

Appendix A:

2019 Status of Community for All Actions

THEME AREA	ACTION	LEAD	STATUS	DETAILS
Inclusive Community	Explore opportunities to enhance the communication of health services and health messaging	Interior Health	Complete	Increased utilization of social media (Facebook & Twitter) to engage the public and inform, which includes: posting of how-to and FAQ videos (air quality during wildfires, meningococcal outbreak, flooding) and Facebook Live events (UseSafe launch) and video tours (Cedar Sage Wellness Clinic).
	Expand the Seniors Contact Program	City of Kelowna (Community Policing)	Not proceeding	Due to volunteer staffing levels, as well as the ability for wellness checks to be conducted by the RCMP, the program cannot be expanded over the current capacity of 30 individuals at this time.
	Integrate "Sport for Life" principles into policies, procedures and programs and work towards becoming a "Canadian Sport for Life" Community	City of Kelowna (Active Living & Culture)	Ongoing	<p>"Sport for Life" integration has been included as a key action item in the City's Community Sport Plan.</p> <p>As part of the "Quality Sport" goal area, the City is working with local sport organizations and key stakeholders to create quality, inclusive programs and services that are available at all stages of the CS4L continuum, and integrate "Sport for Life" principles into policies, procedures and programs.</p>
	Connect seniors and youth through after-school work programs	School District #23 and Seniors Outreach Society	Ongoing	Seniors Outreach Society have began a new partnership with Happipad, linking post-secondary students with seniors who have room in their homes, and want to have a student live in. Happipad was created to help solve issues such as housing affordability, social isolation, loneliness, and aging

THEME AREA	ACTION	LEAD	STATUS	DETAILS
				<p>in place through the creation of shared living arrangements.</p> <p>School District #23 has an ongoing partnership with Seniors Care Home Student Volunteers in which students volunteer at local senior facilities.</p>
	Develop a network of parents and community members to lead extracurricular clubs in schools	School District #23	Ongoing	This is an ongoing action at a number of schools within School District #23.
	Create Outstanding Neighbour Awards Recognition program to foster neighbourliness and inspire connections between neighbours	City of Kelowna (Active Living & Culture)	Complete	The program launched in November 2017. The purpose of the program is to celebrate acts of kindness and general neighbourliness. Since the launch, 29 neighbours have been recognized for their outstanding neighbourliness or involvement in the neighbourhood. Some stories include taking baked goods to new neighbours, shoveling sidewalks, looking after pets while neighbours are away, and maintaining neighbourhood spaces. The Outstanding Neighbour Recognition program will be ongoing and recipients will be acknowledged at the Strong Neighbourhoods year end wrap-up in November and presented with a certificate of recognition.
	Continue to foster the social connection of neighbours and build capacity within neighbourhood based organizations	City of Kelowna (Active Living & Culture)	Ongoing	Will continue to offer opportunities for neighbours to engage through various programs. Will continue to offer the pop-up Park & Play, Pop-Up Park & Play, Dancing in the Park, Twilight Yoga, Family Active Nights and many other free community programs to facilitate more opportunities for connection.

THEME AREA	ACTION	LEAD	STATUS	DETAILS
	Create a Neighbourhood Champion volunteer program	City of Kelowna (Active Living & Culture)	Postponed  Slated for 2020 (pending budget)	The Block Connector Program aims to increase the number of neighbourhoods where people feel included, welcome and connected. Through this program, Kelowna residents volunteer to become a Block Connector, committing to introduce themselves to the nearest 10-20 households and to host one social event for their immediate neighbourhood per year. The Strong Neighbourhoods team will recruit and train block connectors, facilitate block connector networking and support events, provide support at neighbourhood social events and resources to facilitate neighbours getting to know each other.
	Review and enhance the accessibility requirements in the Outdoor Event Permit application to improve accessibility at community events	City of Kelowna (Active Living & Culture)	Ongoing	Accessibility information and tips have been included on the Events Planning webpage to be used as a resource for event organizers. Improvements and efficiencies are continually being sought through debriefs, discussions and exploration.
	Expand the online Accessibility Inventory to increase awareness of accessible opportunities	People In Motion	Complete	People In Motion expanded the online <a href="#">Accessibility Guide</a> to include the City of Kelowna Community for All Assessment on 157 City parks and 76 City buildings. The Accessibility Guide is updated semi-annually and is available on the People in Motion, City of Kelowna and the Kelowna Official Visitors Guide websites.
	Provide opportunities for people with diverse abilities to showcase products and skills at community markets or events	People In Motion	In progress	People In Motion would like to expand on this project to provide entrepreneurial/business skills workshops. People In Motion will provide education on cost analysis, demographics studies, trends in public markets, short fiscal management course and

