

# Village of Nakusp Accessibility Plan **Engagement Summary**

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**Submitted to:** Codie Jones  
Village of Nakusp

**Submitted by:** Alison Watson, MPLAN, MCIP, RPP  
Plan 54 Consulting Ltd.

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# Engagement Overview

The Village of Nakusp is working to improve the quality of life for residents of all ages and abilities by developing an Accessibility Plan. The purpose of the Nakusp Accessibility Plan is to identify, remove, and prevent barriers that limit individuals from fully accessing and participating in Village services, infrastructure, and employment.

Community engagement is a key part of the plan's development. Hearing from the community helps the Village better understand the barriers people experience and the priorities for improvement. Engagement activities completed between April and June 2025 included:



## 75 Community Surveys

- Opportunity for residents to learn about the project and provide feedback on existing strengths, barriers, and areas for improvement.
- Available in both digital (25 submissions) and paper formats (50 submissions).



## 14 Organizational Surveys

- Direct opportunity for Village employees and elected officials to provide feedback on employment-related strengths, barriers, and areas for improvement.
- Available in digital format.



## 2 Accessibility Advisory Committee Meetings

- Introduced the project and committee roles and identified accessibility strengths and barriers.
- Reviewed engagement activities prior to launch



## 5 Photo Submissions

- Invited community members to share photos illustrating accessibility strengths and barriers in Nakusp.

# What We Heard

## Participants

A key focus of the community engagement was to hear from a diversity of perspectives and lived experiences, including residents with disabilities, local support organizations, caregivers, and Village employees. From the surveys:

- 57% of community survey participants either have a disability, support a family member or friend with a disability, or work for an organization that supports individuals with a disability.
- 63% of community survey participants were 65 years or older.
- The top five types of disabilities experienced by community survey participants were mobility (56%), pain-related (34%), hearing (27%), memory (27%), and dexterity (24%).
- The top three types of disabilities experienced by Village staff and elected officials were mental health-related (71%), pain-related (43%), and neurodiversity-related (29%).
- The top five positive aspects of living in Nakusp for people with a disability were the village layout (67%), public amenities and facilities (61%), services and supports (61%), parks, trails, and open spaces (61%), and social connections with friends and family (57%).
- Village staff and elected officials identified benefits and extended health benefits as the top way the Village supports access needs (70%).

## Survey Highlights

The survey findings shed light on the top barriers and improvement priorities from the perspective of community residents, Village employees, and elected officials. Below is a summary of key highlights:

Village Services	
<b>Top Barriers:</b>	<b>Top Improvements:</b>
<ul style="list-style-type: none"><li>• 33% Village website</li><li>• 30% Village documents</li><li>• 23% Village news &amp; notices</li></ul>	<ul style="list-style-type: none"><li>• 49% Inclusion training</li><li>• 44% Plain language</li><li>• 36% More engagement options</li></ul>
Village Infrastructure	
<b>Top Barriers:</b>	<b>Top Improvements:</b>
<ul style="list-style-type: none"><li>• 65% Beach &amp; lake access</li><li>• 44% Public washrooms</li><li>• 33% Sidewalks</li></ul>	<ul style="list-style-type: none"><li>• 58% Accessible washrooms</li><li>• 53% Accessible lake access</li><li>• 49% Snow/ice management</li></ul>
Village Employment	
<b>Top Barriers:</b>	<b>Top Improvements:</b>
<ul style="list-style-type: none"><li>• 67% Attitudinal barriers</li><li>• 67% Technological barriers</li><li>• 33% Physical barriers</li></ul>	<ul style="list-style-type: none"><li>• 64% Mental health training</li><li>• 55% Mental health 1<sup>st</sup> aid training</li><li>• 50% Accommodations policy</li></ul>

See Appendix A for the full community survey results. The organizational survey results are intended for internal Village use.



## Photo Submissions

Photo submissions provide visual examples of mobility barriers at the beach, park, and along a section of sidewalk. Photos and participant comments are shown below:

### **Beach & Park Access (4 Photos)**

“These openings are not quite wide enough for a wheelchair, the crosswalk ends at a barrier.”









**Stormwater Infrastructure - corner of Broadway Street and 6<sup>th</sup> Avenue (1 Photo)**

“This is at the corner by the Post Office, the grate is an obstacle for those with mobility equipment. The grate is in the wrong place making it a hazard all times of the year. In the winter the slush ends up being a dangerous hazard. Those in scooters have to move over to the curb to be able to avoid the grate and this is dangerous as well.”



# 6 Key Engagement Themes



## 1. Accessible Amenities

Participants highlighted gaps in accessible public washrooms that are open year-round, as well as benches and pathways. All Village-owned buildings lack accessible entrances, making certain places unusable for those with mobility challenges.



## 2. Inclusive Village Communications

Community members noted that Village information is not always easy to find or understand. Relying on Facebook excludes many people, while the website and print material could be clearer.



## 3. Attitudes & Awareness

Both community and organizational participants called for more disability awareness and mental health training to build a culture of respect and inclusion.



