

City of Coquitlam

Recreation Accessibility Resource Guide



Coquitlam

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Introduction

Coquitlam is striving to ensure that people of all ages, abilities and income level have access to recreation opportunities. Our community-focused accessibility initiatives and recreation resources are outlined in this guide, including adaptive programs and services, accessible facilities and equipment, and efforts to reduce barriers and promote gender equity.

The online version of this guide, available at coquitlam.ca/accessibility, is designed for those using assistive technology and can be translated into other languages.

To find and register for specific programs, visit coquitlam.ca or use the search function at coquitlam.ca/SignMeUp. Coquitlam's Community Access and Support team is also available to offer support and guidance, including facility tours, access to adapted equipment, and program options for you and your family.

To learn more about how Coquitlam supports Recreation Inclusion, visit coquitlam.ca/RecAccess or contact our Community Access and Support team at [604-927-6076](tel:604-927-6076) or communityaccess@coquitlam.ca.

Accessibility in Coquitlam's Parks and Facilities

As a city, Coquitlam strives to create parks and facilities that are accessible and inclusive. We have incorporated a range of features that promote accessibility, such as: wheelchair-friendly trails; accessible parking spaces, entrances, and washrooms; tactile wayfinding; braille signage; Air Aware notices for indoor facilities; and adjustable furniture. Additionally, many of our recreation facilities offer specialized equipment like aquatic slings and adapted exercise equipment, as outlined in the Adapted Equipment section of this guide.

We believe in supporting accessibility and inclusion through our policies, procedures, and staff training. That includes prioritizing barrier-free design and accessibility when planning new parks or facilities and when updating existing amenities.

With the support of a grant from the Rick Hansen Foundation, the City improved accessibility of three of our civic facilities: Poirier Sport and Leisure Complex, Dogwood Pavilion and City Hall. Coquitlam's Glen Pine Pavilion, Maillardville Community Centre and Town Centre Park Community Centre achieved Gold certification from the Rick Hansen Foundation, which recognizes excellence in accessibility and universal design.

Visit coquitlam.ca/facilities for a complete listing of Coquitlam's parks and facilities, and to search accessible features.

Accessible Programming

Aquatics

Adapted Aqua Movement (19+)

A 45-minute class designed for individuals with physical disabilities and/or cognitive disabilities with a focus on improving daily activities. The class offers low-impact exercises in a low-ratio, sensory-friendly environment in the warm therapy pool. If 1:1 support is required, participants may bring their own support person at no extra charge.

Low-Impact Aqua Fit (16+)

Exercise program designed for individuals looking to increase their functional abilities with the use of the water.

Sensory-Friendly Swim (All Ages)

Swim for individuals who may have sensory sensitivities, and anyone seeking a quieter, more relaxing swim experience. Music and all water features will be turned off during the hour-long swim in the leisure pool at the Poirier Sport and Leisure Complex.

Women's Only Time (All Ages)

Held on specified dates and times throughout the year, the entire City Centre Aquatic Complex is only open to women and girls during the Women's Only Swim. Women are welcome to bring boys up to the age of five years old.



Languages

English Language Learner Level 1

Learn fun and practical fundamental English for everyday use. Gain confidence to speak English with anyone in everyday conversations. English Language Learner 1 is for those who are new to learning English.

English Language Learner Level 2

Gain confidence to speak English with anyone in everyday conversations. English Language Learner 2 is for those who know some fundamental English.

English Language Learner Level 3

Gain confidence to speak English with anyone in everyday conversations. English Language Learner 3 is for those who are more advanced in speaking English. Completion of Level 2 required.

English Language Learner Book Club

Improve English reading and speaking skills by reading books and discussing the story in a group setting. A basic level of speaking and reading in English is required.

Mobility

Active Joints (19+)

Mobilize, strengthen and increase your fitness level in a gentle environment with low impact exercises safe for varied abilities. Participants may sit or stand during exercises.

Chair Fit (19+)

Get in shape while sitting. This class guides you through upper and lower body strengthening and stretching, all while seated for added support.

