

Thank you for your interest in the Division's Environmental Sustainability & Accessibility Assessment Tool. This document provides some excerpts from the tool to give you an idea of how it works. If you would like to access a working copy of the tool, please contact us at projects@vancouverdivision.com

This is the introductory page which explains how the Environmental Sustainability tool works.

Vancouver Division of Family Practice Environmental Sustainability Self-Assessment Instructions Sheet



Welcome to the Environmental Sustainability Assessment tool!

Congratulations on taking this important step forward to advance your clinic's environmental sustainability. This tool was developed in collaboration with sustainability experts at BDO Canada to help you determine your clinic's maturity level across key sustainability topics.

As you work your way through the tool, you will also be provided with helpful resources and information to guide your focus. Once you have answered the assessment questions, you will receive a maturity rating for each key sustainability topic based on your responses. This rating will generate some practical recommendations to support your clinic's progress in advancing its environmental sustainability maturity. We understand that your clinic may be leased or limited by its size, which can impact your ability to make certain infrastructure and process changes. Therefore, the provided recommendations include options for clinics of all sizes and resource availabilities.

The list of steps below outline how to use this assessment tool. To ensure full function of the tool, do not download a copy onto your desktop or convert to another format. Please use this online version only.

Step 1: Completing the Assessment

- Click on the sheet (tab) at the bottom labelled "Assessment Tool".

2. Assessment Tool
- Read question 1.1 and select an answer from the drop-down list in the adjacent blue-highlighted cell. Choose the option that best aligns with the percentage of LED lighting in your clinic. The answer that you select will contribute to a maturity score for the topic of Energy Efficiency.

0%

0%

1-50%

51-100%

1.1 to understand why energy efficiency is relevant to your clinic, the benefits that it provides, and the steps that your clinic can take to improve energy efficiency. These steps offer a high-level overview of quick wins that your clinic can take to start seeing results. A more comprehensive breakdown of potential actions can be found within the assessment reports.

For each step within this section, we have provided an indication of associated investment level (low, medium, or high). The investment level indicates the relative effort, cost, and resources needed for each improvement, helping your clinic to prioritize actions based on your capacity and readiness for change. See the example below for context.

- Low investment: Involves minimal effort and low cost, achievable with existing resources and no significant financial outlay.
- Medium investment: Requires moderate effort and cost, involving some coordination and adjustments that may need a modest budget allocation and/or time commitment.
- High investment: Demands higher effort and significant cost, often requiring dedicated funding and major adjustments to infrastructure or systems.

Some initial steps your clinic can take to achieve success are:

- 1. Encourage staff to adopt energy-efficient practices, such as turning off lights when they are not needed. (Low investment)
- 2. Conduct an energy audit to identify inefficient lighting. (Medium investment)
- 3. Replace non-LED fixtures with LEDs. (Medium investment)

likelihood to invest in LED lighting. The answer that you select will not impact your maturity score for this topic.

Highly Unlikely

Highly Unlikely

Unlikely

Likely

Highly Likely

2.1 to 9.2 to address all environmental sustainability topics.

Read and answer questions 10.1 and 10.2 to provide us with additional insights regarding your clinic's perspective and priorities around environmental sustainability.

This is the introductory page which explains how the Accessibility tool works.

Vancouver Division of Family Practice Accessibility Self-Assessment Instructions Sheet



Welcome to the Accessibility Assessment Tool!

Congratulations on taking this important step forward to advance your clinic's accessibility. This tool was developed in collaboration with accessibility experts at BDO Canada to help you determine your clinic's maturity level across key accessibility topics.

As you work your way through the tool, you will also be provided with helpful resources and information to guide your focus. Once you have answered the assessment questions, you will receive a maturity rating for each key accessibility topic based on your responses. This rating will generate some practical recommendations to support your clinic's progress in advancing its accessibility maturity. We understand that your clinic may be leased or limited by its size, which can impact your ability to make certain infrastructure and process changes. Therefore, the recommendations provided include options for clinics of all sizes and resource availabilities.

The list of steps below outline how to use this assessment tool. To ensure full function of the tool, do not download a copy onto your desktop or convert to another format. Please use this online version only.

Step 1: Completing the Assessment

- Click on the sheet (tab) at the bottom labelled "Assessment Tool".
 - Read question 1.1 and select an answer from the drop-down list in the adjacent blue-highlighted cell. Choose the option that best aligns with the state of accessible parking at your clinic. The answer that you select will contribute to a maturity score for the topic of Physical Accessibility.
- No accessible parking and no communication to patients for how they can find accessible parking

No accessible parking and no communication to patients for how they can find accessible parking

