



REGIONAL DISTRICT  
NORTH OKANAGAN

# Public Survey

Regional District of North Okanagan Accessibility Plan

## Introduction

We're excited to share that the Regional District of North Okanagan, in collaboration with the citizen-led Accessibility Advisory Committee, and in partnership with member municipalities and electoral areas, is developing our first Accessibility Plan. Our goal is to enhance accessibility in our communities. By removing barriers, we aim to make it easier for everyone to participate fully in community life.

Your input is valuable to us, and we want to hear from you! Please share your experiences and suggestions by completing this survey, either on paper or online. You can drop off completed paper surveys the front desk of your local government office or send a photo of your answers by email to [accessibility@rdno.ca](mailto:accessibility@rdno.ca). If you require assistance in completing this survey, please contact [accessibility@rdno.ca](mailto:accessibility@rdno.ca) or 250-550-3700.

**Please make sure you share your input by the survey deadline on January 31st 2025.**

All responses submitted through this survey are private and subject to the Freedom of Information and Protection of Privacy Act. Contact [corp@rdno.ca](mailto:corp@rdno.ca) if you have further questions.

Thank you for your support in developing this Plan.

# Questions About Your Community

We want to know about the barriers to accessibility you encounter or observe in your daily life. Survey questions are organized to learn more information around core areas that the Regional District and member communities have influence over. These areas include:

- Public attitudes and understanding of disability
- Accessibility of public spaces and buildings
- Transportation infrastructure and options
- Communications and public outreach
- Programs and services
- Employment opportunities

## General Questions

**1. What does making the Regional District and its member communities more accessible mean to you?**

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**2. Provide an example of something the Regional District, or your member community, has done well to improve accessibility?**

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**3. What changes would you make to improve accessibility in your community?**

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**Attitudes and Understanding**

The following questions ask about the attitudes and awareness of disability issues you observe in your community. This is about how well you think members of your community and staff in local government services include people with disabilities.

**4. How is the Regional District and your member community doing at improving attitudes and understanding of disability? Please select one.**

Very Well

Well

Alright

Poor

Very Poor

Don't know

**5. How often do you see people in your community show positive attitudes and behaviors towards people with disabilities? Please select one.**

Always

Often

Sometimes

Rarely

Never

**6. How aware of disability issues do you think people in your community are?  
Please select one.**

Very high

High

Moderate

Low

Very low

**7. Do you, or someone you support with a disability, feel included in local government spaces, programs, activities, and community engagement?  
Please select one.**

Always

Often

Sometimes

Rarely

Never

Please share additional information on your experience with the Regional District or member community:

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## Physical Spaces

This section asks you to share your experience in Regional District and member community spaces. This includes places like parks, municipal buildings such as city halls, and recreation facilities.

**8. How is your member community doing at improving accessibility to physical spaces? Please select one.**

Very Well

Well

Alright

Poor

Very Poor

Don't know

**9. 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. Check all that apply.**

**Building access** – challenges entering and exiting buildings due to features like stairs, door openings, and long pathways.

**Building navigation** – difficulty moving through internal spaces such as hallways, doorways, and moving between different levels.

**Accessible washrooms and change rooms** – issues with washroom accessibility, such as doorway widths, amenity heights and grab bars.

**Seating areas** – challenges with seating options in spaces like waiting rooms, reception areas, or meeting rooms.

**Wayfinding and signage** – difficulty finding your way due to unclear room identification or building directories.

**Assistive technology** – barriers to using assistive technology due to the lack of charging stations or other building features.

**Seasonal maintenance** – obstacles caused by seasonal maintenance issues such as snow clearing or landscaping.

**Emergency management** – barriers related to emergency systems like audible/visual alarms, accessible exits, or assistive equipment.

**Other** (please describe): \_\_\_\_\_

**10. Please share additional information on improving physical spaces with the Regional District or member community spaces:**

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**Transportation**

The following questions ask you to share your experience getting around the Regional District and your member community. Transportation includes the infrastructure in place (sidewalks, trail systems, bike paths, bus stops) and transportation options available to you.

**11. How is your member community doing at improving accessibility with transportation? Please select one.**

- Very Well
- Well
- Alright
- Poor
- Very Poor
- Don't know

**12. How do you usually get around your community? Please check all that apply.**

- Walk
- Using a mobility aid (wheelchair, walker, cane, mobility scooter)
- Bus (BC Transit)
- HandyDART or other accessible transit service
- Drive yourself
- Passenger in a vehicle
- Bike, scooter, or electric option
- Ride-hailing service (taxi, Uride)
- Not Applicable, I do not travel around
- Other (please identify):

13. Tell us about the **types of challenges** you, or the person you support with a disability, experience when travelling around your community. Check all that apply.

**Personal safety** – 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

**Sidewalks and paths** – issues with the availability and condition such as width and smoothness.

**Lighting** – lighting is absent or poor along sidewalks, cycling routes, or at bus stops.

**Pedestrian crossings** – difficulties with crossing signals, curb ramps, tactile indicators, or audible signals at crosswalks.

**Accessible parking** – challenges finding or using accessible parking spaces or drop-off zones.

**Bus stops** – issues with bus stop locations or amenities, such as waste bins, benches, or shelters.

**Seasonal maintenance** – challenges with landscaping and snow clearing along route or at key pick up / drop off points.

