

Accessibility Committee Revised Agenda

Date: Tuesday, April 21, 2026
Time: 6:30 pm - 8:30 pm
Location: Electronic Zoom Meeting

			Pages
1.	CALL TO ORDER	6:30 PM	
2.	AGENDA		
	2.1 Review of the Agenda		
	2.2 Approval of the Agenda		
3.	CORRESPONDENCE		
	3.1 2026-04-10, Disability Alliance BC: Accessible Organizations Project - Share Your Accessibility Wins!		3 - 4
4.	ADMINISTRATIVE COORDINATION		
	4.1 Minutes of Previous Meetings		
	4.1.1 Draft Minutes of January 15, 2026		5 - 7
	For review and approval		
	4.2 Follow-Up Action List		8 - 9
5.	BUSINESS		
	5.1 Accessibility Committee Terms of Reference		10 - 10
	5.2 2025/26 Annual Report – Approval of Accessibility Committee Section - Request For Decision		11 - 14
	That Accessibility Committee approve the attached text for inclusion in the 2025/26 Annual Report for approval by Trust Council and submission to the Minister of Housing and Municipal Affairs.		
	5.3 Accessibility Plan Update - Briefing		15 - 20
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	5.5 Islands Trust Website Accessibility Audit - Completed Actions - Report		65 - 65
6.	NEW BUSINESS		

7. WORK PROGRAM

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The Work Program consists of Active Projects and Future Projects. There currently are no Future Projects for the Accessibility Committee.

8. NEXT MEETING

Tuesday, July 21, 2026, from 6:30 - 8:30 p.m.

9. ADJOURNMENT

8:30 PM

From: Anna Wijesinghe <anna@dabc.ca>
Sent: Friday, April 10, 2026 10:54 AM
Cc: Anna Wijesinghe
Subject: Public Sector Organizations and Your Accessibility Committees —Share Your Accessibility Wins!

Dear Accessibility Committee Members and Hosts,

The Accessible Organizations Project (AOP) is a project funded by the Government of BC and led by Disability Alliance BC (DABC). The purpose of the project is to support over 750 Prescribed Organizations to meet the requirements of the Accessible BC Act.

As the work under the Accessible BC Act continues, AOP and DABC invite you to share your accessibility success stories with us!

We've learned through community feedback that some committees and organizations are struggling to remain engaged. In efforts to drive engagement and spark innovation, we are inviting you to post success stories, what we call ***accessibility wins***, to our website. We believe that highlighting even small successes will inspire and foster positive change, and show organizations, their committees and individuals that addressing accessibility will ultimately benefit everyone.

By sharing your accessibility wins you will be encouraging and educating others on how to adopt change and embed accessibility into everyday processes. We hope you can share wins that highlight the human stories behind the *Act*, reminding everyone that they are removing real barriers for real people.

Please go to our website and select the “[Add A New Win!](#)” button to fill out the form. If you would rather not have your win highlighted publicly on our site, we still encourage you to email us your wins in confidence.

To encourage your participation, those who submit their stories by **April 30th, 2026**, will be entered to win lauded disability activist Alice Wong's book, “[Disability Visibility: First-Person Stories from the Twenty-First Century](#).”

With your permission, we hope to showcase some of the stories we receive during National AccessAbility Week (Sunday, May 31, 2026, to Saturday, June 6, 2026).

We ask you to share this email with your committee members and any staff that would have an input on accessibility.

If you have any questions, please feel free to reach out to us!

Cheers,

Roberta and Anna

Roberta McDonald (she/her) Project Manager

Disability Alliance BC

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Please note that I am deaf and text communication is ideal.

Mon-Thurs 8:30-4:30



[Facebook](#) | [LinkedIn](#) | [Bluesky](#) | [YouTube](#)

Anna Wijesinghe

Consultant, Accessible Organizations Project,

Disability Alliance BC

Email: anna@dabc.ca

cell: 604-838-8357

Website: www.disabilityalliancebc.org



DABC is located on the unceded traditional lands of the xʷməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and Səl̓ilwətaʔ/Selilwitulh (Tsleil-Waututh) peoples, now home to many diverse First Nations, Inuit and Métis people. Our work extends across the homelands of many diverse Indigenous peoples within the area we often call British Columbia. We honour the many territorial keepers of the lands. To find out whose land you are on you can visit: <https://native-land.ca>



Accessibility Committee Minutes of a Regular Meeting

Date: January 15, 2026
Location: Electronic Meeting

Members Present: Lisa Gauvreau, Trustee, Galiano Island Local Trust Area
Theresa Burley
Lisa Nissinen
Laura Patrick, Trustee, Salt Spring Island Local Trust Area and
Islands Trust Chair (ex officio)

Members Absent: David Maude, Trustee, Mayne Island Local Trust Area

Staff Present: David Marlor, Director, Legislative and Information Services
Robert Barlow, Legislative Services Clerk/Recorder

1. CALL TO ORDER

Chair Gauvreau called the meeting to order at 6:32 p.m. and provided a territorial acknowledgment of the ancestral and unceded territory of many Coast Salish peoples. Members of the Committee introduced themselves.

2. AGENDA

2.1 Review of the Agenda

No changes to the agenda were presented for consideration.

2.2 Approval of the Agenda

By general consent the agenda was approved as presented.

3. ADMINISTRATIVE COORDINATION

3.1 Draft Minutes of Previous Meetings

3.1.1 October 7, 2025 Regular Meeting Minutes

By general consent the Committee approved the minutes as presented.

3.2 Follow-Up Action List - verbal report

Director Marlor provided a verbal report, indicating that staff will work on developing a written record of the FUAL for the Committee as the electronic tool used to create and maintain FUALs for all Islands Trust committees is not capable of adding a FUAL for the Accessibility Committee.

4. BUSINESS

4.1 Accessibility Audit of Islands Trust Website - Briefing

Director Marlor presented the Briefing. The Committee expressed appreciation of the technical details of the audit and intend to engage with the final report.

4.2 Accessibility Committee Membership Applications - Briefing

Director Marlor presented the Briefing, noting that if Trust Council appoints any new members at their next meeting in March, 2026, those appointments will be in effect until the end of the current term of office which ends on October 17, 2026. Trust Council will then make appointments to the Committee for the new term of office.

Committee discussion included the value of appointing members before the end of the current term.

5. NEXT MEETING

5.1 Proposed Accessibility Committee 2026/2027 Meeting Schedule - Request For Decision

Director Marlor presented the Request For Decision, noting that the dates allow for the Accessibility Committee to report to a relevant Trust Council meeting.

AC-2026-01

It was MOVED and SECONDED,

that Accessibility Committee adopt the proposed meeting dates of April 21, July 21, and October 6 in 2026, and January 26, 2027, for the 2026/27 fiscal year; and,
that Accessibility Committee schedule all 2026/27 meeting dates as electronic meetings; and,
that Accessibility Committee schedule all 2026/27 meeting dates from 6:30 – 8:30 p.m.

CARRIED

6. NEW BUSINESS

6.1 Islands Trust Council Public Notices

The Committee enquired as to the status of the proposed Trust Council Public Notification Bylaw 203. Director Marlor reported that the draft bylaw will be forwarded to the March, 2026 Trust Council for their consideration. The intent of the proposed bylaw is to allow Trust Council to post public notices, as required by legislation, on the Islands Trust website and social media but not on eight newspapers that circulate in the Islands Trust Area. It was noted that:

- there is a high cost to advertise in Trust Area print media, including considerable staff time and there is limited readership of that print media

DRAFT

- Islands Trust Council needs to provide public notices only for a few reasons, such as notice of the annual meeting schedule and some bylaw changes
- posting notices to on-island notice boards will continue

7. ADJOURNMENT

By general consent the meeting adjourned at 7:08 p.m.

Lisa Gauvreau, Chair

CERTIFIED CORRECT:

Robert Barlow, Legislative Services Clerk/Recorder

Minutes are not official until adopted at a subsequent meeting.

