

From: "[Levitt, Karen](#)"

To: "[Direct to Mayor and Council](#)"

Date: 3/19/2026 10:32:49 AM

Subject: CORRECTED: FWC26 Update and Human Rights Action Plan FAQ

Attachments: CMO - Memo (Council) - FIFA Human Rights Plan Updated Frequently Asked Questions - Corrected (2026-03-19).pdf

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Dear Mayor and Council,

Please use the attached document, *V1 Draft FIFA World Cup 26 Human Rights Action Plan: Frequently Asked Questions – Corrected*, rather than the one we circulated yesterday.

In this current version, there is a correction to the first question of the FAQ, regarding the references to which entities are responsible for delivering the event activities at each of the event venues/sites.

Thanks,

Karen

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**From:** Levitt, Karen [karen.levitt@vancouver.ca](mailto:karen.levitt@vancouver.ca)

**Sent:** Wednesday, March 18, 2026 11:25 AM

**To:** Direct to Mayor and Council

**Cc:** City Manager's Correspondence Group

Adcock, Jessie

[Jessie.Adcock@vancouver.ca](mailto:Jessie.Adcock@vancouver.ca)

**Subject:** FWC26 Update and Human Rights Action Plan FAQ

Dear Mayor and Council,

Following the February 9, 2026 memo providing a comprehensive update on FIFA World Cup 26 (FWC26) preparation activities, we are providing here two documents for your information. All information contained within both is public.

1. FIFA World Cup 26 Vancouver Update –*provides an overview of key activities and achievements since mid-February 2026*
2. V1 Draft FIFA World Cup 26 Human Rights Action Plan: Frequently Asked Questions –*a comprehensive list of q&a designed to support Council in responding to inquiries on this topic*

Thanks,

Karen

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**Karen Levitt**, Deputy City Manager  
karen.levitt@vancouver.ca

The City of Vancouver acknowledges that it is situated on the traditional territories of the xʷməθkʷəy̓əm/Musqueam, Skwx̱wú7mesh/Squamish and səliwətał/Tsleil-Waututh nations

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**MEMORANDUM**

March 19, 2026

TO: Mayor and Council

CC: Donny van Dyk, City Manager  
Armin Amrolia, Deputy City Manager  
Karen Levitt, Deputy City Manager  
Chris Freek, Director of Civic Engagement & Communications  
Katrina Leckovic, City Clerk  
Teresa Jong, Administrative Services Manager, City Manager's Office  
Trevor Ford, Chief of Staff, Mayor's Office  
Mellisa Morphy, Director of Policy, Mayor's Office

FROM: Sandra Singh, Deputy City Manager

SUBJECT: V1 Draft FIFA World Cup 26 Human Rights Action Plan: Frequently Asked Questions - Corrected

RTS #: N/A

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**PURPOSE**

To provide Council with Frequently Asked Questions (FAQs) arising from the release of the City's V1 Draft FIFA World Cup 26 (FWC26) Human Rights Action Plan, the plan being a requirement of hosting 7 matches in Vancouver of the overall 104 FIFA World Cup 26™ matches.

**BACKGROUND**

On February 19, the City published the [Version 1 Draft FWC26 Human Rights Action Plan](#). With this release, staff confirmed the final version is scheduled for completion in May, subsequent to additional operational planning discussions. Staff also confirmed that there would be opportunity for integration of further community feedback as feasible and appropriate as staff work to finalize the plan.

**DISCUSSION**

The City's FIFA World Cup 2026™ (FWC26) Human Rights Action Plan is aimed at upholding the human rights of people impacted by the planning, delivery, operation, and decommissioning of FWC26 venues and the surrounding event footprint. For clarity, this is contained to impacts at and around the following FWC26 venues:

- FIFA Fan Festival at Hastings Park

- Venue-specific training sites at Killarney Park and the National Soccer Development Centre
- Stadium Last Mile and outer security perimeter (*Note: reference clarified*)
- BC Place Stadium (delivered by PavCo and FIFA Canada) (*Note: reference clarified*)
- Vancouver International Airport (delivered by YVR)

Given BC Place's downtown location, the City is also discussing targeted measures for the seven match days related to potential interactions between event attendees and vulnerable residents, particularly in the DTES and downtown south. A gender lens is being applied to this work.

