

ATTACHMENT A

C. Policies

C.4 AN EMPOWERED NANAIMO: RECONCILIATION, REPRESENTATION, & INCLUSION

ABOUT AN EMPOWERED NANAIMO

An Empowered Nanaimo feels welcoming and safe to all those who choose this city as home. Together, we are actively making progress towards reconciliation. We are relearning the past, acknowledging the truth of past wrongs, and committing to working together respectfully and collaboratively towards a common future. An Empowered Nanaimo honours and celebrates the long and rich history and living culture of the First Peoples whose Traditional Territories our City is situated.

Our differences are what makes our community interesting, innovative, and vital. An Empowered Nanaimo is about being an inclusive and accessible community. One that provides equitable opportunities for all to enjoy and participate in community activities and spaces, including our parks, waterfronts, recreation, cultural and heritage facilities, and programs. Inclusion involves hearing each voice in civic life – through effective engagement and public process – where everyone has an opportunity to contribute and see themselves as part of our city’s story and future. By embracing diversity, we can find what unifies our community spirit.

WHY IS AN EMPOWERED NANAIMO IMPORTANT FOR OUR FUTURE?

Everyone deserves a chance to live their best life and feel like they belong. Nanaimo aspires to be the kind of community that provides these opportunities for all. When citizens feel safe, can meet their basic needs, and have found their place and voice in the community, they can learn, grow, share, and celebrate together. Empowered people, in turn, are reflected in our community pride, character, and identity.

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C.4.1 Equity & Inclusivity

Equity recognizes that each person has different circumstances and allocates resources and opportunities to support more positive outcomes for all regardless of age, ability, gender, sexual orientation, faith practice, ancestry, or background. By identifying inequities and targeting investment in prevention and intervention, the wellbeing and inclusion of the diversity of peoples that make up our entire community can be enhanced, creating a community that puts people first and supports a sense of belonging.

Desired Outcomes

- ▶ **An inclusive Nanaimo** that provides opportunities for active involvement and prosperity for all; welcomes contributions of all members; facilitates participation and social interaction across cultures, orientations, ages, and abilities; and recognizes and fosters respect for diversity.
- ▶ **Environments and spaces across all areas of the city that are diverse and vibrant** for the enjoyment of all residents.
- ▶ **Celebration of diverse cultures** and a community that is welcoming, inclusive, and accepting of all cultures.
- ▶ **Equitable access to services, programs, and facilities** for all residents.
- ▶ **Continued City leadership** by receiving training, sharing resources and knowledge, and applying an equity, diversity, and inclusion lens in City initiatives and decision-making.

Policies

- C.4.1.1 Create a welcoming, inclusive atmosphere in City-owned facilities where all people feel safe, comfortable, and represented.
- C.4.1.2 Incorporate an equity lens into land-use planning decisions and resource allocation across Nanaimo.
- C.4.1.3 Encourage a fair distribution of community services, social services, facilities, and mobility options across the city, to support the diverse needs of Nanaimo residents.
- C.4.1.4 Strive to reduce financial barriers to community spaces, programs, and services for community members with smaller incomes.
- C.4.1.5 Encourage development of accessible and inclusive public spaces and buildings through universal design principles, and the provision of accessible and inclusive amenities and infrastructure for all ages, abilities, and genders.
- C.4.1.6 Create and adapt recreational programming and facilities to support respectful and inclusive services for all people.

- C.4.1.7 Design all new washroom facilities, and retrofit existing facilities where possible, to include universal and gender-neutral spaces.
- C.4.1.8 Encourage diversity awareness to actively build a culture of compassion and inclusion for people of all cultures, orientations, ages, and abilities.
- C.4.1.9 Support and welcome newcomers to settle in Nanaimo and encourage their awareness, understanding, and respect for First Nations governments and mustimuxw (peoples) and other Indigenous peoples.
- C.4.1.10 Encourage programs that create employment opportunities and link diverse and under-represented groups to those opportunities.

C.4.2 Political Voice & Engagement

An informed and aware community who can participate in political processes; share opinions, ideas, and feedback; and exercise rights and responsibilities effectively is indispensable for strengthening the quality of community.

Desired Outcomes

- ▶ **An Informed and aware community** who can meaningfully participate in city processes and shape city decisions.
- ▶ **Opportunities for all people to express their voice** on community matters important to them.
- ▶ **City leadership in active listening** to the diverse voices in the community.
- ▶ **Space for representation that reflects the diverse population of Nanaimo** so that decision-making, planning, policy development, and creation of procedures considers a broad range of perspectives that are representative of community diversity.
- ▶ **Respectful and kind conversations** that allow for differing opinions while demonstrating respect for others.

Policies

- C.4.2.1 Ensure that all people have opportunities to be engaged in City matters and processes by offering a range of accessible engagement tools and methods to encourage participation.
- C.4.2.2 Use engagement tools and methods that encourage representative and diverse feedback from Neighbourhoods, Urban Centres and/or city-wide demographics as appropriate.
- C.4.2.3 Use statistically-valid engagement methods, where representative community opinions are very important.
- C.4.2.4 Incorporate the voices of children, youth, and their families into the development of City initiatives, programs, planning, and policies that serve and affect them.
- C.4.2.5 Continue to work collaboratively with schools, higher education institutions, and others to support and leverage engagement of children, youth, and their families.
- C.4.2.6 Ensure vulnerable, marginalized, and under-represented groups including children and youth; elders; those with physical, sensory, or cognitive disabilities; and their supporters have opportunities to provide input into City services, programs, and policy development.
- C.4.2.7 Engage with a broad range of community members and organizations who offer diverse perspectives, interests, and solutions on emerging issues and opportunities, including residents, businesses, non-profits, major institutions, and other levels of government.
- C.4.2.8 Integrate participant feedback questions into engagement processes to obtain input on the process and tools used and identify improvements for future engagement.