Follow Up Action Report

Accessibility Committee

07-Oct-2025

Progress	Activity	Responsibility	Dates	Status
100%	1 Staff to create an opportunity on the website for the public to provide feedback on Accessibility and Inclusion	Robert Barlow	Target: 15-Jan-2026	Completed
100%	2 Staff to amend the Accessibility Plan project charter to include a plain language version of the Accessibility Plan and to include a section on implementation.	David Marlor	Target: 15-Jan-2026	Completed
100%	3 Staff to include in the draft budget the Accessibility Committee recommendation to Trust Council that \$19,000 be allocated to develop an Accessibility Plan for Islands Trust.	David Marlor	Target: 15-Jan-2026	Completed
100%	4 Staff to utilize the unused amount (approximately \$12,000) of the Local Community Accessibility Grant towards implementing recommendations from a prior accessibility audit of the Islands Trust website.	David Marlor	Target: 15-Jan-2026	Completed

Follow Up Action Report

Accessibility Committee

15-Jan-2026

Progress	Activity	Responsibility	Dates	Status
100%	1 Staff to work on developing a written record of the FUAL for the Committee either by updating the electronic tool (IT Apps) or creating an alternative record.	Robert Barlow	Target: 21-Apr-2026	Completed
100%	2 that Accessibility Committee adopt the proposed meeting dates of April 21, July 21, and October 6 in 2026, and January 26, 2027, for the 2026/27 fiscal year; and, that Accessibility Committee schedule all 2026/27 meeting dates as electronic meetings; and, that Accessibility Committee schedule all 2026/27 meeting dates from 6:30 - 8:30 p.m.	Robert Barlow	Target: 21-Apr-2026	Completed

Attachment 6: Accessibility Committee Terms of Reference

The Accessibility Committee is a mandatory requirement under the *Accessible British Columbia Act* effective September 1, 2023.

The Accessibility Committee provides advice to the Islands Trust Council and management by undertaking the following responsibilities:

1. identify barriers to individuals (public, employees, trustees) in or interacting with the organization in offices, owned or leased locations, Islands Trust Conservancy lands owned or leased, including meeting and public hearing locations
2. identify barriers to individuals (public, employees, trustees) in or interacting with the organization electronically through the Islands Trust website, social media accounts, telephone, electronic meetings or other electronic means
3. advise the organization on how to remove and prevent barriers to individuals in or interacting with the organization
4. develop an Accessibility Plan that address the issues identified, with options and recommendations to remove the barriers, and advise on implementation of the Plan
5. review the Accessibility Plan every three years and seek public feedback on the Accessibility Plan; and, as part of the review, seek feedback generally from the public on potential accessibility barriers and how to remove and prevent barriers to individuals in or interacting with the organization

REQUEST FOR DECISION

To: Accessibility Committee

For the Meeting of: April 21, 2026

From: Trust Area Services

Date Prepared: April 10, 2026

SUBJECT: 2025/26 ANNUAL REPORT – APPROVAL OF ACCESSIBILITY COMMITTEE SECTION

RECOMMENDATION: That Accessibility Committee approve the attached text for inclusion in the 2025/26 Annual Report for approval by Trust Council and submission to the Minister of Housing and Municipal Affairs.

- 1 PURPOSE:** Committees are provided with their draft sections of the annual report for review and approval so that Trust Council is able to easily approve its annual report in June 2026 without further editing from staff or trustees at the Trust Council meeting.

BACKGROUND: Preparation of the Islands Trust Annual Report is undertaken by Trust Area Services communications staff, reporting to the Executive Committee and consistent with Trust Council's [Annual Report Policy 6.10.1](#). The Executive Committee approved the format and outline of the 2025/26 Annual Report at its meeting on January 14, 2026.

2 IMPLICATIONS OF RECOMMENDATION

ORGANIZATIONAL: Under Trust Council's Policy, all LTCs and Council committees are expected to review and approve their sections at regular meetings in order to have the report approved by Trust Council at its June 2026 meeting.

FINANCIAL: None.

POLICY: No implications for existing policy

IMPLEMENTATION/COMMUNICATIONS: The process for development of the Annual Report is outlined in Trust Council's Annual Report policy 6.10.1. Once each committee has approved its section, staff will create a draft Annual Report for review by the Executive and consideration of Trust Council in June. Upon approval by Trust Council, staff will send the Annual Report to the Minister of Housing and Municipal Affairs and circulate it as indicated in Trust Council's policy.

FIRST NATIONS: Information about First Nations relations may be included within committee reports.

OTHER: None.

- 3 RELEVANT POLICY:**
Trust Council's [Annual Report Policy 6.10.1](#)

- 4 ATTACHMENT:** Accessibility Committee draft input to Annual Report

RESPONSE OPTIONS

Recommendation: That Accessibility Committee approve the attached text for inclusion in the 2025/26 Annual Report for approval by Trust Council and submission to the Minister of Housing and Municipal Affairs.

Alternative: That Accessibility Committee approve the attached text for inclusion in the 2025/26 Annual Report for approval (as amended) by Trust Council and submission to the Minister of Housing and Municipal Affairs.

Prepared By: Morgana van Niekerk, A/Communications Specialist

Reviewed By/Date: David Marlor, Director Legislative and Information Services/April 10, 2026

Accessibility Committee

Role

The Accessibility Committee, established under the *Accessible British Columbia Act*, supports Islands Trust by identifying barriers experienced by people who interact with the organization, and by advising on ways to remove and prevent those barriers. Through its diverse membership and lived experience perspectives, the committee helps guide Islands Trust in strengthening accessibility across its public-facing services, policies, and environments.

Members

The Accessibility Committee is comprised of individuals, including trustees, who have been appointed by Islands Trust Council following an expression-of-interest process.

Members serving in 2025/26

- Lisa Gauvreau, Galiano Island Local Trust Area Trustee, (Chair)
- Lisa Nissinen, Islands Trust Area resident, (Vice-Chair)
- David Maude, Mayne Island Local Trust Area Trustee
- Laura Patrick, Salt Spring Island Local Trust Area Trustee and Islands Trust Council Chair, (Ex Officio)
- Barb Aust, Islands Trust Area resident, (appointed March, 2026)
- Michael Bean, Islands Trust Area resident, (appointed March, 2026)
- Theresa Burley, Islands Trust Area resident
- Marjorie Gang, Islands Trust Area resident, (resigned September, 2025)
- Seth Gustafsson, Islands Trust Area resident, (appointed March, 2026)
- Christopher Jason, Islands Trust Area resident, (appointed March 2026)
- Deborah Scott, Islands Trust Area resident, (appointed March, 2026)
- Sidra Treall, Islands Trust Area resident, (resigned April, 2025)
- Riley Vardy, Islands Trust Area resident, (appointed March, 2026)

2025-26 Highlights

In 2025–26, the Accessibility Committee advanced initiatives to improve accessibility across Islands Trust. The Committee secured a \$25,000 Local Community Accessibility Grant from the Social Planning and Research Council of B.C., which supported accessibility upgrades at the new Salt Spring Island office. Renovations focused on removing physical barriers for people visiting the space, including the installation of an accessible, gender-neutral washroom and an accessible front counter for public service.

The grant also enabled Islands Trust to implement recommendations from a previous accessibility audit of the Islands Trust website. As part of these website improvements, Islands Trust implemented a series of technical updates that enhance usability for people who rely on screen readers, keyboard navigation, and other assistive technologies. These updates ensured that images and links include meaningful descriptions for users with visual impairments,

improved the clarity and structure of headings and labels, strengthened the site's underlying code to make content easier for assistive technologies to interpret, and reduced navigation related barriers.

To strengthen representation and broaden community perspectives, Islands Trust undertook a recruitment process for new committee members, resulting in the appointment of six individuals. The Committee also provided an opportunity for the public to share feedback on accessibility issues across the Islands Trust Area, creating a channel for community input during the reporting period.

To: Accessibility Committee **For the Meeting of:** April 21, 2026
From: Legislative and Information Services **Date Prepared:** April 14, 2026
SUBJECT: Accessibility Plan Update

PURPOSE: To update the Accessibility Committee on the next steps in the preparation of an Accessibility Plan for Islands Trust.

BACKGROUND:

Accessible British Columbia Act requires all local government to have an accessibility committee, a means for the public to provide feedback on accessibility at the Local Government, and an Accessibility Plan that identifies barriers and offer means to mitigate those barriers to accessibility. The Act required all local governments to have, at minimum, a draft plan in place by September 1, 2023. The plan is required to include public input and must be reviewed every three years.

Islands Trust has established an Accessibility Committee, and the Islands Trust website has been updated to include a means for public feedback on accessibility issues at the Islands Trust. Due to limited staff resources, and lack of expertise in the area of accessibility, no progress has been made on an Accessibility Plan.