## 4. Beach Access

There was strong support for improving access to the beach and waterfront areas. At present, there is no accessible route to the access.



## 5. Winter Maintenance

Uneven sidewalks, snow and ice buildup, and inaccessible paths and building entrances were some of the most common barriers identified. These issues particularly affect seniors, people using mobility devices, and families with strollers.



## 6. Ongoing Involvement

Participants want to see people with disabilities involved in decision-making. This includes providing more accessible ways to share feedback and ensuring improvements reflect real lived experiences.

# Appendix A: Community Survey Results

75 people took the community survey to share their lived experiences and reflections on accessibility in Nakusp. Their responses provided valuable insights into the specific barriers residents face and the improvements they would like to see in the future. The survey results are summarized below (percentages have been rounded).

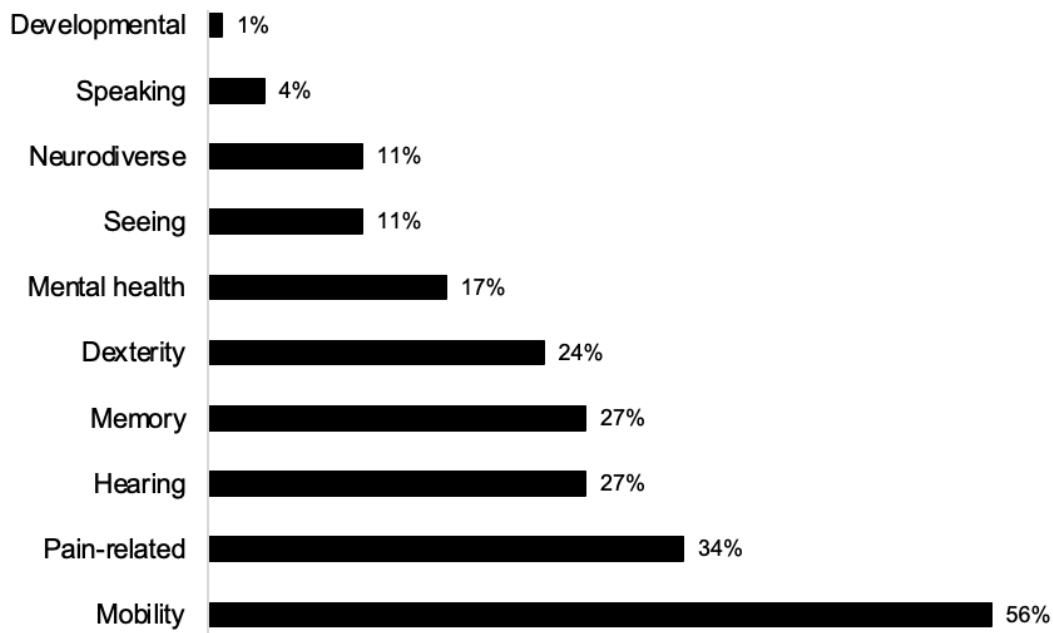
## Q1. About survey participants:

- 86% Live in the Village of Nakusp
- 33% Have a disability (permanent or temporary)
- 16% Support a family member or friend with a disability
- 15% Live outside the Village boundary & come to Nakusp to access services
- 8% Work for an organization that supports individuals with a disability

## Q2. Age of survey participants:

- |     |                  |    |                    |
|-----|------------------|----|--------------------|
| 63% | 65 years & older | 8% | 20 – 44 years      |
| 28% | 45 – 64 years    | 0% | 19 years & younger |