THEME AREA	ACTION	LEAD	STATUS	DETAILS
				applying for business name and license etc. Dependent on additional funding.
	Explore the opportunity to enhance the information provided to residents, including new residents	Interior Health	Complete	Created a page on IH's public website for " <a href="#">Newcomers &amp; Refugee Care</a> " complete with FAQs, a video on Health 101 Education, and a list of health providers.
	Explore the opportunity to enhance the information and resources provided to new parents	Interior Health	Complete	Interior Health has revised a <a href="#">New Baby Package</a> which includes information and resources for new parents. In addition, women who deliver at home are now able to access the same information through their midwives to those who deliver at the hospital and receive hospital discharge packages.  Interior Health has updated and expanded content on <a href="#">Having a Baby</a> webpage, including linking to <a href="#">Smart Mom</a> . Smart Mom is a free text messaging version of prenatal classes, giving timing appropriate information as the pregnancy develops.
Healthy Neighbourhood Design & Healthy Natural Environments	Conduct a Community for All Assessment in City parks with a focus on accessibility and safety	City of Kelowna (Parks & Buildings Planning)	Complete	157 parks were assessed in the summer of 2017. Final results were presented to Council on April 16 <sup>th</sup> , 2018. The accessibility details of all the parks and buildings have been included in People In Motion's <a href="#">Accessibility Guide</a> . The City of Kelowna's website contains a link to this Accessibility Guide. Implementation of prioritized retrofits will be ongoing and will occur as funding / budget is available.
	Conduct a Community for All Assessment in City buildings with a focus on accessibility and safety	City of Kelowna (Parks & Buildings Planning)	Complete	76 buildings were assessed in the summer of 2017. See above for additional details on the assessments.

THEME AREA	ACTION	LEAD	STATUS	DETAILS
	Promote all ages and abilities assessments to other organizations and businesses	City of Kelowna (Policy & Planning)	Complete	The City of Kelowna parks and building assessments were shared with key community stakeholders including Interior Health, Okanagan College and UBC-O.
Healthy Housing	Support the development of diverse housing types to meet the variety of housing needs in the community	City of Kelowna (Policy & Planning)	In progress	<p>Policy and Planning completed a Healthy Housing Strategy which was endorsed by Council in June 2018. This Strategy includes 19 actions in four key directions:</p> <ol style="list-style-type: none"> <li>1. Promote and protect rental housing</li> <li>2. Improve housing affordability and reduce barriers for affordable housing</li> <li>3. Build the right supply</li> <li>4. Strengthen partnerships and align investments</li> </ol> <p>Implementation of this Strategy is in progress with numerous actions underway that align with the above key directions.</p>
	Promote and encourage residents to apply for the Energy Conservation Assistance Program to help save energy and money	City of Kelowna (Policy & Planning)	In progress	Policy & Planning is developing a Retrofit Strategy which will include promoting funding opportunities that reduce money and energy.
Healthy Transportation Networks	Expand the student-led walking school bus program	School District #23	Ongoing	Schools are continuing to look at this program and allow for access points.
	Expand the Bike Recycle program in schools	School District #23	Ongoing	This is ongoing work in a middle school.
	Enhance cycling safety program through infrastructure improvements	City of Kelowna (Integrated Transportation)	Ongoing	<p>Continue to expand All Ages and Abilities (AAA) Active Transportation Network.</p> <p>Cycling projects to be completed by end of 2019:</p> <ul style="list-style-type: none"> <li>• Rail trail north end paving(Manhattan to Gordon,</li> </ul>