Subsequent to posting of the draft action plan, staff have received a range of questions from community organizations, legal advocates, and media. Given this, staff thought it would be useful for Council to see the responses to these questions. Accordingly, attached for Council information is an Appendix with FAQs to date.

### **FINAL REMARKS**

If Council has any questions, please reach out to me at [sandra.singh@vancouver.ca](mailto:sandra.singh@vancouver.ca) directly and I will ensure a response through the appropriate channel.

Sincerely,

A handwritten signature in black ink that reads "Sandra Singh". The signature is written in a cursive, flowing style.

Sandra Singh  
Deputy City Manager

# FIFA World Cup 26™: V1 Draft Human Rights Action Plan (City of Vancouver)

## Frequently Asked Questions

Updated: March 19, 2026

1. General Questions
2. Community Involvement
3. Stadium Outer Security Perimeter & Beautification Requirements
4. Homelessness: By-law Compliance, Services & Safety
5. Housing Displacement
6. Other Services & City Operations
7. Gender Safety
8. Visitor Awareness & Education
9. Security & Policing
10. Reporting & Remedy

## 1. GENERAL QUESTIONS

### **Q. What is the scope/focus of the Human Rights Action Plan?**

A. The City's FIFA World Cup 2026™ (FWC26) Human Rights Action Plan is aimed at upholding the human rights of people impacted by the planning, delivery, operation, and decommissioning of FWC26 venues and the surrounding event footprint. For clarity, this is contained to impacts at and around the following FWC26 venues:

- FIFA Fan Festival at Hastings Park
- Venue-specific training sites at Killarney Park and the National Soccer Development Centre
- Stadium Last Mile and outer security perimeter
- BC Place Stadium (delivered by PavCo and FIFA Canada)
- Vancouver International Airport (delivered by YVR)

Given BC Place's downtown location, the City is also discussing targeted measures for the seven match days related to potential interactions between event attendees and vulnerable residents, particularly in the DTES and downtown south. A gender lens is being applied to this work.

The City acknowledges that some community advocacy groups would like the FWC26 to be leveraged as a catalyst for new and ongoing investments in housing, shelter, and social supports. While the City agrees these are urgent issues that require significant investment from senior government and partnership with the City, ongoing solutions to these

complex circumstances extend beyond the scope of hosting these seven matches and beyond what municipalities alone have the resources or jurisdiction to solve.

**Q. What are the game and match days & times and what does that mean for human rights planning?**

A. Vancouver is hosting 7 of the 104 FIFA World Cup 2026™ matches over approximately three and a half weeks (June 13–July 7). The dates are:

Date	Kick-off	Countries
Sat, June 13	9 pm	Australia vs TBD (potentially Turkey, Romania, Slovakia or Kosovo)
Thurs, June 18	3 pm	Canada vs Qatar
Sun, June 21	6 pm	New Zealand vs Egypt
Wed, June 24	12 pm	Canada vs Switzerland
Fri, June 26	8 pm	New Zealand vs Belgium
Thu, July 2	8 pm	Round of 32 Knockout Stage Match (participants TBD)
Tue, July 7	1 pm	Round of 16 Knockout Stage Match (participants TBD)

The FWC26 Human Rights Action Plan is focused on the specific FWC26 venues. However, the City is also undertaking additional public realm considerations for the DTES and downtown south for the seven match days, when we expect higher pedestrian volumes around BC Place and downtown before kickoff. For context, BC Place seats ~54,500 and we expect sold-out matches, similar to other recent sellout events such as major concerts (Taylor Swift, Diljit Dosanjh, The Rolling Stones) and major sporting events (BC Lions season openers, the 2024 Grey Cup, the 2025 Concacaf Champions Cup, and the 2025 MLS Cup Playoffs).