**Wayfinding** – difficulty with signage, directions, or language used to provide directions.

**Other** (please describe): \_\_\_\_\_

14. Please share any additional information you want the Regional District to know about improving transportation:

## **Communications and Engagement**

The following questions ask you to share your experience accessing and understanding communications and participating in engagement put on by the Regional District and member community. Examples include information posted on municipal websites, District newsletters, posted to public notice boards, and uploaded to social media.

**15. How is your member community doing at improving accessibility with communications and engagement? Please select one.**

Very Well

Well

Alright

Poor

Very Poor

Don't know

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

In-person at a community facility or public notice board

Newspaper (online or paper)

Social media

Website

Emergency Alerts through Alertable app

Email (e-newsletter subscription)

Other (please identify): \_\_\_\_\_



17. 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. Check all that apply.

**Assistive device compatibility** – assistive devices such as screen readers do not work with the format information is presented in.

**Communication formats** – lack of accessible formats like ASL, digital, large print, or audio options.

**Emergency notifications** – difficulty receiving emergency alerts and notifications.

**Participation in community events (in-person)** – challenges participating in-person with municipal or District meetings and public engagement.

**Participation in community events (online)** – challenges participating online with municipal or District meetings and public engagement.

**Other** (please identify): \_\_\_\_\_

18. Please share any additional information you want the Regional District and its member communities to know about improving communications and participation:

## Programs and Services

This section asks you to share your experience participating in Regional District and member community programming and services. Examples include recreation programming, cultural initiatives, and filling forms for community services.

**19. How is your member community doing at improving accessibility in programs and services? Please select one.**

Very Well

Well

Alright

Poor

Very Poor

Don't know

**20. What services and programs offered by your member community do you currently access? Check all that apply.**

Aquatic, ice, and fitness programming

Sport programs and leagues

Summer camp or youth program

Certification programs such as first aid

Volunteer opportunities

Paying a bill

Other (please identify): \_\_\_\_\_

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

**Availability of accommodations** – specialized supports or assistive devices are not offered or are difficult to get.

**Variety of programs** – the types of programs offered do not meet my needs.

**Program cost** – fees are too high to participate.

**Eligibility criteria** – it is difficult to meet the requirements to participate.

**Scheduling and availability** – program or service times do not work with my schedule or there are not enough spaces.

**Staff interactions** – staff need training to offer supports to program participants.

**Other** (please identify): \_\_\_\_\_

22. Please share any additional information you want the Regional District and its member communities to know about improving programs and services:

## Employment

The following questions ask you to share your experience with Regional District and member community employment opportunities.

**23. How is your member community doing at improving accessibility with hiring practices? Please select one.**

Very Well

Well

Alright

Poor

Very Poor

Don't know

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

Yes, I applied and was successful

Yes, I applied but I was not successful

No

If you have not applied, why or why not?

25. 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. Check all that apply.

**Job postings** – challenges accessing platforms for viewing and applying to job openings.

**Accommodations during hiring** – accommodation options not offered during the hiring process.

**Job requirements** – barriers related to education requirements, experience, or certifications.

**Workplace culture** – challenges being included due to attitudes or social representation.

**Physical Space** – workplace not physically accessible

**Not Applicable/I do not want to respond**

**Other** (please identify): \_\_\_\_\_

26. Please share any additional information you want the Regional District and your member community to know about improving municipal / District employment:

**Additional Feedback**

27. Is there anything else you'd like to share as we develop this Accessibility Plan for the Regional District and its member communities?

## Questions about You

These questions are optional but help us ensure we hear from a wide range of people. Information you share with us will help us identify gaps from who we've heard from and who we still need to hear from. They also help us to understand who is experiencing barriers and what kinds of barriers they face.

### 28. Which Regional District of North Okanagan community do you live in?

Armstrong

Coldstream

Enderby

Lumby

Spallumcheen

Vernon

Electoral Area B (Swan Lake / Commonage)

Electoral Area C (BX / Silverstar)

Electoral Area D (Rural Lumby)

Electoral Area E (Cherryville)

Electoral Area F (Rural Enderby)

Other: \_\_\_\_\_

### 29. What is your relationship with disability?

I have personal experience of disability.

I am a family member of someone with a disability.

I am a caregiver for someone with a disability.

I work for an organization that supports people with disabilities.

I am an interested resident.

Other: \_\_\_\_\_

Prefer not to answer

**30. What disability-related difficulties do you (or the person you support) experience? Select all that apply.**

Hearing (e.g., difficulty hearing conversations, needing a hearing aid)

Intellectual / Developmental (e.g., developmental delays, brain injury)

Mental Health (e.g., anxiety, depression, PTSD)

Mobility / Movement (e.g., using a wheelchair, difficulty walking)

Visual (e.g., vision impairment, blindness)

Disability related to language (e.g., difficulty with speech, language processing disorders)

Neurodivergence (e.g., ADHD, autism spectrum disorders)

Chronic pain

Other: \_\_\_\_\_

None of the above

Prefer not to answer

**31. How old are you?**

19 or under

19 to 34

35 to 49

50 to 64

65 to 79

80 and up

Prefer not to answer