

ADVISORY COMMITTEE ON ACCESSIBILITY AND INCLUSION

APRIL 2025





The City is required under the Accessible British Columbia Act to receive feedback on barriers to individuals in or interacting with the organization.

A barrier can be anything that hinders full & equal participation in society



WHAT IS ACCESSIBILITY?




(ACCORDING TO THE ACT)



- Accessibility is about having programs, services and environments that enable everyone to participate fully in society without barriers.
- A barrier is anything that hinders the full and equal participation in society of a person with an impairment and can include environment, attitudes, practices, policies, information, communication, and technologies.
- Impairment includes a physical, sensory, mental, intellectual or cognitive impairment, whether permanent, temporary or episodic.

REGULATIONS

Municipalities are required to meet the requirements of Part 3 of the Accessible British Columbia Act including:

- 1** Establish an Accessibility Committee 
- 2** Implement an Accessibility Plan 
- 3** Implement process for receiving Feedback 

ACCESSIBILITY WORK PLAN 2023-2026

Eight (8) Focus Areas frame the Accessibility Work Plan:

1. Employment
2. Delivery of Services
3. Built Environment
4. Information & Communications
5. Transportation
6. Health
7. Education
8. Procurement

The Accessibility Work Plan Considers the Six (6) Accessible British Columbia Principles:

1. Inclusion
2. Adaptability
3. Diversity
4. Collaboration
5. Self-determination
6. Universal Design

Twenty-one (21) Work Plan Actions Summary

- 11 Action(s) ongoing
- 10 Actions upcoming



Figure 1. Shows a line of Wheelchairs at the Jumpstart Multi Sport Court in Carrie Jane Gray Park

ACCESSIBILITY WORK PLAN 2023-2026

Prepared by: Civic Initiatives & Partnerships Division

"The City of Prince George is taking action to identify & remove barriers that prevent the full & equal participation by all our citizens in every aspect of community life..."

-Mayor Simon Yu, 2023



CITY OF
PRINCE GEORGE

- The plan will be updated every 3 years.
- The Plan contains twenty-one (21) ongoing and upcoming actions to guide the City over the next 3 years.
- Plan will serve as a roadmap to guide progress and ensure accessibility is a priority for all staff. With the help from the Accessibility and Inclusion Committee, on-going monitoring of the public feedback will be done to ensure the Plan is updated, and that on-going progress is evident.

FEEDBACK SUBMITTED VIA CITYWORKS THROUGH THE BELOW METHODS:



1. By Email: 311@princegeorge.ca



2. By Phone: 311



3. In person at the Service Center



The app due to software limitations is NOT
integrated with the feedback system

ACCESSIBILITY RELATED SERVICE REQUESTS (BEHIND THE SCENES)

Reporting an accessibility-related service request:

1. Create a Service Request under the most relevant category.
2. Once submitted, open the request, check the accessibility box, and save.

The screenshot shows a 'Service Request' form. Step 1, 'Create a Service Request', points to the top of the form. Step 2, 'Check accessibility issue box', points to the 'Accessibility Issue' checkbox. The form fields are as follows:

Service Request	
Description:	GENERAL Accessibility
Request Id:	3180919
Work Centre:	Service Centre
Priority:	5 - Normal
Status:	1 - In Progress
Initiated By:	SPENRATH, JASON
Investigation:	<input type="checkbox"/>
Accessibility Issue:	<input checked="" type="checkbox"/>
Potential Claim:	<input type="checkbox"/>

Annotations:

- 1. Create a Service Request (points to the top of the form)
- 2. Check accessibility issue box (points to the Accessibility Issue checkbox)

Check the Accessibility Issue Box

Accessibility Issue: ☒

Hit Save

 Save

What happens next?

- The request is automatically sent to the appropriate division
- Flagged for future committee review
- Discussed at a city staff internal working group
- Staff follow up if needed
- Data used for future decision making

WORK DONE SO FAR (2024)

- We reviewed 67 service requests identifying accessibility barriers interacting with the City.
- We reviewed 21 updated action items from the City’s 2023-2026 Accessibility Work Plan.
- We prioritized accessibility improvement projects for a grant application to SPARC BC.