THEME AREA	ACTION	LEAD	STATUS	DETAILS
				<ul style="list-style-type: none"> <li>• Sutherland Protected Bike Lanes (Ethel to Lake),</li> <li>• Ethel Protected Bike Lanes (Sutherland to Cadder/Springfield),</li> <li>• Bernard Painted Bike Lanes (Richter to Ethel),</li> <li>• Ellis painted Bike Lanes (Roanoke to Broadway)</li> <li>• Cawston and Rail Trail Spot Improvements,</li> <li>• Gordon widened and buffered existing painted bike lanes (Steel to Frost)</li> <li>• Frost widened existing Bike Lanes (Gordon to Killdeer)</li> <li>• KLO widened and buffered existing bike lanes (Gordon to Benvoulin)</li> <li>• Benvoulin widened existing bike lanes (Chamberlain to KLO)</li> <li>• Benvoulin and KLO intersection added conflict paint at and improved crossing conditions for people on bikes</li> <li>• Summit/High (Clifton to Valley) buffered and widened existing bike lanes</li> <li>• Clifton road diet with widened and buffered bike lanes (Mountain to Caramillo)</li> </ul>
	Enhance communication and awareness for the pedestrian and bicycle network and roadway safety for all users	City of Kelowna (Communications & Integrated Transportation)	Postponed Slated for 2020 (budget pending)	Budget request to develop a strategy and fund communications. General road safety messaging goes out intermittently on our social media platforms.
	Expand wayfinding signage network	City of Kelowna (Integrated Transportation)	Ongoing	Signage was expanded along the Okanagan Rail Trail.

THEME AREA	ACTION	LEAD	STATUS	DETAILS
	Review and update infrastructure policies, bylaws and guidelines to ensure accessibility features are incorporated	City of Kelowna (Infrastructure Division)	In progress	Infrastructure is working on updating standard drawings and clauses that will be included in the Subdivision and Servicing Bylaw 7900 update. The update will include clauses for accessibility standards, including, but not limited to, construction site safety, infrastructure in public spaces, intersections and sidewalks.
	Conduct an accessibility parking program review	City of Kelowna (Parking Services)	Postponed Deferred to 2020 (budget pending)	Due to ever increasing demands on staff related to growth this action item has been deferred. A 2020 budget request has been submitted that, if approved, will allow a consultant to be engaged to complete this action item and make recommendations.
	Provide real-time GPS bus location and schedules	City of Kelowna (Integrated Transportation and BC Transit)	Complete	NextRide, Automatic Vehicle Location (AVL) technology, was installed on buses. The new technology includes a web-based passenger application, which enables commuters to use web browsers and smart mobile devices to see the location of their bus along its route and its predicted arrival time at an identified stop.
	Redevelop a travel training program to encourage people to use transit as an alternative to accessible transportation	City of Kelowna (Integrated Transportation)	Complete	The travel training program has been redeveloped and is being delivered by Occupational Therapists. This program includes reviewing the necessary steps to use the Conventional system (including online schedules, payment options, transfers etc). This program also includes a real world practice trip together, both to and from a destination.
	Implement a program specifically for accessibility infrastructure retrofits	City of Kelowna (Roadways)	Ongoing	An ongoing budget of \$20,000 was approved by Council as part of the Community for All Action Plan. Repairs are identified from the sidewalk inspection and service requests.

THEME AREA	ACTION	LEAD	STATUS	DETAILS
				<p>The 2019 Sidewalk Inspection report identified several areas of accessibility that were of concern that were up graded or installed as new. These include the following.</p> <ul style="list-style-type: none"> <li>• Wheel chair letdowns</li> <li>• Bus stops</li> <li>• Intersections</li> <li>• Signal button accessibility</li> <li>• Multiple uneven sections of sidewalk.</li> </ul>
Healthy Food Systems	Connect local farmers with the community	City of Kelowna (Development Planning)	Ongoing	Development Planning corresponds with growers and producers on a regular basis through interactions with agricultural land owners and the Agricultural Advisory Committee. The City continues to support farm retail sales in the ALR, provided it is consistent with applicable regulations, as well as seasonal pop-up sales.
	Develop a Community Kitchen that facilitates eating, cooking classes and shared meals	Pathways Abilities Society	Not proceeding	Pathways Abilities Society received a grant to complete an assessment of a Community Kitchen for seniors, families and those with diverse abilities. The assessment was done in partnership with Interior Health, UBC, Seniors Outreach Society. The assessment phase of the project identified that developing one community kitchen for seniors, families and those with diverse abilities would likely not be sustainable due to ongoing funding required and the distinct interest and needs of each group. However, this research included an inventory of the existing community kitchen's in Kelowna which can be used to connect residents with existing facilities.



