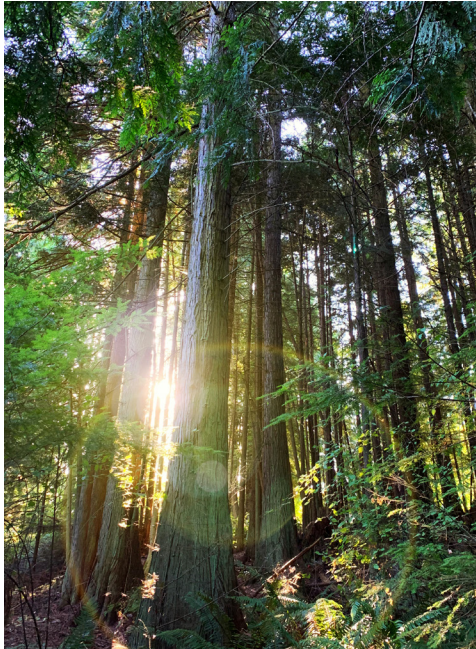


ACCESSIBILITY PLAN OUTLINE 2023



**Justice
Institute**
BRITISH COLUMBIA



We respectfully acknowledge that the Justice Institute of British Columbia serves people across the province situated on Traditional, unceded, and Treaty Territories and the many Nations who are represented by the urban Indigenous population in British Columbia.



01

INTRODUCTION

ABOUT JIBC

Since 1978, the Justice Institute of British Columbia (JIBC) has been an integral part of our province's public safety and justice infrastructure, providing education and training to those who help people in the direst of circumstances, including when life, health, safety, or property are in jeopardy.

JIBC is an internationally recognized leader in designing and delivering online and applied education and research. Our curriculum emphasizes real-world, hands-on experiential learning and training that has an immediate and lasting impact. More than 30,000 students study at JIBC every year, benefiting from instructors who understand the critical professions for which we train. That's because they've been on the front lines, doing the jobs themselves.

Our role in training those who help keep communities safe and healthy—municipal police officers, paramedics, firefighters, sheriffs, correctional and probation officers, emergency managers and search-and-rescue personnel—is a significant responsibility and one we are honoured to share with our many partners and stakeholders. We are equally proud of the distinctive community care and social justice curriculum we have developed, our online and applied education and research, and our notable conflict resolution, counselling, leadership, and mediation programming. As we like to say, “when the going gets tough, JIBC graduates are ready.”



JIBC'S COMMITMENT TO ACCESSIBILITY

JIBC is committed to creating inclusive, accessible spaces and services for all members of the JIBC community. JIBC's Strategic Plan 2022-2027 explicitly describes delivering inclusive education, training and research; creating accessible programming, workplaces and spaces; and respecting and weaving Indigenous knowledges into our experiences, as integral to JIBC's key commitments as an organization.

As we work towards meeting accessibility requirements set out by government legislation, we will be guided by the following values and beliefs:

- diversity and inclusiveness enhances how we teach, learn, undertake research, work and engage within and outside of JIBC;
- an accessible environment benefits everyone; and
- removing barriers is key for equitable access to education, training, research, employment and services.



MESSAGE FROM LEADERSHIP

We are pleased to share JIBC's Accessibility Plan. The Accessible British Columbia Act received royal assent on June 17, 2021, and exists to ensure all people are able to meaningfully participate in their communities. This plan was created in support of that purpose.

As an educational institution spanning multiple campuses and communities and offering education and training in a variety of delivery modes, we recognize the importance of making JIBC fully accessible by removing barriers for those who interact with JIBC. We are committed to ensuring that everyone can contribute to and participate in the JIBC community.

While the completion of this first iteration of JIBC's Accessibility Plan is a major accomplishment for us, it is only the beginning of our journey as we strive towards realizing a barrier-free JIBC.

Thank you to all who have contributed to the development of this Plan.

Colleen Vaughan
Vice-President, Academic



02

FRAMEWORK

LEGISLATIVE FRAMEWORK

In 2021, the Province of British Columbia passed the Accessible British Columbia Act, becoming the fifth province in Canada to introduce comprehensive accessibility legislation. The Act requires that JIBC establish an accessibility plan, which will describe JIBC's commitment, priorities and processes for identifying, removing and preventing barriers to individuals in, or interacting with, JIBC.

