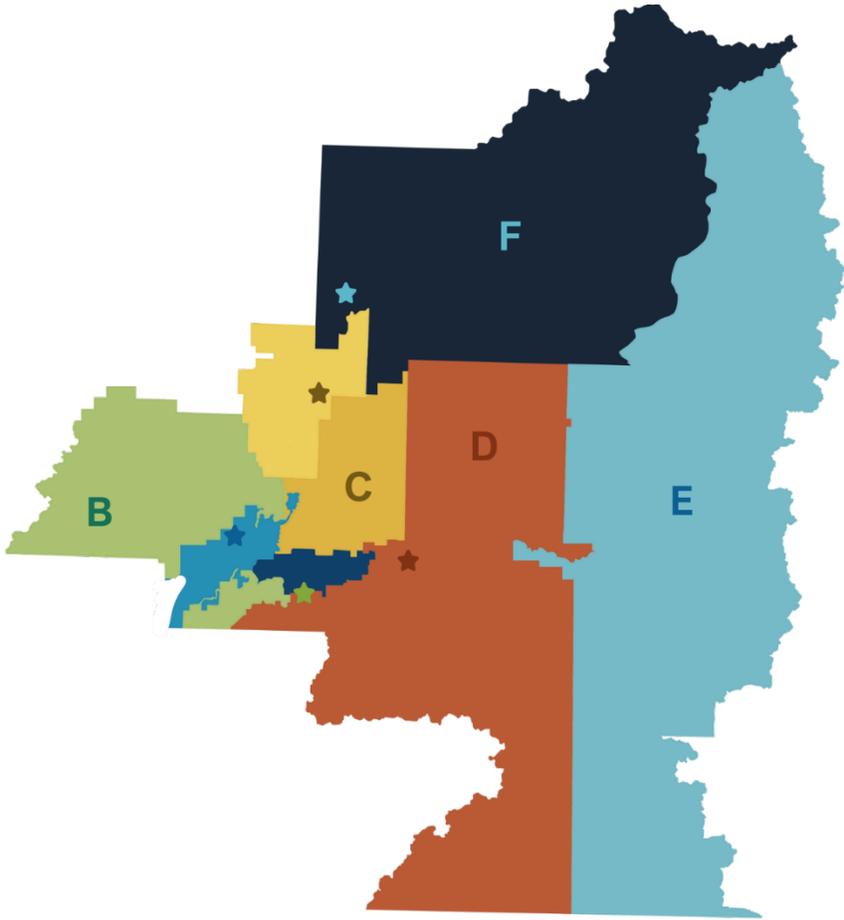
This is a joint Accessibility Plan for the Regional District of North Okanagan which includes the following communities:

### *Electoral Areas*

- Area B Swan Lake / Commonage
- Area C BX / Silver Star
- Area D Rural Lumby
- Area E Cherryville
- Area F Rural Enderby

### *Municipalities*

- City of Armstrong
- District of Coldstream
- City of Enderby
- Village of Lumby
- Township of Spallumcheen
- City of Vernon



For the purpose of this Plan, the term “member communities” is used to refer to these two groups of local governments: the electoral areas and municipalities.



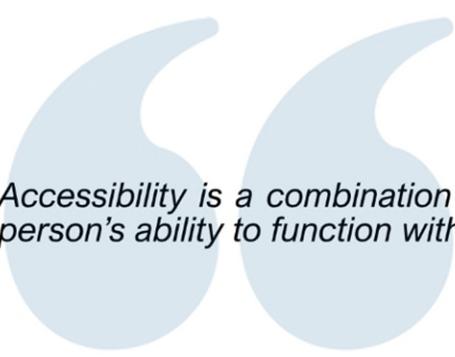
## Why a Regional Approach

Representatives from the RDNO and six member municipalities met multiple times to review the requirements of the Accessible BC Act. Through these discussions, they concluded that forming a regional accessibility committee would be the most effective approach. Given the Act's specific criteria for committee composition, it was recognized that establishing individual committees in each community would be challenging.

A regional committee and action plan has many benefits:

- A regional approach improves consistency of experiences across communities. Knowing what to expect can help people access and use the accessible features, technologies, or services available to them.
- Communities can share resources like information, tools, best practices, and suppliers for equipment.
- Working with others can help keep everyone inspired, motivated, and involved.

## Defining Accessibility



*Accessibility is a combination of aspects, physical or virtual, that influence a person's ability to function within an environment and to access it with ease.*

(Canadian Institute of Health Research)

*Accessibility means that all people can take part in their communities through work, play and other daily activities.*

*Accessibility is important for everyone, especially people with disabilities.*

*Accessibility is about removing barriers and increasing inclusion and independence for everyone.*



(Province of British Columbia)

The following themes about what accessibility looks like and what improving accessibility means come from public survey responses received in the creation of this Plan.

### *Accessibility looks like...*

- ✓ **Positive public attitudes** – Community members, business owners, and local government staff understand differences and are aware of what might be needed to make sure everyone can access their buildings and services. They can plan to prevent barriers because of this knowledge.
- ✓ **Representation in decision-making** – People with disabilities are included in civic engagement opportunities and involved at decision-making tables.
- ✓ **Community participation and belonging** – People have access to the supports and environment to participate in public programming, community events, and live meaningful lives in their communities.
- ✓ **Feeling safe in community** – People are empowered to navigate their local environment without fear of vehicle conflict and are able to better navigate throughout the community.
- ✓ **Everyone is able to get around** – People are able to move through their community at all times of year, especially winter, without encountering obstacles.

---

*"[Accessibility] would mean I could feel proud to be part of a community that is inclusive of, and considers everyone, regardless of their ability"*  
– Survey Participant

---

### *Improving Accessibility means...*

- ✓ **Removing barriers** in physical, social, and virtual environments to increase access and opportunities for participation.
- ✓ Looking for opportunities to **use Universal Design** and other high standards of accessible and inclusive design principles in development and renovations of buildings, parks, transportation networks, and other physical environments.
- ✓ **Collaborating** with and ensuring the **inclusion** of people who experience barriers when planning improvements and determining priorities.
- ✓ Taking an **adaptive approach** to improvements that considers how different users may experience and interact with their environments. Think about how services, technology, and environments can be adapted when existing structures do not work for someone.
- ✓ Supporting **self-determination** by giving people options and choice.
- ✓ **Including people in government and leadership** processes and working to ensure that community leadership and government staff reflect community diversity.

## Inter-municipal Accessibility Advisory Committee

The Inter-municipal Accessibility Advisory Committee (AAC) was established by the RDNO Board of Directors June 21, 2023. Committee members were recruited during the summer of 2023 and were appointed by the RDNO Board of Directors at the August 16, 2023, meeting. The Committee has met many times over the past two years to discuss accessibility and how it can be improved in the region.

### Vision Statement

The vision is that the Regional District of North Okanagan and its member communities will become a safe, tolerant, and inclusive place for people of all ages and abilities to live, work, and play.

### Purpose

To promote initiatives that foster active living, and the full and equal participation of people with disabilities in their communities by assisting the RDNO and member communities in identifying, removing and preventing barriers to individuals in or interacting with them.

### Responsibilities

The AAC helps make things better for people with disabilities. Here's what they do:

- Give advice to the RDNO Board and member community Councils on how to create fair and accessible policies, services, and places. They may make recommendations on topics like transportation, housing, jobs, education, and recreation.
- Work with the RDNO and member communities to create and update an Accessibility Plan.
- Give the public the opportunity to share their thoughts on accessibility issues.
- Identify things that make it hard for people with disabilities to access services or places—including communication challenges—and suggest ways to fix them.
- Help source funding to support accessibility improvements.
- Recommend which accessibility projects should be prioritized and how to carry them out.

Recommendations from the committee are provided to Board and Councils for consideration.

### *Role in this strategy implementation*

This committee is an integral resource for member communities when implementing this Action Plan. The committee can provide important insight on proposed activities and projects based on their lived experience, expertise, and knowledge. There are a few ways they can do this:

- 1) Annual updates and evaluation of the action plan at the end of three years can be provided for discussion with the committee. RDNO and member community representatives have an opportunity to share successes and challenges at an annual conversation with the AAC. Having regular conversation provides a chance to learn from others and receive feedback from committee members.
- 2) As the action plan is carried out, this committee may help with prioritization of the actions. They can also provide recommendations for how to achieve the goals.
- 3) Actions undertaken from this Plan will be more effective if reviewed with the AAC and other accessibility resources. People with personal experiences of disability can provide advice and input on how to achieve the best outcomes of the actions. The RDNO and member communities can also learn from one another when bringing forward plans or actions for review. These discussions will help identify best practices and strategies for action that are applicable in all communities.

## Developing this Plan

This Plan was developed in partnership with the Inter-municipal Accessibility Advisory Committee and the member communities that operate within the RDNO. The AAC provided advice and input on the survey and engagement process. Following the survey, the results were presented and discussed with RDNO and member community representatives and the AAC at a workshop. Based on the survey findings and this workshop, a draft action plan was created.

RDNO and member community staff were responsible for reviewing suggested items in the action plan, identifying current initiatives, and sharing upcoming projects that support the goals identified by the AAC and public. This draft action plan was shared for comment and revision among the AAC and member communities before being finalized. This process allowed the AAC to have ongoing input into the development of the Accessibility Plan and action items.

## Consultation

Two surveys were circulated to understand how people are experiencing barriers within the region. One survey was circulated to members of the public with an emphasis on hearing from people with personal experiences of disability, and the second survey was distributed to local government staff within the RDNO and member communities.

Survey questions asked about current accessibility projects, personal experiences, and suggestions for improvement within five focus areas. These focus areas were selected to align with legislated focus areas in the Accessible BC Act:

- Built Environment
- Transportation
- Communications and Engagement
- Programs and Services
- Employment

## Community Member Priorities

The top concerns included all-weather access in communities, accessible recreation, and inclusive government processes. Participants in both surveys said they would like to increase collaboration and connection between people with disabilities and local governments.

A key learning from the survey is that many of the common challenges identified by participants who said they have a disability are also experienced by participants without.

**This finding emphasizes the benefit to improving accessibility for all community members.**

For example, winter street clearing was frequently identified as a priority by active transportation users regardless of ability (e.g., pedestrians, cyclists, families with strollers, and others). Numerous comments were shared describing challenges experienced crossing streets with built up snowbanks, accessing transit at uncleared bus stops, or walking along icy sidewalks. This reinforces the importance of using Universal Design principles, such as designing all environments to be useable by all people, when working to improve accessibility. Accessibility changes are an opportunity to improve access for everyone.

Priorities that emerged from the survey and conversations with the AAC are summarized below.

*Most important challenges to address:*

<b>Top challenges</b>	<p><b>Transportation / Network Mobility</b></p> <ul style="list-style-type: none"> <li>• Sidewalk connectivity and condition</li> <li>• Network safety and user conflict</li> <li>• Intersection design</li> </ul>	<p><b>Built Environment</b></p> <ul style="list-style-type: none"> <li>• (Seasonal) maintenance / landscaping</li> <li>• Building access and entrances</li> <li>• Washrooms and changerooms</li> </ul>
<b>Mid-range challenges</b>	<p><b>Programming &amp; Services</b></p> <ul style="list-style-type: none"> <li>• Scheduling and availability of options</li> <li>• Program costs (too high)</li> <li>• Need for specialized support</li> </ul>	<p><b>Communication &amp; Information</b></p> <ul style="list-style-type: none"> <li>• Participating in community events / engagement</li> <li>• Lack of accessible communication formats</li> <li>• Receiving emergency alerts</li> </ul>
<b>Other challenges</b>	<p><b>Employment</b></p> <p>Things like</p> <ul style="list-style-type: none"> <li>• Job requirements (education, experience)</li> <li>• Attitudes &amp; representation in workplace culture</li> <li>• Workplace accessibility</li> </ul>	

## Priority Areas for Action

The survey identifies what is important for improving accessibility in the RDNO and member communities. The priority areas for action stem from these key engagement themes (a summary of engagement is included in Appendix A). The priority areas reflect the top challenges, as well as those where there seems to be an opportunity for increased collaboration and focus. The actions for the next three years are based on the suggestions that we heard the most in the survey. The six priority areas are:

**Accessible Built Environment and Outdoor Recreation** – Focuses on integrating Universal Design into facilities and public spaces. Key considerations include ensuring accessible washrooms, entrances, wayfinding, and parking, as well as improving access to outdoor spaces such as parks, picnic areas, and beaches.

**Safe and User-friendly Transportation Networks** – Enhancing year-round access to the transportation network by improving sidewalk connectivity, bike lanes, maintenance, and supporting other transportation options (e.g., e-scooters). Identifying opportunities to improve road user safety and ensuring route connectivity to key destinations such as schools and business areas.

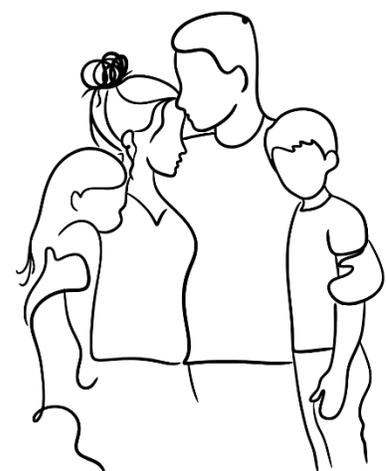
**Inclusive Programs and Services** – Improving how people access community services and recreation by enhancing the user experience through adaptive technology and programming, scheduling adjustments, staff and customer service education, and affordability.



**Accessible Communication and Access to Information** – Ensuring multiple forms of communication, addressing web accessibility barriers, and providing customer service training to connect people efficiently and compassionately to the information they need.

**Collaboration and Leadership to Remove Barriers** – Establishing a formal approach to including people with lived experience of disability in decision-making. Ensuring diverse voices and experiences are reflected while building external capacity to support a cohesive approach to accessibility (e.g., engaging businesses, healthcare, and the development sector). Improving relationships with service providers and people with lived experience who can help inform accessibility improvements.

**Educated and Aware Civil Servants and Community Members** – Providing education and training opportunities to leaders, staff, and employees of local governments to enhance awareness of how barriers are created and can be removed, and to address attitudinal barriers. Learning opportunities for members of the public and community partners such as businesses, builders, and service providers.

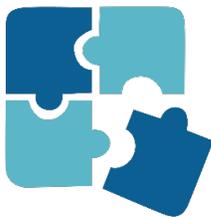


## Action Plan

### Approach to Action

Because this Plan is regional, some items are already taking place in the RDNO and member communities. We see this as a valuable asset as it allows us to learn from successful examples and follow the leadership driving those results. It is also important to recognize that not all communities will have to take the same actions. For instance, if a community does not have a swimming pool, the actions related to swimming equipment would not be applicable.

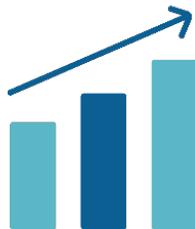
The following approaches are used in this document:



**REGIONALIZE** - Regionalizing is when one community has already successfully taken an action, or has an action started, and can provide support to other communities. This specifically relates to actions where it would be helpful to have the same devices, tools, programs, or trainings in all communities.



**INITIATE/START** - Initiating is when there is no action being taken yet and there is a need for leadership to begin carrying out an action. In this case, a leader would take responsibility for starting something that everyone could later use to inform their own work. New initiatives could also be collaborative between multiple communities.



**ENHANCE & IMPROVE** - Enhance and Improve is when there is already action but we know that it can be improved. This could be increasing a program, service, or support, or taking action to expand a pilot project.

## Overview of Priorities and Goals

**Build our capacity by increasing our knowledge, skills and access to resources to action this plan.**

### Accessible Built Environment and Outdoor Education

- Using Universal Design when designing and updating facilities and outdoor spaces like parks, beaches, and picnic areas
- Increase the availability of accessible and Universally Designed washrooms.



### Safe & User-Friendly Transportation Networks

- Improving year-round access to transportation.
- Improving road user safety.
- Improve transportation network connectivity so people can move through their communities safely and easily.



### Inclusive Programs and Services

- Improving how people access community services and recreation.
- Improve the experience of using community services by making changes to schedules, staff training, and one-on-one services.
- Use technology and adaptive tools to help more people access recreation.



### Educated and Aware Civil Servants and Community Members

- Increase chances for staff to learn about accessibility.
- Increase opportunities for employment in local governments for people with disabilities.



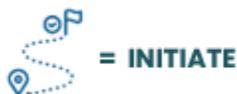
### Collaboration and Leadership to Remove Barriers

- Consult people with lived experience and expertise of disability when making decisions that may impact them.
- Create a centralized resource hub that can help each community follow best practices.



### Accessible Communication and Access to Information

- Make sure that information and opportunities for engagement are accessible and inclusive.
- Improve customer service by making it easy to provide feedback and clear how action is taken.



## Priority Area: Accessible Built Environment and Outdoor Recreation

Focuses on integrating Universal Design into facilities and public spaces. Considerations include providing accessible washrooms, entrances, wayfinding, and parking, as well as improving access to outdoor spaces like parks, picnic areas, and beaches.