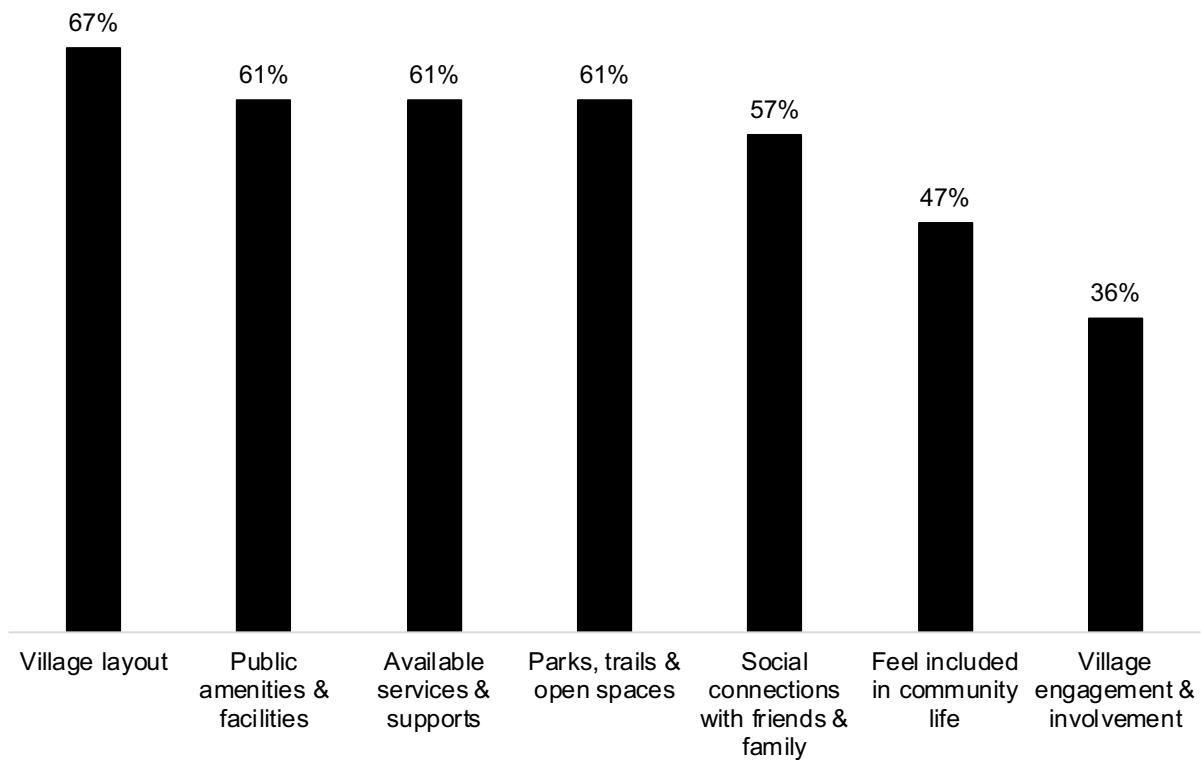
## Q3. Types of disabilities participants experience:



Other:

- Arthritis
- Parkinson's disease

#### Q4. Positive aspects of living in Nakusp for people with a disability

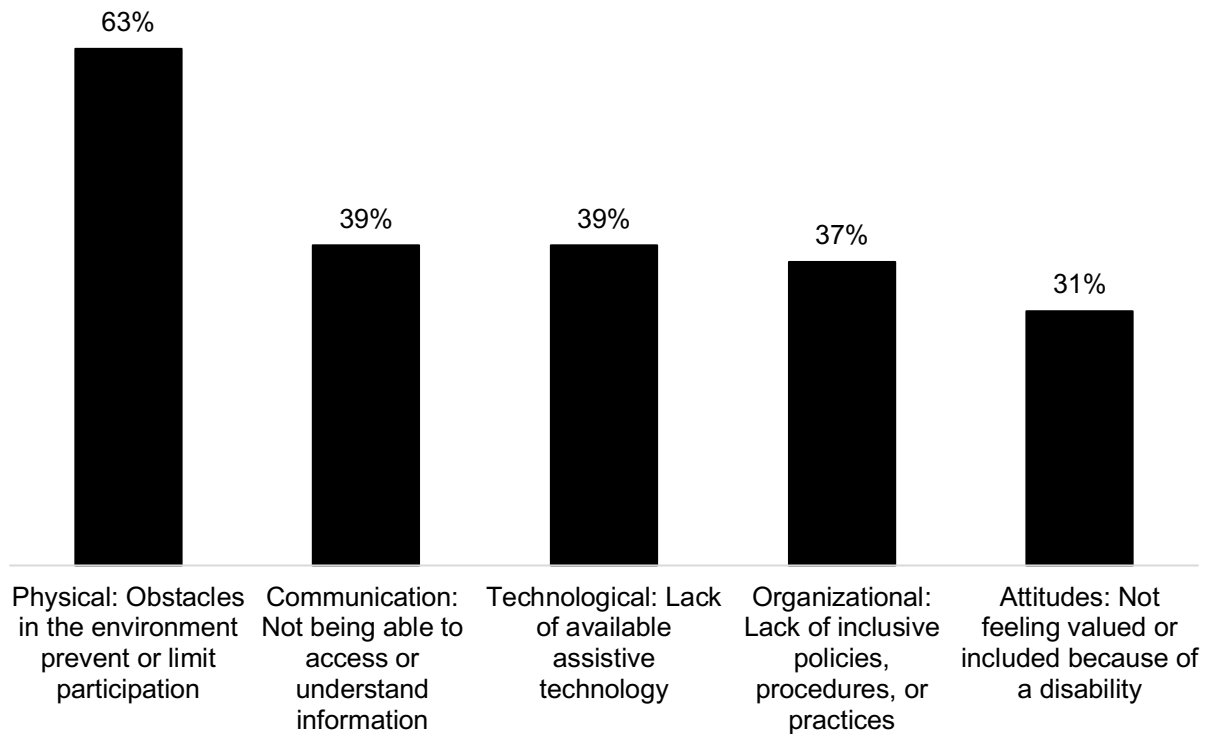


Other:

