PENINSULA RECREATION
DEPARTMENT POLICY

Policy Type	*Administrative*		
Section	*Parks, Recreation & Environmental Services (PRES)*		
Title	**ACCESSIBLE AND INCLUSIVE RECREATION POLICY**		
Adopted Date	September 24, 2026	Policy Number	PRC504
Last Amended			
Policy Owner	Peninsula Recreation		

1. POLICY:

Peninsula Recreation is committed to ensuring that all programs, services, and facilities are inclusive and accessible, by identifying and removing barriers, promoting equitable participation, and creating environments that support individuals of all abilities, backgrounds, and identities.

2. PURPOSE:

To ensure safe, welcoming, and barrier-free recreation facilities, programs, and services for all community members, and to provide clear guidelines that support equitable access and meaningful participation.

3. SCOPE:

This policy applies to all individuals using Peninsula Recreation facilities, programs and services, including participants, user groups, spectators, visitors, staff, volunteers and contractors, and covers all indoor and outdoor recreation spaces, programs and services operated by Peninsula Recreation.

3.1 Principles

In alignment with the Peninsula Recreation Commission's Mandate, Mission and long-standing principles of equitable and accessible recreation as outlined in the Policy Manual, and informed by evolving accessibility standards, legislation and best practices in recreation and inclusion, the guiding principles of this policy are as follows:

- **Equity:** Providing fair access to programs, services and facilities for all individuals.
- **Inclusion:** Creating environments where everyone feels welcome and respected.
- **Accessibility:** Removing physical, social and attitudinal barriers to participation.
- **Respect:** Honouring diverse identities, abilities and cultural practices; and
- **Collaboration:** Working with users to identify reasonable accommodations that balance individual needs with community well-being.

3.2 Use of Support Persons

Peninsula Recreation welcomes individuals with disabilities who require a support person to participate in programs and services.

To support equitable access, individuals requiring assistance may be issued a Leisure Assistance Pass. This pass allows a support person to accompany the participant into any Peninsula Recreation facility at no cost, where their attendance is primarily for the purpose of providing support rather than for personal recreation. Support may include assistance with communication, mobility, personal care, or other essential needs. The Leisure Assistance Pass helps ensure that participants who rely on support can fully engage in recreation opportunities without facing additional financial barriers.

3.3 Camp and Childcare Inclusion

Peninsula Recreation is committed to supporting the meaningful participation of all children in camps and childcare programs. To ensure safe and effective planning, families must inform Peninsula Recreation staff in advance of any behavioural, medical, developmental, or support needs that may affect their child's participation.

For children who require additional assistance such as one-to-one support, behaviour support, communication support, or mobility assistance, families must submit an inclusion support request through the established registration process by the stated deadline. Information about request timelines and submission requirements will be communicated through seasonal program materials and the Peninsula Recreation website. Advance notice allows staff to assess individual needs, coordinate available resources, and determine whether the program can safely and reasonably accommodate the child.

Staff will work with families to identify appropriate supports, explore available options or consider alternative participation plans when full accommodation is not possible.

Allocation of inclusion support will depend on overall demand, available resources and staff expertise, and will be assessed in accordance with the criteria outlined in Section 5.2 – Reasonable Limits. As such, support availability may be limited, subject to change and cannot be guaranteed.

3.4 Washrooms and Changerooms

Peninsula Recreation is committed to providing washroom and change room facilities that are safe and accessible for all individuals, regardless of gender identity or expression, or ability.

- Individuals may use the washroom or change room in which they will experience the most safety and the greatest ease of passage through Peninsula Recreation facilities;
- Single-stall options will be provided where possible for any patron who wishes to have more privacy;
- Where feasible, washrooms and change rooms will include accessibility features such as grab bars, emergency call buttons, adequate turning space for mobility devices and automatic door openers;

- Designated accessible changerooms will include adult-sized change tables, lifts where feasible and roll-in showers to support users with mobility needs; and
- Clear signage and privacy measures will be in place to ensure comfort and dignity for all users.

3.5 Guide and Service Animals

Animals and pets are not permitted inside Peninsula Recreation indoor facilities, except for certified guide and service animals. Users with disabilities accompanied by a certified guide or service animal may access all public areas unless restricted by law or health regulations.