For the Fiscal year 2026/27 budget, the Accessibility Committee requested \$19,000 to allow for the hiring of a consultant to undertake the necessary work to create an accessibility plan for the Islands Trust. At its regular business meeting in March, Trust Council approved \$19,000 for this purpose in the Fiscal 2026/27 budget.

The consultant would:

- Assess Islands Trust operations and help the Accessibility Committee identify gaps in accessibility, and develop means to mitigate those gaps
- Draft an Accessibility Plan for the Islands Trust operations
- Obtain feedback on the draft from the public, and develop a final version of the Accessibility Plan for consideration by the Accessibility Committee
- Develop a plain language version of the Accessibility Plan
- Include in the Accessibility Plan a section on implementation of the Accessibility Plan

The next step is for staff to put out a request for proposal (RFP) to find a suitable consultant to undertake this work within the allocated budget. To keep the costs down, assessment of the operations would be a review of Islands Trust documentations and discussion with Islands Trust staff, a meeting between the consultant and the Accessibility Committee, and public feedback would be through the Islands Trust website.

Staff will begin the RFP process in May; the Accessibility Committee may have advice on the types of consultants to look for to undertake this work, or who have undertaken similar work in

other local governments. Staff would welcome any insights from the Committee prior to initiating the RFP.

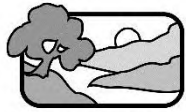
ATTACHMENT:

Accessibility Plan Development - Business Case

FOLLOW-UP:

As indicated above, incorporating any suggestions from the Accessibility Committee.

Prepared By: **David Marlor, Director, Legislation and Information Services**



Islands Trust

Budget Funding Request Short-Form Business Case

Completion of this form initiates a request to the management team, FPC, and ultimately Trust Council for allocation funding in the next fiscal year budget. The form is to be completed and submitted at the start of the decision-making process. The business case forms part of the Annual Budget Process (refer to Islands Trust Council Budget Process Policy 6.3.i).

TO BE COMPLETED BY INITIATOR

Requested by (<i>Committee or Operational Unit</i>): Accessibility Committee	Budget Source (select all that apply): ☐ Specific Project Funding (select all that apply) X Third Party Contractors/Temp Staff ☐ Staff Travel Expense ☐ Staff Overtime Expense ☐ New Staff Member – Temporary for project ☐ Computer Hardware/Software ☐ Furniture & Equipment ☐ Computer Hardware/Software/Supplies ☐ New Staff Resources (see Staff Costing Tool) ☐ Permanent ☐ Temporary Temp Duration: _____ ☐ Other – please describe: _____
Department: Legislative and Information Services	
Name of Request: Accessibility Plan Development	
\$ Value of Request (<i>indicate by fiscal year and total if project is multi-year</i>): \$19,000	Funding Required for (date range): April 1, 2026 to March 31, 2027
TIE TO ISLANDS TRUST GUIDING DOCUMENTS: (<i>Indicate how the proposed project/activity/work ties to Trust Council's strategic plan, Policy Statement directives, Council Bylaws, work programs, the Trust's object, etc. Provide a copy/paste of the relevant reference, along with hyperlinks to external documents where available.</i>) Approved by the Accessibility Committee on October 7, 2025 This is a continuation of a project started in FY2025/26. Trust Council's Object – no Strategic Plan item – no Policy Statement directive – no Council bylaw – no Work programs -no	

Legislation – YES – this is a requirement of the *Accessible British Columbia Act*.

ISSUE/OPPORTUNITY: *(What issue are you trying to resolve with this initiative, or what opportunity has been identified that would benefit Islands Trust by undertaking this initiative? What are the future needs? What organizational objectives are being addressed? Include background information that decision makers will need to properly assess this request.)*

Background:

Accessible British Columbia Act requires all local government to have an accessibility committee, a means for the public to provide feedback on accessibility at the Local Government, and an Accessibility Plan that identifies barriers and offer means to mitigate those barriers to accessibility. The Act required all local governments to have, at minimum, a draft plan in place by September 1, 2023. The plan is required to include public input and must be reviewed every three years.

Islands Trust has established an Accessibility Committee, and the Islands Trust website has been updated to include a means for public feedback on accessibility issues at the Islands Trust. Due to limited staff resources, and lack of expertise in the area of accessibility, no progress has been made on an Accessibility Plan.

PROJECTED RESULTS/DELIVERABLES: *(How does this address the issue/opportunity described above? Indicate how results of this work will impact decision-making by trustees or staff. Will this work result in better decisions, more efficient decision-making, more efficient completion of work, better public perception, etc. Consider all possible results from undertaking this work.)*

This project would:

- Assess Islands Trust operations and help the Accessibility Committee identify gaps in accessibility, and develop means to mitigate those gaps
- Draft an Accessibility Plan for the Islands Trust operations
- Obtain feedback on the draft from the public, and develop a final version of the Accessibility Plan for consideration by the Accessibility Committee
- Develop a plain language version of the Accessibility Plan
- Include in the Accessibility Plan a section on implementation of the Accessibility Plan

RISK ASSESSMENT: *(List and discuss potential risk factors associated with this work, if identified. List and discuss the options that exist to mitigate identified risks.)*

Lack of Accessibility Plan means Trust Council is not compliant with the *Accessible British Columbia Act*. While the penalties in the Act for not being compliant are not yet in force, they may be brought in force at any time by Regulation. The Act allows the minister to levy fines up to \$250,000. While it is unlikely Islands Trust would face a penalty of that magnitude, it would also not reflect well on the organization to have intentionally delayed steps to come into compliance.

ALTERNATIVES CONSIDERED: *(What other options/alternative courses of action were considered? List and discuss each alternative separately. Each option must be supported by a succinct and realistic presentation of the benefits, risks, financial implications, resource requirements and other implications to allow for an informed decision among the options. One option should reflect the status quo - i.e. do nothing - and the anticipated results of that action.)*

Option 1: Status Quo

Benefits – No plan would be developed.

Risks – non-compliance with the *Accessible British Columbia Act*. While no penalties at the moment, the Act allows the minister to levy up to \$250,000 fines. This provision is not yet in force, but would come into force by Regulation.

Financial implications – potential fines as per above.

Resource requirements – None.

Other implications – Reputational risks of Islands Trust intentionally deciding to delay coming into compliance with a legislated requirement. It would also impede the ability of the Accessibility Committee deliver any effective advancement of its mandate.

Option 2: Undertake the work by a consultant

Benefits – consultants will bring expertise in this area, and can undertake the work as priority.

Risks – need to find an appropriate consultant with understanding of the unique structure of the Islands Trust, and the *Accessible British Columbia Act*.

Financial implications – consultant (\$15,000) and advertising fees (\$4,000)– note that consultant fees could be substantially higher depending on scope – this estimate to undertake review, develop draft, develop feedback mechanism, review feedback and develop final document.

Resource requirements – some staff time would be required to manage the contract, and substantial staff time could be consumed depending on how familiar the consultant is with the unique structure of the Islands Trust.

Other implications – No other implications identified.

Option 3: Undertake Work in House

Benefits – reduce costs.

Risks – No in-house expertise in accessibility. Likely other priorities will interfere and the work may be delayed or not completed.

Financial implications – staff time to undertake the work reduce staff time available for other Trust Council priorities.

Resource requirements – Staff time take from other projects.

Other implications – No other implications identified.

CRITICAL SUCCESS FACTORS: *(What related factors have been identified that are important to the success of completing this work/initiative? Which of these factors are considered critical to the success of this initiative? Discuss outcomes if critical success factors are not met.)*

- Recruitment of a suitable consultant
- Feedback from the public and input from the Accessibility Committee
- Trust Council support through funding

RECOMMENDED OPTION: *(State your recommendation, referencing the options discussed earlier, and summarise why you chose it over others.)*

Option 2. This option is the most effective, given that the work would be undertaken by a consultant with experience and expertise in this area.

COST/BENEFIT ANALYSIS: *(Discuss both quantitative and qualitative considerations of this initiative. Quantitative discussion should include financial costs as well as benefits (savings). Qualitative considerations include non-quantifiable costs and benefits.)*

As this is a mandatory requirement under the *Accessible British Columbia Act*, the benefit is mostly qualitative in that this would move Trust Council towards compliance with legislation. Over the long term, there could be savings in fines if remaining non-compliant, should the Province proceed with enacting the penalty clauses in the *Accessible British Columbia Act*.