### Goal 1

*Ensure public buildings and outdoor spaces meet Universal Design guidelines.*

Action 1	Opportunities to Strengthen Action	Monitoring	Approach
Develop a process for reviewing new construction and major renovations from a Universal Design perspective. Include people with disabilities in the review process whenever possible.	<ul style="list-style-type: none"> <li>Use accessibility standards that go beyond the minimum accessibility requirements in the BC Building Code such as the most recent version of CSA B651 and other standards that embed Universal Design principles.</li> <li>Create a referral process in each community for which projects are to be directed to the AAC.</li> </ul>	<ul style="list-style-type: none"> <li>Process for review created.</li> <li>Number of facilities reviewed in the design phase for Universal Design considerations.</li> </ul>	Regionalize

#### COMMUNITIES IN ACTION

##### RDNO, Enderby, Vernon

- The RDNO completed accessibility audits through the Rick Hansen Foundation on cultural facilities in Greater Vernon that informed facility improvements that improved building accessibility.
- The RDNO has accessed local expertise from Vernon Independent Living to review building design and ensure accessibility for new projects.
- Enderby’s new outdoor pool is being designed with accessibility features such as a “zero entry” pool that gently slopes into the water, so that it is possible to access the water without stairs.
- Vernon worked with the Rick Hansen Foundation to ensure the new Active Living Centre is designed with accessibility in mind.

### Goal 2

*Improve access to outdoor recreation areas such as paths and trails, beaches, play facilities, and others.*

Action 1	Opportunities to Strengthen Action	Monitoring	Approach
Review key outdoor recreation areas and develop a list of strategies to reduce barriers to access (e.g., installing beach mats, widening and paving access paths, installing ramps, adding seating, creating rest areas, providing changing facilities, incorporating shade structures, and other interventions). Review list with the AAC for support with prioritization and ideas for implementation.	<ul style="list-style-type: none"> <li>Collaborate with the AAC to identify any high-priority areas for upgrade.</li> <li>Embed in high-level plans such as Parks and Recreation Master Plans.</li> <li>Advocacy for funding programs to improve accessibility of parks and facilities.</li> </ul>	<ul style="list-style-type: none"> <li>Complete review and list of potential interventions.</li> <li>Review list with AAC</li> <li>Identify 3-5 top interventions to pursue through grants or annual budgeting.</li> </ul>	Regionalize

Action 2	Opportunities to Strengthen Action	Monitoring	Approach
Develop an accessibility-focused procurement guide for public spaces to support the consistent application of accessible elements such as seating, picnic tables, signage, and adaptive equipment.	<ul style="list-style-type: none"> <li>• Procurement can extend beyond purchasing of goods to include services and be a consideration of RFPs or even grant evaluation criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of document</li> </ul>	Initiate

### COMMUNITIES IN ACTION

#### RDNO, Coldstream, Enderby, Vernon

- The RDNO Parks, Recreation, and Culture Master Plans identify universal accessibility as a component of their facilities condition analysis and recommended improvements.
- Coldstream has plans to assess its 13 lake accesses for safety and accessibility, and to-date, has installed a mobi-mat at Kal Beach to improve accessibility to the water and pier.
- Enderby is adding seating and shade structures in popular outdoor locations.
- Vernon ensured accessible design was a central consideration for upgrades to Marshall Fields Park, helping build an accessible, inclusive, playground for children with a range of sensory, cognitive, and physical abilities. Pathways, washrooms, and picnic tables were also upgraded to be accessible.
- Vernon considers accessibility as part of its procurement of new recreation equipment.

## Goal 3

### *Increase the availability of accessible, universally designed washrooms.*

Action 1	Opportunities to Strengthen Action	Monitoring	Approach
Create a list of each local government operated recreation facility and space, indicating whether they have a universally accessible washroom. For facilities that do not have at least one universally accessible washroom, explore funding opportunities to install. Prioritize accessible washrooms in facility renovation planning.	<ul style="list-style-type: none"> <li>• Collaborate with the AAC to identify any high-priority areas for upgrade.</li> </ul>	<ul style="list-style-type: none"> <li>• List of locations where washrooms are needed.</li> <li>• Funding sources identified.</li> </ul>	Initiate
Review opportunities for facility changerooms to incorporate adult change tables, especially at recreation facilities.	<ul style="list-style-type: none"> <li>• Collaborate with the AAC to identify any gaps in existing offerings.</li> </ul>	<ul style="list-style-type: none"> <li>• List of locations where adult change tables are needed.</li> </ul>	Enhance & Improve

### COMMUNITIES IN ACTION

#### RDNO, Coldstream, Enderby, Vernon

- The RDNO has considered accessibility when designing new washrooms, including the Greater Vernon Cultural Centre.
- Coldstream incorporated accessible washrooms and entrance doors as part of its new Public Works office building, the Coldstream Community Hall and at Coldstream Station. Washroom upgrades at Kalamalka Beach will consider accessibility in the design.
- Enderby's new outdoor pool will have accessible changerooms and include universal washrooms with an adult change table.
- Vernon has worked to include accessible public washrooms in new buildings, including the Active Living Centre, and has retrofitted several buildings. Adult change tables are included at the Lakeview Wading Pool and they will be provided at the upcoming Active Living Centre.

## Priority Area: Safe and User-friendly Transportation Networks

Enhancing year-round access to transportation networks by improving sidewalk connectivity, bike lanes, maintenance, and supporting other transportation options (e.g., e-scooters). Identifying opportunities to improve road user safety and ensuring route connectivity to key destinations such as schools and business areas.

<b>Goal 1</b>			
<b><i>Improve year-round access to sidewalks, bus stops, and public travel routes.</i></b>			
<b>Action 1</b>	<b>Opportunities to Strengthen Action</b>	<b>Monitoring</b>	<b>Approach</b>
Review winter maintenance and service strategies for opportunities to improve clearing of intersections, sidewalks, and bus stops.	<ul style="list-style-type: none"> <li>• Work with the AAC to engage leadership in an experiential workshop to deepen awareness of difficulties navigating in winter conditions.</li> <li>• Work with BC Transit and MOTT for roads/routes they are responsible for.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete a review and document key findings.</li> <li>• Identify strategies for improvement.</li> </ul>	Initiate
<b>Action 2</b>	<b>Opportunities to Strengthen Action</b>	<b>Monitoring</b>	<b>Approach</b>
Explore pilot projects and work crew training opportunities to improve level of service for pedestrians and transit users during winter. Where possible, engage people with lived experience of disability to inform understanding of impact.	<ul style="list-style-type: none"> <li>• Explore partnership with Snow Angel program.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify possible pilot projects and partnerships.</li> </ul>	Enhance & Improve
<b>Action 3</b>	<b>Opportunities to Strengthen Action</b>	<b>Monitoring</b>	<b>Approach</b>
Work to provide advance notice of travel network disruptions. During construction and road maintenance project planning, create a plan for accessible pedestrian detours during construction and appropriate signage for users.	<ul style="list-style-type: none"> <li>• Important not just to provide a detour but to ensure it is truly accessible (curbs, signage, crossings, etc.)</li> <li>• Consider updates to bylaw and policy wording that helps standardize approaches to providing accessible detours.</li> </ul>	<ul style="list-style-type: none"> <li>• Guide for planning alternative routes, notification process, and signage for alternative routes.</li> <li>• Standard for accessible active transportation detours.</li> </ul>	Enhance & Improve



**COMMUNITIES IN ACTION**

**Armstrong, Coldstream, Enderby, Vernon,**

- Vernon's Traffic Bylaw requires property owners to remove snow and ice from sidewalks within 24 hours. The Bylaw also requires active transportation routes be maintained during construction or provided with an alternative safe detour route.
- The communities of Armstrong, Coldstream, Enderby, and Vernon provide advance notice of traffic interruptions using a variety of media to share information about any detours or disruptions. Coldstream ensures ramps are provided at active transportation detours where needed.

**Goal 2**

***Improve community transportation network connectivity.***

Action 1	Opportunities to Strengthen Action	Monitoring	Approach
Facilitate conversations with transportation providers such as BC Transit and HandyDART to address service gaps and improve accessible transportation options.	<ul style="list-style-type: none"> <li>• Explore regionalizing taxi voucher program or similar subsidy to support access to transportation when existing options are unavailable or at capacity.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of conversations that have occurred.</li> <li>• Tracking of other advocacy activities.</li> </ul>	Regionalize

**COMMUNITIES IN ACTION**

**Vernon**

- Vernon, in collaboration with BC Transit, has a taxi voucher program that provides users access to transportation when handyDART services are unavailable. The voucher covers half of the taxi ride cost.

**Priority Area: Inclusive Programs and Services**

Improving how people access community services and recreation by enhancing the user experience through adaptive technology and programming, scheduling adjustments, staff and customer service education, and affordability.

**Goal 1**

***Improve the availability and accessibility of recreation programs and services.***

Action 1	Opportunities to Strengthen Action	Monitoring	Approach
Identify adaptive equipment required to support accessible programming and develop a procurement and replacement strategy.	<ul style="list-style-type: none"> <li>• Engage the AAC to determine any gaps in existing adaptive equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of procurement and replacement strategy document.</li> </ul>	Enhance & Improve

**COMMUNITIES IN ACTION**

**RDNO, Enderby, Vernon**

- The RDNO has acquired adaptive equipment for facilities it owns and manages, such as the accessible pool lift at the Lumby Outdoor Pool.
- Enderby's new pool will have accessible wheelchair lifts so users can get in and out of the pool and hot tub.
- Vernon considers accessibility as part of its recreation equipment procurement and considers life cycle planning for replacement.

**Goal 2**

*Improve staff capacity to provide tailored supports and knowledgeable responses to customer service requests and during recreation programs and services.*

Action 1	Opportunities to Strengthen Action	Monitoring	Approach
Deliver accessibility training for frontline staff and program instructors on topics such as disability accommodations, and available accessible options.	<ul style="list-style-type: none"> <li>• Select training programs developed by people with disabilities.</li> <li>• Bring in trainers with diverse abilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of training programs delivered.</li> </ul>	Regionalize
Action 2	Opportunities to Strengthen Action	Monitoring	Approach
Explore opportunities to offer or increase one-on-one supports for youth with high support needs during programs and camps.	<ul style="list-style-type: none"> <li>• Examine requirements to provide paperwork, or evidence of different conditions</li> <li>• Ensure staff are able to create a safe environment for sensitive conversations.</li> </ul>	<ul style="list-style-type: none"> <li>• Document opportunities identified and subsequent actions.</li> </ul>	Regionalize

**COMMUNITIES IN ACTION**

**Vernon**

- Vernon provides training to all parks and recreation staff as part of their onboarding process.
- Vernon offers several financial discounts to people with disabilities as well as the option to bring a support person to programming at no extra cost.



## Priority Area: Accessible Communication and Access to Information

Ensuring multiple forms of communication, addressing web accessibility barriers, and providing customer service training to connect people efficiently and compassionately to the information they need.

### Goal 1

*Ensure communication materials, community engagement, and civic meetings incorporate best practices for accessibility and that a range of methods are used to reach all community members.*

Action 1	Opportunities to Strengthen Action	Monitoring	Approach
Increase the variety of methods used to communicate and engage with the community. Prioritize accessible communication practices such as website and document accessibility.	<ul style="list-style-type: none"> <li>Use multiple civic platforms and establish dissemination channels by collaborating with community service providers to share information, updates, and engagement opportunities for local government initiatives</li> <li>Potential dissemination channels can include library, post office, newspaper, e-newsletter, social media, community bulletin boards, and other resources.</li> </ul>	<ul style="list-style-type: none"> <li>Documentation of where information is being posted.</li> <li>Creation of communications guides and accessibility guidelines for public facing documents.</li> </ul>	Enhance & Improve
Action 2	Opportunities to Strengthen Action	Monitoring	Approach
Improve the accessibility of online civic websites by ensuring navigation to key information is intuitive and uploaded documents and files are in accessible formats.	<ul style="list-style-type: none"> <li>Provide closed captions as part of council meeting recordings.</li> </ul>	<ul style="list-style-type: none"> <li>Completion of civic website improvements.</li> </ul>	Enhance & Improve

### COMMUNITIES IN ACTION

#### RDNO, Coldstream, Enderby, Vernon,

- The RDNO shares public information through its website, digital newsletter, local newspaper, social media, and local radio ads.
- Coldstream uses a hearing loop system in council chambers to support people with hearing aids. Engagement opportunities are also provided via Zoom to provide people with alternative options to in-person participation. Coldstream has also been working to improve the communication of its documents by implementing standard accessible fonts. Coldstream uses online feedback forms and applications.
- Enderby ensures image descriptions are generated for all photos on the website and that the website is screen-reader compatible.
- Vernon has several methods for sharing public information: public notice board, website, social media channels, newspaper, radio ads, subscriber lists, mail-outs, and hand delivered notices.

**Goal 2**

***Improve frontline customer service and response practices.***

Action 1	Opportunities to Strengthen Action	Monitoring	Approach
<p>Ensure public feedback mechanisms are easily accessible to community members to raise concerns, ask questions, or request accessibility accommodations.</p>	<ul style="list-style-type: none"> <li>Consider providing an accessible fillable web-form through the community's website.</li> </ul>	<ul style="list-style-type: none"> <li>No. of public feedback requests and reporting on responses.</li> </ul>	<p>Enhance &amp; Improve</p>
Action 2	Opportunities to Strengthen Action	Monitoring	Approach
<p>Ensure frontline staff are aware of feedback processes, are able to communicate available feedback options to the public and are able to direct information to the right department for follow up.</p>	<ul style="list-style-type: none"> <li>Ensure processes reduce the number of times individuals are asked to share sensitive personal information.</li> <li>Develop response protocols to guide departmental support of accessibility requests.</li> </ul>	<ul style="list-style-type: none"> <li>Documentation of conversations / training approaches that inform staff.</li> </ul>	<p>Enhance &amp; Improve</p>

**COMMUNITIES IN ACTION**

**All**

- Every community has created an online feedback mechanism for the public to share their input on accessibility. In most communities, this is currently an email address.
- A shared email dedicated to accessibility has been created: [accessibility@rdno.ca](mailto:accessibility@rdno.ca). This dedicated email can be used to share feedback about accessibility related to any of the communities represented by the North Okanagan Accessibility Plan. Information about this email will be shared with public facing staff to help them know how to direct queries and how to support people who do not use email to provide their feedback.



## Priority Area: Collaboration and Leadership to Remove Barriers

Establishing a formal approach to including people with lived experience of disability in decision-making. Ensuring diverse voices and experiences are reflected while building external capacity to support a cohesive approach to accessibility (e.g., engaging businesses, healthcare, and the development sector). Improve relationships with service providers and people with lived experience who can help inform accessibility improvements.

### Goal 1

*Ensure lived experience of accessibility informs decision-making across communities, departments, programs, and projects.*

Action 1	Opportunities to Strengthen Action	Monitoring	Approach
Collaborate with the AAC to clarify its role in supporting local government efforts. Identify specific topic areas and project types where committee review or inclusion should be considered. Create a plan with the AAC for how reviews and input should be provided, including expectations of committee members and local government communities.	<ul style="list-style-type: none"> <li>Review significant project timelines to identify upcoming work (new builds and retrofits) where AAC input can be incorporated from the beginning.</li> <li>Provide guidelines to project teams for when to refer a project to AAC</li> </ul>	<ul style="list-style-type: none"> <li>Guidelines developed for when to engage AAC.</li> </ul>	Regionalize
Action 2	Opportunities to Strengthen Action	Monitoring	Approach
Establish a centralized accessibility resource hub for staff that includes tools, checklists, and best practices based on lived experience of a range of disabilities.	<ul style="list-style-type: none"> <li>The AAC can work with the RDNO and member communities to identify helpful resources and reduce duplication of efforts by local governments.</li> </ul>	<ul style="list-style-type: none"> <li>Resource hub established.</li> <li>Feedback collected from staff on usability of hub, desired resources to support their work.</li> </ul>	Initiate

### COMMUNITIES IN ACTION

#### RDNO, Armstrong, Coldstream, Spallumcheen, Vernon

- RDNO has consulted with local expertise, such as the Vernon Independent Living Society and the White Valley Community Resource Centre, for feedback from people with lived experience of accessibility.
- Armstrong Spallumcheen Parks and Recreation Commission asked for feedback from the AAC to support a community request about accessible parking at the outdoor pool.
- Coldstream’s Kal Beach Pier reconstruction project was referred to the AAC for review. Feedback was used to support funding of accessible beach mats that support access to the pier across the beach.
- Vernon has plans to engage the AAC in the future designs of the front counter areas of City Hall and Community Services Buildings.

## Priority Area: Educated & Aware Civil Servants & Community Members

Providing education and training opportunities to leaders, staff, and employees of local governments to enhance awareness of how barriers are created and can be removed, and to address attitudinal barriers. Learning opportunities for members of the public and community partners such as businesses, builders, and service providers.