Limited or poorly marked accessible parking

Clearly marked, accessible parking with enough spaces close to the entrance
- Read the content below question 1.1 to understand why accessible parking is relevant to your clinic, the benefits that it provides, and the steps that you can take to make your parking more accessible. These steps offer a high-level overview of quick wins that your clinic can take to start seeing results. A more comprehensive breakdown of potential actions can be found within the assessment reports.
 - For each step within this section, we have provided an indication of associated investment level (low, medium, or high). The investment level indicates the relative effort, cost, and resources needed for each improvement, helping your clinic to prioritize actions based on your capacity and readiness for change. See the example below for context.
 - Low investment: Involves minimal effort and low cost, achievable with existing resources and no significant financial outlay.
 - Medium investment: Requires moderate effort and cost, involving some coordination and adjustments that may need a modest budget allocation and/or time commitment.
 - High investment: Demands higher effort and significant cost, often requiring dedicated funding and major adjustments to infrastructure or systems.
- Some initial steps your clinic can take to achieve success are:

 - Clearly mark accessible parking spots. (Low investment)
 - Ensure parking spots are wide enough for van/wheelchair access. If you rent your clinic space, talk to your building manager about widening parking spots. (Medium investment)
 - Maintain these spots regularly. (Low investment)
- move to question 1.2. Select an answer from the drop-down menu that indicates your clinic's likelihood to invest in accessible parking. The answer that you select will not impact your clinic's maturity score for this topic.

- Highly Unlikely

Highly Unlikely

Unlikely

Likely

Highly Likely
- to 9.2 to address all accessibility topics.
 - Read and answer questions 10.1 and 10.2 to provide us with additional insights regarding your clinic's perspective and priorities around accessibility.

This is an example of a question you will be asked in the Environmental Sustainability questionnaire.

Vancouver Division of Family Practice Environmental Sustainability Self-Assessment



Topic	Question #	Question List	Answer	Score
Energy Efficiency			Topic Maturity Score <ul style="list-style-type: none"> 0 = Under-developed 1-3 = Developing 4 = Developed 	0
		1.1: Approximately what percentage of your office's lighting has been upgraded to energy-efficient LEDs or similar technology?	0%	0
	Question 1	<p>To achieve best practices, a clinic would: Achieve 100% LED lighting throughout the office.</p> <p>Achieving energy efficiency within your clinic is relevant because: LED lighting enhances patient safety and accessibility by providing bright and glare-free illumination throughout the clinic. Switching to 100% LED lighting can cut your clinic's lighting energy use by up to 90% compared to traditional incandescent light bulbs. This substantial energy reduction translates to significant cost savings, freeing up resources that can be redirected towards patient care and other critical services. As you explore ways to realize these benefits and cost savings, consider the list of steps below to help you achieve success.</p> <p>Some initial steps your clinic can take to achieve success are:</p> <ol style="list-style-type: none"> 1. Encourage staff to adopt energy-efficient practices, such as turning off lights when they are not needed. <i>(Low investment)</i> 2. Conduct an energy audit to identify inefficient lighting. <i>(Medium investment)</i> 3. Replace non-LED fixtures with LEDs. <i>(Medium investment)</i> 4. Use smart plugs/power strips and energy-efficient office equipment to reduce standby power consumption. <i>(Medium investment)</i> 5. Apply for BC Hydro Business Energy-Saving Incentives. <i>(Low investment)</i> <p>Benefits to your clinic will include: Lower energy costs, reduced maintenance, and improved environmental sustainability.</p> <p>Celebrate your success by: Showcase the clinic's commitment to sustainability by highlighting energy savings in newsletters, website announcements, and eco-certifications.</p>		
		1.2: When considering these best practices, what is your clinic's likelihood to invest in energy efficient lighting moving forward?	Unlikely	

This is an example of a question you will be asked in the Accessibility questionnaire.

Vancouver Division of Family Practice Accessibility Self-Assessment



Topic	Question #	Question List	Answer	Score
Physical Accessibility			Topic Maturity Score <ul style="list-style-type: none"> 0-3 = Under-developed 4-7 = Developing 8-10 = Developed 	0
	Question 1	<p>1.1: Does your clinic have designated accessible parking spaces near the entrance or have you communicated other ways for patients to access your clinic in accessible ways? This could include accessible parking within your building or an indication of where patients could find accessible street parking.</p> <p>Providing accessible parking is relevant because: Accessible parking close to entrances reduces the risk of falls and increases independence for persons with disabilities. Ensuring designated accessible parking spaces near the entrance of your clinic increases inclusivity and supports safe and convenient access for patients with mobility challenges. As you think about how to make your parking more accessible, consider the following steps to help you achieve success.</p> <p>Some initial steps your clinic can take to achieve success are:</p> <ol style="list-style-type: none"> Clearly mark accessible parking spots. (Low investment) Ensure parking spots are wide enough for van/wheelchair access. If you rent your clinic space, talk to your building manager about widening parking spots. (Medium investment) Maintain these spots regularly. (Low investment) Ensure there are cutouts in the sidewalk near the accessible spaces so a person can reach the entrance. If you rent your clinic space, talk to your building manager/owner or a city representative about installing sidewalk cutouts. (Higher investment) Provide information and signage to patients on where nearby accessible parking spaces can be found and how they can navigate from these spaces to your building. (Low investment) <p>Benefits to your clinic will include: Improved access for patients with disabilities, patients feeling safer and more welcome at your clinic, and lower risk of disgruntled or frustrated patients who faced accessibility challenges when entering your clinic.</p> <p>Celebrate your success by: Updating your Google My Business listing to include details about accessible parking availability, providing a sign in your clinic's waiting area that parking has been installed.</p> <p>1.2: When considering these best practices, what is your clinic's likelihood to invest in accessible parking moving forward?</p>	<p>No accessible parking and no communication to patients for how they can find accessible parking</p> <p>Highly Unlikely</p>	0