The Act also requires that JIBC form an accessibility advisory committee to be responsible for:

- assisting JIBC in identifying barriers to individuals in, or interacting with, JIBC;
- advising JIBC on ways to remove and prevent barriers to individuals in, or interacting with, JIBC; and
- providing recommendations and feedback to JIBC on the development of, and ongoing review and updates to, its accessibility plan.

The Act requires that, to the extent, possible, members of an accessibility advisory committee be selected with certain goals. At least half of the members of an accessibility advisory committee must be people living with disabilities, or people who support, or who are from organizations that support, people living with disabilities. There should be representation that reflects the diversity of individuals living with disabilities in British Columbia. At least one member of an accessibility advisory committee must be an Indigenous person.

Membership in general should reflect the diversity of persons in British Columbia.

The Act provides that an accessibility advisory committee should consider the following principles when providing its input on development and updating of the accessibility plan: inclusion, adaptability, diversity, collaboration, self-determination, and universal design.

Furthermore, the Act provides that an accessibility plan address some or all of the following areas, as applicable: employment, delivery of services, built environment, information and communications, transportation, health, education, and procurement.

Finally, the Act requires that JIBC establish a mechanism for receiving comments from the public on its accessibility plan and barriers to individuals in or interacting with JIBC.



DEVELOPMENT OF JIBC'S ACCESSIBILITY PLAN

JIBC began work on the JIBC Accessibility Plan in early 2023.

After reviewing best practices at similar organizations in other provinces, we determined that a two-committee approach would best support this important work. We first formed the Accessibility Steering Committee (steering committee), which is comprised of members who provide subject matter expertise and have functional ownership and accountability for results across divisions and departments within JIBC.

After establishing the steering committee, we began developing and recruiting for the Accessibility Advisory Committee (AAC). JIBC leadership consulted with the institute's EDI Insights advisory group, which is responsible for the development and implementation of JIBC's equity, diversity and inclusion Action Plan. The steering committee also engaged with the Justice Institute Students' Union to discuss JIBC's efforts with respect to the Accessible British Columbia Act. We received significant interest from individuals within the JIBC community to serve on the AAC. We are confident that the AAC reflects the diversity of both those living with disabilities in British Columbia, and persons living in British Columbia in general.

The AAC held its first meeting in summer 2023. Shortly after this meeting, the steering committee presented the AAC with draft recommendations regarding: Built Environment, Delivery of Services, Education, Information and Communications, and Employment. Members of the AAC provided feedback and edits, and engaged in constructive dialogue that distilled the recommendations to what you see in this Accessibility Plan.

The Act suggests three (3) additional areas of consideration: transportation, health, and procurement. The steering committee determined that for the first iteration of JIBC's Accessibility Plan these three (3) areas would be embedded in the other five (5) areas of consideration. They may, however, become elevated over time to be addressed as their own stand-alone areas of consideration.

It is important to note that as of the date of this Accessibility Plan, the Province of British Columbia is developing accessibility standards that may affect some or all the key focus areas addressed above. JIBC will periodically review and revise the below recommendations when such standards are introduced by regulation.

Development of JIBC's first Accessibility Plan has been a collaborative effort between the steering committee, the AAC and other key contributors within the JIBC community. JIBC recognizes that this Accessibility Plan is a living document, and that this first iteration of the Accessibility Plan is merely a starting point. We will continue to connect with and listen to members of the JIBC community as we update JIBC's Accessibility Plan over time.

CONSULTATION CONDUCTED

In 2023, JIBC engaged The Rick Hansen Foundation, a Canadian organization dedicated to creating a more inclusive and accessible society, to conduct an accessibility assessment of the New Westminster campus. This assessment included an analysis of current conditions and future requirements that could also be applied across all JIBC's campuses. They provided a snapshot of the current level of accessibility at the New Westminster campus and confirmed JIBC's eligibility to become certified under The Rick Hansen Foundation Accessibility Certification (RHAC) program. The RHAC program is a comprehensive rating system that evaluates and rates the accessibility of buildings, sites, and pedestrian routes.