PURCHASING PROCEDURE: *(Describe any purchasing processes that will be needed to support this initiative (i.e. Direct Award, RFP, ITQ to qualified vendor) if goods or services need to be procured for the work. If this is for new staff hiring, indicate likely hiring method (i.e.: external competition, government-restricted internal competition, etc.)*

Given the budget, we would reach out to known organisations that do this work via invitation to quote.

PROPOSED IMPLEMENTATION STRATEGY: *(What are the specific features of the “roll-out” of the recommended solution? What is the timeline and anticipated date of completion for this initiative?)*

Work would be largely managed and undertake by administrative staff assigned to Accessibility Committee.

STAFF RESOURCING: *(What staff resources will be needed to achieve success on this initiative? Estimate how many hours of staff time will be required, by staff level/role. Comment on the reasonability of expected staff hours when assessed in conjunction with other work underway or planned.)*

Contract Management: Director, Legislative and Information Services
Administrative Support: Executive Administrative Assistant

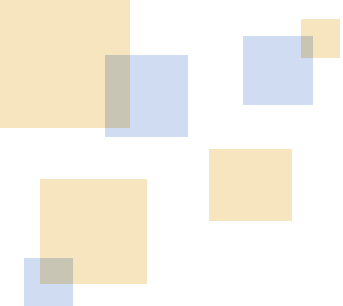
CHANGE MANAGEMENT/COMMUNICATIONS/COLLABORATION: *(Discuss proposed change management requirements, communications needed, involvement with others. Are there any concerns related to these? If so, how will these be addressed? Have other stakeholders been identified?)*

Recommendation would be forwarded to Trust Council for adoption.

Requested by Accessibility Committee

Prepared by David Marlor, Director, Legislative and Information Services.

Reviewed by Accessibility Committee, October 7, 2025



2025-26 to 2027-28

AccessibleBC Plan



Ministry of
Social Development
and Poverty Reduction



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Message from the Parliamentary Secretary for Accessibility

As someone with lived experience, I understand firsthand what it feels like to face barriers. While I may not know every challenge people with other disabilities experience, I know how deeply they can affect daily life. It can be exhausting and dehumanizing to constantly advocate for your basic needs. Thank you to the many people with disabilities who have shared their experiences and frustrations with us so we can create better systems to support people of all backgrounds and abilities.

I am also incredibly grateful to the members of our Provincial Accessibility Committee (PAC) for their ongoing guidance and input on this Plan. PAC supports the implementation of the Accessible B.C. Act by recommending accessibility standards and advising government on accessibility matters. I am honoured to co-chair PAC and witness their passion and dedication to making B.C. more accessible for all.

I am hopeful about this next phase of implementation, and I wish to reiterate my appreciation for all the effort that has gone into this plan so far. I also want to emphasize that this work is indeed best described as a journey rather than a destination, and we still have a way to go. I'm committed to ongoing communication, to sharing our progress and hearing your concerns as we move forward together on this continuing journey.



Dana Lajeunesse

Parliamentary Secretary for Accessibility



Message from Minister of Social Development and Poverty Reduction

We're all better off in a province where we take care of each other and everyone can fully participate in daily life. Accessibility makes B.C. stronger and more resilient. When we talk about accessibility, we mean building playgrounds where every child can play, creating websites that anyone can navigate, and making sure places where we live, work, and play are accessible to all. It means we work together to create environments that support and include everyone, so people of all abilities can feel confident, valued, and able to fully participate in daily life.

For too long, people with disabilities have had to navigate systems that weren't designed with them in mind. That's why our government passed B.C.'s first accessibility legislation, the Accessible British Columbia Act (the Act), to help identify, remove, and prevent barriers in all aspects of daily life.

As we continue implementing the Act, our government will be guided by our second AccessibleBC Plan (the Plan) for 2025 to 2028. This Plan is a blueprint for embedding accessibility into everything we do as government, from the way we offer services to the way we train our teams and connect with the public.

People with disabilities still face discrimination and bias. That's why the Province is working harder to create a more welcoming

and accessible society. Government ministries are stepping up by promoting accessibility, educating their teams, and including it in their work.

Another key focus of the new plan is ensuring government communicates and engages with people in inclusive and accessible ways. This means continuing to improve our digital spaces, documents, and conversations, making them clear, welcoming, and open to everyone in British Columbia, no matter their ability.

To lead by example, the BC Public Service wants to be a workplace where people of all abilities are supported and empowered to succeed. This means reviewing our policies, investing in our leaders, and making sure that no one is left behind.

This is all built by listening to people with disabilities. We are deeply grateful to those across B.C. who have shared their experiences, frustrations, and hopes with us through the Accessibility Feedback Tool, meetings, and public engagement process. Your voices have helped shape this plan.

As we begin implementing this plan and other components of the Act, we will continue listening to the voices of the disability community across the province.



Sheila Malcolmson

Minister of Social Development and Poverty Reduction

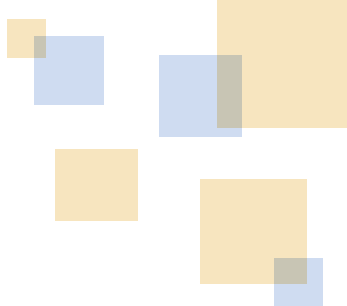


Introduction to the AccessibleBC Plan

In June 2021, the Accessible B.C. Act (the Act) became law, establishing a legal framework to help identify, remove, and prevent barriers to full and equal participation of people with disabilities. Under the Act, government is required to develop an accessibility plan and update it at least every three years. The first plan was released in May 2022 and guided efforts through to 2024–25. This next AccessibleBC Plan, which will be in effect from 2025–26 to 2027–28, builds on the progress already made and focuses on laying a strong foundation for even greater accessibility improvements in the years ahead.

This accessibility plan was developed in collaboration across government. All 23 ministries and the BC Public Service Agency were engaged to identify current barriers and envision future priorities. The commitments in this plan focus on supporting accessibility and inclusion within the BC Public Service, as well as how we deliver accessible services to citizens. The voices of British Columbians – especially people with disabilities – played a central role, through feedback from the Accessibility Feedback Tool, public engagement and correspondence, as well as input from the Provincial Accessibility Committee (PAC) and employees across the BC Public Service. Government will continue to engage with both internal and external partners as we implement this plan and identify priorities for future work.

Like the first AccessibleBC Plan, this plan is built around five key priorities which continue to guide government’s accessibility



efforts: Creating a Culture of Accessibility and Inclusion; Information and Communication; Buildings, Infrastructure and Public Spaces; Employment in the BC Public Service; and Delivery of Goods and Services.

While ministries have contributed to all five priorities, some areas stand out across the plan. There is a strong emphasis on embedding a culture of accessibility and inclusion across government. This means making sure leadership, training and everyday practices reflect that mindset. There is also a clear focus on ensuring government information and communications are accessible to everyone, no matter how they access content or what tools they use. The plan also continues to advance inclusive employment in the BC Public Service, with accessible hiring practices and supports to help employees with disabilities succeed. We also know that ongoing work will be required to ensure that government services and the spaces in which those services are delivered are broadly accessible to people of all abilities. These key elements help shape the practical actions government will take to build a more inclusive and accessible public service now and into the future.

As we continue to implement the Accessible B.C. Act, government is committed to leading the way and demonstrating the importance of embedding accessibility in all our work. In the spirit of “nothing about us without us”, government will continue to engage with people with disabilities as we implement this plan and other initiatives to make B.C. accessible for everyone.

Government Achievements 2022–2025

The first AccessibleBC Plan was released in May 2022 and was structured around the five key priorities that continue to guide government’s accessibility efforts. Over the past three years, government has made significant progress advancing these priorities to identify, prevent and remove barriers faced by people with disabilities. This ongoing work reflects a strong commitment to creating a more accessible and inclusive BC Public Service.

A summary of accessibility accomplishments supported by the last plan can be found in Appendix 1. For more information on government’s progress implementing the Accessible B.C. Act, see the [2024–2025 Annual Report](#).





Moving Forward: Priorities for 2025–26 to 2027–28

This section outlines government’s priorities for advancing accessibility over the next three years. Building on the foundation established in the first plan, the five priority areas remain central to our ongoing work. Government is committed to ongoing engagement with people with disabilities to ensure the implementation of this plan addresses their needs and creates a more inclusive province.