### Goal 1

*Strengthen accessibility knowledge and practices within participating local governments.*

Action 1	Opportunities to Strengthen Action	Monitoring	Approach
Identify ways to integrate accessibility education into existing staff training programs. Seek out specialized training for roles with specific responsibilities related to service delivery, planning, and infrastructure.	<ul style="list-style-type: none"> <li>Extend education beyond recreation staff to other departments.</li> </ul>	<ul style="list-style-type: none"> <li>Number of trainings offered.</li> <li>Topics added to staff training programs.</li> </ul>	Regionalize

#### COMMUNITIES IN ACTION

##### Vernon

- Vernon provided training to customer service clerks as an action item through the Age and Dementia Friendly Community Plan.

### Goal 2

*Increase employment within local governments of people with lived experience of disability to diversify internal team perspectives.*

Action 1	Opportunities to Strengthen Action	Monitoring	Approach
Review and update internal employee policies with an accessibility lens including eligibility requirements, job postings, hiring processes, onboarding, training, and accommodation protocols to ensure compliance with new provincial standards when they are completed.	<ul style="list-style-type: none"> <li>Consider a diverse range of abilities and conditions beyond physical disability including neurodiversity and mental health.</li> <li>Offer flexible work schedules that enable people to adjust their workload to their best working hours.</li> </ul>	<ul style="list-style-type: none"> <li>Number of policies reviewed and updated.</li> </ul>	Enhance & Improve

#### COMMUNITIES IN ACTION

##### RDNO, Vernon

- RDNO has begun examining job postings to remove eligibility requirements that are not necessary for the job duties.
- Vernon is designing a wheelchair-accessible workplace as part of renovations to the Operations building (planned for 2025).

## Additional Actions: Building our Capacity

Acting on this Plan will require some investments in knowledge and skill development on the part of local government staff and AAC members. The actions in this section are intended to help build the knowledge and skills of those involved in activating the plan.

<b>Goal 1</b>			
<b><i>Local government staff and Inter-municipal Accessibility Committee members have the knowledge, skills, and access to resources to implement this plan.</i></b>			
<b>Action 1</b>	<b>Opportunities to Strengthen Action</b>	<b>Monitoring</b>	<b>Approach</b>
<p>Seek out training opportunities for the AAC and a variety of staff roles and departments.</p> <p><i>*Note - There are considerable training and education resources on the BC Accessibility Hub that have been created specifically for supporting implementing the Accessible BC Act.</i></p>	<ul style="list-style-type: none"> <li>• Work with the AAC and public input from survey to identify priorities for training and potential courses.</li> <li>• Take trainings together to create shared understanding and learning that can be applied to the actions.</li> <li>• Encourage staff of all departments and roles to pursue trainings.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of trainings and types of training completed.</li> </ul>	Initiate
<b>Action 2</b>	<b>Opportunities to Strengthen Action</b>	<b>Monitoring</b>	<b>Approach</b>
<p>Create a repository of shared resources that can support action. This repository could include best practices or guiding documents related to improving accessibility, reports or feedback and evaluation of this Plan.</p>	<ul style="list-style-type: none"> <li>• A method of sharing resources could be an online shared filing system.</li> <li>• Resources that are agreed upon as best practices could be shared on a public committee website to provide education and tools to the public.</li> </ul>	<ul style="list-style-type: none"> <li>• Creation of the information repository.</li> </ul>	Initiate

## Getting Started

There are simple steps the RDNO and member communities can take to get started with items listed in the action plan to maintain momentum on accessibility efforts. Building a strong climate of collaboration will be critical to the regional approach underpinning this Accessibility Plan.

To start, it will be important to develop a shared understanding of this Plan and action items. Sharing with the Board and Council members will help generate awareness and buy-in by connecting proposed actions to community priorities heard through engagement.

Moving forward, the RDNO and member communities will work together with the AAC to explore which communities might be best positioned to take a lead role in supporting the action areas. In cases where efforts are already underway, there may be opportunities to build on that momentum by enhancing or expanding the work regionally.

Some actions may benefit from the involvement of larger communities such as Vernon, or the RDNO, especially those that require discussions with external entities such as BC Transit. Other actions may be suitable for AAC members to lead, benefiting from the insight of personal experiences of disability.

Additionally, it is important that the AAC provides a resource network where the RDNO and member communities participate, receive feedback, and share learnings that can be useful for multiple communities. Engaging in these conversations will help establish shared standards, best practices, and common language leading to more consistent approaches to embedding accessibility within communities.

Collaboration should go beyond simply working together; it should be about aligning purpose, sharing ownership and driving meaningful change. Collaboration involves identifying opportunities celebrating wins and small successes, and proudly sharing examples of successful initiatives. These celebrations and efforts can also take place externally. For example, participating in events such as Red Shirt Day or engaging in National AccessAbility Week are key opportunities to celebrate people with disabilities and increase awareness and understanding of the importance of accessibility and inclusion.



## Ongoing Feedback

Ongoing public feedback will be gathered through RDNO and member community feedback mechanisms. Feedback will be responded to in the following ways:

1. **Point approach** – An isolated issue or challenge is identified, and the responsible local government addresses and resolves the concern efficiently, reporting the course of action taken to the person who provided the feedback.
2. **Network approach** - Barriers that are identified as needing a more collaborative response are shared among relevant departments and partners. The person who provided feedback is notified of what action is being taken and when they can expect follow-up communications.
3. **Consult approach** - Barriers that need further information or consultation may be referred to the AAC for input. The person who provided feedback is notified of what action is being taken and when they can expect follow-up communications.

## Monitoring and Evaluation

### Monitoring

#### *Annual*

An annual meeting will be held with the AAC and local government representatives to discuss the actions that have been completed, are underway, or planned for each member community. A summary memo of this conversation should be completed that includes the following components:

1. A list of:
  - Actions taken to advance the action items in this Plan by each community
  - Any other actions taken towards improving accessibility.
  - Any other information that may be relevant to understanding how progress on these actions is being achieved.
2. A summary of public feedback and the steps taken to resolve identified issues.

The annual meeting is an opportunity to discuss progress being made, barriers being encountered, and any potential solutions or resources that could provide support. The summary memo will provide each community with a tool to reflect on the past year and learn from others to advance their actions.

#### *At Three Year Intervals*

Every three years a report will be created that gives a fulsome update on community progress toward these goals. This report will include a summary from each community that states:

- Actions taken
- Outcomes of actions taken
- Information and any changes made to the indicators outlined in the ‘monitoring’ sections of the action plan
- Additional projects related to accessibility that were started or completed
- Feedback received from the public and how it was responded to.

The three-year reports will track progress towards goals and support communities in refining their approaches based on public feedback.

### *Ongoing*

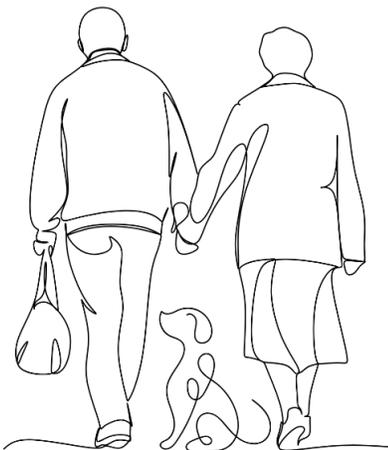
A document that identifies progress made on action plan items will be posted on the RDNO website.

### **Evaluating**

The RDNO and member communities will conduct a review and evaluation of the Accessibility Plan every three years following its endorsement in 2025. This review will include conversations with the RDNO, member communities, and the AAC to determine what amendments need to be made to the Plan to support the creation of a new three-year action plan.

Developing the updated three-year action plan should also include a consideration of suggested actions. These items, provided in Appendix B, were identified based on survey feedback and consultation with the AAC and member communities. Items on this list are places where action is needed, but were deemed to be lower priorities, or require additional organizational capacity to be established prior to undertaking them. As work progresses on the action items identified in this Plan, the list of suggested actions should be reviewed as opportunities become available to start addressing them.

Updated action plans should be posted to the RDNO and member community websites so members of the public can remain aware of progress.



# Appendix A – Engagement Summary

What We Heard Report with Survey Results.

WHAT WE HEARD: FINDINGS FROM PUBLIC AND STAFF  
ENGAGEMENT IN THE REGIONAL DISTRICT OF NORTH  
OKANAGAN REGARDING ACCESSIBILITY

PREPARED BY URBAN MATTERS CCC

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## 1.0 INTRO

The following What We Heard Report presents engagement findings based on both a survey circulated to staff of the RDNO and member municipalities, and an accessibility survey that was disseminated throughout the RDNO and member municipalities in January 2025.

Survey questions were designed to seek insight into existing community action, respondent experiences, and suggestions for improvement within five focus areas. These focus areas were selected to align with legislated focus areas in the Accessible BC Act:

- Built Environment
- Transportation
- Communications and Engagement
- Programs and Services
- Employment

What we learned is that many of the common challenges identified by participants with lived experience are also experienced by participants without, which only goes to show the benefit of improving accessibility for all community members. The top concerns included all-weather access in communities, accessible recreation, and inclusive governance processes. Overall, participants in both surveys would like to increase collaboration and connection between people with disabilities and local government actions.

## 1.1 COMMON CHALLENGES

The survey asked participants to identify a range of challenges that they, or someone they care for, regularly experience within the Regional District or their member municipality. The five survey challenge categories are:

1. Built environment – including buildings, facilities, parks
2. Transportation and network mobility
3. Communication and access to information
4. Community programming and services
5. Employment with the Regional District or member municipality

Participant responses clearly identified challenges that are experienced more commonly than others. The following table summarizes the findings. Note the results should not be interpreted as reflecting the importance of each barrier, they are intended to show which barriers are encountered at a high frequency.

<b>Top challenges</b>	<b>Transportation / Network Mobility</b>	<b>Built Environment</b>
	Things like <ul style="list-style-type: none"> <li>• Sidewalk connectivity and condition</li> <li>• Network safety and user conflict</li> <li>• Intersection design</li> </ul>	Things like <ul style="list-style-type: none"> <li>• (Seasonal) maintenance / landscaping</li> <li>• Building access and entrances</li> <li>• Washrooms and changerooms</li> </ul>
<b>Mid-range challenges</b>	<b>Programming &amp; Services</b>	<b>Communication &amp; Information</b>
	Things like <ul style="list-style-type: none"> <li>• Scheduling and availability of options</li> <li>• Program costs (too high)</li> <li>• Need for specialized support</li> </ul>	<ul style="list-style-type: none"> <li>• Participating in community events / engagement</li> <li>• Lack of accessible communication formats</li> <li>• Receiving emergency alerts</li> </ul>
<b>Other challenges</b>	<b>Employment</b>	
	Things like <ul style="list-style-type: none"> <li>• Job requirements (education, experience)</li> <li>• Attitudes &amp; representation in workplace culture</li> <li>• Workplace accessibility</li> </ul>	

## 1.2 EMERGING FOCUS AREAS

The analysis of open-response data is helping to identify key topic areas that matter to community members. These areas will form the foundation for further engagement (e.g., Accessibility Committee and partners workshop) and guide the focus areas as we develop the accessibility plan.

- **Accessible Built Environment and Outdoor Recreation** – Focuses on integrating universal design into facilities and public spaces. Key considerations include ensuring accessible washrooms, entrances, wayfinding, and parking, as well as improving access to outdoor spaces such as parks, picnic areas, and beaches.
- **Safe and User-friendly Transportation Networks** – Enhancing year-round access to transportation network by improving sidewalk connectivity, bike lanes, maintenance, and supporting other transportation options (e.g., e-scooters). Identifying opportunities to improve road user safety and ensuring route connectivity to key destinations such as schools and business areas.
- **Inclusive Programs and Services** – Improving how people access community services and recreation by enhancing the user experience through adaptive technology and programming, scheduling adjustments, staff and customer service education, and affordability.
- **Accessible Communication and Access to Information** – Ensuring multiple forms of communication, addressing web accessibility barriers, and providing customer service training to connect people efficiently and compassionately to the information they need.
- **Collaboration and Leadership to Remove Barriers** – Establishing a formal approach to including people with lived experience of disability in decision-making. Ensuring diverse voices and experiences are reflected while building external capacity to support a cohesive approach to accessibility (e.g., engaging businesses, healthcare, and the development sector). Improve relationships with service providers and people with lived experience who can help inform accessibility improvements.

- **Educated and Aware Civil Servants and Community Members** – Providing education and training opportunities to leaders, staff, and employees of local governments to enhance awareness of how barriers are created and can be removed, and to address attitudinal barriers. Learning opportunities for members of the public and community partners such as businesses, builders, and service providers.

## 2.0 PUBLIC ENGAGEMENT SUMMARY

In total, 207 surveys were collected from individual participants across online and hardcopy submissions. Overall response rates were high, with non-open ended questions receiving answers from between 96% and 98% of survey participants. Open-ended questions had a lower response rate that depended on the question, for example, fewer participants shared ideas for improving member community employment compared to the number of responses provided to improve community accessibility.

The following summary of survey responses presents an analysis of findings and is organized according to key theme and focus area. Any findings unique to people with experiences of disabilities have been identified throughout the analysis.

- **Demographics** – Who participated in the survey and were a diversity of perspectives included?
- **Successes** – What actions currently or previously underway in member communities are recognized as improving accessibility?
- **Current Context** – How are survey respondents experiencing public attitudes, understanding of disability, and actions by member communities to improve accessibility?
- **Identified Barriers and Challenges** – What barriers to accessibility are people commonly experiencing in their daily lives?

Further detail and figures relating to participant responses are presented in Appendix 1.

## 2.1 DEMOGRAPHIC RESPONSES

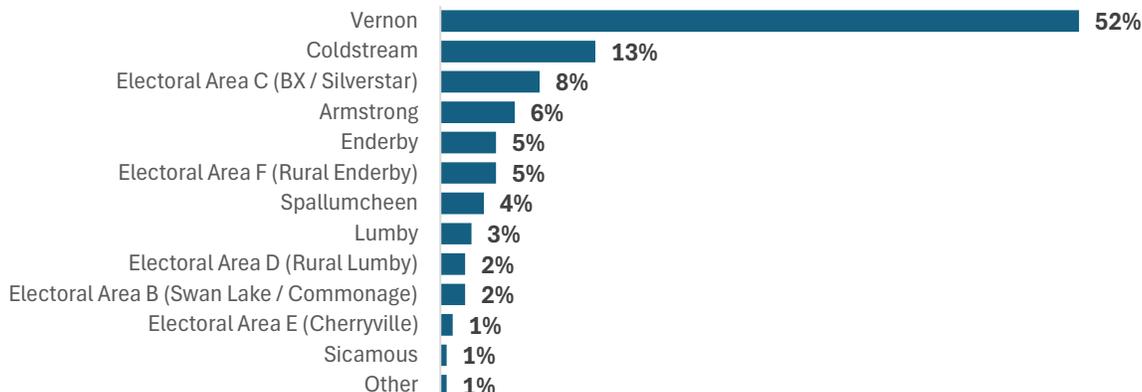
Demographics at a glance:

- All RDNO member communities were represented in survey findings.
- People of all ages completed the survey with most people being between 35 and 79.
- Over one third of respondents have personal experiences of disability (36%).
- Mobility and movement related disabilities emerged as the top experience, although many respondents identified having one or more overlapping disabilities.

**Member Communities** - Survey participants included at least one individual from each of the member communities within the RDNO (See Figure 2.1 below, following page). Communities with the highest rate of participation included Vernon (52%) and Coldstream (13%), with the lowest participation (1%) coming from Cherryville in Electoral Area E, Sicamous or Other.

Figure 2.1: Which Regional District of North Okanagan community do you live in?

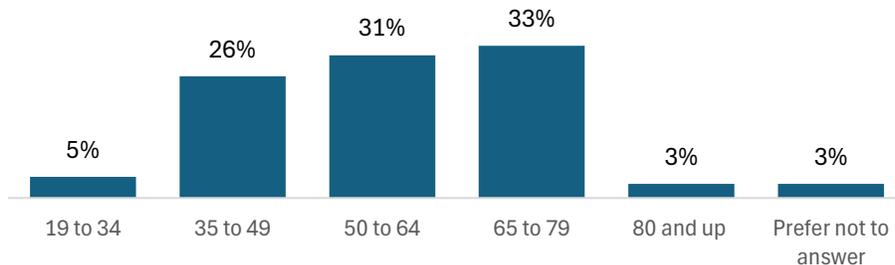
**Area of residence of all survey participants.**



**Respondent ages** – Survey respondents skewed older which is in keeping with regional demographics. A majority of participants are between the ages of 35 to 79 (see Figure 2.2 below). Among participants who self identified as having a disability, ages were slightly older, with the largest age cohort aged 65 to 79 (36%).