The certification process involves a trained professional conducting an on-site assessment of a building or site based on criteria that cover various aspects of accessibility, including entrances, parking, elevators, washrooms, signage, and more. The assessment results in a rating on a scale of 1 to 4, with higher ratings indicating a higher level of accessibility. JIBC's New Westminster campus scored 66%, which is within the 60%-79% range required for certification.

JIBC's Facilities team led the accessibility assessment in support of JIBC's Annual Plan initiative to proactively prepare for the Accessible British Columbia Act. Creating accessible campuses is also one of the planning principles identified in JIBC's Long-range Facilities Plan. The Long-range Facilities Plan recommended campuses be designed to be accessible to all in terms of physical access, multiple modes of transportation, ease of facility access, clarity of location, and movement in accordance with Universal Design principles.

At the time of writing, the Facilities team was working to incorporate the recommendations of the accessibility assessment into the 5-Year Maintenance Plan for implementation across all campuses.

03

RECOMMENDATIONS FOR A BARRIER-FREE JIBC

The following recommendations have emerged through an iterative needs analysis, consultation, review and documentation process, informed by individual reports that focused on five (5) key focus areas:

- Built Environment
- Delivery of Services
- Education
- Information and Communications
- Employment

Each of the recommendations listed below will be part of a subsequent implementation plan with accountabilities across JIBC. Although developed as a compilation of individual focus area recommendations, JIBC's Accessibility Plan will take both an overarching and area-specific approach to ensure consistency across commonly identified actions such as campus planning, and development of education and training delivery tools.



BUILT ENVIRONMENT

Goal: for JIBC’s campuses to provide barrier-free access for all intended users.

RECOMMENDATIONS		
	Action	Status
1	Create an Institute standard for the accessibility of physical spaces based on best practice guidelines, universal design principles, and certifications that surpass minimum requirements.	
2	Perform a full accessibility audit of physical spaces, utilizing a recognized third party such as the Rick Hansen Foundation.	Partially complete
3	Undertake systematic retrofitting to address identified opportunities to reduce and eliminate barriers to accessibility and to meet new standards for physical spaces.	
4	Establish a reporting protocol to identify accessibility barriers and areas for improvement within physical spaces.	
5	Establish a capital-funded budget allocation and related supporting resources for improving the accessibility of physical spaces.	
6	Review, update and create new Institute policies and practices relevant to the accessibility of physical spaces.	

DELIVERY OF SERVICES

Goal: for all to have equitable access to JIBC services.

RECOMMENDATIONS		
	Action	Status
1	Perform a gap analysis of the experience of students with existing services including library services, food services and the JIBC bookstore.	
2	Ensure personnel are equipped to deliver accessible services based on best practices such as established accessibility standards and guidelines.	
3	Review and consider updates to policies and procedures related to services for students from an accessibility perspective.	

EDUCATION

Goal: to be a leader in inclusive, equitable and accessible education.

RECOMMENDATIONS		
	Action	Status
1	Ensure staff and faculty who develop and deliver courses are trained and have resources to support accessibility.	
2	Consider accessibility and the removal of barriers when reviewing and considering updates to policies and procedures related to development and delivery of training and education.	
3	Explore, and actively promote and encourage opportunities for faculty and students to engage in research related to accessibility and disability.	
4	Reinforce a culture that promotes accessibility, and eliminates stigma and microaggression.	

EMPLOYMENT

Goal: to create an environment where all employees feel accepted, valued, and have equal opportunity to grow and succeed through the identification, removal and prevention of accessibility barriers in the workplace.

RECOMMENDATIONS		
	Action	Status
1	Create initial awareness of the Accessible British Columbia Act, JIBC's approach, and the importance of the Accessibility Plan.	Partially complete
2	Drive a cultural and attitudinal shift to promote accessibility and eliminate stigma and microaggression.	
3	Provide training and resources to educate employees around accessibility, barriers and biases.	
4	Gather information and input on employment barriers at JIBC, and prioritize actions to eliminate barriers and increase accessibility.	
5	Ensure any new employment practices, services, and programs are designed to meet a broad set of needs.	

INFORMATION AND COMMUNICATIONS

Goal: for all people to be able to receive, understand and share information provided by JIBC.