Chair Yoga (19+)

Designed to achieve mental and physical fitness, learn yoga postures, breathing techniques and meditation. Poses are practiced sitting in a chair. No yoga experience required.

Gentle Impact 4 Healthy Bones (19+)

Improve your strength, posture, balance, and agility with functional exercises, resistance training, and stretches. Ideal for those with osteoporosis.

Get Up and Go (19+)

Improve strength, balance and coordination through an entry-level exercise program for individuals with balance and mobility challenges, who may otherwise be unable to attend a community exercise class. Health screening must be completed at first class. Provided in partnership with Fraser Health Authority – Fall and Injury Prevention.

Minds in Motion (19+)

Fitness and social program for individuals living with any form of early-stage dementia along with a family member, friend or other care partner. Gentle exercises are followed by social activities designed to be enjoyed in pairs. Care partners must attend. Registration fees include the cost of the person living with dementia and one care partner. Offered in partnership with the Alzheimer Society of BC.

T.I.M.E.™ Program (19+)

Together in Movement and Exercise (T.I.M.E.™) is a community-based exercise program for individuals with balance and mobility challenges. The specialized circuit-style class was created in partnership with the Fraser Health Authority to provide a structured, safe and fun environment. Participants must be able to walk at least 30 feet with or without a walking aid.

T.I.M.E.™ Plus Program (19+)

T.I.M.E.™ Plus is designed for individuals who have mastered the classic T.I.M.E.™ exercises but still require hand support to participate. This class is ideal for those seeking improved balance and mobility, offering a step up from traditional T.I.M.E.™ while accommodating unique needs

Sports

Inclusive Drop-in Sports (All Ages)

All ages and abilities are welcome for drop-in indoor sports, including basketball, soccer, floor hockey and lacrosse.

Sensory-Friendly Skate (All Ages)

An all-inclusive skate designed for individuals who may have sensory sensitivities or anyone looking for a quieter skating experience. Music, bright lighting, and arena buzzers will be turned off for the duration of the skate. Reduced capacity ensures a sensory-friendly atmosphere.

Soundball (19+)

Players with visual impairments can play tennis using a specialized foam ball that makes noise. A facilitator will be on hand with three available courts to play on. The program is supported by BC Blind Sports.

Adult

Adult Cognitive Wellness

Program for adults who have mild to moderate cognitive impairments. Helps to improve or maintain cognitive function and overall holistic wellness.

Canadian Council of the Blind Support Group*

Support and social group for individuals living with vision loss or a combination of vision and hearing loss.

Early Dementia Support and Education Group

Early-stage support groups provide a place for individuals living with early symptoms of dementia to come together with others also living the dementia experience and discuss the impact of dementia, share stories, experiences and learn from one another about how to live well with dementia.

H.E.A.R.*

Support group dedicated to improving the communication skills and quality of life for those with a hearing impairment. Provided in partnership with the Hard of Hearing Association.

Stroke Recovery Program

Connect with other survivors and caregivers for emotional support, firsthand advice and friendship. Program includes speech and conversation groups, low-impact exercise, bocce, entertainment and speakers, caregiver support and more.

Tri-Cities Caregivers Support Group

Brings caregivers together in a safe and confidential space, to share personal experiences, learn tips and strategies for coping, gain support and connect with others who have shared experiences. Open to caregivers at all different stages.

* Activities are delivered by the Dogwood 50 Plus Society and require a \$10 yearly membership for participation.