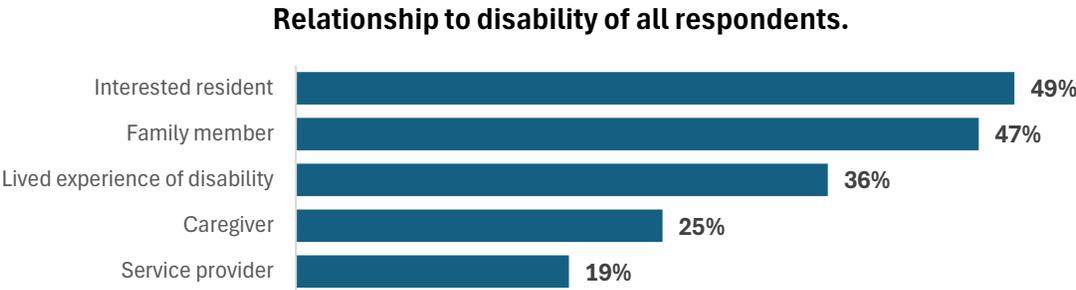
Figure 2.2: How old are you?

**Age distribution of all survey participants.**



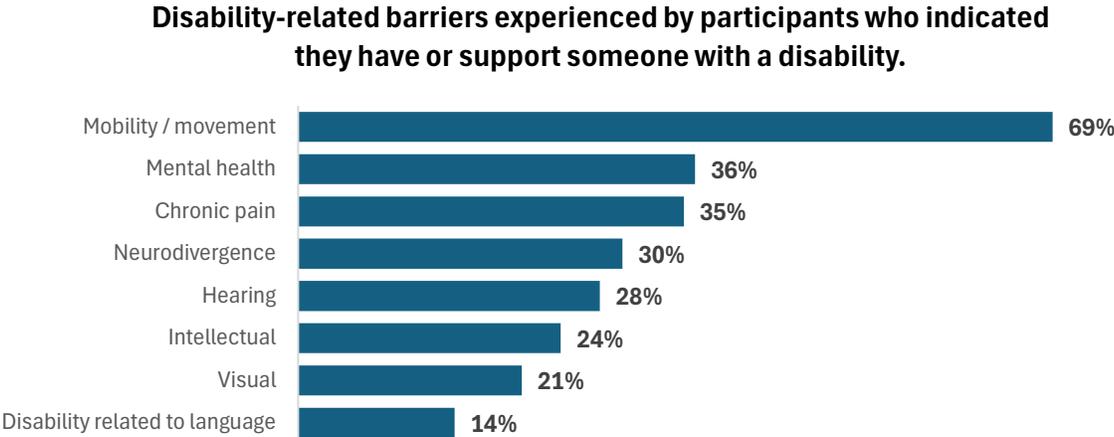
**Disability Experience** – There was overlap among participant responses with many identifying multiple perspectives. For example, several respondents identified as having both a personal experience of disability as well as working for a service provider that supports people with disabilities. Most participants identified as being *interested residents* (49%) with other common responses being a *family member of someone with a disability* (47%) and *having a personal experience of disability* (36%) – see Figure 2.3 below.

Figure 2.3: What is your relationship with disability?



**Disabilities Represented** – Responses were received by participants representing all forms of disability included in the survey (see Figure 2.4 below). Most respondents with personal experiences of disability, or people being supported by survey respondents, have *mobility* or other *movement* related challenges (69%) with other top responses being *mental health* (36%) and *chronic pain* (35%). The least common experiences relate to *language* (14%) and *vision* (21%) and are important perspectives to include as accessibility interventions frequently focus on mobility-related challenges.

Figure 2.4: What disability-related difficulties do you (or the person you support) experience?



## 2.2 WHAT IS AN ACCESSIBLE COMMUNITY

The survey sought an understanding of why accessibility is important to community members by asking the following question **What does making the Regional District and its member communities more accessible mean to you?** Responses to the question identify why accessibility improvements are important to people with disabilities.

Survey responses highlight that making accessibility improvements not only benefits people with disabilities, but other community members as well, such as families, older adults and people with different identities and backgrounds. Responses generally describe how an accessible community would not have barriers in key focus areas (i.e., built environment, transportation, communication, and others) and would resolve additional non-physical barriers. A vision for a community without barriers began to emerge:

- **Positive Public attitudes** – Community members, business owners, and municipal staff are knowledgeable in challenges faced by people with disabilities. Differences are normalized and planned for instead of being stigmatized or addressed retroactively.
- **Representation in decision-making** – People with disabilities are included in civic engagement opportunities and involved at decision-making tables.
- **Community participation and belonging** – People have access to the supports and environment to participate in public programming, community events, and live meaningful lives in their communities.
- **Safe in community** – People are empowered to navigate their local environment without fear of vehicle conflict and are able to better navigate throughout the community.
- **Able to get around** – People are able to move through their community at all times of year, especially winter, without encountering obstacles.

### Quotes

- "It would mean I could feel proud to be part of a community that is inclusive of, and considers everyone, regardless of their abilities."
- "It would mean that anyone regardless of abilities, financial status, physical limitations etc. could access the community resources"
- "The possibility of taking my child for a walk without fear that I will run out of sidewalk for his stroller."
- "That as a senior I am able to travel within my area safely"
- "Affordable family activities with welcoming people and environments suitable for all including those with divergence and disabilities"

## 2.3 SUCCESSES

An understanding of areas where the RDNO and member communities are recognized for their work improving accessibility was developed through the following question: **Provide an example of something the Regional District, or your member community, has done well to improve accessibility?**

Answers reveal that progress on improving accessibility differs by member community within the RDNO and that there is a connection between urbanized areas and more examples of improvements. Responses generally highlight

improvements to the built environment including elements of transportation relating to network navigation, and to a lesser degree, communications and programming. Employment-related improvements were not identified.

- **Built Environment**
  - Things like embedding universal design principles in new facilities, playgrounds, wading pools, washrooms, and trail improvements.
- **Transportation**
  - Things like addressing sidewalk connectivity, widening paths, providing accessible parking, designing intersection let downs, and having crossings with audible beacons.
- **Communications and Engagement**
  - Things like mail-outs to keep residents informed, hardcopy materials like the recreation guide, and engagement on the scooter program.
- **Programs and Services**
  - Things like having access to affordable programming, free community music events, cultural activities, and accessible parking passes.

## Quotes

- “Making community events accessible and providing information on them in advance. The library holding small events for younger children.”
- “I believe the regional district in our community has improved widening bike paths and walking trails, adequate curb cuts, and accessible buses.”
- “The new scooter program. RDNO saw a need and tried to initiate change and fun while doing it. kept the public informed on how it was going, and the results of what company has been permanently chosen and when the scooters will be available.” \*This quote refers to a program within the City of Vernon\*
- “The bike paths are wonderful - smooth, safe, quick, accessible.”

## 2.4 CURRENT CONTEXT

We asked a series of questions to better understand how people with disabilities are currently experiencing accessibility in their community. We wanted to learn what actions are perceived as being successful in improving accessibility and about the social interactions people with disabilities are having in their communities.

### 2.4.1 AREAS OF IMPROVEMENT

We asked questions about how RDNO and member communities are improving accessibility. We asked **How is your member community doing at improving Physical Spaces / Transportation / Programs and Services / Communications and Engagement / Hiring Practices?**

- **Focus areas recognized as improving** – The top focus areas where over half of respondents answered improvement has been *Alright*, *Well*, or *Very Well* are:
  - Physical Spaces (59%)
  - Communications and Engagement (52%)
  - Programs and Services (51%)
- **Focus areas with lowest improvement scores** – The focus areas with the greatest number of responses indicating improvement has been *Poor* or *Very Poor* are:

- Transportation (38%)
- Communications and Engagement (34%)
- **Most people are unaware of improvements in employment practices** – Over half (60%) of respondents selected that they *Don't Know* how their member community is doing with improving employment practices.
- **Greater awareness of improvements among people with disabilities** – Respondents who identify as having a personal experience of disability were slightly less likely to respond *Don't Know* to improvement-related questions than respondents without disabilities.

### 2.4.2 PUBLIC ATTITUDES

We asked questions about community attitudes to people with disabilities and understanding of disability issues. In general, responses indicate there is a need for improvement:

- **Community attitudes and behaviours need work** - Although participant responses indicate the RDNO and member communities are primarily doing *Alright* (37%) improving attitudes and behaviours toward people with disability, among participants with personal experiences of disability, *Poor* or *Very Poor* progress emerged as the second-highest rating (18% total). Survey respondents also shared that community members only *Sometimes* (42%) show positive attitudes and behaviours toward people with disabilities.
- **Low awareness of issues related to disability** – Respondents generally do not believe their community is informed on disability issues, most commonly selecting they think people have only *Moderate* (40%) or *Low* (35%) awareness.
- **Low feelings of civic inclusion** - Respondents most commonly identified that they only *Sometimes* (45%) or *Rarely* (23%) feel included in local government spaces, programs, activities, and community engagement - regardless of if participants self-identify as having an experience of disability or not.

## 2.5 IDENTIFIED BARRIERS AND CHALLENGES

Survey respondents identified barriers and challenges across most survey questions. The following sections summarize key themes that emerged across questions and are organized by focus area:

- **Built Environment** – Public spaces both indoors and outdoors including member community buildings, facilities, parks, and playgrounds.
- **Transportation** – The infrastructure that helps people get around in their community including sidewalks, bike paths, crosswalks, parking spaces, bus stops, pedestrian lighting and more.
- **Communications and Information** – The methods that member communities and the RDNO use to communicate including materials, public notices, meetings, and engagement sessions.
- **Programs and Services** – The recreation programming, cultural initiatives, service forms, and registration procedures offered by member communities and the RDNO.
- **Employment** – Elements of employment with member communities and the RDNO including job postings, interview practices, accommodation options, and training opportunities.

- **Other** – We left a place holder for other themes that emerged from engagement, including collaboration and inclusion and understanding.

## 2.5.1 BUILT ENVIRONMENT

We asked questions about the challenges respondents face with community buildings, facilities, and parks in their member community. We asked **“Tell us about the types of challenges you, or the person you support with a disability, experience in the Regional District and member community buildings, facilities, or parks”** and followed up with questions asking for additional suggestions to improve member community transportation.

### Findings

The **top challenges** survey respondents experience in community buildings, facilities, and parks differ based on ability. Generally, participants with a personal experience of disability were more likely than other respondents to identify more barriers, and rate them more highly. Table 1 below illustrates how there are similarities across responses, but that Seating Area Options and Building Navigation were not as highly rated as barriers by participants without lived experience of disability.

Table 1: Top responses to common challenging areas in community buildings, facilities, and parks:

Participants <b>with</b> lived experience of disability	Participants <b>without</b> lived experience of disability
1. Seasonal Maintenance and Building Access – 73% (tie)	1. Seasonal maintenance – 66%
2. Accessible Washrooms / changerooms and Seating Area Options – 56% (tie)	2. Building Access – 55%
3. Building navigation – 52%	3. Accessible washrooms / changerooms – 41%

The following additional information and suggestions emerged from respondents' answers to open-ended questions. There is some overlap between the challenges identified in this focus area relating to the public realm and those challenges identified for transportation in the following section.

- **Winter maintenance** – Snow and ice clearing emerged as an issue of great concern with many respondents identifying challenges or obstacles with navigation due to snowbanks at intersections as well as ice or pooling near building entrances.
- **Access to outdoor recreation** – A high number of respondents described feeling unable to participate in outdoor recreation offerings such as hiking trails, lookout points, beaches, and lakes. There is a desire to ensure access is provided to key destinations through designing trails appropriately, providing accessible seating, and offering adaptive beach mats. Whiskey Cove Park in Lake Country was provided as an example of an accessible park.
- **Design and retrofit of spaces and buildings** – There is a desire for buildings, facilities, playgrounds, splash parks, walking trails and other community infrastructure to be universally designed. Where retrofits are required, there is a desire to use insight based on the experiences of people with disabilities. Specific areas identified by survey respondents include:
  - Building entrances and doorways (such as ramps, automatic door openers)
  - Parking spaces (such as size, number, location)
  - Internal areas of circulation (such as ramps, elevators, wayfinding)
  - Service areas (such as height of service counters, available seating)
  - Facility changerooms (such as having change tables for both adults and children)
- **Use of RHFAC** – Several participants identified the Rick Hansen Foundation Accessibility Certification as a standard that could be applied to audits of public spaces to support accessibility improvements.

- **More public, universal washrooms** – Not having access to a washroom was identified as a barrier to being able to participate in community. There is a desire to have more universal washrooms as these spaces are accessible for a range of users (such as people looking for additional privacy, people needing a low sensory environment, and people needing access to a change table). A desire for public washrooms that are available year-round in outdoor areas such as parks and popular trailheads was also identified.
- **Events and shows** – There is a desire to embed accessible best-practices into community events, both outdoors and indoors. Suggestions were provided to ensure accessible viewing areas consider companions and service animals as well as have clear sight lines.
- **Seating in public areas** – Provide accessibly-designed public seating in public areas and along key walking trails. Also ensure interior seating areas use accessible seating forms.
- **Wayfinding and signage** – There is a desire to improve wayfinding within facilities and in key outdoor recreation areas through use of pictographs and plain language to support people with language processing needs or other first languages.
- **Working with other jurisdictions** - Respondents shared suggestions for desired changes that require working with a range of people beyond the RDNO’s jurisdiction:
  - **Private developers** – There is a desire to increase the supply of accessible and affordable housing.
  - **Businesses** – There is a desire to embed accessible design, especially specific to entrances and navigation in local businesses.
  - **Resorts** – There is a desire to work with local resorts to provide accessible accommodations and provide accessible transportation to and from (such as Silver Star).

### Quotes

- “Automatic door openers are rare. These would be a help in improving accessibility and reducing injury.”
- “Wheelchair access to rivers and lakes, how can a wheelchair bound person get into the water for summer enjoyment or exercise.”
- “More frequent seating offerings in public spaces would encourage more participation from the elderly and mobility challenged.”
- “Wider doors, shorter counters, equipment to support wheeled mobility and dependent lifts”
- “More and larger single washroom stalls would encourage more participation in recreational facility use by those who are gender different, socially anxious, or religiously restricted.”

### 2.5.2 TRANSPORTATION

We asked questions about the challenges respondents face getting around their community. We asked **“Tell us about the types of challenges you, or the person you support with a disability, experience when travelling around your community”** and followed up with questions asking for additional suggestions to improve member community transportation.

### Findings

The **top methods** survey respondents use to get around their member community differ based on ability. Participants with a personal experience of disability are more likely to be a passenger in a vehicle, are less likely to bike or scooter, and are more likely to use a mobility aid to get around compared to respondents without disabilities (see Table 2 below).

Table 2: Top responses to how participants usually get around their community:

Participants <b>with</b> lived experience of disability	Participants <b>without</b> lived experience of disability
1. Drive Yourself – 72%	1. Drive Yourself – 84%
2. Passenger in a vehicle – 59%	2. Walk – 61%
3. Walk – 46%	3. Passenger in a vehicle – 52%
4. Use a mobility aid (scooter, cane, walker) – 43%	4. Bike, scooter, or electric option – 34%
5. Bus (BC Transit) – 19%	5. Use a mobility aid (scooter, cane, walker) – 16%

Regardless of ability, **the top challenges** survey respondents encounter moving around their member community are:

1. **Sidewalks and paths** (70%) – issues with the availability and condition such as width and smoothness.
2. **Personal safety** (61%) – concerns for personal safety when traveling through the community due to conflicts or challenges with other users such as vehicles, cyclists, pedestrians, or others using the roads, trails and sidewalks.
3. **Seasonal maintenance** (54%) - challenges with landscaping and snow clearing along route or at key pick up / drop off points.