**Q: What is the City’s response to criticisms by legal advocacy groups that the draft plan does not do enough to protect vulnerable residents or leave a lasting legacy of the World Cup.**

A: The City understands that major sporting events can raise concerns, especially in communities already facing significant social and housing challenges. For context, Vancouver will host seven of the 104 FIFA World Cup 2026™ matches over approximately three and a half weeks (June 13–July 7), along with a 28-day Fan Festival at the PNE. This is a much smaller hosting role and footprint than the multi-sport, multi-venue 2010 Olympic and Paralympic Winter Games, which welcomed more than 3,100 athletes from 82 nations competing in 150 events, alongside extensive cultural activities across the downtown area. While we’re excited to partner with the Province and Federal government to host these

seven matches, the overall scale and impact of hosting these seven matches will not resemble 2010.

Like our partners in the community and non-profit sector, the City takes seriously considerations related to potential impacts on people experiencing homelessness and gender-based safety across all of our work. The City has long-standing experience in these areas through ongoing strategies, policies, services and operations. To strengthen our insights in the context of hosting seven FIFA World Cup 2026™ matches, we held focused discussions with social and housing services providers who work closely with diverse and vulnerable populations, as well as City advisory committees. Their input helped inform the V1 Draft Host City Human Rights Action Plan, which is publicly available.

The V1 Draft Host City Human Rights Action Plan builds on extensive existing domestic laws and policies across all orders of Canadian government that already apply in British Columbia. It outlines how the City will leverage and potentially extend existing systems and programs to mitigate potential risks related to hosting these seven matches. The V1 draft plan addresses issues such as housing displacement, accessibility, inclusion, responsible purchasing, security approaches, and ways for people to raise concerns.

As we move forward, we will continue engaging with community service providers and provincial partners to further refine measures to mitigate potential impacts during the tournament. Their insights will help shape the more detailed actions that will be identified in the final Human Rights Action Plan, which will be published in May.

The City's planning to mitigate risks to vulnerable people who rely on the public realm is centred on the expected increase in visitors downtown and around the stadium on the seven match days, as well as the fact that some international visitors may be unfamiliar with Vancouver's social context. At the same time, the City will continue its regular daily public-space management and by-law work across the city to help ensure sidewalks and public areas remain safe, clean, and accessible for all residents, local businesses and visitors. As always, our public realm by-law compliance efforts will use trauma-informed practices, and staff will continue to connect people with appropriate services.

We acknowledge that some advocacy groups would like the FIFA World Cup 2026™ to be leveraged as a catalyst for new and ongoing investments in housing, shelter, and social supports. While the City agrees these are urgent issues that require significant investment from senior government and partnership with the City, ongoing solutions to these complex circumstances extend beyond the scope of hosting these seven matches and beyond what municipalities alone have the resources or jurisdiction to solve.

**Q. Some organizations have said the draft plan language is very vague and uses passive voice, for example "the Host Committee will work with those entities, where feasible, to develop appropriate monitoring measures." They contrast this with the**

**plan for Dallas, which uses more assertive and specific language to describe their plan, which also has more avenues for remedy and redress than Vancouver's plan does. What's your response?**

A. Each Host City has its own local context, and the language in every draft Action Plan will reflect that. We are not familiar with Dallas' and Texas' human rights or jurisdictional contexts, but here in Vancouver, BC, Canada, we have a very strong human rights context already in place with multi-level existing legislation, extensive provincial systems and services, and existing City policies and services. As noted in the V1 Draft Plan, between now and May, the City will continue refining our actions, adding further operational details and incorporating additional community feedback where appropriate and feasible. The City will not be seeking to duplicate systems, programs, or services already in place for the seven days of these soccer matches.