The ministries responsible for each commitment are indicated in square brackets following the commitment. A list of ministry acronyms can be found in Appendix 2. When the BC Public Service is listed, it refers collectively to all ministries and employees across the provincial government.

Priority 1: Creating a Culture of Accessibility and Inclusion

This priority focuses on fostering a culture of accessibility and inclusion for all people. It involves challenging and removing attitudinal barriers through education and awareness-raising initiatives within the BC Public Service, ensuring this approach underpins all work undertaken by the provincial government.

- ➔ **1.1** Deliver - and encourage staff to participate in - awareness-raising events, including AccessAbility Week (May), Disability Employment Awareness Month (September), Registered Disability Savings Plan Awareness Month (October), Indigenous Disability Awareness Month (November) and the International Day of Persons with Disabilities (December 3). [BC Public Service]
- ➔ **1.2** Support accessibility leadership in the public service through participation in employee resources groups and the Accessibility Community of Practice. [BC Public Service]
- ➔ **1.3** Increase outreach and awareness of the Accessibility Feedback Tool, both internally across ministries and with external partner organizations and the public. [BC Public Service]
- ➔ **1.4** Enable use of data collected in the BC Demographic Survey to identify gaps and barriers people face when accessing government services. [CITZ]
- ➔ **1.5** Further advance implementation of the Accessible B.C. Act, through the development of accessibility standards and completing the independent review. [SDPR]

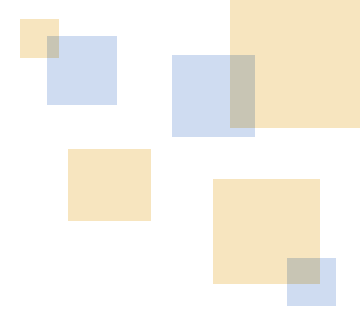
- **1.6** Provide foundational accessibility learning for all BC Public Service employees and integrate accessibility learning into existing people leader curriculum. [PSA]
- **1.7** Provide ministry-specific learning opportunities to foster a culture of inclusion, to challenge the barriers people with disabilities face. [AF, CFD, ECS, ENV, FOR, HLTH, IRR, JEG, LBR, MCM, SDPR, WLRS]
- **1.8** Implement ministry action plans to enhance accessibility within the ministry. [AF, CFD, ECS, ENV, FOR, HLTH, IRR, JEG, LBR, MCM, PSA, SDPR, WLRS]

■ **Priority 2: Information and Communication**

This priority is focused on ensuring government information and communications can be accessed and understood by everyone. It considers the different ways people consume and engage with informational resources, including the use of assistive devices and technologies. These commitments aim to ensure that everyone has timely access to the same information, regardless of communications differences or abilities.

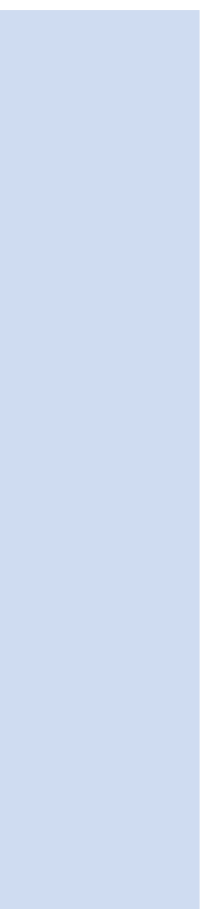
- **2.1** Achieve digital accessibility by meeting the current version of Web Content Accessibility Guidelines (WCAG) AA for all digital content. [BC Public Service]

- **2.2** Improve the accessibility of information and communications materials, including web content, documents and forms. [AG, CITZ, FIN, HLTH, IRR, LBR, PSSG, SDPR, WLRS]
- **2.3** Provide support during provincial emergencies by developing procedures that enable faster communication of information to the public during a live event. [CITZ]
- **2.4** Provide guidance to First Nations and local governments to incorporate consideration of intersectional disadvantages, including disabilities, in the creation of emergency management plans. [EMCR]
- **2.5** Continue to expand broadband infrastructure to all underserved households in B.C. [CITZ]
- **2.6** Reduce barriers to trails by updating BC Parks frontcountry and adaptive trail information. [ENV]
- **2.7** Increase the number and formats of accessible books and collections available through B.C.'s public libraries to create a more inclusive reading environment for people with print disabilities. [HMA]
- **2.8** Design and implement an adaptive recreation program to reduce information barriers, promote adaptive recreation experiences, and maintain a public database of community adaptive recreation equipment. [ENV]



■ **Priority 3: Buildings, Infrastructure and Public Spaces**

This priority supports creating buildings, infrastructure, and public spaces that are accessible to people of all abilities and needs. It ensures that principles of accessible and universal design are embedded in all renovations and new capital projects. It also includes renovating or retrofitting existing structures to install accessibility features such as ramps, automatic door openers, and accessible washroom facilities.

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- ➔ **3.1** Invest in upgrading accessibility features in government buildings and offices to enhance accessibility. [AG, CITZ, FIN, HLTH]
 - ➔ **3.2** Make accessibility-specific capital investments to implement universal design principles in upgrades to park infrastructure. [ENV]
 - ➔ **3.3** Work with partner ministries to ensure capital projects overseen by the Ministry of Infrastructure comply with accessibility regulations and incorporate principles of accessibility. [INF]
 - ➔ **3.4** Continue work with local governments and the disability community to ensure the safe operation of shared mobility devices like electric scooters. [TT]

- **3.5** Continue to support Indigenous and local governments to build more integrated and active transportation systems based on principles of universal design. [TT]

■ **Priority 4: Employment in the BC Public Service**

This priority focuses on embedding principles of accessible and inclusive employment throughout the BC Public Service. It means fostering a safe and supportive work environment where people with disabilities can both find meaningful employment and succeed in their roles.

- **4.1** Promote, support and participate in the Work-Able Accessible Employment Program and other internship programs for equity-deserving groups. [BC Public Service]
- **4.2** Support the implementation of future employment accessibility standards, which aim to ensure that barriers across the whole employment continuum are identified, removed, and prevented. [BC Public Service]
- **4.3** Implement the Digital Workplace Initiative, to identify and implement shared technologies, services and policies needed to support flexible work environments, and to enable reliable service delivery. [CITZ]

- ➔ **4.4** Develop a corporate workplace accommodation policy to support workplace accommodations across the BC Public Service. [PSA]
- ➔ **4.5** Provide accommodation resources to support people leaders and employees when navigating the accommodation process. [PSA]
- ➔ **4.6** Develop complementary ministry-specific resources to support disability accommodations that align with corporate policy and direction. [AF, ECS, ENV, FOR, HLTH, IRR, JEG, LBR, MCM, SDPR, WLRS]
- ➔ **4.7** Create safe and supportive work environments for people of diverse lived experience by monitoring and implementing inclusive workplace and hiring practices. [AF, ECS, ENV, FOR, HLTH, IRR, JEG, LBR, MCM, WLRS]

■ **Priority 5: Delivery of Goods and Services**

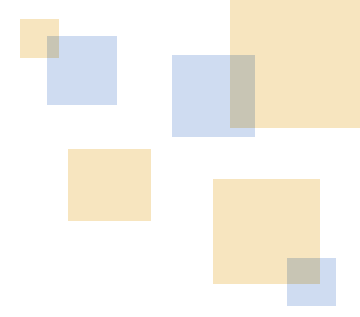
This priority focuses on ensuring people with disabilities can receive goods and services in an equitable way. It includes engaging with people with disabilities about their experiences, examining and revising existing policies and procedures, and exploring innovative ways to deliver services.