The following additional information, challenges and suggestions emerged from respondents' answers to open-ended questions:

- **Path design** – Respondents described a desire for wide, even sidewalks and trails with pedestrian lighting in key areas. There is a desire to have dedicated space (sidewalks, bike lanes, multi-modal lanes) that are separated from vehicle users. Gravel was identified as being challenging to users with mobility impairments.
- **Clear path of travel** – Respondents shared examples of obstacles in the path of travel that prevent them from being able to get around their community including:
  - **Snow and ice build up** – Winter snow clearing along pedestrian routes of travel emerged as the top obstacle with key locations identified:
    - Bus stop let downs
    - Intersections
    - Accessible parking aisles and routes to building entrances
  - **Construction zones** – Sidewalks not always blocked off correctly and / or detours do not provide an accessible alternative route.
  - **Scooter parking** – Rental scooters parked incorrectly obstruct the sidewalk.
- **Network connectivity** - Respondents shared examples of sidewalks and active transportation lanes ending abruptly or not connecting to key destinations. There is a desire to ensure the layout and network is thoughtfully considered relating to sidewalks, bike lanes, and trails with connection to specific locations:
  - **Recreation locations** – Water, beaches, parks
  - **Service areas** – Grocery stores, shopping centres, schools, medical centres
  - **High-density seniors communities** – Independent or assisted living centres, group homes
  - **Other disconnected areas** - Comments identified portions of the greater community that are not serviced by buses, taxis, or handyDART systems and where respondents struggle to safely get around.
  - **External communities** – Such as a regularly programmed bus service to Kelowna

- **Lack of street lighting at key locations** – Navigating in the dark is a key source of concern especially among pedestrians and active transportation users. There is a desire to introduce pedestrian lighting in key areas such as bus stops, trails, pedestrian crossings, and intersections.
- **Intersection design** – Respondents shared elements of intersection design they would like improved to increase user safety among pedestrians and active transportation users:
  - **Crossing elements** – Pedestrian-activated lights with audible and flashing signals are provided at high-traffic crossings, and push buttons are placed in alignment with crossings at an adequate height / angle.
  - **Crossing times** – Lights and pedestrian crossing signals are scheduled to provide sufficient time to cross intersections.
  - **Let downs / ramps**– Pedestrian crossings have let downs that are flush with the road so mobility devices, strollers, and other wheeled devices can safely transition from the sidewalk to the crossing.
- **Accessible parking spots** – Several respondents shared that accessible parking stalls are under-sized and incorrectly connected to surrounding infrastructure. There is a desire to ensure that accessible parking spots are universally designed, with access aisles, access to curb ramps, and appropriately marked with signage. Also providing enough spaces near building / park entrances.
  - **Enforcement** – Several respondents also shared issues with people using accessible parking spaces without having a visible decal.
- **Road signage** – Signage is not always legible or installed in the right location (for active transportation and vehicle users). It would be beneficial to have advance notice of needing to merge and reduce speed. As well, there is a desire to ensure road signage is highly legible and uses symbols, where appropriate.
- **Awareness of road rules** – Participants described numerous user groups that share community infrastructure and do not always adhere to the rules of the road (e.g., mobility scooters, electric micro mobility devices, cyclists, etc.). There is a desire for increased education to reduce the likelihood of user conflict and risk to personal safety.
- **Traffic calming** – There is a desire to introduce traffic calming measures in residential areas and along key pedestrian routes (especially those not separated from vehicle traffic).
- **Public transportation** – Navigating to, and waiting at, bus stops can be challenging due to a lack of sidewalk infrastructure, benches to sit on, and overhead shelter from the elements. Several respondents shared challenges embarking and disembarking from bus stops that do not have sidewalks and require users to travel along the road, sometimes in the dark.
- **Feedback for other jurisdictions** – Respondents shared suggestions for desired changes that require provincial involvement, particularly by BC Transit and handyDART
  - **Bus stop signage contents and legibility** – Incorporate accessible signage at bus stops alongside schedule information.
  - **Extending bus service (schedules and routes)** – Increasing the frequency of bus service in high demand areas and identifying additional routes (in unserved communities).
  - **Buses equipped with ramps** – There is a desire to ensure all buses in the region are capable of catering to people with wheeled devices.

## Quotes

- “When the sides of roads by parking and sidewalks and crosswalks don’t get cleared, it’s inaccessible for us in the winter.”
- “New pathways are being built with zero lighting which is insane.”
- “Some areas do not have sidewalks and a wheelchair is forced to navigate in the street.”

- “We are not on an accessible bus route. handyDART is fully booked, and accessible taxi service often doesn’t go beyond 10 pm. We are fortunate we still drive to provide transportation.”
- “Make it mandatory for crosswalks to have flashing indicators when someone is crossing the road. Example: fantastic flashing pedestrian lights installed like the ones by BX school and other locations.”
- “Traffic lights don’t have verbal warning when it is safe to cross different now for blind folks to know when it’s safe to walk”

### 2.5.3 COMMUNICATIONS AND INFORMATION

We asked questions about the challenges community members with accessibility needs face accessing community information. We asked **“Tell us about the types of challenges you, or the person you support with a disability, experience accessing information from the Regional District of member municipalities”** and followed up with questions asking for additional suggestions to improve communications and information.

#### Findings

Regardless of ability, the **top methods** survey respondents use to access information and communications from their member community and the RDNO are:

1. Website (59%)
2. Social Media (58%)
3. Newspaper – online or paper (49%)

As well, nearly half of respondents (42%) receive emergency alerts through the Alertable App.

Regardless of ability, **the top challenges** survey respondents encounter accessing information from the RDNO or their member community are:

1. **In-person participation in community events** (57%) – such as municipal or District meetings and public engagement
2. **Communication formats** (39%) - lack of accessible formats like ASL, digital, large print, or audio options.
3. **Online participation in community events** (32%) - challenges participating online with municipal or District meetings and public engagement.

The following additional challenges and suggestions emerged from respondents’ answers to open-ended questions:

- **Understanding of municipal role** – Respondents identified a general lack of community awareness of municipal functions suggesting there is a need for better communication from municipal leadership.
- **Online information retrieval** – Respondents identified challenges navigating online civic websites to find information. Challenges include difficulty using embedded search functions and finding local government documents.
- **Accessible documents and language** - There is a desire for communication materials (documents, notifications, etc.) to be compatible with assistive devices, use plain language, and be designed for accessibility. Several participants identified a desire for clear instructions specific to obtaining a disability parking permit.
- **Range of communication methods** – Respondents emphasized that communications cannot rely solely on online platforms as many community members face challenges accessing online information (for example, poor internet connectivity or lack of access to a computer). Information should be shared online and in other, physical, formats including:

- Community notice boards – centralized location (e.g., library, post office)
- Local news publications – such as Castanet
- Direct mail
- Through communication with key service providers and community hubs
- **Advance communications** – There is a need to know about details of community events and engagement opportunities well in advance so people can arrange the supports they need to be able to attend.
- **Municipal meetings and events** – Several respondents identified specific challenges participating in public meetings. Suggestions include posting videos and livestreams to more commonly-accessed platforms such as YouTube, as well as considering different meeting times that are compatible with work schedules.
  - **Closed captioning & ASL** – There is a desire to include closed captioning and have sign language interpreters incorporated in community events.
- **Frontline staff training** – There is a need for staff training that focuses on customer service related to supporting people with disabilities, such as sharing information on available supports and programming.
- **Feedback procedures** - Several comments shared interactions with staff where they had not received responses in a timely manner to their inquiries. There is a desire to set better standards for response timelines.
- **Emergency planning** – There is a desire for emergency communications to be shared directly with key groups of vulnerable individuals such as group homes and care homes.

### Quotes

- “We do not hear from our area representative in any format whatsoever about current events, future plans, nothing. We have a resident who takes the time to pass along information on social media, otherwise we have no clue what RDNO is doing.”
- “I think we could make the language more easily translated. I do not consider myself stupid (this might be an error on my part) but I read some of the notices in the paper and think, seriously? That could have been said so much more clearly with less words if someone bothered to write for clarity.”
- “Not everyone uses Facebook. Not everyone has a computer or even a smart phone. No local newspaper means we hear about events, meetings, change in garbage pick up after the fact.”
- “People with lack of vision need more assistance to find specific services they look for. Staff need to know how to direct people who are searching. (vision impaired people also need to know how to ask for assistance).”

### 2.5.4 PROGRAMS AND SERVICES

We asked respondents to share their experiences accessing community programming and services. We asked **“Tell us about the types of challenges you, or the person you support, experience accessing community programming and services”** and followed up with questions asking for additional suggestions to improve programs and services.

### Findings

Regardless of ability, the **most used** programs and services by survey respondents are:

1. Aquatic, ice, and fitness programming (69%)
2. Paying a bill (42%)
3. Volunteer opportunities (40%)

Regardless of ability, the **top challenges** survey respondents encounter accessing community programming and services are:

1. **Scheduling and capacity** (58%) - program or service times do not work with their schedule or there are not enough spaces.
2. **Program cost** (57%) - fees are too high to participate.
3. **Variety of programs** (48%) - the types of programs offered do not meet their needs.

The following additional challenges emerged from respondents' answers to open-ended questions:

- **Cost barriers** – Programming costs were repeatedly identified as a significant barrier to participation, especially for older (senior) respondents, families, and others on fixed incomes.
  - Taxi voucher system – A specific request was identified to reinstate this program in the case that users don't have access to handyDART.
- **Geographic access** - Some member communities have limited access to facilities and / or programming opportunities while several respondents identified challenges getting to and from community facilities.
- **Suitable adaptive equipment** – Some recreation facilities lack adequate adaptive supports to enable people to participate (e.g., swimming and aquatic wheelchair).
- **Range of program offerings** – There is a desire to provide more programming options that people with diverse abilities can participate in such as cooking, gardening, knitting, volunteering and others.
  - **Sensory programming** – Several respondents shared a desire for quiet hour programming that provides a destimulating environment for people with sensory needs.
- **Range of program times** – There is a desire for some popular programs to be offered outside of work / school hours such as swimming.
- **One on One support** – There is an absence of programming and summer camp options that cater to the needs of youth and children with high support needs.
- **Community attitudes** – There is a desire to have staff trained to be aware of the accessibility needs of people in their courses, such as speaking in plain language or using correct pronouns. This training should extend to program instructors and coordinators to grow understanding of how to navigate the needs of different participants / registrants.
- **Event planning** – Several barriers were identified participating in community events such as getting to and from the event, safely navigating the event, and being able to access the stage or view the stage from designated seating. There is a need for events to plan for accessibility of a range of different needs.

### Quotes

- "Program fees are a barrier to disabled people living and participating in one's own community."
- "The indoor walking track is difficult for handyDART and my residence bus ...I don't need to go and then wait for 3 hours to be picked up"
- "The pool and recreational area at Rutland is far more accessible than ours in Vernon. Their spaces for changing are so much better. We need more space and lifts."
- "Limited options for youth on the spectrum."
- "I really liked the free exercise programs for people with disabilities at the rec center. Because of my disability I'm always short on money and that was helpful."

### 2.5.5 EMPLOYMENT

We asked questions about the challenges community members with accessibility needs face accessing local government employment. We asked **“Tell us about the types of challenges you, or the person you support with a disability, have experienced with employment offered by the Regional District or your member community”** and followed up with questions asking about reasons **“Why, or Why not?”** and **“Suggestions for improving municipal / District employment?”**

#### Findings

Most respondents have never applied to work with the RDNO or member municipality (85%). 15% of respondents have applied and 6% have been successful. Of the people with disabilities who have applied and not been successful (9%), the following key challenges were identified:

- **Need for accommodations during hiring process** – consideration of different methods of posting/advertising positions and conducting interviews.
- **Concerns with workplace culture** – challenges being included or feeling represented in the workplace.
- **Ineligible due to job requirements** – relating to education, experience, and or certification.
- **Physical workspace** – not accessible.

The following additional challenges with employment, both generally, and related to the RDNO and member municipalities emerged from respondents’ answers to open-ended questions:

- **Workplace flexibility** – Desirable positions are those that provide flexible working hours, scheduling, and the ability to work from home to facilitate changing health status.
- **Accommodation policies** – There is a need for supports in place across all phases of the employment process (from job seeking to interviewing, and training) and within the day-to-day workplace. There is a need to consider non-physical barriers for neurodivergent people.
- **Workplace not reflecting community** – There is a scarcity of employment opportunities for people with disabilities. Several respondents shared that they do not feel local government staff reflect the diversity of community members.
- **Training opportunities** – Youth and others with disabilities face challenges finding job experience to put on their resumes and could use volunteer opportunities to help gain experience.

#### Quotes

- “Possibly having more employment opportunities available for people with all abilities.”
- “A lot of application for jobs are done on the computer. We have come to depend too much on electronics and there does not seem to be enough interaction between employee and employer in the hiring process.”
- “More temporary, part time, project related work, or flexible hours for those of us that have 'good days' and 'bad days.'”

### 2.5.6 OTHER EMERGING AREAS

We asked open ended questions to identify other barriers beyond those presented in the Accessible BC Act and the survey focus areas. We asked **“Is there anything else you'd like to share as we develop this Accessibility Plan for the Regional District and its member communities?”** Responses to this, and other questions, identified several additional challenges and suggestions that should be incorporated into the North Okanagan Accessibility Plan:

- **Clear organizational leadership** – There is a desire for member communities and the RDNO to demonstrate an understanding of accessibility, willingness to learn from people with disabilities, and visual/vocal support for the community’s needs. Multiple suggestions were provided asking for community representatives to attend experiential sessions to better understand the lived experience of people with disabilities. Any training should seek to provide insight on a breadth of experiences including both visible and invisible disabilities.
- **Inclusion of people with disabilities in decision-making** – Respondents shared feeling marginalized in their communities with key issues being a lack of representation in positions of authority and a lack of consultation when decisions are made that impact people with disabilities. There is a desire to include people with disabilities at the centre of decision making to ensure accessibility is not an afterthought.
- **Public education and awareness** – Public understanding of the different experiences people with disabilities have is perceived to be low. There is a desire to address this lack of understanding to improve social dynamics, reduce stigma, and grow awareness of invisible disabilities.
- **Build relationships (internal and external)** – Numerous suggestions identified partnerships member communities and the RDNO could pursue to broadly improve accessibility throughout the community. Suggested partnerships include:
  - **Private sector** – There is a desire to educate and work with members of the business community as well as developers to embed accessible design in private buildings.
  - **Service providers** – 19% of survey participants identified themselves as working for a service provider that supports people with disabilities. Respondents shared a sense of disconnect between service provider efforts and local government efforts and would like to offer their experience in community planning.
  - **Provincial bodies** – Especially with regard to transportation such as BC Transit and handyDART, there is a need for member communities and the RDNO to facilitate conversations with provincial bodies to amplify community challenges and seek solutions.
- **Support for basic needs** – Many respondents shared the financial difficulties associated with having disabilities and facing access to employment. Several respondents identified how living on fixed incomes creates challenges meeting costs associated with fresh food, transportation, and accommodations.

### Quotes

- "I don't think people in general are cruel, but most are ignorant of how to treat or be mindful of people with disabilities- especially invisible disabilities. I have witnessed lots of ignorant behaviors by people who lack knowledge or understanding likely because they don't have a friend or loved one with a disability so they are unaware or uneducated. I would like to see the RDNO and our communities promote more thoughtfulness around patience, understanding, courtesy and kindness towards others who may have a disability."
- "Businesses need to be aware when they design their interior areas. They need allow enough room for people with physical challenges/or in a motorized wheelchair can access the business like any other customer.
- "If not already done so, get in a wheelchair and a power wheelchair, spend some time trying to navigate the simple options of an able bodied citizen moving about our communities. Try some of those more challenging crosswalks, or where there isn't one."

- “Physical/mobility challenges can be eliminated through environmental changes. Psychological issues are more difficult as greater stigma still exists around these. How do you turn such things into an everyday experience? Inclusion inclusion inclusion. You can not give these people enough access. Programs that provide this is essential.”

### 3.0 STAFF ENGAGEMENT SUMMARY

A survey was designed to seek staff insight into accessibility interventions and future actions across the Regional District. Responses were collected from each of the member communities for a total of 38 submissions.

The following summary of survey responses presents an analysis of findings and is organized according to the categories of questions asked:

- **Demographics** – Which local governments participated and from what department?
- **What is an Accessible Community** – How do staff understand what accessibility is and the elements it includes?
- **Current Context** – What actions are communities taking to improve accessibility and how do they know what is working?
- **Identified Barriers to Accessibility** – What challenges do staff understand people with disabilities face? And what actions could staff foresee undertaking over a three-year plan horizon? What challenges do staff face, organizationally, with implementing these changes?
- **Feedback Mechanism and Committee** – How are staff currently collecting information from the public, and what is their relationship to the Accessibility Advisory Committee?

### 3.1 DEMOGRAPHICS

Demographics at a glance:

- **All RDNO member communities were represented by staff surveys** - The most surveys were received from the RDNO (39%) followed by The City of Vernon (32%). The communities with fewest responses were the City of Armstrong (3%) and Township of Spallumcheen (8%).
- **Staff in a variety of positions completed the survey** – Most staff were connected to Parks, Planning, Development, and Bylaw roles, but responses were also provided by individuals in Human Resources, Emergency Services, Finance, and Administration.
- **Most respondents did not identify as having a disability** – Only 11% of respondents self identified as having a disability, and most did not disclose their disability.

### 3.2 WHAT IS AN ACCESSIBLE COMMUNITY

Staff were asked to respond to the question **“Describe what an accessible community looks like to you.”** Responses to this question were compared with the vision of an accessible community described by public survey participants. Overall, responses highlight similar barriers and challenges specific to the built environment, but demonstrate less awareness of other challenges.

- **Built environment focus** - Staff responses generally indicate that awareness of accessibility challenges is primarily focused on the built environment and improvements to support individuals with mobility

impairments. Staff responses broadly describe a community that is accessible for all regardless of age or ability. Most responses address key barriers identified in the public survey such as network connectivity, beach access, universal building and facility design.

- **Limited focus on other barriers** - To a lesser degree, several responses addressed non-physical barriers including communications and information barriers, systemic barriers such as programming costs, and attitudinal barriers that contribute to stigma and feelings of exclusion.
- **Limited inclusion of invisible disabilities** - Although some comments addressed barriers for people with vision and hearing related challenges, very few addressed neurodivergence or invisible disabilities related to mental health.