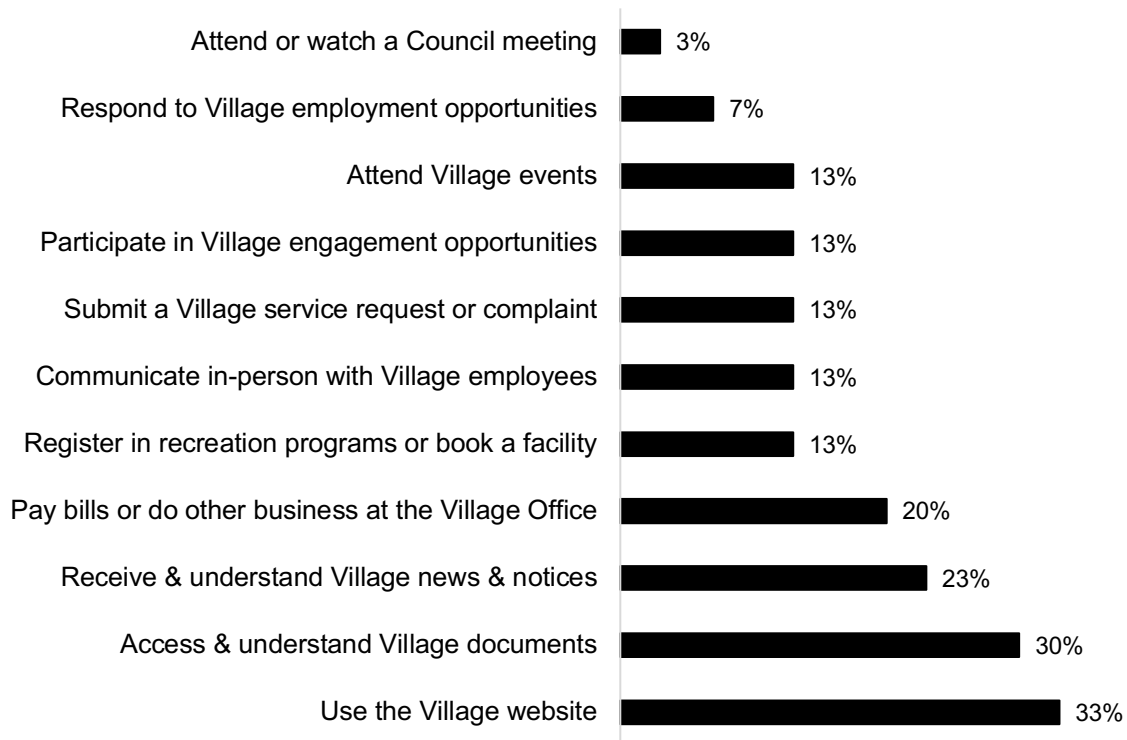
- Free events, Nakusp street party, farmers market, accessible community, outside, no dress code.
- Active seniors center, senior coffee, senior dinners.
- We all know each other in a small town, so if we're open about our needs we can and do help each other.
- Mild winter with not much snow.
- Bus to Vernon.
- Village needs to allow Touch of Fashion cemented ramp access to store.



**Q5. Barrier types that limit or prevent participation in Village services and/or infrastructure:**



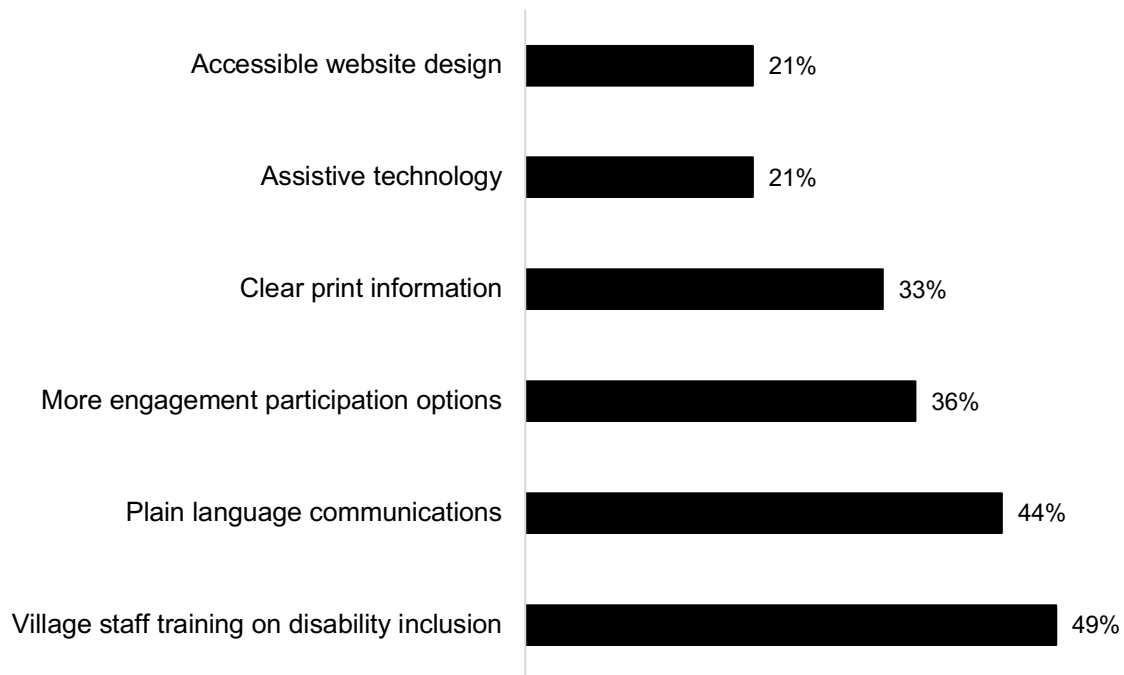
## Q6. Barriers experienced when trying to access Village services:



### Other:

- An electronic notice board (large-screen TV) in a prominent location (SoF or Post Office) to provide up-to-date info.
- Finding and completing this survey - if this survey is important, it should be prominently featured on your home page, I shouldn't have had to search your site to find it.
- Doors to most places / shops are too heavy.
- Was not able to hear Council and Mayor when watching a Council meeting. Have my hearing aids in and turned right up. I appreciate the newsletter.
- Driveway being plowed in after I paid for shoveling my driveway.
- Lack of response or acknowledgement of receipt submitting employment application.
- Some access challenges around town especially in winter
- Getting truthful answers from village staff (at least 2 times I was given wrong information about village policy's that cost me money with no accountability when found).
- Lack of/No Handicap parking on Broadway

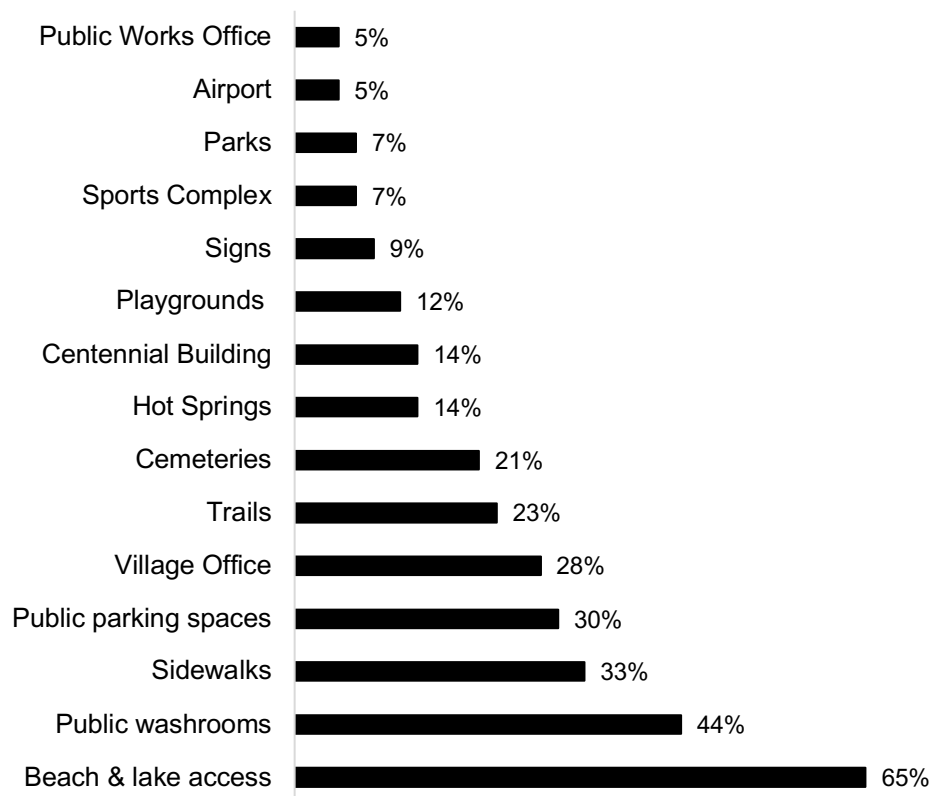
## Q7. Improvements to decrease barriers to accessing Village services:



Other:

- Don't rely solely on Facebook for any form of news or updates, etc.
- Sometimes you don't know exactly what you're looking for. This is why FAQs and \*detailed\* site maps should be part of web pages.
- Could use a newsletter about what's happening.
- Awareness that maintenance is at least as important as building the infrastructure in the first place. If it is advertised as accessible, but conditions deteriorate then it's maybe worse than not being accessible in the first place.
- Need large print in communications.
- More training on dealing with emotional health related issues.
- Scooter, side-by-side, golf carts (legal).
- Having to be on Facebook to access the Nakusp communications.