Adapted Equipment

Aquatics

Accessibility Ramp

Assists individuals who prefer or require entry to the pool via a gradual slope. *Available at City Centre Aquatic Complex, Poirier Sport and Leisure Complex, Eagle Ridge Pool, and Mundy Park Pool*

Electric Transfer Lift with Sling

Transfers individuals from their own wheel chair/scooter to a water wheelchair. *Available at City Centre Aquatic Complex, Poirier Sport and Leisure Complex, and Eagle Ridge Pool*

Portable Aquatic Pool Lift

Transfers individuals from their own wheel chair/scooter to the water. *Available at City Centre Aquatic Complex*

Stair Case

Assists individuals who prefer or require entry to the pool via steps. *Available at City Centre Aquatic Complex*

Water Wheelchair

A wheelchair specially designed for use in and around water. *Available at City Centre Aquatic Complex, Poirier Sport and Leisure Complex, Eagle Ridge Pool, and Mundy Park Pool*

Fitness

Active Hands

Gripping aids, d-ring and hook aids available upon request to support gripping function when using fitness equipment. *Available at City Centre Aquatic Complex, Poirier Sport and Leisure Complex, and Alpine Fitness Centre at Glen Pine Pavilion*

Assisted Dip/Chin up Machine

Assisted gym machines equipped with weights and cables that allow user to select the assistance needed to complete the exercise, build strength and target muscles with less tension.

Available at City Centre Aquatic Complex and Poirier Sport and Leisure Complex

Nustep Machine

Inclusively-designed recumbent (sit-down) trainer allows users to experience a low-impact workout while seated.

Available at Poirier Sport and Leisure Complex and Alpine Fitness Centre at Glen Pine Pavilion

Upper Body Ergometer Machine

Resembling a hand bike, allows users to remain seated while using their upper body to pedal. It also has a removable chair, allowing a wheelchair access. Stability boots available upon request. *Available at City Centre Aquatic Complex, Poirier Sport and Leisure Complex, and Alpine Fitness Centre at Glen Pine Pavilion*

Woodway Treadmill

Shock-absorbing slates on the treadmill surface provides a lower-impact option that may also help prevent injury.

Available at Poirier Sport and Leisure Complex, and Alpine Fitness Centre at Glen Pine Pavilion

Hearing Loop System

Provides a magnetic, wireless signal that helps those using hearing aids pick up speech sounds more clearly by focusing on the loop system microphone, rather than all background noises. The signal is customized to each individual's hearing loss since it picked up by the hearing aid's T-Coil (Telecoil) setting.

Available at City Hall Reception, Dogwood Pavilion, Glen Pine Pavilion, Maillardville Community Centre, and Town Centre Park Community Centre

Community Support Programs

Coquitlam strives to provide inclusive community recreation experiences for people of varied ages and abilities. Contact the Community Access and Support team to discuss how we can best support your visit:

- Arrange a facility tour
- Access adapted equipment
- Discuss program options with a Community Access and Support staff member

Child and Youth Programs

Families with children and youth enrolled in registered recreation programs are encouraged to complete the Recreation Support Request Form at least two weeks before the program start date.

A recreation support plan can enhance your child's experience by:

- Providing key information to program leaders on how best to meet your child's unique needs
- Identifying strategies to help your child stay engaged and have fun
- Offering supports such as visual cards and noise-minimizing headphones
- Ensuring program spaces meet accessibility requirements

coquitlam.ca/RecAccess

Active Passes (Grade 5 Get Active and Grade 6 Stay Active)

Pass for local Grade 5 students provides free admissions to all City drop-in activities throughout the school year. The Grade 6 Pass provides 12 free admissions. coquitlam.ca/GetActivePass

Summer Child and Youth Pass

Provides unlimited access for those under 18 to Coquitlam's many drop-in activities, including skating, and indoor and outdoor pools. coquitlam.ca/SummerPass

Community and City-led Events

The City is striving to make events and functions held within Coquitlam accessible and inclusive for as many people as possible. This includes events organized by the City, such as Canada Day and the Summer Concert Series, as well as those hosted by local community organizations and third parties. To enhance accessibility and inclusion some of the measures the City has implemented include accessible parking and entrances, wheelchair accessible and universal washrooms, accessible stage viewing areas, and multilingual staff/ volunteers.