LOOKING AHEAD

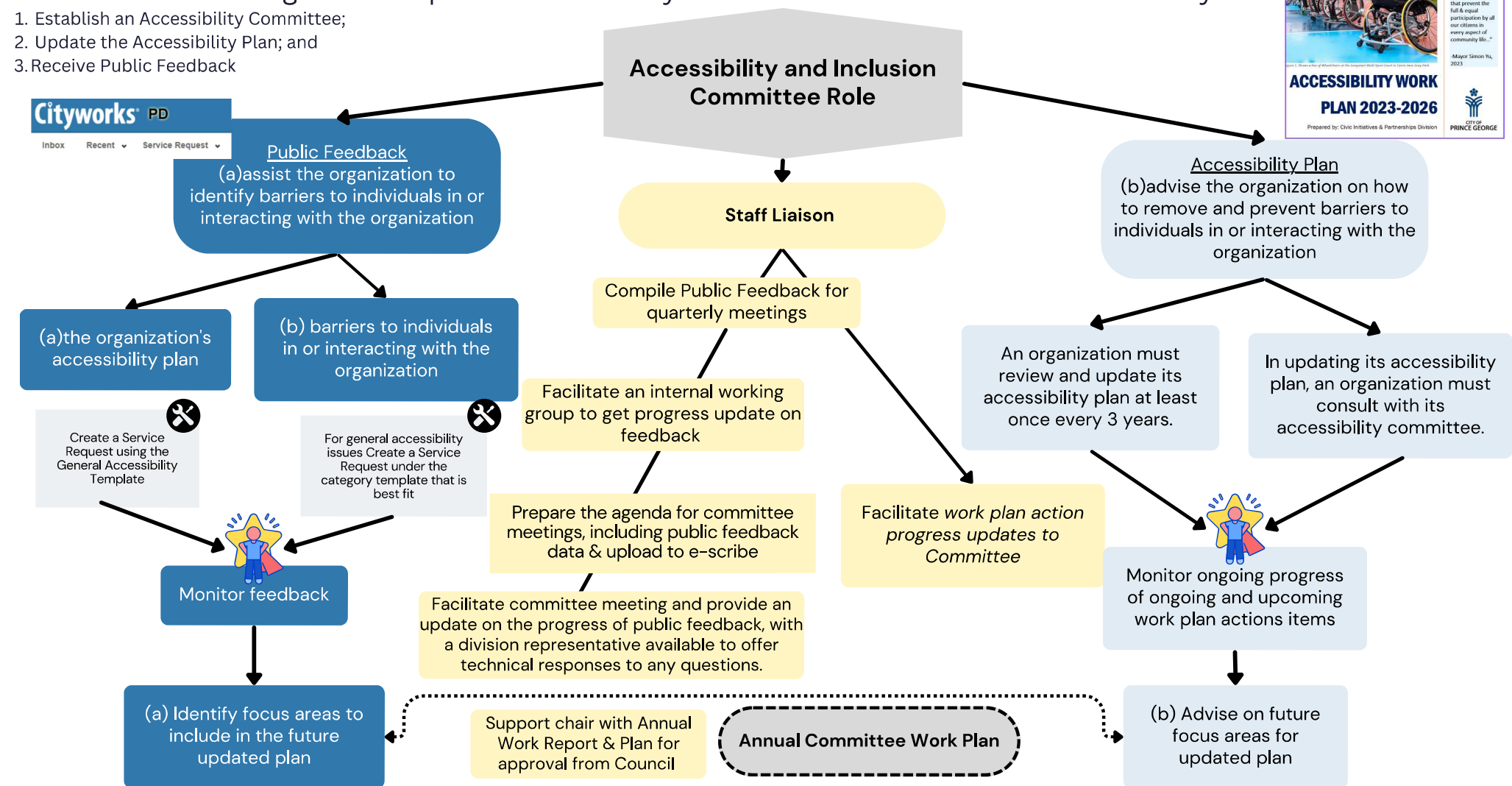
- We have gathered valuable data and want to avoid repeatedly asking the community to identify the same issues. Moving forward, we will prioritize actionable areas from the 2023-2026 Work Plan. For example:

ACCESSIBILITY WORK PLAN ACTIONS SUMMARY	
Action Ongoing	Delivery of Services: <ul style="list-style-type: none">• 2024 Grants Review• 2023-2024 Downtown Community Sharps Box Pilot Project