**Q: Can you confirm that the human rights framework and action plan does not apply within the 2km radius on game days and whether people within that zone can use the FIFA-supplied human rights report mechanism?**

A. Delivery of FIFA's human rights requirements, including the Host City Human Rights Action Plan, is limited to the event venues: BC Place Stadium and Last Mile, FIFA Fan Festival, Training Sites, and Airport. That clarified, as noted in the plan, we are exploring some additional mitigations in downtown areas outside of the event venues in recognition of their proximity to where many vulnerable residents live.

We would refer residents and visitors outside of those event venues to the appropriate reporting mechanisms already in place based on the nature of their complaint. We are considering how to ensure that these reporting avenues are clarified for people to avoid confusion throughout the tournament.

**Q. What factors contributed to the Human Rights Action Plan being released four months before the games, and how will the Host Committee ensure sufficient time for operationalizing its commitments with the final plan being released weeks before the Games begin?**

A. The timing for publication of the Host City Human Rights Action Plans is set by FIFA. All sixteen host cities were directed to publish a V1 plan in February 2026, with the final version in May 2026. Version 1 represents the City's initial draft of priority actions aligned with FIFA's Human Rights Framework. As noted in the plan, this is an interim version. Between now and May, the City will continue refining these actions, adding further operational detail and incorporating additional community feedback.

The seven matches being hosted by Vancouver will occur on seven days across three and a half weeks. Accordingly, the implementation of any additional measures will be focused on

match days and times.

**Q: The plan includes cooperation with non-profit organizations. How will the city ensure partner non-profits have the resources to do the work required to support human rights during the games?**

A: The City understands that major sporting events can raise concerns, especially in communities already facing significant social and housing challenges. For context, Vancouver will host seven of the 104 FIFA World Cup 2026™ matches over approximately three and a half weeks (June 13–July 7), along with a 28-day Fan Festival at the PNE. This is a much smaller hosting role than the multi-sport, multi-venue 2010 Olympic and Paralympic Winter Games, which welcomed more than 3,100 athletes from 82 nations competing in 150 events, alongside extensive cultural activities across the downtown area. While we're excited to partner with the Province and Federal government to host these seven matches, the overall scale and impact of hosting these seven matches will not resemble 2010.

The City anticipates engaging several non-profits to provide targeted measures focused on the seven game days when we expect higher visitor levels in the stadium area for the games to address areas of concern such as de-escalating interactions between visitors and vulnerable residents, gender safety, and sex worker safety. As well, Vancouver and the Province already fund a diverse range of social services that we expect to continue operations during game days just as they do whenever there are other sold-out events at BC Place.

**Q: If there's disagreement between the City/Province and Local Nations on an activation, what is the escalation and resolution path?**

A: As partners in the planning and delivery of the event, the Musqueam, Squamish and Tsleil-Waututh Nations were provided an opportunity to review and provide feedback on the Action Plan. Should disputes arise, existing tables and working groups will be used to resolve any issues. The partnership is formalized through an MOU that was announced in June 2025: [Historic partnership unites B.C. for FIFA World Cup 26 \(June 27, 2025\)](#).

**Q: Advocacy organizations have expressed concern that the Action Plan offers high-level principles but lacks specific, actionable measures. What is the City's response to this criticism?**

A: Vancouver has long been a city that centres human rights in its policies, programs and day-to-day work. The Host City V1 Draft Human Rights Action Plan builds on those existing commitments and the strong foundation already in place. The first version of the Action Plan, published on February 19, 2026, sets out the priority areas, governance approach and existing actions already underway across the City to support a safe and inclusive FIFA

World Cup 2026™. The final version of the Plan, anticipated in May 2026, will build on the preliminary actions established in the first draft by providing further operational details, taking additional community feedback and consultation into account.