Event Accessibility Checklist

Coquitlam's Event Accessibility Checklist supports community event planners in delivering inclusive and accessible events. This tool helps identify potential barriers and opportunities for improvement in event logistics, so that everyone can fully participate. Find the checklist and other helpful resources at coquitlam.ca/AccessibilityChecklist

Financial Assistance for Recreation

The City strives to make recreation affordable and accessible to Coquitlam residents by providing options for financial assistance for recreation programs. Through this program each eligible individual receives 50 drop-in passes and a \$225 credit towards City of Coquitlam admissions, passes and programs.

[coquitlam.ca/FAR](https://www.coquitlam.ca/FAR)

Coquitlam also offers a range of free and low-cost activities.

[coquitlam.ca/FreeLowCost](https://www.coquitlam.ca/FreeLowCost)

Look for the **FREE** and **LOW COST** icons throughout the City's seasonal Program Guides. [coquitlam.ca/ProgramGuide](https://www.coquitlam.ca/ProgramGuide)

Free Admission for Support Persons

Individuals who require direct support to safely enjoy our services can bring a support person at no additional cost. It is expected the support person will be with the customer throughout their visit and be fully engaged in supporting them. Please let the front desk staff know upon arrival. [coquitlam.ca/](https://www.coquitlam.ca/RecAccess)

[RecAccess](https://www.coquitlam.ca/RecAccess)

Free Menstrual Products at City Facilities

To reduce barriers to recreation and promote gender equity, all City facilities, including outdoor pools and parks, have dispensers that provide free, individually wrapped tampons and pads in women's and universal washrooms.

Free Wi-Fi in City Parks and Facilities

Coquitlam's free Wi-Fi in 30+ public spaces, including parks and city facilities, enables Internet access and helps to bridge the digital divide by providing equal opportunities for education, employment and social engagement. [coquitlam.ca/wifi](https://www.coquitlam.ca/wifi)

GoHere Washroom Access Program

The City provides free, public access to over 35 municipal washroom facilities throughout Coquitlam, including those in parks, recreation centres and other City-owned facilities. The GoHere App helps identify where these washroom facilities are located. This helps when washroom access is a medical necessity, and reduces the barriers and social isolation of individuals affected by diseases that require urgent or frequent washroom use. Provided in partnership with Crohn's and Colitis Canada. crohnsandcolitis.ca/gohere

Shower Program

Free showers and hygiene kits are available at City Centre Aquatic Complex and Poirier Sport and Leisure Complex for individuals who may not have access to shower and personal care facilities.

Volunteer Opportunities

Inspiration Garden Volunteers

Whether you're an experienced gardener or just starting out, all skill levels are welcome! There's no obligation or commitment, so volunteers can work at their own pace, have fun, and contribute to improving this community space. By sharing resources and gaining gardening experience, volunteers both experience and promote the benefits of gardening. People of all ages can join, though those under 12 must be accompanied by an adult. Contact the Park Spark team at parkspark@coquitlam.ca to find the perfect volunteer opportunity for you.

Supported Volunteering (13+)

Volunteering opportunities for youth and adults who require 1:1 support to volunteer. Reach out to our Community Access and Support team at communityaccess@coquitlam.ca to discuss individualized placements.

Parks Programs

Gardening and spending time in outdoor spaces can reduce stress, improve mood, promote physical activity, provide a sense of accomplishment, improve access to fresh food, and connect individuals with their community, benefiting both mental health and food security. coquitlam.ca/ParkSpark

Free Garden Workshops**

Educational, hands-on workshops designed to teach new techniques and provide gardening experience. Workshops cover a range of garden topics including starting from seed, life in the soil, composting, worms, plant lifecycles, and pollinator power. Open to all ages and abilities, and offered on various days and time to enhance accessibility.

Free Tree Spree Tree Tours

Tours take place at Coquitlam parks that have flat, hard, or compacted surfaces, suitable for assisted mobility devices. Tours are conducted at an easy-to-walk pace, providing a relaxing and informative experience in the city's green spaces, where you can learn about the significance of Coquitlam's tree canopy. Suitable for all ages and abilities.