- C.4.2.9 Focus community engagement to allow participants to provide feedback that brings the most value, and that recognizes their experiences and “expertise.”
- C.4.2.10 Clearly identify the scope and purpose of community engagement so participants understand what they are being engaged on, and their level of influence on decisions.
- C.4.2.11 Consider findings of community engagement alongside technical analysis and expert knowledge.

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C.4.3 Access for All

The ability to freely and fully access and experience our community affects individual wellbeing. The City is committed to improving accessibility for all by identifying, removing, and preventing barriers that limit access to services, amenities, and public life. Access is vital for all residents to have an equitable and enjoyable experience of what Nanaimo has to offer.

Desired Outcomes

- ▶ **There are many ways for people of all ages and abilities to move freely** throughout the City and without barriers.
- ▶ **People of all ages, abilities, and income levels have easy access to services and spaces** without barriers.



Policies

Administrative

- C.4.3.1 Continue to provide accessible meeting space for in-person Council and Committee meetings as well as access to online live streamed and recorded options with closed captioning.
- C.4.3.2 Ensure that online communications are adapted to reduce barriers to a range of audio-visual accessibility needs.
- C.4.3.3 As requested, offer access to City services online, via phone, or in person, to support a person's specific accessibility needs using a range of existing and emerging technologies, including use of video relay services to support those with hearing or speech disabilities.
- C.4.3.4 Where applicable, include an 'accessibility lens' to Council reports and consultant reports delivered to staff and council.
- C.4.3.5 Continue to address and remove barriers to employment for new and existing employees of all ages and abilities consistent with Canada's *Human Rights Code*.
- C.4.3.6 Where possible, ensure that all or most owned or leased City facilities meet accessibility requirements in the latest version of the *BC Building Code*.
- C.4.3.7 Ensure that new City facilities and buildings (including major renovations) meet universal accessibility standards.
- C.4.3.8 Include universal design principles in City plans, policies, designs, standards, programs, and

services that consider the needs of all people including those with physical, sensory, and cognitive disabilities.

Parks and Recreation Facilities

SEE SECTIONS C3.6 RECREATION & WELLNESS AND C4.9 PARKLAND & PARK AMENITY MANAGEMENT FOR RELATED POLICIES

- C.4.3.9 Provide opportunities for all people to pursue healthy, active, and social lifestyles through a range of inclusive, accessible, and affordable events, festivals, parks, and recreational / cultural facilities and programs.
- C.4.3.10 Ensure that public spaces are available and accessible to all members of the community where possible.
- C.4.3.11 Continue to increase the provision of accessible play equipment and park amenities.
- C.4.3.12 Where possible, provide safe, clean, and accessible washroom facilities (including change tables for children and adults) throughout the City to enhance public space experiences for all.
- C.4.3.13 Where possible, provide universal access to parks, open spaces, and outdoor recreation opportunities. Where universal access is not possible in natural areas, prioritize meaningful opportunities for people of all abilities to participate in areas where universal accessibility is feasible.

Recreation Programs

SEE SECTION C3.6 RECREATION & WELLNESS FOR RELATED POLICIES

- C.4.3.14 Strive to make all City Parks, Recreation, and Culture programs as inclusive and accessible as possible for all ages and abilities.
- C.4.3.15 Continue to provide a variety of inclusive and barrier-free activities that support different age groups including seniors and youth.
- C.4.3.16 Continue to offer adaptive sport options, working with partners and organizations, wherever possible.
- C.4.3.17 Continue to partner with social clubs to provide meeting space for people with disabilities.
- C.4.3.18 Continue to use Physical Literacy as a method of programming for youth to teach and adapt skills needed to learn sport.
- C.4.3.19 Continue to incorporate accessibility and inclusiveness into summer camps through adaptability and instruction.

Land Use and Development

- C.4.3.20 Encourage private home-owners, landlords, developers, and non-profit housing providers to build new or update existing buildings and spaces to meet adaptable and accessibility standards.
- C.4.3.21 Encourage and consider incentives for private developers and non-profit housing organizations to develop and maintain a percentage of adaptable and accessible housing rental units in new or existing market and affordable developments.
- C.4.3.22 Encourage seniors to 'age in place' through alternative housing options, including making existing housing accessible, installing in-law or secondary suites, sharing housing with students, co-housing, etc.

Mobility and Transportation

- C.4.3.23 Continue to support RDN and BC Transit efforts to maintain and improve accessibility to public transit through bus design.
- C.4.3.24 Ensure that design of new or upgraded public transit infrastructure (transit shelters, exchanges, etc.) consider accessibility for all users.
- C.4.3.25 Work to reduce transportation barriers to City-owned facilities and City-run programs.
- C.4.3.26 Where possible, exceed minimum requirements for universal accessibility for parking access and design standards.
- C.4.3.27 Work with community partners to develop universally accessible trails where appropriate and provide information about trail conditions and barriers at the trailheads and online.