- ➔ **5.1** Support the implementation of future accessible service delivery standards, which aim to ensure that events, activities, and the process of purchasing goods are accessible and inclusive for people with disabilities. [BC Public Service]

- **5.2** As part of the BC Procurement Plan, lead a pilot project to make procurement and contract documents more accessible, including the use of plain language. [CITZ]
- **5.3** Modernize the suite of programs administered by StudentAid BC to address barriers for learners with disabilities to access post-secondary education. [PSFS]
- **5.4** Facilitate and implement feedback from the Quarterly Consultation Framework between StudentAid BC and the Executive Committee of the Post-Secondary Accessibility Articulation Committee and facilitate the Administrative Services Collaborative Accessibility Network Committee. [PSFS]
- **5.5** Continue to deliver Workforce Development Agreement (WDA) programs to provide accessibility supports, adaptive technology, and other means for overcoming barriers to participation of people with disabilities in either training or employment. [PSFS, SDPR]
- **5.6** Expand virtual service options for services provided by the Attorney General, including modernization and innovation to support virtual proceedings, services, and system process improvements. [AG]

- **5.7** Continue delivering the three-year program to support the taxi industry in becoming more accessible, including supporting changes to increase accessibility, improving data collection and reporting systems, providing incentives to drivers of wheelchair accessible vehicles, and enhancing driver training. [TT]
- **5.8** Enhance the experience of people and businesses in B.C. through the furthered use of modern digital tools, including connected services, modernizing the registry system and providing additional features in online platforms. [CITZ]
- **5.9** Continue improving the accessibility of services for community members through mobile outreach to connect people in underserved areas with government services. [CITZ]
- **5.10** Draft a universal design guide and accessibility handbook for recreation sites and trails and BC Parks. [ENV]
- **5.11** Ensure emergency management programs and services are accessible and meet the needs of people with disabilities. [EMCR]
- **5.12** Continue to provide access to the suite of Children and Youth with Support Needs (CYSN) program and services for children and youth with support and mental health needs aligned with the health care continuum. [CFD]

- ➔ **5.13** Continue with full implementation of Specialized Homes and Support Services (SHSS) to better serve children, youth, and families, including providing emergency care, respite care, low-barrier short-term stabilization care, and specialized long-term care. [CFD]
- ➔ **5.14** Engage with justice sector partners, including First Nations and Métis communities and organizations, to enhance youth justice services and address accessibility barriers for youth with disabilities and other factors that contribute to inequitable access to services. [CFD]
- ➔ **5.15** Work with BC Transit to continue implementation of handyDART between 2025-2028. [TT]
- ➔ **5.16** Ensure key creative sector organizations Creative BC and the Knowledge Network are well supported by government to deliver funding and services in an accessible manner. [TACS]
- ➔ **5.17** Promote B.C. as an inclusive and welcoming destination and continue to support the development and improvement of accessible tourism products, services, and activities. [TACS]
- ➔ **5.18** Work closely with tourism industry partners including go2HR to promote the hiring of persons with disabilities, new immigrants, youth, and vulnerable populations. [TACS]



Conclusion

AccessibleBC 2025–26 to 2027–28 will support government’s ongoing implementation of the Accessible B.C. Act. Looking back on the accomplishments from the first plan allows us to recognize our successes, while acknowledging existing gaps and continuing to build on that progress.

This plan outlines government’s accessibility priorities over the next three years, recognizing that this is part of a broader, ongoing effort. As accessibility improves within government, it creates momentum for change across all communities, workplaces, and public spaces. Everyone benefits when we have communities that are inclusive and accessible to all. Government is leading the way and demonstrating how we can adapt our ways of working to consider and include the needs of all people.

We cannot do this work alone. This work is and will continue to be informed by people with disabilities around the province. We look forward to continued engagement as we work together to make B.C. an accessible province for everyone.

Share your feedback about accessibility barriers you experience through the [Accessibility Feedback Tool](#).



Appendix 1: AccessibleBC Plan Reporting 2022–23 to 2024–25

Priority 1: Creating a culture of accessibility

Action	Ministry	Progress to Date
1.1 Apply a Gender-Based Analysis plus lens (GBA+) to assess how diverse groups may experience government policies, programs, and initiatives.	FIN	• Ensured policy branches have a GBA+ analysis procedure • Required that GBA+ be considered in all Cabinet and Treasury Board submissions • Developed new training, including a specialized GBA+ training course, GBA+ and the Policy Process
1.2 Deliver and encourage staff to participate in awareness-raising events.	PSA	• Supported the delivery of presentations and events on accessibility and disability for over 1,600 public service employees • Provided corporate communication increasing accessibility awareness and celebrating achievements of persons with disabilities • Published relevant articles to increase awareness

Action	Ministry	Progress to Date
1.3 Develop a Being Accessible Strategy to create awareness, foster a culture of accessibility, and enhance capacity for the Public Service Agency and agency representatives to deliver more accessible services.	PSA	• Accessibility was included as one of four overarching goals supported by the PSA's internal Reconciliation, Equity, Diversity, and Inclusion Action Plan (2024-2026) • Initiated PSA project to develop a PSA Accessibility Action Plan to set the direction for accessibility in the PSA • Comprehensive engagement including a review of feedback from BC Public Service Employees
1.4 Support accessibility leadership in the public service through the Employee Accessibility Advisory Council and the Accessibility Community of Practice. Members of these groups include public servants interested in staying current on best practices for accessibility and inclusivity.	PSA & SDPR	• Supported the delivery of several events each year to support leadership and learning around accessibility • The Employee Accessibility Advisory Council meets regularly to discuss accessibility, provide feedback on projects and share best practices



Additional Achievements

In addition to the PSA’s leadership in delivering and promoting awareness-raising events related to disability, more than half of all ministries provided additional encouragement and support for staff to participate in these events and initiatives. As part of its commitment to accessibility the PSA is collecting and analyzing feedback from BC Public Service employees to inform future planning and goals. Other ministries are adopting a similar approach and integrating accessibility as a key pillar of their ministry diversity and inclusion plans.

Priority 2: Information and communication

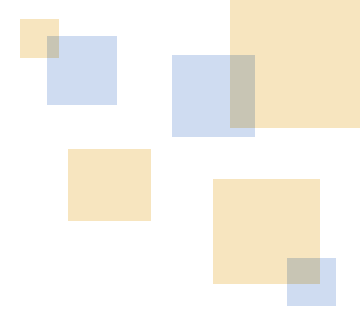
Action	Ministry	Progress to Date
2.1(a) Increase the number of virtual service offerings for justice services.	AG	• Encouraged inclusive and accessible user engagement in research, including in-person and virtual approaches such as user testing, surveys and workshops, to expand and improve service delivery • The Family Law Centre opened in December 2024 and provides legal representation and related services, both in person and virtually • The Virtual Bail Initiative added remote hearing infrastructure and technology to 35 new sites in 2024–25

Action	Ministry	Progress to Date
2.1(b) Creation of a fully digital intake process for housing dispute resolution services between tenants and landlords.	HMA	• Since its launch in March 2023, the Dispute Management System continues to be maintained and improved and processes more than 20,000 online applications each year • Residential Tenancy Branch launched interpretation services in more than 200 languages in 2023 to assist in making the dispute resolution process more accessible
2.2 Funding partnership with the government of Canada to connect all remaining rural households in the province to high-speed Internet.	CITZ	• Supported a total of 217 connectivity projects since 2017. As of January 2025, 96 percent of all households in B.C. and 83 percent of households on First Nations reserves have access to high-speed internet services • Work continues to expand cellular services along highways, at rest areas and in communities in the province

Action	Ministry	Progress to Date
2.3 Redesign government online public services and web pages to make them more streamlined and accessible. Make sure government websites meet Web Content Accessibility Guidelines, level AA.	CITZ	• Developed a new website with improved accessibility, user experience and mobile optimization • Supported the development of a new emergency information website with improved accessibility, user experience and mobile optimization
2.4 Remove barriers to identity verification process of the BC Services Card, which provides access to government services for B.C. residents.	CITZ	• Launched a new feature to support individuals who are not currently eligible for a BC Services Card to access critical services • Expanded the list of approved secondary IDs to include two Indigenous identity cards and continues work with Modern Treaty Nations with identity cards, exploring options to meet government identification security criteria

Action	Ministry	Progress to Date
2.5 Improve accessibility of public information about BC Parks, including reformatting and updating content to plain language.	ENV	• bcparks.ca now meets most of the renewed WCAG2.2AA web standards for accessibility and is working through additional items to ensure 100% compliance • Continued use of the web writing guide across multiple BC Parks digital properties and exploring expanding these standards to other tools, reports and products
2.6 Work with First Nations and local governments to improve the design of emergency plans to consider the needs of people with disabilities.	EMCR	• Updated the program guide for Emergency Support Services (ESS) to include a section on supporting vulnerable evacuees • Improved the accessibility of evacuee supports through the Emergency Support Services (ESS) program • Implemented the BC Evacuee Helpline (BCEHL) with ServiceBC to provide surge support for large-scale ESS responses, including mobile outreach and multi-language support • Expanded options for evacuees to access supports and empower them to make choices about their accommodation needs