## 2. COMMUNITY INVOLVEMENT

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**Q. I have spoken to some advocacy groups, particularly those whose work centres on the DTES, that have expressed frustration that the Host Committee didn't engage them on the human rights plan despite requests to be involved. What was the Host Committee's process for determining which groups to consult with on this first draft?**

**Q. PIVOT, BCCLA and BC Poverty reduction coalition say they tried to get a meeting with the committee about the human rights draft, starting in June 2024, but weren't successful until after the current draft was released. Why were these organizations not included in the stakeholder engagement for the plan?**

A. Early discussions on the Human Rights Action Plan began in 2024 and focused on meetings with delivery partners, including Provincial ministries, PavCo, YVR and other publicly funded agencies involved in BC's human rights systems. Staff began work on the plan in summer 2024 by reviewing the extensive community engagement and research already completed across City strategies and services. This approach is consistent with the City's recognition of the importance of engaging communities balanced with its commitment to avoid reengaging communities where feedback already exists, both to honour previous contributions and prevent unnecessary burden or harm.

In June 2024, the BC Poverty Reduction Coalition reached out to staff with interest in participating in any stakeholder engagement relating to the plan. At that time, the Host Committee was still in the early stages of reviewing previous material and scoping the work and was not yet positioned to convene external meetings. However, staff appreciated the early outreach and worked to respond to the Coalition's initial list of questions by email in September 2024.

Pre-draft community engagement began in June 2025 with an advance meeting invitation to some advocacy groups, including the BC Poverty Reduction Coalition because of their earlier outreach. While the BC Poverty Reduction Coalition accepted the invitation, they were ultimately unable to attend the session. Staff proceeded with the June 2025 meeting with other community advocacy groups and included the Coalition in the distribution of the meeting notes.

Starting in Fall 2025 and continuing into 2026, the City held human-rights-focused discussions with interest holders, service providers, and organizations supporting diverse communities. These conversations sought to surface any gaps or unique circumstances not already captured, and staff made every effort to include all organizations that reached

out. Appendix A of the V1 Draft Human Rights Action Plan lists the organizations the Host Committee met with during development. As work continues, the City will keep engaging community service providers and provincial partners to refine measures to mitigate potential impacts during the tournament. Their insights will inform the development of actions that will be included in the final Plan, to be published in May.

The City understands that major sporting events can raise concerns, especially in communities already facing significant social and housing challenges. For context, Vancouver will host seven of the 104 FIFA World Cup 2026™ matches over approximately three and a half weeks (June 13–July 7), along with a 28-day Fan Festival at the PNE. This is a much smaller hosting role than the multi-sport, multi-venue 2010 Olympic and Paralympic Winter Games, which welcomed more than 3,100 athletes from 82 nations competing in 150 events, alongside extensive cultural activities across the downtown area. While we are excited to partner with the Province and federal government to host these seven matches, the overall scale and impact of hosting these seven matches will not resemble 2010.

**Q: What impact can stakeholders and critics have on the final report?**

A: Community input will continue to inform the development of actions that will be detailed in the final Human Rights Action Plan, to be published in May. As noted, while we are excited to host these seven matches, the scale and anticipated impacts are far more focused than the previous 82 nation, 150 events multisport Winter Olympics. This more limited scope will continue to shape the types and level of responses being considered.

**Q: How does the Host Committee plan to engage with community stakeholders on areas identified in the plan as requiring further consultation, such as a lack of daytime respite spaces?**

A: Version 1 identifies several areas, such as daytime respite space capacity, where additional work is required. Discussions on these issues are ongoing and will continue. As we move forward, we will continue engaging with community service providers and provincial partners to further refine measures to mitigate potential impacts during the tournament. Their insights will inform the development of actions that will be included in the final Plan, which will be published in May.

As noted, while we are excited to host these seven matches, the scale and anticipated impacts are far more focused than the previous 82 nations, 150 events multisport Winter Olympics. This more limited scope will continue to shape the types and level of responses being considered.