#### Q8. Barriers experienced when accessing Village infrastructure:

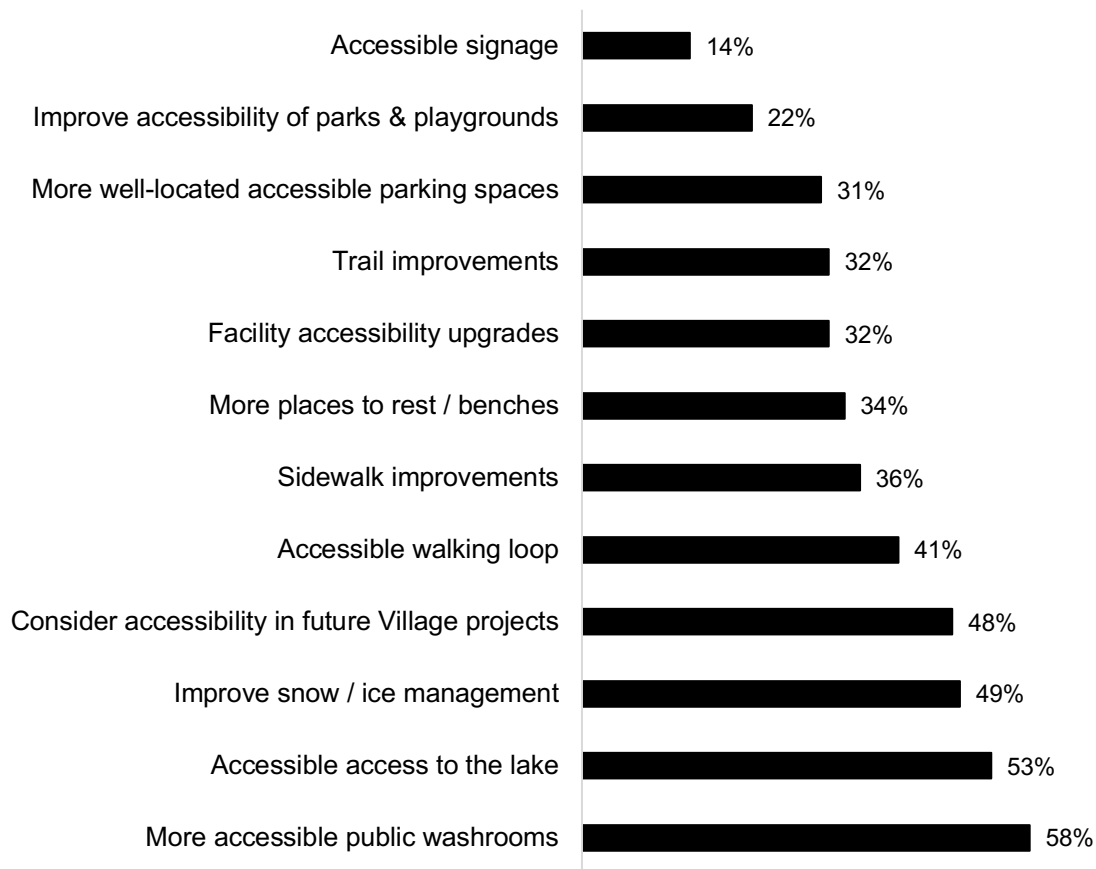


Other:

- Waterfront has limited access for strollers and scooters.
- Locked public washrooms.
- Beaches & marina
- Would like yellow lines on steps down to the beach and on front steps.
- Stores
- Old fire hall access to 2nd floor is very difficult.
- More handicap parking spaces at the park and at the arena parking. Maybe only a few more!
- Snow is my biggest problem. I find that (except for Broadway) sidewalks are not cleared adequately. I'd prefer that the roads be cleared 3 metres wider, and that area be designated for walking.



### Q9. Improvements to decrease barriers to accessing Village infrastructure:



### Other:

- The rotary parks new upgrades are not inclusive for all kids and borderline dangerous.
- Accessible access to the lake
- Have more public washrooms open in the winter.
- Allow parking on side of boat ramp for holders of disabled driver tag.
- Broadway sidewalk world's best!
- Turn benches to face the street. Also, public washrooms should have longer open hours.
- Wheelchair beach access.
- More handicap parking at the arena.
- Cement barriers placed around cenotaph, parks, and rail trail, etc. Not wheelchair accessible, stroller, convenient for peddle bike, etc.

- Benches on Main Street aren't useful for seniors watching parades, community events, etc., as they face the wrong way. Seniors need to bring their own chairs to face the street. This adds effort to attend community events/activities.
- Community needs more washrooms placed on trails, downtown.
- Increase the number of washrooms in the Village area.
- In general, increase the number of benches on the side streets, have benches face the streets (better for parades/activities, safer for individuals to see traffic), increase the number of washrooms throughout the Village area, expand the trail system and make more wheelchairs, stroller, bike accessible. Thin out trees on trail system for safety of individuals, better sight to see wildlife, sketchy people and safer for forest fires and people having their own fires off the trails.
- More creative parking for RVs, bikes. Create parking lots not being utilized eg. Valley Food. Create RV parking at the arena.
- Bring back dumpsters for recycling, etc. into Village – accessible for seniors on scooters.
- Replace sani-dump within the Village where it is accessible for tourists driving through town, locals returning to Nakusp. Sani-dump should be a flat, paved area visible and easily accessible to all RVs.
- As a person with mobility issues due to work injury I would like to see a sidewalk on Government Hill (either side) as well as going up and along Highway #6 (either side). It is unsafe for ones with two good legs let alone wheel users, especially wheelchairs/ scooters. There are also some areas in town that could be more user friendly as in going up and onto sidewalks safely.