- Patrons may be asked to present a government-issued Guide Dog and Service Dog Certificate ID card;
- Therapy and emotional support animals are considered pets and are not permitted indoors; however, certified therapy or emotional support animals may be permitted as a reasonable accommodation in accordance with Peninsula Recreation policies and applicable legislation;
- Service animals are allowed in pool areas but should not impede safety. They may enter the water only in emergencies; and
- If health or safety concerns arise (e.g., severe allergies), reasonable efforts will be made to accommodate all parties.

3.6 Access to Programs and Activities

To maximize broad public participation, Peninsula Recreation reserves the right to limit access to high-demand programs and activities. Instances of hoarding or monopolizing registrations will not be tolerated and may result in loss of access or registration privileges. These measures ensure fairness and uphold the principles of equity and inclusion for the entire community.

4. PROCEDURE:

4.1 Requests for Accommodations

Users requiring accommodations beyond those alternatives routinely available must inform the appropriate program coordinator in advance in writing and provide relevant details that may assist in determining how best to support participation.

Peninsula Recreation staff are responsible for:

- Documenting requests for accommodations and gathering all additional information, as required;
- Assessing feasibility and determining whether the requested accommodation can be provided;
- Consulting with management staff when additional resources, adjustments, or cross-departmental input is required; and
- Communicating clearly with the user about available options, next steps and timelines.

- Requests and options provided will be documented and filed in accordance with existing record keeping processes.

4.2 Reasonable Accommodation Guidelines

Peninsula Recreation is committed to providing reasonable accommodations that support equitable access for individuals of all abilities, backgrounds and identities.

Requests for accommodations are evaluated by management staff on a case-by-case basis and must not create undue hardship or compromise the safety, rights, or dignity of other users or staff.

Accommodation decisions are guided by the following principles:

- **Safety:** Adjustments must not place the participant, other users, or staff at risk;
- **Program Integrity:** Supports must not fundamentally alter the essential nature, purpose, or required safety standards of a program or service;
- **Feasibility:** Accommodations must be achievable within available staff training, ratios, resources and physical environments; and
- **Collaboration:** Staff will work with users to explore reasonable options and alternative approaches when a full accommodation is not possible.

4.2.1 Accommodations Outside of Staff Scope:

Certain types of support fall outside staff responsibilities. Peninsula Recreation staff cannot provide:

- Personal hygiene or personal care (e.g., toileting, changing clothing, grooming);
- Assistance with matters unrelated to program participation (e.g., finances, legal issues, personal, or interpersonal conflicts);
- Clinical or medical services, or support requiring specialized qualifications; and
- Continuous one-on-one support unless arranged in advance through the camp and childcare inclusion request process.

When an accommodation cannot be met, staff will communicate the reasons transparently and work with the user to identify suitable alternatives when possible.

Confidentiality and respect are upheld throughout the process and there is a commitment to continuous improvement.

5.3 Disclosure and Use of Personal Information

Personal information is collected under the authority of the Local Government Act and is subject to the Freedom of Information and Protection of Privacy Act (FOIPPA).

Personal information provided as part of an inclusion or accommodation request will be used for purposes associated with this policy. Enquiries about the collection or use of

personal information may be directed to the FOI and Privacy Division, which provides advice on privacy matters in accordance with FOIPPA.

5.4 Complaints, Concerns and Appeals

Peninsula Recreation facility users are encouraged to report any concerns related to accessibility, inclusion, or accommodations to staff as soon as possible.

Panorama staff are responsible for documenting all reported complaints, assessing the situation and working with the user to identify reasonable solutions that respect the rights and safety of all individuals.

If a user is dissatisfied with the resolution or believes their request was not adequately addressed, they may submit an appeal in writing to the Senior Manager, Peninsula Recreation. Appeals should include the patron's name, contact information, date and location of the incident and a brief description of the situation. The Senior Manager will review the appeal and provide a written response.

Feedback related to accessibility of programs and services may also be submitted through corporate Capital Regional District (CRD) accessibility feedback channels. Feedback received through these channels will be forwarded to Panorama Recreation for review and response in accordance with this policy.

All complaints, accommodation requests and appeals are subject to Peninsula Recreation's Code of Conduct. Abuse, harassment, or discriminatory behaviour toward staff or others will not be tolerated and will be addressed in accordance with the Code of Conduct Policy (#PRC501).

The accessible and inclusive recreation policy was developed based on the Peninsula Recreation Commission Policy and Procedure Manual. It shall be revised every two years.			
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2. Amendment Date:		Approved By:	
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