Advisory Committee Terms of Reference Framework Concept Map

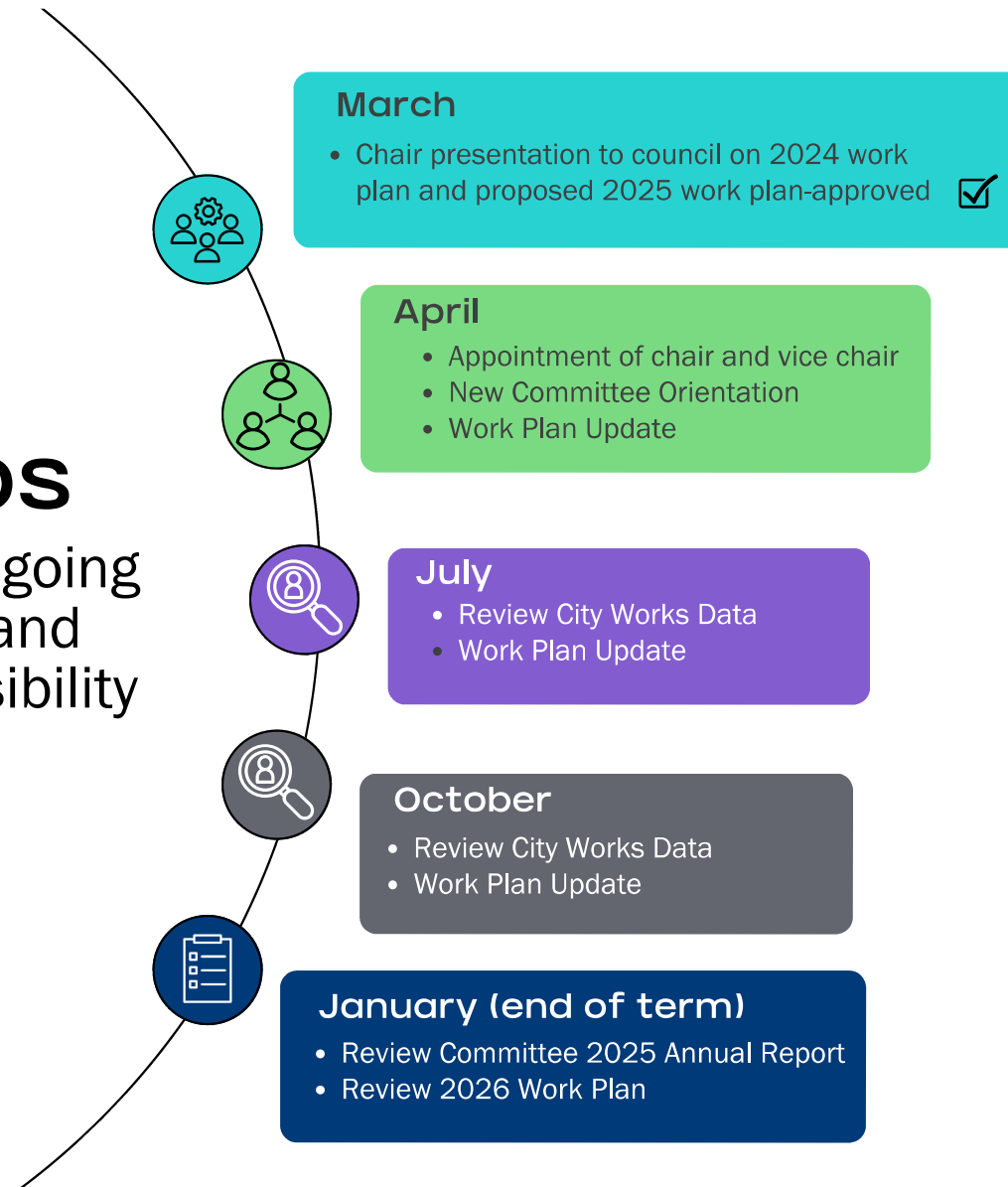
Goal: To meet the 3 legislated requirements in a way that interacts and functions successfully.

- 1. Establish an Accessibility Committee;
- 2. Update the Accessibility Plan; and
- 3. Receive Public Feedback






Timeline & Next Steps

Implementation and ongoing monitoring of the plan and feedback by the Accessibility Committee



Want to add something to the agenda?

- Please send all reports, information items, and background documents to Legislative Services:
-  By: 12:00 PM — 9 calendar days before the meeting
-  Example: Submit by July 7th for the July 17th meeting
-  Email: legislativeservices@princegeorge.ca

THANK YOU