### **3. STADIUM OUTER SECURITY PERIMETER & BEAUTIFICATION REQUIREMENTS**

#### **Q. What is the Stadium's Outer Security Perimeter Zone and will the area around the Stadium be accessible to the broader community during FWC26?**

A. As part of FIFA's event plans, they will be erecting temporary fencing to construct an outer security perimeter around BC Place Stadium. This is a secure perimeter boundary beyond which only those with access rights (accreditation card, match ticket or other access device) may be admitted. Typically, search and screening of pedestrians and vehicles are also carried out here. The outer security perimeter also enables FIFA to set up commercial activations like hospitality and fan experience areas for ticketed fans as well as to secure space for vital event items like broadcast and logistics.

The areas surrounding and outside of the outer security perimeter will remain accessible to the broader community during FWC26, this includes the sea wall.

#### **Q. How does the Host Committee plan to implement the beautification standards of FIFA in the DTES, an area encapsulated in the 2km radius around BC Place, without engaging in displacement and mitigating harm to the community?**

A. Some examples of the Host City's obligations in the 2-kilometre radius—referred to as the Controlled Area—include waste removal, graffiti removal, removal of unauthorized commercial signage and advertising and protections of FIFA's intellectual property.

Beautification is a separate formal obligation placed on host cities and refers to specific measures such as repairing sidewalks or covering and decorating construction sites near event venues and along key transportation routes. This work has no assessed impact on human rights in Vancouver.

These measures do not alter existing protections or policies related to people experiencing homelessness. For example, people experiencing unsheltered homelessness will continue to be allowed to erect temporary shelter overnight in parks, as permitted under the Vancouver Board of Parks and Recreation's Parks Control By-law.

The City's daily public realm management and by-law compliance work will continue across the city, including within the 2km controlled area, throughout the duration of the tournament. This work will continue to model trauma-informed practices and wherever feasible will seek to deliver FWC26 in a manner that minimizes further disruption to people experiencing homelessness and housing precarity—particularly those in the vicinity of FWC26 venues.

**Q. What transparency measures will be in place regarding public space management and “beautification” efforts?**

A. Beautification refers to a formal obligation placed on host cities and refers to specific aesthetic measures. Some examples include fixing sidewalks or covering and decorating construction sites near event venues and along key transportation routes. This work is operational in nature and has no assessed impact on human rights in Vancouver.

We know that there is concern about what “beautification” means in relation to people experiencing homelessness who live unsheltered outdoors. People experiencing unsheltered homelessness will continue to be allowed to erect temporary shelter overnight in parks, as permitted under the Vancouver Board of Parks and Recreation’s Parks Control By-law. The City’s daily public realm management and by-law compliance work will continue across the city. This work will continue to be informed by trauma-informed practices and will seek to deliver the World Cup in a manner that wherever feasible minimizes further disruption to people experiencing homelessness and housing precarity, particularly those in the vicinity of tournament venues.

**Q. What is the “Last Mile” and what does it mean for people experiencing homelessness?**

A. The "Last Mile" zone is a designated pedestrian corridor to support the safe flow of match attendees from public transit and transportation hubs directly into the stadium secure area on a match day.

While planning for it is still underway, we anticipate it will be an active and engaging area that will reflect Vancouver, celebrating our diverse cultures, Indigenous heritage, and community spirit. Volunteers will be stationed along this path to guide fans from transport links to the Stadium’s entry gates, aiding with wayfinding and managing the flow of crowds. The City’s daily public realm management and by-law compliance work will continue across the city as usual operations, including in the Last Mile area.

