



City of Richmond

Report to Committee

**To:** Parks, Recreation and Cultural Services Committee  
**From:** Kate Sparrow  
 Director, Recreation & Cultural Services  
 Dave Semple  
 Director of Parks Operations  
**Re:** **Parks, Recreation & Cultural Services Draft Access Policy**

*To Parks, Rec & Culture - Feb 28, 2006*  
**Date:** February 14, 2006  
**File:** 11-7000-00/Vol 01

**Staff Recommendation**

That staff meet with community partners regarding the draft Parks, Recreation & Cultural Services Access Policy and report back to Council with a recommended policy and implementation strategy.

Kate Sparrow  
Director, Recreation & Cultural Services  
(4129)

Dave Semple  
Director of Parks Operations  
(3350)

Att. 2

<b>FOR ORIGINATING DIVISION USE ONLY</b>		
<b>CONCURRENCE OF GENERAL MANAGER</b>		
<b>REVIEWED BY TAG</b>	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
<b>REVIEWED BY CAO</b>	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

## Staff Report

### Origin

In February 2005, Richmond City Council adopted the Community Working Group Recommendations.

Recommendation #8 outlines that the City develop system wide policies as a foundation for service planning and is supported by the following information:

- Policies developed and approved by Council will have a public and stakeholder input process
- Priority areas include fees and charges, customer service, accessibility, facility use, community contribution to capital funding, accountability and affiliation.

The draft Parks Recreation and Cultural Services Master Plan 2005 - 2015 recommends the City develop clear consistent direction through system wide, council approved policies as a foundation in the areas of access, use, pricing, public involvement and customer service.

The first of these priority policies to be addressed by Parks, Recreation & Cultural Services (PRCS) is regarding access to services and facilities. An access policy will identify a framework that enables barrier free access to parks, recreation and cultural services and facilities.

The purpose of this report is to present the draft PRCS Access Policy (**Attachment 1**) and recommend further partner consultation prior to adoption of a final policy and implementation strategy.

### Analysis

The value of an access policy is to ensure individuals and families are able to access and participate in a wide variety of opportunities that appeal across all age groups and cultures. It addresses key issues such as:

- Designing an appropriate safety net to reduce barriers to accessing parks, recreation and cultural services and facilities
- Identifying individuals who really need access support
- Determining what is affordable
- Responding to cultural differences
- Determining how to administer a respectful and cost efficient screening process that is sensitive and customer oriented.

Staff have been working on the development of an Access policy over the last several months. In the spring of 2005, Parks, Recreation & Cultural Services gathered research from a number of municipalities to identify best practices regarding access. As a result of this research, learnings regarding issues such as intercultural sensitivity, financial assistance and disability resources were able to be integrated into further work.

A discussion paper was then drafted that identifies issues to be addressed by an access policy, a glossary of terms to help clarify the intent of an access policy and a draft access policy and principle statements.

Throughout the spring and summer of 2005, focus groups were held with staff from Parks, Recreation & Cultural Services, Policy Planning, Human Resources, Legal, Administrative Services and the RCMP in order ensure the draft policy and principle statements were widely supported.

On February 8<sup>th</sup> 2006, a community forum on the topic of access was held in Richmond City Hall. Community partners were invited to the forum and newspaper ads were placed in the Richmond Review, the Richmond News and Ming Pao encouraging the general public to attend.

Over twenty interested citizens representing a range of community groups attended the forum (**Attachment 2**) where they were introduced to the topic of access and the background work completed by Parks, Recreation & Cultural Services. Attendees then participated in facilitated small group discussions regarding the draft policy and principle statements, priorities for implementation and a discussion of their possible role in assisting with implementation.

General feedback from forum participants supported the draft policy and principle statements with some minor editing. Implementation priorities suggested by the attendees included creating welcoming environments, improving outreach to diverse communities, training of staff and volunteers and creating success measures for the policy. Forum participants indicated willingness and desire to continue to be involved in the policy development process as well as recommended further consultation with community groups and advisory committees.

Forum attendees and City staff support the draft Access Policy. It is now time to take the policy out to our partners including council-appointed committees, community associations, cultural and heritage societies, sports groups and identified ethnic groups to ensure their support. This process of further consultation and feedback is required to ensure wide understanding of the positive implications of approval of this policy and to assist with strategies for implementation. Particularly in the case of groups with whom the City has a service relationship, this consultation will allow for discussion about implementation of the policy by partner organizations.

Staff will bring the results of this consultation with community groups to committee with a recommended policy for approval and an implementation strategy later this year.

### **Financial Impact**

There is no financial impact other than staff time required to facilitate meetings with community partners.

### **Conclusion**

A strong Parks, Recreation & Cultural Services Access Policy will help ensure the City is able to provide assistance to those that need it in a sensitive and responsive manner. The policy's strength will come from its support by all stakeholders. In order to ensure this support, more direct consultation is required prior to recommendation of a final policy expected to be presented mid 2006.