THEME AREA	ACTION	LEAD	STATUS	DETAILS
	Promote a nutritional focus in City recreational programs and concession and vending machines in City-owned facilities	City of Kelowna (Active Living & Culture)	Ongoing	<p>The Healthy Food &amp; Beverage Guidelines have been incorporated into the City's Lease Agreements with local sport organizations that operate the City facilities.</p> <p>The City continues to work with Concessionaires to ensure that healthy food and beverage guidelines are being followed and nutritional options are available at all concessions and vending machines in City-owned facilities.</p>

Below are highlights of additional actions that work towards the vision of “a city that is healthy, safe, active and inclusive for seniors, children and those with diverse abilities”:

THEME AREA	ACTION	LEAD	STATUS	DETAILS
Inclusive Community	Continue to build a strong partnership with Interior Health	City of Kelowna (various departments)	Ongoing	<p>Policy &amp; Planning and Interior Health are partners on the development and implementation of the Healthy City Strategy.</p> <p>Social Development and Interior Health work together to implement the actions of the Journey Home Strategy.</p> <p>Active Living &amp; Culture relies on community partners to assist in the delivery of specialized programs and services. Interior Health supports a physio navigator program to help people integrate into community programs based on their personal health needs. In addition, IHA offers training for staff to delivering programs</p>

THEME AREA	ACTION	LEAD	STATUS	DETAILS
				for people with chronic illnesses or those in aging populations.
	Conduct a regional child care needs assessment and action plan.	City of Kelowna (Active Living & Culture)	In progress	The City of Kelowna, City of West Kelowna, District of Lake Country, and District of Peachland were successful in their regional application to undertake a Child Care Needs Assessment in the Central Okanagan. This is a grant opportunity from the BC Ministry of Children & Family Development and Union of BC Municipalities. The project will seek to identify regional child care needs and trends, create an inventory of childcare spaces, and identify locations and populations most in need. Completion is set for March 2020.
Healthy Neighbourhood Design & Healthy Natural Environments	Community for All Improvement Program	City of Kelowna (Parks & Building Planning)	Ongoing	<p>The Community for All Parks and Buildings Assessments highlighted the need for year round washrooms in order to make our parks accessible for some seniors and parents with babies and toddlers. Boyce Gyro washroom currently starting will have a year round washroom. The City has also partnered with SD23 to provide a year round washroom at Ponds Community Park.</p> <p>Additional improvement projects include:</p> <ul style="list-style-type: none"> <li>• KCT automatic doors</li> <li>• All-User washroom signage throughout the City</li> <li>• Rutland Arena wheelchair viewing platform</li> <li>• Handrail additions at various locations</li> <li>• Elevator modernization to current codes/standards at the Museum, Rutland Family YMCA, and City Hall</li> </ul>

THEME AREA	ACTION	LEAD	STATUS	DETAILS
				<ul style="list-style-type: none"> <li>• Electric vehicle charging stations</li> </ul> <p>Additionally, starting in 2019 an annual budget of \$40,000 was approved for the Community for All Improvement Program. This is an operation budget to address the multiple small changes identified in the Assessments.</p> <p>2019 actions:</p> <ul style="list-style-type: none"> <li>• Parking lot lines and symbols maintained and all parking signage in good repair and highly visible.</li> <li>• All passenger loading zones marked for exclusive or partial use by people with a disability or young families.</li> <li>• All buildings equipped with an AED (Automated External Defibrillator) accompanied by clear instructions.</li> </ul> <p>Actions 2020 onward:</p> <ul style="list-style-type: none"> <li>• Pathway to building shall be level, surfaced with asphalt or concrete, and a minimum of 1200mm clear wide (free of obstructions).</li> <li>• All high-use buildings shall have automated door opening systems at building entrance.</li> <li>• All high-use buildings shall have a single stall 'all-user' washroom on each publically accessible floor.</li> <li>• All high-use buildings shall use tactile signage with contrasting colours to identify washrooms. Preference is to use raised characters (in addition to, or in place of, Braille).</li> </ul>

THEME AREA	ACTION	LEAD	STATUS	DETAILS
				<ul style="list-style-type: none"> <li>All high-use buildings with public service counters of windows shall have one lowered counter to accommodate those with special requirements (dimensions should be max. 365mm above ground, 760mm wide, min, 685mm height, and 485mm deep).</li> <li>All buildings that use public address systems shall be equipped with active listening systems.</li> </ul> <p>Additionally, the City of Kelowna has just received a \$20,000 grant from the Rick Hansen Foundation for accessibility improvements to Ben Lee Park. These improvements will be installed by fall of 2020.</p>
Healthy Transportation Networks	Installation of automatic door openers	City of Kelowna (Parking Services)	Slated for 2020 (budget pending)	<p>Installation of automatic door openers on doors used to access the elevator lobbies at our two older parkades, Library and Chapman.</p> <p><i>Note - the newer Memorial parkade already has this equipment in place.</i></p>