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**4. HOMELESSNESS: BY-LAW COMPLIANCE & SAFETY**

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**Q. Are there or will there be plans to displace people in and around downtown, Chinatown, or the DTES?**

A. There are no plans to ask residents to leave their neighbourhoods.

As part of FIFA’s event plans, they will be erecting temporary fencing to construct an outer security perimeter around BC Place Stadium. This is a secure perimeter boundary beyond which only those with access rights (accreditation card, match ticket or other access

device) may be admitted. Typically, search and screening of pedestrians and vehicles are also carried out here. The outer security perimeter also enables FIFA to set up commercial activations like hospitality and fan experience areas for ticketed fans as well as to secure space for vital event items like broadcast and logistics. Much of this perimeter will be constructed in May.

The areas surrounding and outside of the outer security perimeter will remain accessible to the broader community during FWC26, this includes the sea wall.

On matchdays, we will be activating the Last Mile to enable a safe, orderly and focused flow of ticketholders to and from BC Place. The Last Mile will be an engaging and activated pedestrian route that is open to anyone who wants to experience it. There will be many volunteers throughout the Last Mile to support the festive atmosphere and support positive interactions between all attendees accessing the route.

**Q. Will the City continue with “[sic] street sweeps” during the tournament?**

A. Regular daily work to keep parks and sidewalks in compliance with by-laws and ensure they are safe and accessible for everyone will continue. This work requires people to remove structures and pack up personal and other belongings that impact access to or safety in the public realm or are related to unpermitted activities. Importantly, people are not asked to leave the area. This work is grounded in trauma-informed practices delivered by an integrated City team that includes community resource workers who can support referrals to the City’s Homelessness Services team and other applicable health and social services. The City in partnership with the Province and Aboriginal Front Door also provides storage at 390 Main Street to support people to store and manage their belongings.

**Q. How will the City protect the rights and safety of unhoused residents and those living in SROs?**

A. The City will continue to provide homelessness services and programs throughout the period of FIFA World Cup 2026™ and will work with community organizations and agencies towards ensuring people experiencing homelessness continue to have access to services.

The City has several programs and services and partnerships that support people experiencing or at risk of homelessness that will continue to be in place during the tournament including:

- Outreach services: The Homelessness Services Outreach team connects people to housing, income, and other supports, both from their office at 392 Powell Street, as well as 112 Keefer and directly in the community. Additional outreach teams, including health-focused teams such as Vancouver Coastal Health’s IHOT, provide

on-the-ground support to people experiencing homelessness throughout the DTES and other affected areas.

- Shelter and indoor spaces: Permanent and temporary year-round shelters operate 365 days a year. Funded by the Province and run by experienced non-profit operators, shelters are places for people who are experiencing homelessness to stay and connect with necessary health, social and housing services, and to find more appropriate permanent accommodation.
- City operated community centres and activations: Provision of low-cost meals, hygiene services and shelter, social and recreational programs at the inner-city City-operated Carnegie Community Centre, Evelyne Saller Centre, The Gathering Place, the Oppenheimer Fieldhouse, and the Balmoral site.

These services are in addition to the many social and health services provided by non-profit providers and Vancouver Coastal Health.

People experiencing unsheltered homelessness will continue to be allowed to erect temporary shelter overnight in parks, as permitted under the Vancouver Board of Parks and Recreation's Parks Control By-law. The City's daily public realm management and by-law compliance work will continue across the city. This work will continue to be informed by trauma-informed practices and will seek to deliver the World Cup in a manner that wherever feasible minimizes further disruption to people experiencing homelessness and housing precarity, particularly those in the vicinity of tournament venues.

Please see the next section for information on what the City does to protect renters.

**Q. Will additional sheltering, daytime spaces, or housing supports be introduced?**

A. It is important to keep in mind that there are seven match days in Vancouver, and the time of each match varies, which will influence potential responses for those particular days. We are in discussions with operating partners regarding the possibility of extending some hours at existing downtown-based service spaces and activating programming in some outdoor spaces in the DTES. Outcomes of these discussions will help shape and refine the final version of the Human Rights Action Plan that will be published in May. The City's existing homelessness services outreach team will continue their work as usual.