Serena Lusk  
Planner  
(4611)

SL:sl



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Adopted by Council:

Policy

File Ref:

Access Policy

**Policy 87--**

It is Council policy that:

Access for all promotes participation and equitable access to Parks, Recreation and Cultural service for diverse populations. This policy works to eliminate barriers and ensure appealing liveable and well-managed parks, recreation and cultural services for all Richmond residents.

It is the intent of Council to:

1. Eliminate barriers to participation, including, and not limited to financial, physical, geographic location, transportation, race, gender, sexual orientation, age, disability, and awareness of the activity and/or the value. Components may include volunteer support, fee subsidy assistance, information on free and low cost programs/service.
2. To provide a framework that enables barrier free access to parks, recreation and cultural services and facilities.

By:

1. Inviting, reaching out and encouraging participation by all sectors of the community.
2. Supporting and facilitating a range of services and a range of subsidized programs.
3. Facilitating and developing services and programs that are sensitive and responsive to diverse community needs.
4. Building volunteer support to assist with access to programs and services.
5. Linking with community resources, agencies and city departments to enhance access.
6. Encouraging and supporting financial assistance programs for Richmond's individuals and families in need and encouraging these program participants to contribute based on their ability to pay.
7. Ensuring staff and volunteers model professionalism, respect and understanding and ensure confidentiality.
8. Collaborating and communicating with the community about access services and opportunities and encourage community involvement in planning and development.



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### Policy Review Process

This policy will be reviewed within 5 years from adoption. The impact of this policy will be monitored to determine if this policy:

- Reaches target market
- Enables access to services
- Results in participation and involvement from all sectors



**Access Policy Glossary of Terms:**

Accessible

- able to access and participate in a wide choice of quality programs and services

Age Classification:

- Infants shall refer to all persons 0-2 years
- Preschool shall refer to all persons 3-5 years
- Child shall refer to all persons from 6-12 years
- Youth shall refer to all persons from 13-18 years
- Adults shall refer to all persons from 19 to 64 years
- Senior shall refer to all person 65 and older

Appropriate Use:

- City of Richmond facilities are publicly funded community assets. Users of facilities must comply with all applicable City bylaws and Federal and Provincial legislation, including the British Columbia Human Rights Code.

Capital Cost

- Expenditure that is for any lasting assets, such as permanent or semi-permanent facilities or equipment, building or machinery.

Commercial:

- Any individual, company or organization engaged in the pursuit of business for profit through the use of a Parks, Recreation and Cultural Services facility.

Community

- Represents the total population living within a defined geographical or a "community of interest" such as a particular sport.

Community Benefit:

- Anything which increases the welfare of the community, is of value to the community as a whole, or responds to a need of the general public.

Community Group:

- A non-profit organization or association of persons with the primary aim of working to provide services and benefits to the community.

Community events/tournaments:

- Events and tournament deemed to contribute to the vision of the City of Richmond.

Equity:

- The belief and practice of fair and just treatment for all individuals.



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Direct Cost

- Expenditures that can be specifically allocated to the provision of a particular service.

Facility Operating Cost:

- The total annual cost of operating a facility, room or space divided by the number of marketable hours per year of such facility.

Family:

- 2 Adults plus others per head.

Indirect Cost

- Cost incurred for the benefit of the organization as a whole and not readily traceable to only one specific service or program (eg program charges, administrative charges, programmers time)

Life-Cycle cost

- The sum of present values of investment costs, capital costs, installation costs, energy costs, operating costs, maintenance cost and disposal cost over the lifetime of a product or service.

Market Rate:

- The rate set within the context of the market segment.

Private Group:

- Any individual or organization, which does not meet the requirement of the "community group" or "commercial" definitions.

Richmond Resident:

- Individuals who live within the geographical boundary of Richmond.

Student:

- Any person with a valid full time student card

Subsidization:

- Permitting use of a facility at a rate less than the Facility Rate.
- Permitting admission to a program or event at rate less than the cost of the program
- Donating the service of any employee of PRCS
- Lending equipment

**ATTACHMENT 2**

## Attendees - Community Forum on Access - Wednesday, Feb. 8th 2006

	<b>First Name</b>	<b>Last Name</b>	<b>Organization</b>
1	Dale	Pitts	
2	Jim	Tanaka	Community Working Group
3	Mohinder	Grewal	
4	Ella	Huang	Disability Resource Centre
5	Julie	Halfnights	Thompson Community Association
6	Ben	Branscombe	Steveston Community Society
7	Doug	Soo	Langara College
8	Shawn	Logan	Richmond Committee on Disability
9	Shirley	Leung	SUCCESS
10	Michael	Yue	Richmond Civic Network
11	Jose	Jolay	Thompson Community Association
12	Jennifer	Ng	Richmond Chinese Parent's Association
13	Maria	Glaze	Richmond Society for Community Living
14	Brenda	Bartley-Smith	Richmond Nature Park
15	Lori	Bartley	Richmond Nature Park
16	Arlen	Johnson	Richmond Committee on Disability
17	Eric	Stepura	City of Richmond
18	Suzanne	Haines	Gateway Theatre
19	Roger	Barnes	Richmond Sports Council
20	Helen	Davidson	Richmond Children First
21	Litizia	Myers	Richmond Family Place