Action	Ministry	Progress to Date
2.7 Modernize requirements for local governments' public notices so they reach the greatest number of people in their communities.	HMA	Amendments allow local governments to adopt a public notice bylaw and select two or more means that meet the principles of reliable, suitable and accessible public notice
2.8 Support the enhancement of public library collections by increasing the numbers and formats available and look for opportunities to improve access to libraries.	HMA	- Public libraries received a \$45 million one-time investment in March 2023. This funding is to further increase access to electronic collections and raise awareness about alternate format materials 52 public library websites and the BC Summer Reading Club site were audited and refreshed to make them more accessible
2.9 Improve the accessibility of the online My Self Serve portal used by people receiving income and disability assistance.	SDPR	- Upgraded kiosks located in client areas of ministry offices to improve accessibility - Streamlined the registration process for B.C. employment-obligated clients to access WorkBC Online Employment Services - Updated required forms which removed some barriers for clients and improved efficiency in staff processes



Additional Achievements

More than half of ministries undertook projects to make their digital content and resources more accessible. This included using plain language, providing multi-language translations, updating content to meet Web Content Accessibility Guidelines (WCAG), creating best practice resources and consulting with the public on accessibility updates. Some ministries also developed or implemented digital content guidelines to set baseline standards and ensure consistency across resources.

Priority 3: Buildings infrastructure and public space

Action	Ministry	Progress to Date
3.1 Continue to retrofit and enhance the accessibility of courthouses.	AG	Improved accessibility at Cranbrook, Vernon and Victoria Law Courts
3.2 Identify, prioritize, plan and implement investments to enhance the accessibility of government spaces.	CITZ	• From 2022–23 to 2024–25, CITZ invested approximately \$24 million in accessibility improvements, with a focus on emergency systems, washrooms, and signage and wayfinding • Integrated Rick Hansen Foundation Accessibility Certification (RHFAC) accessibility criteria as a priority factor in capital planning

Action	Ministry	Progress to Date
3.3 Work on accessibility upgrades in all front country parks and partner with community groups to purchase adaptive equipment	ENV	Completed or initiated 21 accessibility projects in 6 regions. Improvements include the addition of accessible washrooms, accessible view platforms, and accessible playgrounds
3.4 Continue working to incorporate accessibility criteria into procurement policies and practices.	FIN	- Drafted procurement policy to support equitable and accessible access - Drafted corporate solicitation templates with accessibility improvements, currently going through legal review - Worked with contractors to ensure front-line service to taxpayers is accessible in person, via phone and online
3.5 Provide support to people with disabilities to adapt their homes to improve accessibility through the BC Rebate for Accessible Home Adaptations.	HMA	- Implemented the rebate program with an annual \$5 million budget, administered through BC Housing, to support accessibility adaptations in residential homes - From 2022–23 to 2024–25, more than 1,100 files have been approved. The average rebate amount for this period is approximately \$11,000

Action	Ministry	Progress to Date
3.6 Promote accessibility in buildings by having accessibility as an eligibility criterion to receive funding for capital projects under the grant programs for local governments and not-for-profit organizations.	HMA	Made accessibility an eligibility criterion for all public-facing assets under capital grant programs
3.7 Work with local governments and the disability community to ensure the safe operation of shared mobility devices like electric scooters.	TT	- Introduced changes to the Motor Vehicle Act to encourage more modes of transportation with a focus on protecting vulnerable road users - New Regulatory Framework for Electric Wheelchairs and Mobility Scooters came into force on June 3, 2024 - Continuation of e-mobility pilot project until 2028 to assess safety of e-mobility

Action	Ministry	Progress to Date
3.8 Continue to provide funding for Indigenous and local governments to build more integrated and active transportation systems based on principles of universal design.	TT	• Supporting an ongoing strategy to double the percentage of trips taken with active transport, with a focus on accessibility in designing active transportation services. • Continue to support the Northern Development Initiative Trust with funding to support the delivery of BC Bus North and the Northern Community Shuttle Program until 2026-27. • Active Transportation Capital Fund Investments support the building of active transportation infrastructure to improve the efficiency of transportation networks in nine communities.

Action	Ministry	Progress to Date
3.9 Incorporate contemporary design and accessibility improvements when renovating or replacing outdated B.C. Corrections' facilities.	HMA	Accessibility continues to be considered as part of the planning and design for Community Corrections offices throughout B.C.; renovations and upgrades at existing correctional centres; and new correctional centres. For example, the Nanaimo Correctional Centre Replacement Project completed in 2024 meets all current accessibility requirements for staff areas and for inmate spaces.

Additional Achievements

In addition to work completed by Citizens' Services, six other ministries completed accessibility upgrades in government spaces. This work includes updating signage, installing accessible washrooms, adding new ramps and parking spaces, and adding automatic doors.

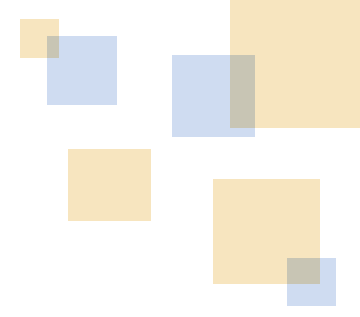


Priority 4: Employment in the BC Public Service

Action	Ministry	Progress to Date
4.1 Implement “Where We All Belong”, our three-year diversity and inclusion strategy to ensure the public service is reflective of the province and inclusive of Indigenous Peoples, minority communities, immigrants, persons with disabilities, and the LGBTQ2S+ community.	PSA	Accessibility related implementation activities included: • Worked with ministry partners on process improvements in accommodations for information management, information technology and furniture provision • Developed new corporate learning opportunities on accessibility and inclusive hiring and delivered plain language training for recruiters • Introduced and promoted goals related to inclusion and accessibility as part of the new Performance Development Platform • Enhanced benefit plan to better support a diverse array of employee experience

Action	Ministry	Progress to Date
4.2 Create a centralized system to better support hiring managers and job applicants of the BC Public Service with respect to accessibility and accommodation.	PSA	• Developed recruitment management tools with an accessibility lens • Exploring options to support accommodations for supervisors and employees
4.3 Provide learning, coaching, and mentorship to employees who face barriers to help them achieve gainful employment through the Work-Able Internship Program. Work-Able is a 12-month paid internship with the BC Public Service for recent (within the last three years) post-secondary graduates who self-identify as having a disability.	PSA	• Work-Able is in its 10th cycle and has placed 175 interns in more than 19 ministries since 2015 • Developed and piloted resources for supervisors and interns around accommodations • Delivered accessibility and disability-focused learning opportunities for program participants. Sessions are available for all employees in the BC Public Service to attend

Action	Ministry	Progress to Date
4.4 Outreach to disability-service organizations to promote jobs within the BC Public Service.	PSA	• Presented at or attended approximately 30 events with an accessibility focus or component between 2023–24 and 2024–25 • Maintained agreements and built relationships with equity-based marketing partners focused on employment or services for Persons with a Disability, as well as many more general organizations with intersectional services • Completed research for new outreach to accessibility organizations across the province that offer employment services
4.5 Review and, where needed, update current policy and procedures respecting the duty to accommodate and other accompanying human rights obligations and ensure training and support is available for staff and hiring managers.	PSA	• Launched new information on Careers & MyHR which provides employees with basic information on workplace accommodations and supports employees when requesting accommodations in their workplace • Worked with cross-government ministry partners to implement a standardized process for the provisioning of ergonomic furniture and assistive technology for people with disabilities in the BC Public Service



Additional Achievements

Ministries across government took action to make employment in the BC Public Service more accessible and inclusive. The Work-Able program was supported by ministries taking on interns and was enhanced with improved resources for participants including accessibility-focused learning opportunities. In addition to the PSA’s efforts to identify necessary resources to support the accommodations process, ministries across government also highlighted and developed resources and materials to support accommodations processes and provide more training on accessibility.

Priority 5: Delivery of goods and services

Action	Ministry	Progress to Date
5.1 Modernize the suite of programs administered by StudentAid BC to address barriers for learners with disabilities to access post-secondary education.	PSFS	• Revised the federal and provincial StudentAid BC accessibility program policy requirements for a psycho-educational assessment (PEA) to ensure fair assessment and increased the amount eligible for reimbursement • Increased the maximum funding amount available through the B.C. Learning Disability Assessment Bursary to students with learning disabilities or similarly presenting disabilities • Secured an additional \$75,000 per program year (August 1–July 31) to support public post-secondary institution demand for the XamboX program developed by Assistive Technology B.C.