Distinct from public survey responses, a few staff respondents shared ideas for how member communities can work together and leverage relationships and resources to make more widespread change:

- “A collaborative approach where communities work together to share the costs of infrastructure and services. This ensures that recreation opportunities, along with other essential services, are available to all members, not just a select few. By pooling resources and efforts, communities can create inclusive environments that support diverse needs and promote equal access for everyone, fostering a sense of shared responsibility and community well-being with strategic infrastructure/service provider planning.”

### 3.3 CURRENT CONTEXT

We asked a series of questions to better understand how staff believe accessibility progress is occurring in their community, as well as for information on any community partnerships.

#### 3.3.1 AREAS OF IMPROVEMENT

Staff responses rated progress toward removing barriers to accessibility more highly than public survey respondents and were generally less likely to identify change as being *Poor* or *Very Poor*. Highly rated categories such as attitudinal improvement were not asked in the public survey, but public responses to open-ended questions indicate that this is a key area of concern. Across both forms of engagement, employment-related improvement emerges as an area that could use further attention.

- **Areas recognized as improving** – Compared to public survey responses, staff were more likely to identify that progress is *Alright*, *Well*, or *Very Well*. The following areas were identified as improving by more than half of respondents:
  - Attitudinal barriers (76%)
  - Physical barriers (68%)
  - Programs and Services, Transportation, Sensory barriers (tied 63%)
  - Systemic barriers (58%)
  - Communications and Information and Procurement (tied 55%)
  - Employment (53%)

- **Focus areas with lowest improvement scores** – Technology emerged as the area where staff identified the least amount of improvement (only 50% answered *Alright, Well, or Very Well*).
- **Most uncertain focus area – Procurement emerged as the** area with the most staff responses indicating they *Don't Know* how barriers have been addressed (37%)

### 3.3.2 COMMUNITY RELATIONSHIPS

We asked questions to learn about relationships with external service providers: **“What organizations are serving people with disabilities in your community? How does your municipality interact and work with them?”**

A majority of respondents indicated that they are unaware of their member community’s working relationship with any local service providers. While some respondents identified service providers active in their community none, beyond the RDNO, shared that there is a working relationship. A couple service providers identified by the RDNO are receiving grant funding or in partnership for training opportunities.

## 3.4 ACCESSIBILITY BARRIERS

We asked questions to understand what barriers staff observe in their member community as well as ideas for suggested actions to improve accessibility from a local government perspective, as well as any plans their community has upcoming to address barriers to accessibility.

In general, staff are aware of a range of barriers to accessibility. Staff were most likely to identify physical barriers in the built environment and transportation network such as accessibility of buildings, playgrounds, sidewalks, intersections, and limited access to outdoor destinations like lakes and beaches. Communication and programming barriers were also identified.

In general, staff responses did not indicate a high level of awareness of attitudinal and social barriers.

### 3.4.1 SUGGESTED ACTIONS

We asked staff to share any ideas they have for actions that could be undertaken in the next three years.

- **Education and training** – staff identified a range of training options that would be useful to themselves and or other staff members. Suggestions include:
  - Customer service training
  - Improving HR processes for employment
  - Available accessibility resources and standards such as CSA B651 (Accessible design for the built environment)
  - Accessible website design and technology usage
  - Awareness and understanding of the range of disabilities
- **Collect baseline information** – staff described the importance of setting priorities, and completing audits, and asset inventories to have an understanding of current conditions, and using this information to set future actions and assign resources.
- **Implement accessible design in new builds** – staff described wanting to ensure new buildings, facilities, trails, playgrounds and other infrastructure developed over the next three years embeds accessibility considerations.

### 3.4.2 BARRIERS TO ACTION

We asked staff to share details that make it difficult to improve accessibility in their community. Many of the responses have a cost component, key themes are shared below

- **Accessible trails and topography** – challenges acquiring land in areas with suitable slope to implement accessible trail routes.
- **Expansive rural network** – challenges associated with extending existing sidewalk network to rural areas due to cost, labour implications.
- **Low ridership in rural areas** – extending transit options to rural areas is difficult without high population density.
- **Ageing infrastructure** – older buildings are challenging and expensive to retrofit for accessibility.
- **Attitudinal barriers** – key to addressing to ensure accessibility is a priority among decision-makers.

### 3.4.3 UPCOMING ACTIONS

Staff at the RDNO and two member communities shared key accessibility actions that they plan to undertake:

#### RDNO

- Develop Accessibility Plan
- Widening key existing trails
- Conduct lighting review
- Develop the Greater Vernon Cultural Centre to current accessibility standards

#### Coldstream

- Provide dock access
- Introducing access to Kal Beach with the inclusion of accessible wheelchair mats

#### Vernon

- Active Living Centre (Currently under construction)
- Update the Wayfinding Signage Strategy
- Review options to improve front desk

## 3.5 FEEDBACK MECHANISM AND COMMITTEE INVOLVEMENT

The following questions ask about two elements legislated by the Accessible BC Act to be part of developing an Accessibility Plan: the feedback mechanism and establishment and involvement of an accessibility committee.

### 3.5.1 FEEDBACK MECHANISM

We asked questions to learn how member communities are receiving feedback from the public on accessibility-related issues. We asked **“How does your municipality currently receive feedback on accessibility-related challenges in the community?”** and followed up with **“What would you change with this approach?”**

Most member communities offer multiple methods of providing feedback including:

- In-person
- Providing a dedicated phone number, email address
- Website link to an online form

- Only the RDNO and Vernon identified the option to submit photos, videos, and other media as part of an online form submission.

When asked for opportunities to improve the existing feedback options, the most common answer was including an engagement component to learn from people with lived experience. However, several staff respondents also identified a capacity issue with quickly addressing and resolving requests noting that they often feel they are unable to meet expectations for timelines by community members.

### 3.5.2 ACCESSIBILITY ADVISORY COMMITTEE

We asked **“How would you like your municipality to collaborate with RDNO’s citizen-led Accessibility Advisory Committee?”**

In general, staff responses were supportive of being involved in the Committee, whether through a staff representative or quarterly meetings, and suggested several areas for collaboration including:

- The identification of grants to support accessibility improvements
- Collaborative training and education
- Receive feedback on draft policies and plans (especially those related to planning and transportation)

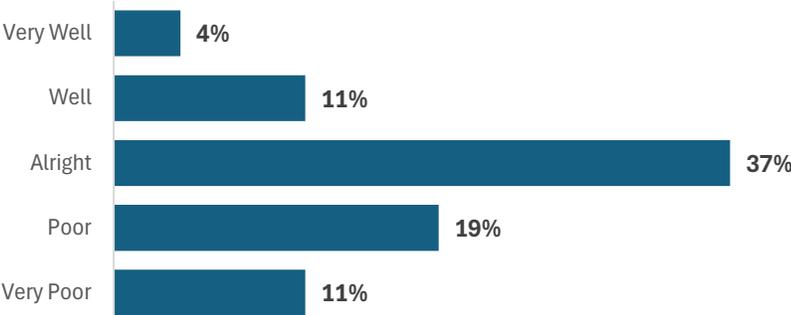
## 4.0 NEXT STEPS

All information in this engagement summary will be analyzed alongside other sources of information such as conversations with the Accessibility Advisory Committee, best practices, staff feedback, and Board and Council direction. The following project phase will involve a workshop with members of the Accessibility Advisory Committee and key staff from the RDNO and member communities. Findings from this engagement summary and the workshop will support the development of a draft Accessibility Plan with high-level actions that respond to and reflect suggestions and challenges that arose from community engagement.

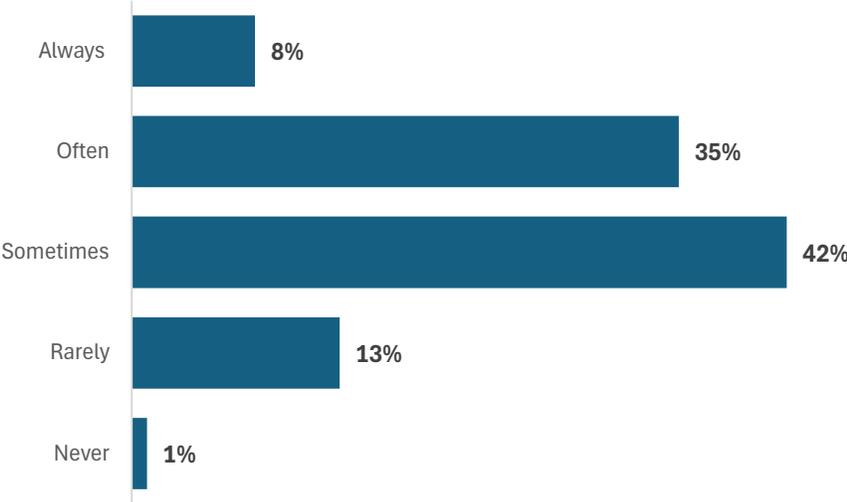
## APPENDIX 1 – SURVEY RESPONSES

### ATTITUDINAL QUESTIONS

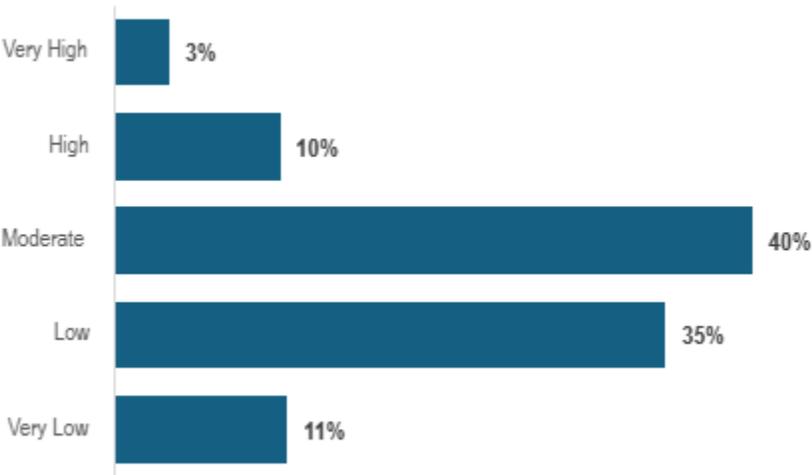
**How is the Regional District and your member community doing at improving attitudes and understanding of disability?**



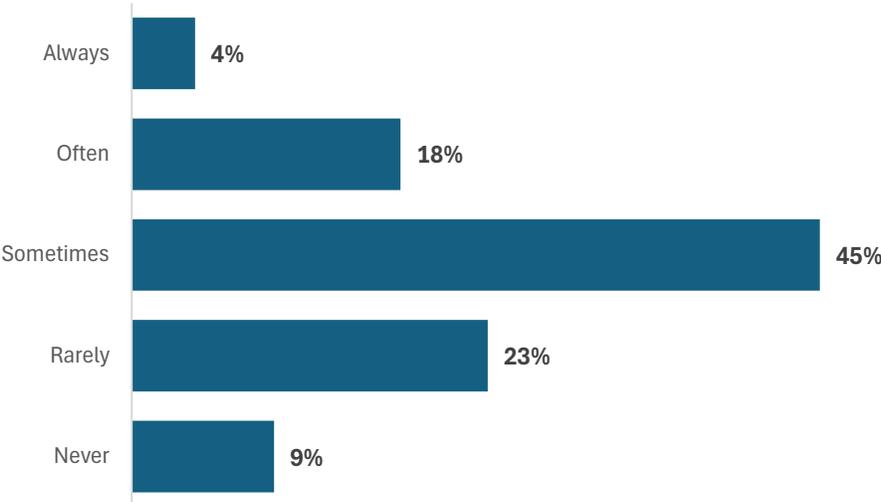
**How often do you see people in your community show positive attitudes and behaviours towards people with disabilities?**



### How aware of disability issues do you think people in your community are?

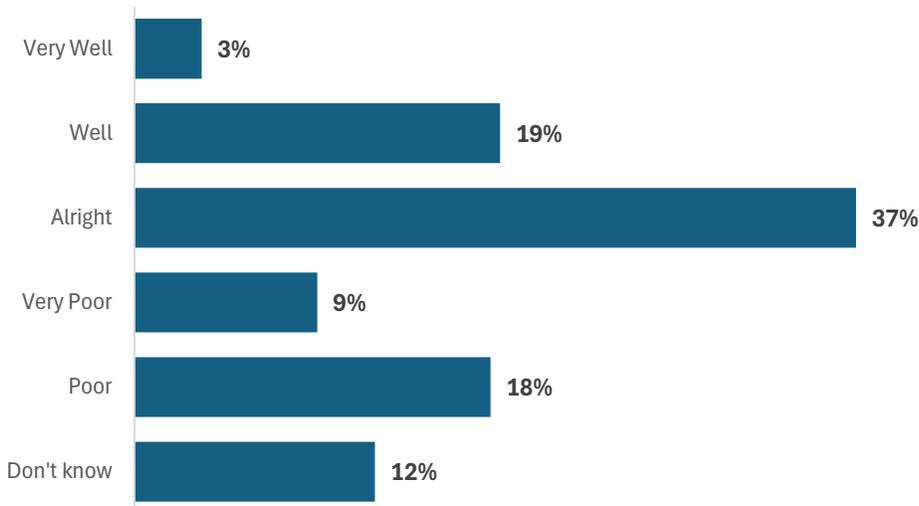


### Do you, or someone you support with a disability, feel included in local government spaces, programs, activities, and community engagement?

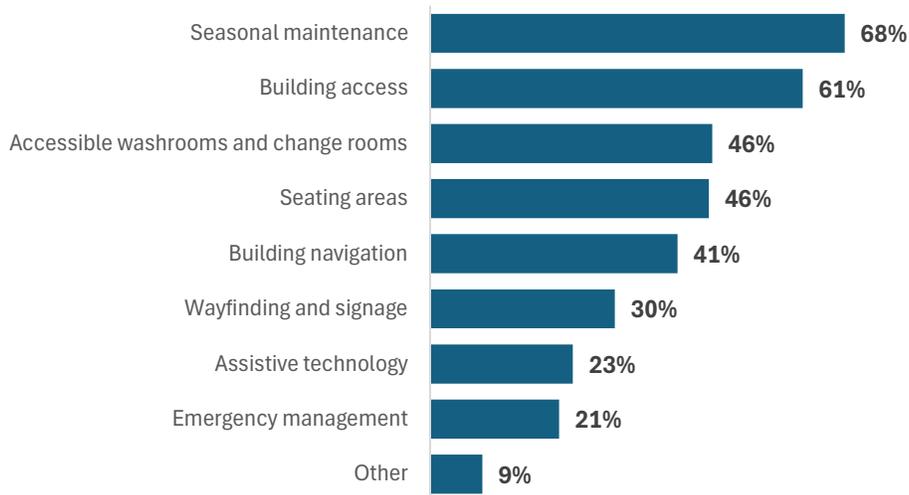


## IMPROVEMENT QUESTIONS

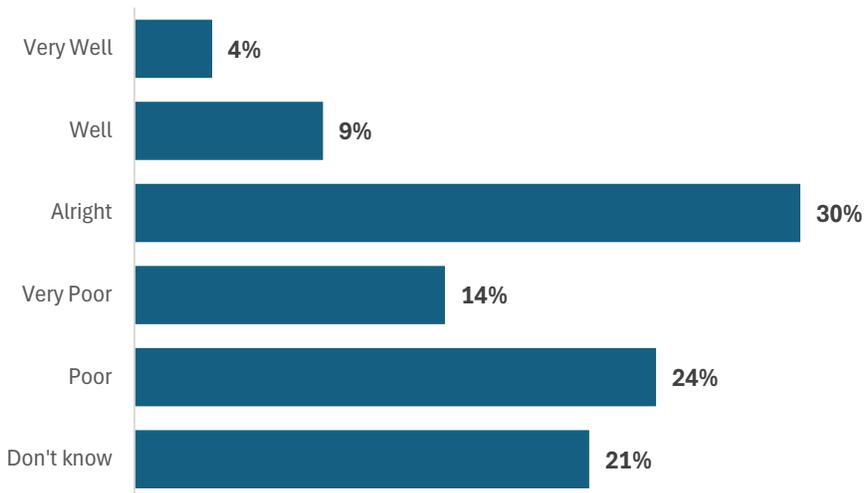
How is your member community doing at improving accessibility to physical spaces?



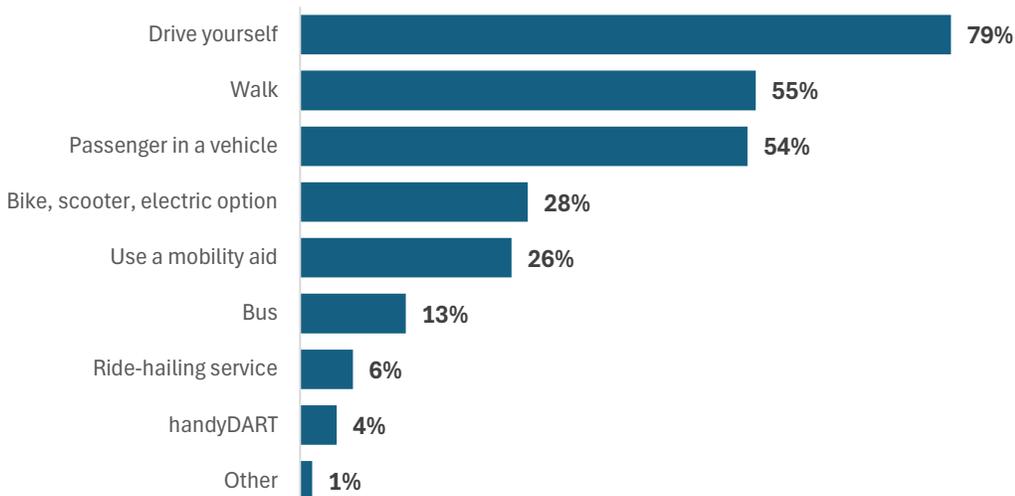
Most common challenging areas in community buildings, facilities, or parks.