RECOMMENDATIONS		
	Action	Status
1	Ensure communications support a culture that promotes accessibility and elimination of stigma.	
2	Audit communications and marketing platforms, activities, materials, templates, brand standards, website, intranet and social media to identify accessibility barriers, and develop plan to update as required to remove such barriers.	
3	Contribute to the development of guidelines and practices that will ensure that all content, systems, and communications are accessible upon initial development and distribution.	
4	Reinforce a culture that promotes accessibility, and eliminates stigma and microaggression.	

MONITORING AND EVALUATION

We know that we will only be successful if we actively seek out, incorporate and implement feedback from the JIBC community and others whose goals align with our own. Our Accessibility Plan is, by its nature, iterative and a living document that will grow and develop over the years. It is a roadmap rather than an endpoint. We will continue to review and revise on a periodic basis and will expand engagement and consultation across JIBC’s various campuses and with the broader community, and especially with persons living with disabilities.

Additional evaluation and reporting efforts will include, but will not be limited to:

- periodic reviews of JIBC’s Accessibility Plan;
- review of feedback received from the public on JIBC’s Accessibility Plan and barriers experienced by individuals interacting with JIBC; and
- reporting on JIBC’s compliance with the Accessible British Columbia Act, as required

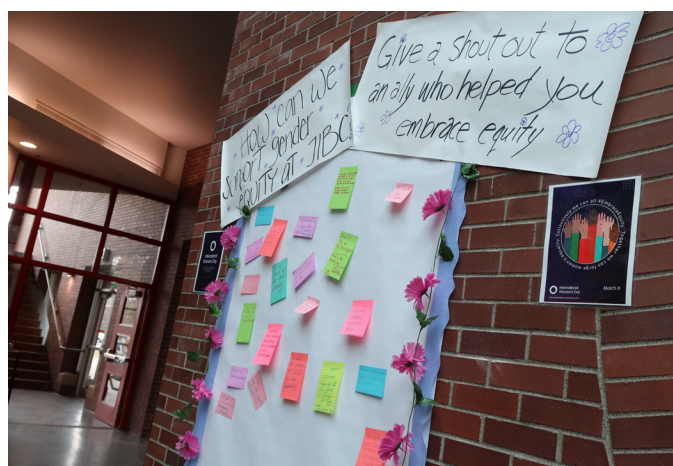
NEXT STEPS

Now that we have completed the first iteration of our Accessibility Plan, our focus will shift to developing the detailed actions required to fulfill the recommendations, which will include implementation, progress reporting and evaluation of results. Subsequent implementation and reporting plans will outline how JIBC will achieve the recommendations outlined above and the measures that will be used to monitor and report on progress.

HOW TO GIVE US FEEDBACK

We want to hear from you!

If you have any questions or concerns regarding JIBC’s Accessibility Plan, or if you are aware of any accessibility barriers experienced by persons in, or interacting with, JIBC, please contact us at accessibility@jibc.ca.



ACKNOWLEDGEMENTS

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JIBC's Accessibility Advisory Committee

JIBC's EDI Insights Group

The Justice Institute Students' Association

Executive Sponsor
Colleen Vaughan – Vice-President,
Academic

Project Lead
Derek Deacon – General Counsel

Additional thanks to:
Wanda Chow – Writer/Content Specialist

JIBC's Accessibility Steering Committee, and in particular, the following focus area / working group leads:

BUILT ENVIRONMENT

Julie Brown – Director, Campus Planning & Facilities Operations

DELIVERY OF SERVICES

April Haddad – Director, Library Services

Mary DeMarinis – Registrar and Director, Student Affairs

EDUCATION

Bob Walker – Director, Centre for Teaching, Learning & Innovation'

Celia Quigley – Director, Academic Affairs

INFORMATION AND COMMUNICATIONS

April van Ert – Vice-President, Brand, Communications & Engagement

Peter Gregorowicz – Chief Information Officer (CIO)

EMPLOYMENT

Cindy Dopson – Vice-President, People, Culture & Organizational Planning



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Justice Institute of British Columbia

JIBC's six campuses are located in New Westminster, Maple Ridge, Pitt Meadows, Chilliwack, Kelowna and Victoria on the unceded Traditional Territories of the Qayqayt, Musqueam, and Coast Salish Peoples, the Katzie and Kwantlen First Nations, the Stó:lō Nation, the Sylix/Okanagan Nation, and the Traditional, Treaty Territories of the Songhees, Esquimalt, and WSÁNEC Nations.