Once you have completed the questionnaire, the tool will generate a maturity rating for your clinic along with practical recommendations for your clinic.

Vancouver Division of Family Practice Energy Efficiency Report

Your Score	0
Your Maturity Level	Under-developed



Energy Efficiency Report

Reading the Assessment Report:

The report below provides detailed recommendations for each maturity level to improve energy efficiency at your clinic. These recommendations are designed to help identify improvement projects that your clinic can feasibly implement. Throughout the report, you will also find potential vendors, external funding opportunities, and educational resources that your clinic may be able to leverage to make further progress. Note that the Vancouver Division does not endorse any of these vendors, nor can the Division guarantee that external funding will be granted.

The following list of recommendations is designed to be as comprehensive as possible, providing options for clinics of all sizes and resource availabilities. We understand that your clinic may be leased or limited by its size, which can impact your ability to make certain infrastructure and process changes. If some actions don't apply directly to your clinic, please focus on the steps that best align with what is feasible for you.

Scroll through the report to identify energy efficiency improvement opportunities that are a fit for your clinic.

As you are starting (under-developed):

- **Engage Staff:** Educate staff about energy-saving behaviors, such as turning off unused devices, optimizing natural light usage, and limiting heating/cooling adjustments.
- **Conduct an Energy Audit:** Begin with a comprehensive energy audit to identify energy consumption patterns, major sources of energy use, and key inefficiencies across the clinics. Use these findings to set a baseline for energy usage. To get started, utilize Natural Resources Canada's Energy Savings Toolbox (linked in the resources section below) or hire an external consultant to conduct your energy audit for you.
- **Replace Inefficient Lighting:** Transition from traditional lighting to energy-efficient LEDs. Focus on high-traffic areas like waiting rooms, examination rooms, and hallways. If you have no control over the lighting in your clinic, engage your building manager in a conversation about switching to LED lighting.
- **Request Smart Meters:** Request a smart meter via the BC Hydro website to enable real-time tracking of energy use. Use this data to identify quick wins, such as reducing energy consumption during off-hours or adjusting equipment usage patterns.

Vancouver Division of Family Practice Physical Accessibility Report

Your Score	0
Your Maturity Level	Under-developed



Reading the Assessment Report:

The report below provides detailed recommendations for each maturity level to improve physical accessibility at your clinic. These recommendations are designed to help identify improvement projects that your clinic can feasibly implement. Throughout the report, you will also find potential vendors, external funding opportunities, and educational resources that your clinic may be able to leverage to make further progress. Note that the Vancouver Division does not endorse any of these vendors, nor can the Division guarantee that external funding will be granted.

The following list of recommendations is designed to be as comprehensive as possible, providing options for clinics of all sizes and resource availabilities. We understand that your clinic may be leased or limited by its size, which can impact your ability to make certain infrastructure and process changes. If some actions don't apply directly to your clinic, please focus on the steps that best align with what is feasible for you.

Scroll through the report to identify physical accessibility improvement opportunities that are a fit for your clinic.

As you are starting (under-developed):

Accessible Parking:

- Ensure accessible parking spaces are available, close to the main entrance, and compliant with local accessibility standards, including sufficient width for wheelchair users and clear, visible signage. You can find the links to the Canadian Accessibility Standards and BC Building Code in the resources section below.
- If you are not the owner of your property, providing a map to patients of where the nearest accessible parking can be found will greatly support their accessibility options.

Accessible Clinic Entrance:

- Begin with low-cost improvements like adding signage indicating accessible entrances and ensuring entrance ramps are free of obstacles, well-lit, and have slip-resistant surfaces.

Accessible Patient Waiting Area:

- Reserve seating close to the entrance and keep it free of barriers. Provide a few seating options with armrests and appropriate height to assist patients with limited mobility.

Accessible Washrooms:

- Designate a washroom as an accessible option. Install basic accessibility features, such as grab bars, clear signage, and ensure there is enough space for mobility devices.
- If you are not the owner of the property, engage the building owner in a conversation about the importance of providing accessible washrooms.

Accessible Patient Exam Rooms:

- Identify at least one exam room for accessibility upgrades. Ensure there's enough maneuvering space for mobility devices and a stable examination table that can accommodate patients who need assistance.
- If you are not the owner of the property, engage the building owner in a conversation about any changes to infrastructure that are required.