**Q10. One change to improve accessibility in Nakusp over the next 1-3 years:**

- If I could change one thing to improve accessibility in Nakusp over the next 1–3 years, it would be to prioritize safer, cleaner sidewalks and streets—especially during and after the winter months. For many in our community, especially seniors and people with mobility challenges, icy sidewalks and leftover gravel can be real barriers. A seasonal plan focused on timely snow and ice removal, along with spring street sweeping, would make a big difference. We could schedule clean-up during quieter times—like Sundays or evenings after 6 PM—and use clear, visible signage to let people know when no parking is in effect. That way, we can keep Broadway and other busy areas accessible without too much disruption. It's a simple step that could have a big impact on safety, comfort, and inclusion for everyone in Nakusp.

- Waterfront access from different points, currently there is the marina, beach and Overwaitea access with ramps.
- Physical accessibility to buildings - i.e. automated doors, restrooms, etc.
- Navigation up Government Hill and At least one side up highway #6 At least to Zack's Rd.
- Wheelchair access to beach
- Path to the beach.
- re do walkway on water front. Rough spots.
- More crosswalks/sidewalks (from Broadway to the hospital + village office to the hospital + multiuse accessible path from town to Mt Abriel).
- Public beach facilities and access to the water
- A section of Broadway - pedestrian only
- Ability for disabled to have access to the lake / beach.
- Restrict or ban wood-burning for heat. Maybe require particulate capture on chimneys. The off-summer air quality is often as bad as the average during fire season and restricts the ability to walk and/or exercise outside.
- Education to improve awareness and change attitudes throughout the community.
- gentle slope/wheeled beach access including a rigid pathway right into the water.
- Public washrooms at park, beach, marina open year-round 24 hours.
- Have beach access for those in wheelchairs or scooters. I can't navigate in sand therefore I can't utilize the beach area.
- Access to the lake!

- Wheelchair accessible washrooms
- Lighter weight doors so they are easier to push open.
- I visit the Post Office and Library and Save-On Foods once a week. Have has at least 2 falls in this area between the Post Office and the Library. There is sometimes black ice and on a slope. Very dangerous to cross them. The slopes for wheelchair access to Post Office and to Save-On Foods are also icy slopes difficult to cross. The sidewalk across from the Post Office is not kept clear of snow in the winter. I usually park here. It is difficult to get to Save-On and to bring a cart of groceries back along here. Not sure if Save-On is responsible for this piece of sidewalk.
- Turn benches the other way so you can watch the parades, the grad drive through, etc.
- Access to parking downtown. Often when events are held everyone is encouraged to park three streets back and walk. I have a walking disability, but not a wheelchair as I am still mobile, so parking a long way away doesn't work for me. In the summer with all the tourists there is never any parking down town and often I can't access stores or services I need because there is no parking, sometimes finding it easier to go out of town for things because at least I can access the stores and park near them.
- The beach and the waterfront
- Beach access and more washrooms that are open.
- More benches (e.g., on the rail trails and everywhere we walk).
- Access to the beach and waterfront
- Move the village office to the sports complex/ arena.
- More public awareness of the elevator location in the library.
- Improved parking.
- More accessible hiking / walking trails.



- Accessibility to the beach
- There is a mental health clubhouse that is open 5 days a week.
- My mom walks through the Village as often as possible. There is a problem crossing the street - she must try and get over the snow/ice pile. I don't expect businesses or the Village to eliminate these, but having a shovel at each corner allows for companions to clear the way. Often, I need to bring a shovel with me when we walk in winter. Some businesses leave their shovels outside.
- Better access to the waterfront
- Waterfront and beach access, better core village access
- Access to parks and beach area
- No stairs at Village Office
- Access to public washrooms
- More access to the beach.
- Staff education & attitude
- Handicap parking in front of medical office.
- Public washrooms: have more, longer opening hours, and year-round.
- Easier access to beach and cemetery.
- Better snow removal at intersections of sidewalks and roads to avoid having to go out onto the road.
- Accessible active transportation - have pathways linking all parts of the community, including upper Nakusp/hilltop.
- For those that do not drive and only are able to get around town by walking.

- Safer access to town in the residential area from the Police Station to the downtown core along Highway 23, this includes along the schools.
- Multi-use trail network with adequate lighting.
- Business accessibility upgrades
- Handicap ramp to Beach/lake.
- I sometimes must use a scooter/ wheelchair for mobility when I'm not able to wear my prosthesis. I've had to navigate going up and down the hills on my scooter and it is very dangerous as vehicles whip by really without noticing me until the very last few seconds. Is there anyway a sidewalk of some sort can be put on at least one of the sides for safety for travel up and down? We live in Nakusp mobile home park up on Zack's Rd and have since 2018. I know this has been a concern for several people and friends in our beautiful community. There are a few areas that could really be made for easy access for anyone with mobility issues. If you need anything regarding ideas or help in design. I'm completely willing to offer my help. Let's keep it safe not just beautiful.