Free Tree Spree Tree Workshops**

Workshops led by tree experts, offering tips and tricks for tree care and pruning. Learn new skills and insights from experienced professionals. Suitable for all ages and abilities.

** Garden workshops are held at the Inspiration Garden in Town Centre Park, which is fully accessible, and provides seating options, longer-reach tools, and easily accessed garden beds.

Progress Through Partnerships

The City of Coquitlam gratefully acknowledges the many partner organizations that support program and community accessibility in our community.

- **Adult Cognitive Wellness Centre** adultcognitivewellnesscentre.ca
- **Alzheimer Society of British Columbia** alzheimer.ca/bc/en
- **BC Blind Sports** bcblindsports.bc.ca
- **Canadian Parks and Recreation Association** cp.ra.ca
- **Canucks Autism Network** canucksautism.ca
- **Crohn's and Colitis Canada GoHere Washroom Access Program** crohnsandcolitis.ca/gohere
- **Community Integration Services Society** gociss.org
- **Community Volunteer Connections** volunteerconnections.ca
- **Dogwood 50 Plus Society** dogwoodseniors50plus.com
- **Douglas College Therapeutic Recreation Department and Work Experience Program** douglascollege.ca
- **Fraser Health Authority—Fall and Injury Prevention** fraserhealth.ca
- **Glen Pine 50 Plus Society** glenpine50plus.com
- **Hard of Hearing Association** chha.ca
- **Rick Hansen Foundation** rickhansen.com
- **Kinsight** kinsight.org
- **SportAbility B.C.** sportabilitybc.ca
- **Stroke Recovery B.C.** strokerecoverybc.ca

Promoting Accessibility in Coquitlam

As an organization, the City of Coquitlam is on a journey to better serve our vibrant and diverse community by incorporating accessibility and equity, diversity and inclusion in all City business, including our policies and practices, the language we use, how we plan neighbourhoods, and how and what services we provide.

In alignment with the [Accessible British Columbia Act](#), the City of Coquitlam is developing an Accessibility and Inclusion Plan that will support the City in advancing accessibility, equity, diversity and inclusion outcomes for both our community and the people that work in our organization. The Plan will help to formalize the City's historical prioritization of accessibility initiatives while finding ways to continue to break down barriers to access and inclusion both within our organization and our community.

Successes in support of accessibility include:

- Establishing the [Accessibility and Inclusion Advisory Committee](#) (formerly the Universal Access-Ability Advisory Committee, established in 2006), whose members provide a local and universal accessibility perspective and advice to Council with respect to achieving the City of Coquitlam's strategic goals and accompanying strategic directions toward universal accessibility.
- Building the new Maillardville Community Centre, which received Gold Certification from the Rick Hansen Foundation.

- Receiving a grant from the Rick Hansen Foundation to enhance accessibility at the Poirier Sport and Leisure Complex, Dogwood Pavilion, and Town Centre Park Community Centre, as well as provide staff with accessibility training.
- Receiving a grant from the Canadian Parks and Recreation Association's Reaching Each and Every One: A Community Sport Intervention Program, which supports reducing barriers to participation in recreation for equity-deserving groups. This program is funded by the Government of Canada.
- Being the first B.C. municipal government to support Crohn's and Colitis Canada's GoHere Washroom Access Program, which added 36 washrooms to the GoHere Washroom Locator App.
- Receiving a grant from The Active Communities fund, which aims to support programs that get people moving and promote physical activity in BC. The funding is provided by the Ministry of Health in partnership with the BC Alliance for Healthy Living to support the goals of the BC Physical Activity Strategy.
- Introducing the Generation Health program, developed using evidence based approach and designed in British Columbia by healthy lifestyle experts. It is open to families who are residents of British Columbia. The program is delivered in partnership through the Childhood Healthy Living Foundation, University of Victoria and Province of BC. The BC Ministry of Health funds the program as part of its coordinated care system for the health of BC families.

For more information about the City's programs, regulations, and policies that promote access for individuals of all abilities, visit coquitlam.ca/accessibility.

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coquitlam.ca/RecAccess

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