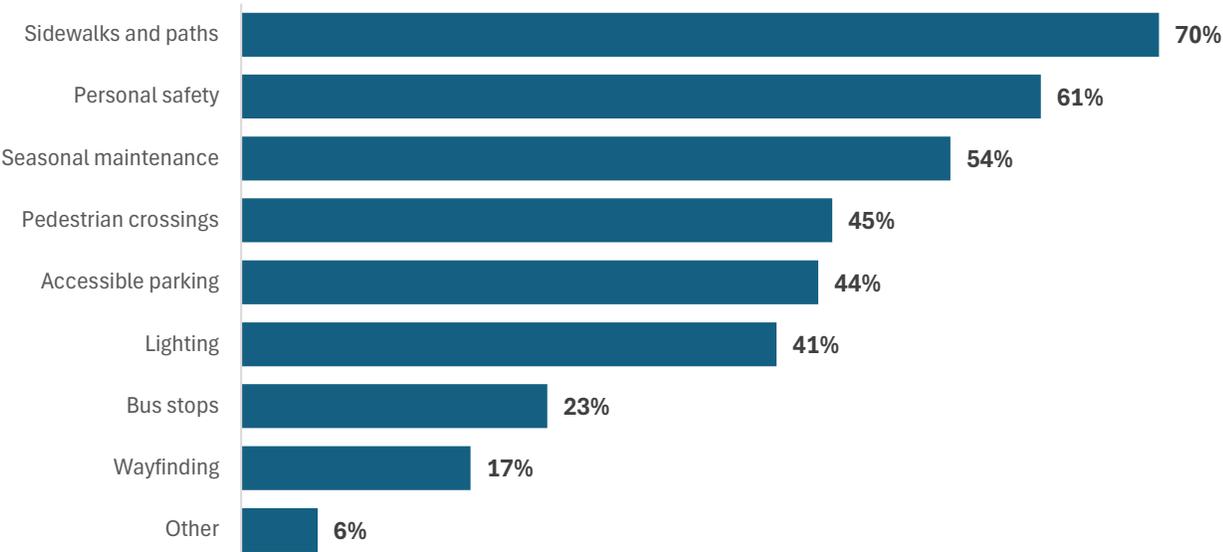
## How is your member community doing at improving accessibility with transportation?



## How do you usually get around your community?

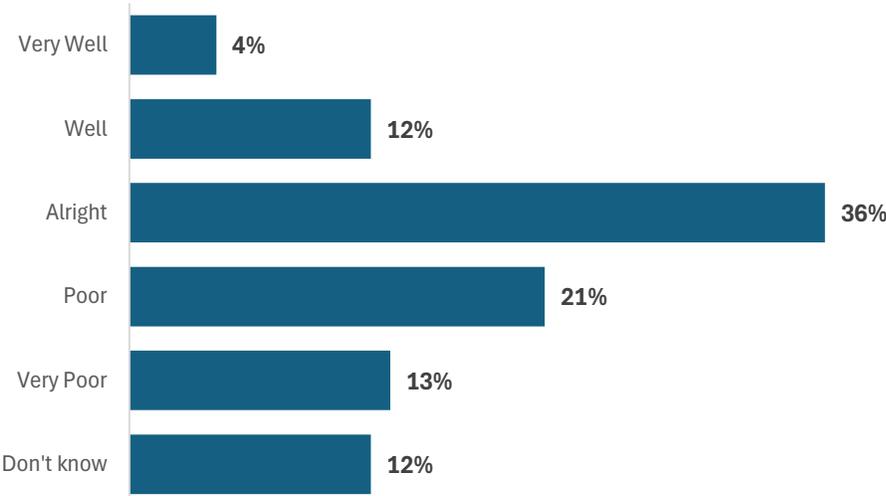


What challenges do you face moving about your community?



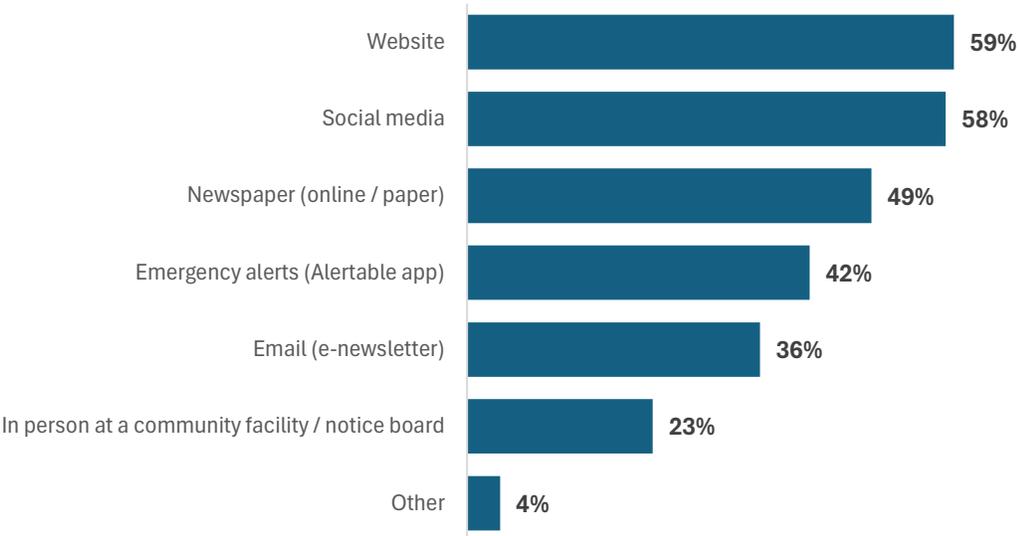
COMMUNICATION AND ENGAGEMENT QUESTIONS

How is your member community doing at improving communications and engagement?

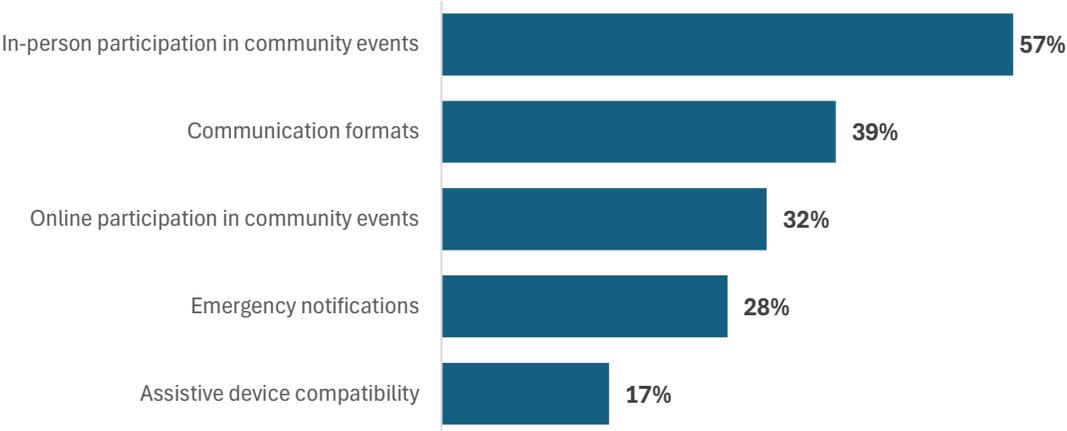


# Accessibility Engagement Summary

How do you currently access information and communications from your local government. Check all that apply.

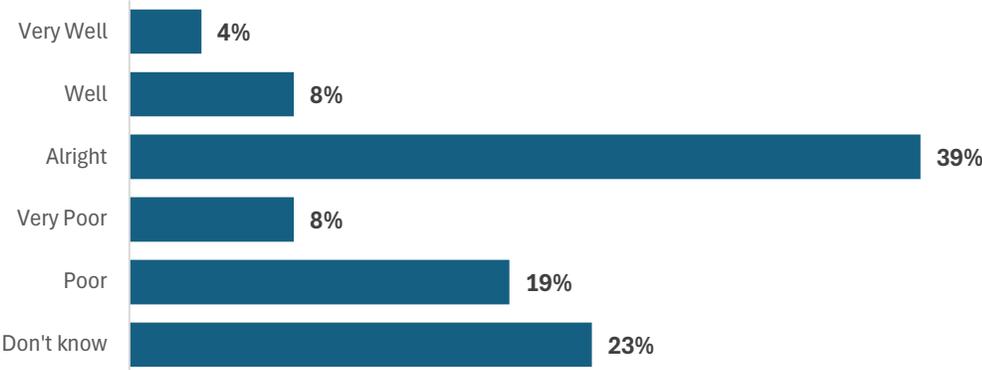


Tell us about the types of challenges you, or the person you support with a disability, experience accessing information from the Regional District of member municipalities.

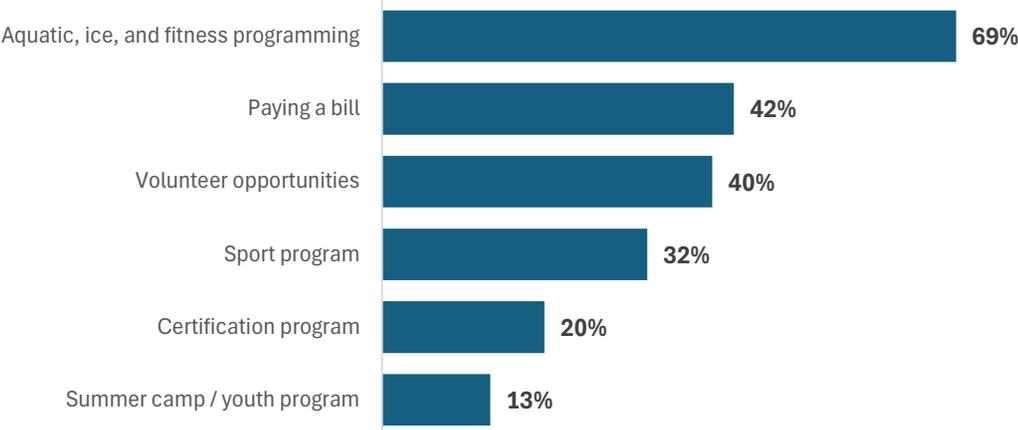


## PROGRAM & SERVICE QUESTIONS

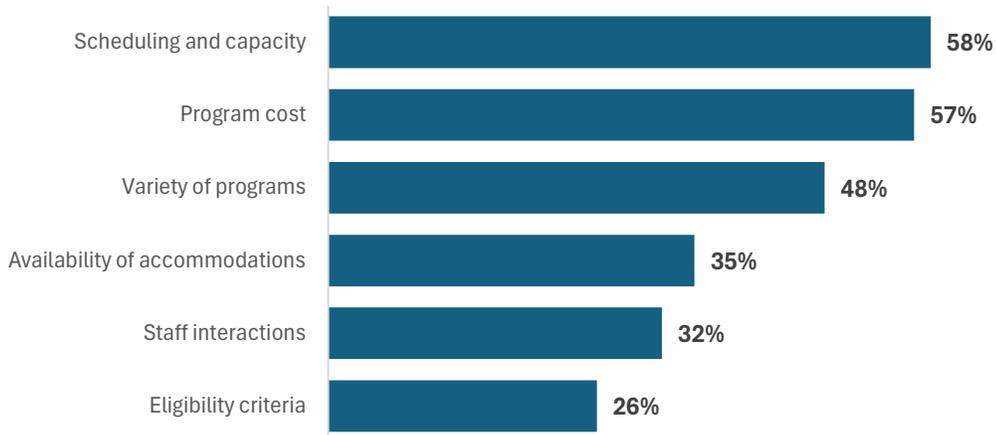
How is your member community doing at improving accessibility in programs and services?



What services and programs offered by your member community do you currently access?

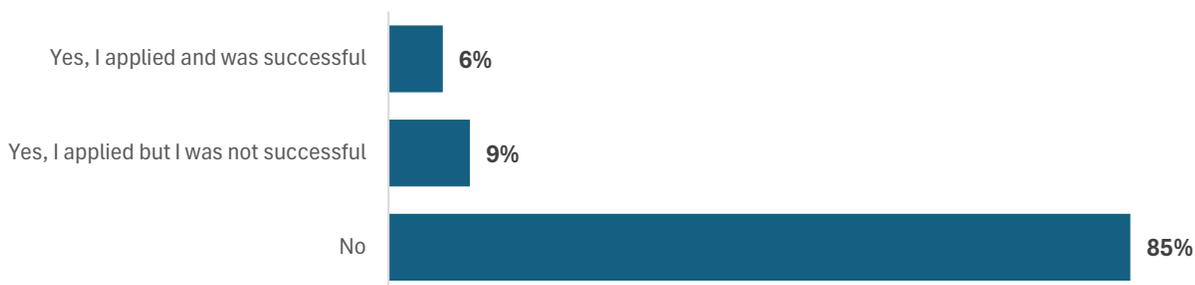


**Tell us about the types of challenges you, or the person you support, experience accessing community programming and services.**

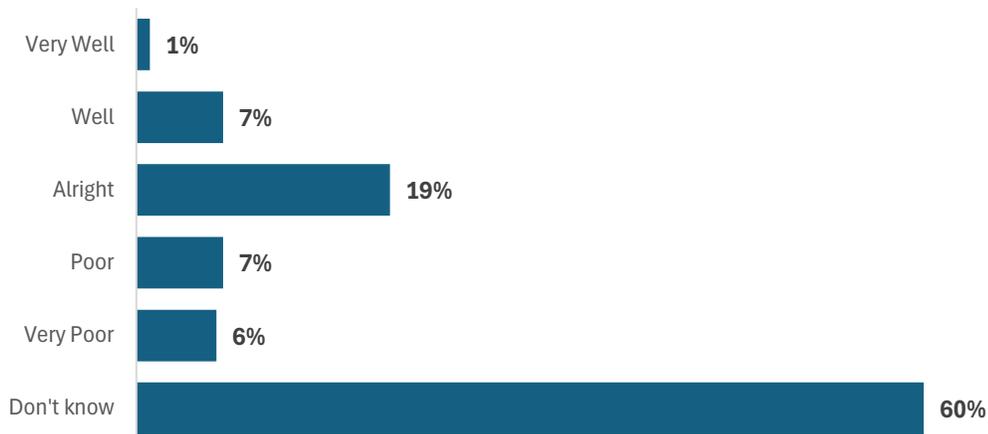


## EMPLOYMENT QUESTIONS

**Have you ever applied to work with your municipality or the Regional District?**

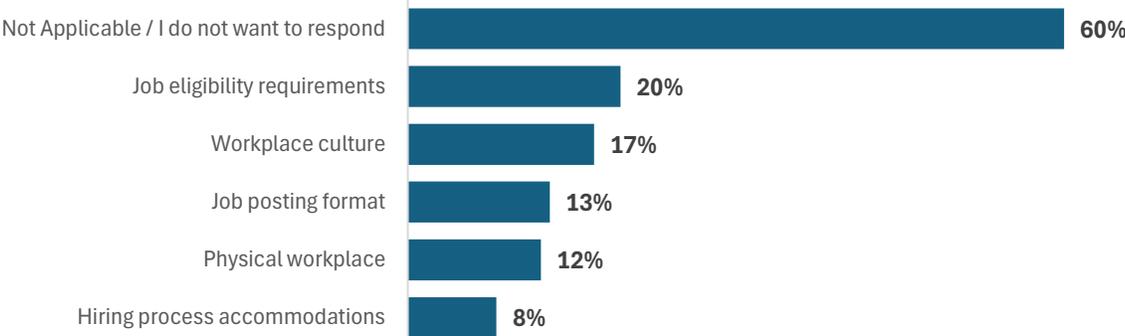


**How is your member community doing at improving accessibility with hiring practices?**



# Accessibility Engagement Summary

**Tell us about the types of challenges you, or the person you support with a disability, have experienced with employment offered by the Regional District or your member community.**



## Appendix B – Suggested Action Items

The following list of actions come from community engagement and conversations with the AAC and should be considered when updating the accessibility Action Plan. Some member communities may already be taking steps toward these actions, but future planning can help regionalize actions that are identified as priorities.

### Priority Area: Accessible Built Environment and Outdoor Recreation

Focuses on integrating Universal Design into facilities and public spaces. Key considerations include ensuring accessible washrooms, entrances, wayfinding, and parking, as well as improving access to outdoor spaces such as parks, picnic areas, and beaches.