**Q11. Preference on providing accessibility feedback:**

- 61% Online feedback form
- 34% Paper feedback form
- 31% Email
- 27% Community meeting
- 21% In-person
- 16% Phone call

Other:

- A survey that is prominently featured on the home page without any extra effort to go find it.
- No decision about us without disability people involved. Real understanding needed in decision making.

**Q12. Other thoughts regarding the development of the Nakusp Accessibility Plan:**

- When developing the Nakusp Accessibility Plan, I think it's important to take a holistic, people-first approach. Accessibility isn't just about infrastructure—it's about dignity, independence, and belonging. Here are a few thoughts: Engage directly with community members who experience accessibility challenges—seniors, people with disabilities, parents with strollers, and others—so their voices guide the plan from the start. Maintain momentum year-round. Winter poses obvious challenges, but accessibility should be a priority in every season—whether that means smoother sidewalks, clearer signage, or accessible public spaces, washrooms, and events. Think beyond the physical. Accessibility also includes communication—are signs easy to read? Are digital materials available in accessible formats? Are community updates shared in ways that reach everyone? And lastly, celebrate progress. As improvements roll out, let's highlight them and involve the community—because accessibility benefits all of us, not just a few. Nakusp has an opportunity to become a leader in small-town accessibility, and it starts with thoughtful planning and inclusive collaboration.
- Thanks very much for doing this to help address issues and making our community truly accessible.
- When a person doesn't have to deal with these issues, it's very easy to overlook needed area's...not saying that this will happen here...but it certainly does happen. We live in one of the most beautiful places in all of BC. There is a lot of older ones and younger ones that would feel much safer/accepted if they are given the chance to get out more in our beautiful area's whether it be on 2 wheels or 4 being in a scooter. May your decisions be filled with compassion and a desire to help all of us out that live with these disabilities on a daily existence.
- Water walk is our "calling" so leave feeling Park Like. More flowers or trees to replace ones that have come down.

- Post more often online and at the post office to engage the community.
- Having this survey is clearly a step forward. Kudos!
- The lack of a taxi service is a problem for people that can't drive due to age or economics. Maybe this could be met with a low-speed autonomous vehicle taxi(s)?
- One way or speed limit on alley on west side of school grounds to prevent dust in the area.
- To be truly accessible a parking space must be level and have a well-marked access route that does not take a person into uncontrolled traffic between their vehicle and their destination.
- install one or more AEDs that are accessible 24/7/365.
- Better lake access from path way below Broadway. Stairs that don't have a railing. Flat spots at various elevation to hang out for various lake levels.
- Beach access please.
- Take into consideration actual disabled peoples experiences.
- Listen to what the people who use scooters say. I have had several falls and injuries downtown. Have a permanent knee injury from a fall behind the post office. The hole is still there. Where sidewalks slope down to cross alleys or driveways. I cannot see these slopes. It is like stepping in a hole you can't see. Can these be marked? Not able to drive after dark and there is no public transport.
- Where I struggle is in the change rooms at the hot springs. There are no support railings in the shower area or washrooms/changerooms. I loved the hot springs before my disability but haven't been able to go without railings and grab bars. Also, village office - there is no entrance that doesn't make use of stairs to gain entry.

- I find it difficult to recycle with so many varied packaging materials. I find myself asking repeatedly "is this acceptable?". I am aware that the Village has very little control over this. If there was a way the Village could make it easier for the average consumer with better information, it would be greatly appreciated.
- Input from individuals who have lived experience in dealing with the lack of access.
- You can't overcome all accessibility issues, try to balance common sense and cost with the most feasible and impactful changes. Ensure you don't lose efficiency or usability for the 90% while trying to address accessibility for the 10%.
- Accessibility is a good idea as it enables more people to access the Village of Nakusp and surrounding areas.
- Have a public open house meeting together participating with the Nakusp Waterfront Plan and trails plan (Hugh Watt), and the accessibility plan, which will bring more public involvement if all parties are together and not duplicated on projects.
- Great step forward, good opportunities and timing to address access issues around Nakusp.
- Having a Parkinson's Group
- Think of future as we all get older, and challenging to get where you want to go.
- Not all disabilities are blatantly obvious or visual. Training on "hidden" disabilities is just as important.
- Keep sidewalk free of plants/trees from impeding walkway. Double sidewalk width so families can walk side-by-side. Please don't assume that all residents have a computer. I've missed several events because of this. Post at the Post Office. Communicating at the Village is okay but public works not so. I wish I could get a phone list of all services in Nakusp including Dr's office numbers not in the phone booth. Sidewalk challenges, especially in winter - berms of snow requiring vaulting over. In spring melt corners fill with puddles, in winter ice.

- How Involved will those with accessibility be with this project other than this survey.