Action	Ministry	Progress to Date
5.2 Introduce family connections centres to allow families to have accessible and inclusive services for children and youth with support needs without a referral or diagnosis.	CFD	• The pilot service model has been operational since December 2023, including the four pilot Family Connections Centres (FCC) and new eligibility approach to access disability services and provincial services like the At Home Program • Evaluation of piloted services changes, as well as two-year engagement regarding CYSN services has been completed and will inform service model improvements and alignment of CYSN services with the health care continuum
5.3 Redesign the Specialized Homes and Support Services initiative to improve access to key prevention and early intervention support for children and youth, including respite, low-barrier stabilization, emergency care, and long-term specialized care.	CFD	• The SHSS Service Provider Portal became operational in July 2023 • The Specialized Homes and Support Services (SHSS) design was informed by engagement with families, service providers, advocates, experts, those with lived experience, First Nations, and Indigenous Peoples • A Contract Management Modernization (CMM) and Procurement Contract Management System has been launched and used to generate SHSS contracts. These initiatives improve efficiency and oversight and attach clear, measurable deliverables aligned with child and youth well-being

Action	Ministry	Progress to Date
5.4 Continue to deliver Workforce Development Agreement programs to provide accessibility supports, adaptive technology, and other means for overcoming barriers to participation of people with disabilities in either training or employment.	SDPR & PSFS	WorkBC served over 15,000 people with a disability: • 42% of clients who self-identified as people with disabilities achieved employment outcome or volunteer opportunity • Approximately 600 people received employment-related disability supports such as adaptive equipment and software Between April 2022 and March 2025, the Ministry provided over \$4.2 million from Community and Employer Partnerships (CEP) to 13 community projects to provide skills training and work experience for up to 581 people with disabilities. Lessons learned from these programs will be integrated into the programs for members of equity-deserving groups.

Action	Ministry	Progress to Date
5.5 Invest in tourism training grants to provide greater access to post-secondary and trades training opportunities for students. Applications from under-represented groups will be prioritized: Indigenous, immigrant or refugee students, students in rural or remote locations, and students with accessibility needs.	TACS	Following collaborative discussions with SDPR, the original concept of tourism trades training grants was refined to better support Indigenous learners. A distinct program was developed to focus specifically on Indigenous tourism training initiatives, which are ongoing and expected to continue through to early 2026. The partnership with Indigenous Tourism B.C. continues to deliver Indigenous-led, culturally-focused training and educational opportunities for Indigenous tourism workers. • In March 2023, TACS in collaboration with SDPR, allocated \$6 million to Indigenous Tourism BC to create and deliver the Indigenous Tourism Training Initiative • Between FY23/24 to FY24/25 over 1000 individuals, from all six tourism regions, participated in the training programs

Action	Ministry	Progress to Date
5.6 Continue to support people with disabilities working across all sectors of B.C.'s creative economy, for example through weighted criteria and prioritization in funding allocations for Amplify BC's programs.	TACS	• Creative BC launched an Accessibility Plan for 2024–25 to 2026–27 • Creative BC continued the initiatives to support people with disabilities working across all sectors of B.C.'s creative economy including through Amplify BC programs • Knowledge Network established an Accessibility Working Group with five Canadian independent broadcasters, established an internal Accessibility Committee, conducted an internal assessment of their organization, and held internal and external consultations
5.7 Increase access to funding for emerging and equity-seeking B.C. filmmakers, including people with disabilities through the Equity and Emerging Development Program.	TACS	Since 2022, Creative BC has provided an estimated \$950,000 in funding for B.C. filmmakers from equity-deserving groups, including people with disabilities.

Action	Ministry	Progress to Date
5.8 Continue the After School Sport and Arts Initiative (ASSAI) which provides free sport, physical activity, and creative arts opportunities for students who face barriers to participation through dedicated accessibility funding.	TACS	Continued to deliver the ASSAI in 22 school districts. Over the 2023–24 school year, more than 12,000 under-represented youth took part in ASSAI (a 20% increase from the previous year), including more than 1,300 students with designated disabilities.
5.9 Promote B.C. as an inclusive and welcoming destination for everyone through the Strategic Framework for Tourism in B.C. The framework supports the tourism industry in creating or adapting tourism products, services and experiences that are inclusive and accessible to everyone.	TACS	Continued investing in accessibility across the province, resulting in 49 tourism projects and events with a focus on accessibility and/or inclusion in 2024–25. Destination BC’s HelloBC portal continued to provide accessibility information so visitors can find accessible accommodations, attractions, activities, and experiences.

Action	Ministry	Progress to Date
5.10 Work closely with Destination BC and industry partners including go2HR to address labour shortages in the tourism industry by promoting the hiring of persons with disabilities, new immigrants, youth, and vulnerable populations.	TACS	Partnership with go2HR continues to support a network of HR consultants in B.C. that offer free advisory services to the tourism and hospitality industry on best practices in recruitment, retention, benefits, health and safety.

Additional Achievements

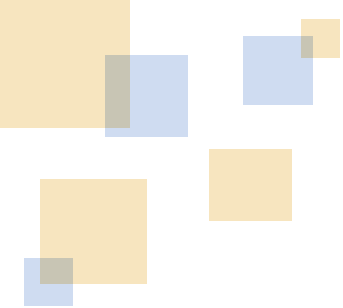
Ministries across government took action to make service delivery more accessible. Some ministries provided new or updated case management tools with more accessibility features, making digital platforms available to more people. Other ministries expanded their service hours and service delivery methods and included translation services.



Appendix 2: Ministry Acronyms

Ministry name	Acronym
Agriculture and Food	AF
Attorney General	AG
Children and Family Development	CFD
Citizens' Services	CITZ
Education and Child Care	ECC
Emergency Management and Climate Readiness	EMCR
Energy and Climate Solutions	ECS
Environment and Parks	ENV
Finance	FIN
Forests	FOR
Health	HLTH
Housing and Municipal Affairs	HMA
Indigenous Relations and Reconciliation	IRR
Infrastructure	INF
Jobs and Economic Growth	JEG
Labour	LBR

Ministry name	Acronym
Mining and Critical Minerals	MCM
Post-Secondary Education and Future Skills	PSFS
Public Safety and Solicitor General	PSSG
Social Development and Poverty Reduction	SDPR
Tourism, Arts, Culture and Sport	TACS
Transportation and Transit	TT
Water, Land and Resource Stewardship	WLRS



Ministry of
Social Development
and Poverty Reduction

From Paul Johnston of Caorda, April 17, 2026

Deliverable	Status
Ensure all non-text content has a meaningful text alternative attached	Complete
Ensure 'title', 'aria-label' and 'aria-labelledby' attributes are empty	Complete
Make text alternatives the correct size	Complete
Add a text alternative for images	Complete
Ensure that information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text	Complete
Make sure headings are nested properly	Complete
Fix incorrect id attribute being referenced	Complete
Make sure label text is present and assigned to specific form controls	Complete
Make sure 'viewport' settings aren't being used	Complete
Use relative units, rather than absolute	Complete
Ensure auto-play videos have a means to be stopped	Complete
Add mechanisms (with titles) to allow for identification, navigation, and skipping blocks of content	Complete
Add accessible names for data table	Complete
Make form control labels unique	Complete
Adding missing link text	Complete
Ensure the matching does not appear before the control	Complete
Add label or accessible name to user interface controls	Complete
Ensure ARIA attributes aren't being used when they aren't allowed	Complete
Remove 'aria-hidden=true' for focusable elements	Complete
Add content to all headings	Complete

Active Projects Report

Accessibility Committee

1. *Develop an Accessibility Plan*

Responsible

Dates

Activity:

David Marlor

Rec'd: 07-Nov-2024

Target: 31-Mar-2027

- Assess Islands Trust operations and identify gaps in accessibility, and develop means to mitigate those gaps
 - Draft an Accessibility Plan for the Islands Trust operations
 - Obtain feedback on the draft from the public, and develop a final version of the Accessibility Plan for consideration by the Accessibility Committee
 - Develop a plain language version of the Accessibility Plan
 - Include in the Accessibility Plan a section on implementation of the Accessibility Plan
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