#### Goal 1

***Ensure public buildings meet universal design standards.***

##### Suggested Actions

- Ensure public buildings are designed or retrofitted in alignment with Universal Design Standards that reflect a range of disabilities.
- Work with people with lived experience of disability and draw on best practices and standards to develop accessibility audits for public spaces that support prioritization of accessibility retrofits.
- Collaborate with civic facilities, operations, and parks departments to ensure staff receive training and tools to support the implementation of Universal Design in everyday maintenance and upgrades.
- Ensure adequate accessible parking spaces are available near entrances to public buildings and recreation areas with space and curb cuts for access.

#### Goal 2

***Increase the availability of accessible, universally designed washrooms.***

##### Suggested Actions

- Ensure that new and upgraded washrooms are both designed and installed in alignment with Universal Design Standards and also include features such as auditory and visual alert systems

#### Goal 3

***Implement wayfinding and signage through public spaces that supports navigation by a range of users and considers emergency response.***

##### Suggested Actions

- Review and update wayfinding and signage standards to incorporate universal design improvements such as symbols, pictographs, tactile elements, and plain language.
- Explore embedding creative and innovative technologies (e.g., QR codes, auditory beacons, wayfinding apps, hearing loops) into public spaces.
- Improve emergency signage and wayfinding measures to ensure users with diverse needs can safely navigate public spaces during emergencies.

## Priority Area: Safe and User-friendly Transportation Networks

Enhancing year-round access to transportation network by improving sidewalk connectivity, bike lanes, maintenance, and supporting other transportation options (e.g., e-scooters). Identifying opportunities to improve road user safety and ensuring route connectivity to key destinations such as schools and business areas.

### Goal 1

***Ensure transportation infrastructure is designed and upgraded to meet Universal Design Standards and community safety expectations.***

#### Suggested Actions

- Ensure transportation corridors, trails, and paths, are designed with accessible paths, considering standards for width, grade, surface material, and separation from vehicles where possible.
- Upgrade intersections to meet the needs of all users by aligning curb cuts with crosswalks, installing tactile warning strips, and—where appropriate—adding pedestrian-activated crossing signals with sufficient crossing times.
- Identify key routes to improve or upgrade lighting for pedestrian and active transportation users.

### Goal 2

***Improve community transportation network connectivity.***

#### Suggested Actions

- Review options to extend pedestrian, active transportation, and public transit routes to key destinations such as schools, business districts, service hubs, high-density seniors communities, and areas currently underserved by transit.

### Goal 3

***Enhance safety and inclusion for all road and transportation users.***

#### Suggested Actions

- Identify high-use pedestrian areas where traffic calming measures can be implemented to improve road user safety.
- Explore the development of road rule awareness campaigns to educate the public about shared road use, accessibility needs, and common conflicts such as right turns on red, bike lane obstructions, and e-scooter parking.
- Investigate options for inter-community disabled parking placards, and increased awareness of existing options.

## Priority Area: Inclusive Programs and Services

Improving how people access community services and recreation by enhancing the user experience through adaptive technology and programming, scheduling adjustments, staff and customer service education, and affordability.

### Goal 1

***Improve the availability and accessibility of recreation programs and services.***

#### Suggested Actions

- Explore opportunities to implement or extend quiet hour programming for users with sensory needs.
- Explore options to offer popular programs outside of work and school hours.
- Review low cost and subsidized program offerings for opportunities to increase the benefit for individuals and households experiencing financial barriers.

### Goal 2

***Improve staff capacity to provide tailored supports and knowledgeable responses to customer service requests and during recreation programs and services.***

#### Suggested Actions

- Ensure frontline staff and program instructors have access to tools and protocols to support them in responding to accessibility requests that emerge during program and service delivery.

### Goal 3

***Incorporate accessibility in the design and delivery of public events and community celebrations.***

#### Suggested Actions

- Develop and implement an event accessibility checklist to guide planning across departments and community partners. The checklist should be based on best practices and on the insight of people with disabilities.
- Ensure event planning processes consider options for accessible transportation to and from the venue.
- Provide accessible viewing areas at public events for attendees using mobility devices, companions, service animals and others who need priority seating.

## Priority Area: Accessible Communication and Access to Information

Ensuring multiple forms of communication, addressing web accessibility barriers, and providing customer service training to connect people efficiently and compassionately to the information they need.

### Goal 1

***Ensure communication materials, community engagement, and civic meetings incorporate best practices for accessibility and that a range of methods are used to reach all community members.***

#### Suggested Actions

- Apply best practices for accessible documents, including plain language, formatting, use of alternative text, and compatibility for assistive technologies.
- Explore alternative platforms to share recordings of municipal meetings to support broader community participation.
- Investigate developing targeted emergency communication strategies that reach vulnerable individuals, including those in group homes, care homes, individuals living alone, and those in rural or isolated settings

### Goal 2

***Improve frontline customer service and response practices.***

#### Suggested Actions

- Review and improve community feedback pathways to ensure accessibility requests are resolved in a timely manner and with streamlined communications

## Priority Area: Collaboration and Leadership to Remove Barriers

Establishing a formal approach to including people with lived experience of disability in decision-making. Ensuring diverse voices and experiences are reflected while building external capacity to support a cohesive approach to accessibility (e.g., engaging businesses, healthcare, and the development sector). Improve relationships with service providers and people with lived experience who can help inform accessibility improvements.

### Goal 1

***Collaborate with community partners to strengthen and promote leadership opportunities.***

#### Suggested Actions

- Seek opportunities to offer training, mentorship, internship, and volunteer positions for people with disabilities, with a focus on youth opportunities.

**Goal 2*****Increase access to civic participation for people with disabilities.*****Suggested Actions**

- Continue engaging people with disabilities to identify and remove barriers to participation in civic processes including Council meetings, elections, and community engagements.
- Explore updating protocols to ensure civic processes are accessible, such as providing closed captions and ASL interpretation at in-person and virtual meetings and events.
- Implement multiple methods of communication to provide advance notice of upcoming civic opportunities, events, and meetings so participants can arrange supports as needed.

## Priority Area: Educated and Aware Civil Servants and Community Members

Providing education and training opportunities to leaders, staff, and employees of local governments to enhance awareness of how barriers are created and can be removed, and to address attitudinal barriers. Learning opportunities for members of the public and community partners such as businesses, builders, and service providers.

**Goal 1*****Strengthen accessibility knowledge and practices within participating local governments.*****Suggested Actions**

- Explore delivering experiential learning experiences for staff and local government officials, ensuring people with disabilities are involved in the exercise.
- Establish a process for monitoring emerging best practices, legislative updates, and innovations in accessibility to inform policy and staff development.
- Explore options to establish a local government partnership table to share resources and collaborate on accessibility initiatives across the region.
- Explore options to update grant evaluation and RFP frameworks to include accessibility criteria.

## Additional Actions: Building our Capacity

Acting on this Plan will require some investments in knowledge and skill development on the part of municipal staff and AAC members. The actions in this section are intended to help build the knowledge and skills of those involved in activating the plan.

### Goal 2

***Collaborate with others to improve accessibility awareness and support action across sectors.***

#### **Suggested Actions**

- Collaborate with private developers, businesses, tourism operators, and institutions to promote accessibility improvements in buildings, programs, and customer experiences.
- Continue discussions with external partners such as Interior Health, BC Transit, and service providers to address accessibility concerns beyond the jurisdiction of local government.
- Explore methods to regularly seek feedback from community partners and service providers on how local government initiatives are being perceived by community members with disabilities.
- Partner with local service providers and non-profit organizations that serve people with disabilities to align efforts and stay aware of available programs and services in community.

THE CORPORATION OF THE CITY OF ENDERBY

AGENDA

MEMO

To: Tate Bengtson, CAO
From: Jennifer Bellamy, CFO
Date: July 25, 2025
Subject: Disclosure of Contracts - Council

RECOMMENDATION

THAT Council receives the Disclosure of Contracts – Council memorandum dated July 25, 2025 for information.

BACKGROUND

Section 107 of the Community Charter requires that any contract entered into by the City, that would provide a member of Council with a direct or indirect financial interest, be reported at a Council meeting that is open to the public. This is also required for anyone who was a previous member of Council for a six month period after their position has ended.

It is the responsibility of each elected official to inform the Corporate Officer of any contracts that must be reported. Section 107(3) of the Community Charter states that a person who does not report their contracts will be disqualified from holding office, unless the contravention was done inadvertently, or an error of judgement was made in good faith. Staff will prepare this disclosure report based on the information provided by the elected official; however, if there any contracts missing from this report that should be included, the elected official is to let the Corporate Officer know as soon as possible so this can be reported correctly.

During the said period, the City of Enderby entered into the following contracts:

April 1, 2025 to June 30, 2025

Table with 3 columns: Council Member, Supplier, Amount. Row 1: Councillor Baird, Baird Bros Ltd, \$ 2,826.69

Respectfully submitted,

Jennifer Bellamy
Chief Financial Officer

**THE CORPORATION OF THE CITY OF ENDERBY**

**AGENDA**

**MEMO**

To: Mayor and Council  
From: Tate Bengtson, CAO  
Date: August 11, 2025  
Subject: Splatsin Development Corporation Golf Tournament & Cultural Event Attendance

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**RECOMMENDATION**

THAT Council authorizes \_\_\_\_\_ to attend the Splatsin Development Corporation Golf Tournament & Cultural Event attendance in lieu of Councillor Schreiner.

**BACKGROUND**

At its regular meeting of June 16, 2025, Council resolved:

THAT Council authorizes Councillor Ramey and Councillor Schreiner to attend the SDC Classic Golf & Cultural Event with the cost funded from the relationship building budget line item.

Councillor Schreiner has since advised that he is now attending the event as a guest of another elected official. Given this, one of the two spots that Council has committed is now available for another member.

The SDC Classic Golf & Cultural Event will be held on Friday, September 19, 2025 at the Shuswap National Golf Course.

Respectfully submitted,



Tate Bengtson  
Chief Administrative Officer

MEMO

To: Mayor and Council  
From: Tate Bengtson, CAO  
Date: August 13, 2025  
Subject: Water Treatment Plant Upgrade Resolution in Support of Strategic Priorities Grant Application

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**RECOMMENDATION**

THAT Council supports the proposed City of Enderby Water Treatment Plant Upgrade project and directs staff to proceed with an application to the Canada Community-Building Fund in BC's Strategic Priorities Fund;

AND THAT Council confirms the City of Enderby's willingness to provide overall grant management and support the funding of any cost overruns.

**BACKGROUND**

Council has previously supported an application to the Canada Community-Building Fund in BC's Strategic Priorities Fund for \$7,000,000, which would go towards the upgrading of the City of Enderby Water Treatment Plant. This project has a total cost of \$11,083,998 (including contingencies) and will double the capacity to produce safe drinking water consistent with Canadian Drinking Water Guidelines and Interior Health Authority requirements.

One of the conditions of grant eligibility is a Council resolution that supports the grant application, including confirmation that the applicant is willing to provide overall grant management and support the funding of any cost overruns. These are typical conditions of any grant application; however, funders often require these conditions to be explicitly supported through a policy resolution, as is the case in this instance. While Council has previously supported the project and its financial strategy, a further resolution is required to ensure consistency between Council policy and the grant's eligibility requirements.

Below is a summary of information about the Water Treatment Plant Upgrade, from a prior staff memorandum to Council:

*With growing demand, the drinking water system has been under increasing strain to provide quality drinking water in the quantity necessary to meet current demands, with sufficient resilience to protect customers from a high frequency of interruptions to the quality or quantity of available drinking water. This growth in demand is not new or sudden; the trendline is gradual, steadily increasing, and decades in the making.*

*As the system approaches its upper limit of production capacity, the frequency with which impacts to the quality and quantity of drinking water experienced by consumers*

*will increase; as system resiliency declines proportional to demand growth, there will be fewer and fewer ways operationally to buffer continuous consumer demand.*

*The objectives of the Water Treatment Plant (WTP) upgrade are:*

- *Meet the needs of current and future demand within the City and other jurisdictions to which it provides water, including a portion of Area F of the Regional District of North Okanagan and a portion of Splotsin Reserve #2.*
- *Ensure the availability of sufficient water for firefighting and emergency purposes.*
- *Provide redundancy for equipment maintenance and failures.*
- *Ensure that the system responsible for the treatment of water is resilient to the impacts of climate change and other threats.*

*The WTP filters have a theoretical design flow of 4,000m<sup>3</sup>/day of drinking water but the flow of water through the filters is around 3,150m<sup>3</sup>/day. The Average Daily Demand is 2,040m<sup>3</sup>/day as of 2024. Maximum Daily Demand is 4,080m<sup>3</sup>/day.*

*The project objective is simple: double WTP capacity.*

*The following components have been identified as requiring an upgrade in order to achieve the grant objective:*

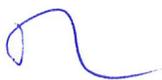
- *Add a second water filtration plant.*
- *Replace, upsize, add resiliency to the ultraviolet treatment system.*
- *Improve distribution pump performance to increase the flow of water to reservoirs.*
- *Replace the river intake screen to accommodate more flow (it will meet fisheries and other environmental regulations, as well as archeological requirements).*
- *Replace transfer well pumps to meet additional filtration plant capacity and ensure fireflow pump requirements are maintained.*
- *Add a dedicated back-up power system.*
- *Incidental items related to the above, such as electrical upgrades.*

This initiative is consistent with the following critical 2025 objective from Council's Strategic Priority #5 [Well-Managed Infrastructure]:

*Create a grant-ready expansion and upgrade plan for the Water Treatment Plant.*

Council has now endorsed the plan, approved an associated financial plan, and is now awaiting confirmation of elector asset for borrowing. Provided the latter occurs, a certified copy of the above resolution will be included in the grant application package.

Respectfully submitted,



Tate Bengtson  
Chief Administrative Officer

UBCM Member Municipalities  
Via Email

August 8, 2025

Dear Mayors and Councillors,

**Re: Request for Support and Endorsement – UBCM Resolution on Emergency Water  
Treatment Plants**

On behalf of the Council of the Village of Lions Bay, we are seeking your support and endorsement for an important resolution that will be presented at the upcoming Union of British Columbia Municipalities (UBCM) Convention. This resolution advocates for provincial investment in emergency portable water treatment plants to safeguard the drinking water of small communities facing wildfire-related contamination.

**Background**

Communities adjacent to forests, that rely on a watershed for drinking water, such as Lions Bay are particularly vulnerable to the increasing frequency and severity of wildfires. These fires introduce ash, sediment, and other pollutants into watersheds, often rendering drinking water sources unsafe for extended periods. Unfortunately, the infrastructure required to address such contamination—advanced filtration and treatment systems—is prohibitively expensive for small municipalities to construct and maintain. As a result, small communities affected by wildfires may face prolonged disruptions to their water supply, posing serious public health and sustainability risks.

To mitigate this growing threat, the Village of Lions Bay is calling on the Province of British Columbia to acquire and maintain one to three skid-mounted, 500,000-gallon-per-day (GPD) portable potable water treatment plants. These units would be held in reserve and deployed as needed to communities experiencing significant water contamination following a wildfire or other disasters. This proactive measure would provide critical emergency response capacity and ensure that small communities are not left struggling to restore safe drinking water in the wake of a crisis.

**UBCM Resolution**

The following resolution will be presented at UBCM, and we respectfully request your Council's support and endorsement:



**WHEREAS** forested-watershed communities face increasing risks of wildfire-related contamination of their drinking water sources due to the increasing impacts associated with climate change, with wildfires introducing ash, sediment, and other pollutants that can render water supplies unusable for extended periods;

**AND WHEREAS** the cost of advanced water treatment infrastructure required to address such contamination far exceeds the financial capacity of small communities, leaving them vulnerable to prolonged water supply disruptions that pose significant public health and community sustainability risks:

**THEREFORE BE IT RESOLVED** that the Union of British Columbia Municipalities (UBCM) request that the Province of British Columbia acquire and maintain one to three skid-mounted, 500,000-gallon-per-day (GPD) portable water treatment plants to be held in reserve for emergency deployment to communities experiencing significant wildfire-related water contamination, ensuring rapid response and long-term water security for vulnerable communities.

#### **Request for Support**

We kindly ask your municipality to consider endorsing this resolution and lending your voice to this urgent issue. Your formal support will strengthen our collective advocacy efforts and help demonstrate to the Province the widespread need for proactive emergency water treatment solutions in British Columbia.

If your Council passes a resolution of endorsement, please notify us at [office@lionsbay.ca](mailto:office@lionsbay.ca) so we can include your municipality in our advocacy efforts leading up to the UBCM Convention.

Thank you for your time and consideration. We appreciate your support in ensuring that small communities across B.C. have the resources necessary to maintain safe drinking water in the face of growing wildfire risks.

Sincerely,  
Councillor Neville Abbott, Infrastructure Committee Chair,  
On behalf of Village of Lions Bay Council  
[council@lionsbay.ca](mailto:council@lionsbay.ca)  
(604) 921-9333