**Q: Vancouver does not allow sheltering in public during the daytime. What alternative shelter setups will be available for people experiencing homelessness in the game zone? Will that include air conditioning?**

**Q: Will people living on the streets in areas that will be closed on match days, as outlined in the City's published road-closure plans, be displaced?**

A: The tournament event venues have a focused footprint and there remain many public spaces across downtown and the city for people who rely on the public realm during the

day.

To confirm, regular daily work to keep City parks and sidewalks free of structures and in compliance with by-laws to ensure they are safe and accessible for everyone will continue. This work is grounded in trauma-informed practices and delivered by an integrated City team that includes community service liaison workers who can support connections to the City's Homelessness Services team and health and social services.

During the hotter summer months, people can also access water and misting stations, as well as cooling spaces (e.g., community centres) throughout the city. The City's Vancouver Emergency Management Agency will continue to activate cleaner air spaces and cooling spaces in times of poor air quality and extreme heat and coordinate additional actions as needed, including with neighbourhood partners.

The City is also exploring potential activations in the DTES on the match days and is in discussions with the Province on other additional measures. Because each of the seven matches falls on a different day and time, any activations will be tailored accordingly to that match day and time. Details will be refined and published in the final Action Plan.

**Q. These games are happening over June and July, what is being done to help people experiencing homelessness during the games with respect to heat events?**

A. During the hotter summer months, people can access water and misting stations, as well as cooling spaces (e.g., community centres) throughout the city. The City's Vancouver Emergency Management Agency will continue to activate cleaner air spaces and cooling spaces in times of poor air quality and extreme heat and coordinate additional actions as needed, including with neighbourhood partners.

**Q. There are going to be many visitors to Vancouver for these games who do not understand the context of Vancouver. We are worried that there is a possibility of negative interactions toward people experiencing homelessness. What are you planning to do about that?**

A. The City will be looking to leverage existing services and programs where feasible to support positive interactions between event attendees and vulnerable residents in the areas immediately adjacent to the stadium on match days. The Host Committee will have hundreds of trained volunteers throughout downtown supporting visitors to know where to go and who will be receiving robust training to support positive public realm interactions. As well, we are discussing with Community Policing Centres, BIAs, and other organizations to align existing street teams. We are also discussing some specific areas where we expect to see higher pedestrian volume and thus need to add in some additional resources on game days immediately before and after matches. Planning is still underway.

**Q: A Sunshine Coast resident recently claimed on social media that some of the unhoused population in the DTES will be relocated to the Sunshine Coast for FIFA. Is this true?**

**Q: A representative from a Metro municipality recently stated he was afraid that Vancouver would be moving people without housing to his community in the Fraser Valley before or during FIFA. Is this true?**

A: No. And we caution against sharing such speculation or misinformation, as it can create unnecessary concern and further distress for already vulnerable residents.

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## 5. HOUSING DISPLACEMENT

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**Q. Is removing people from privately owned SRO housing or similar housing something you are considering to temporarily house tourists or those coming to attend the games?**

A. No. And we caution against sharing such speculation or misinformation, as it can create unnecessary concern and further distress for already vulnerable residents.

**Q. What measures are in place to ensure no residents are displaced ahead of or during the tournament?**

A. The City has established policy and regulatory safeguards to prevent housing displacement, including the Tenant Relocation and Protection Policy, the Single Room Accommodation (SRA) Bylaw, the SRA Vacancy Control Policy, and short-term rental regulations.

Issues of rental agreements and evictions are the jurisdiction of the Province's Residential Tenancy Branch (RTB), which oversees the BC Tenancy Act. We encourage inquiries on this topic to be directed to them.

In addition, the City supports renters by offering Renter Services Grants that fund non-profit programs helping tenants understand their rights, stabilize their housing and avoid displacement, as well as provided space and funding for the Tenant Resource and Advisory Centre (TRAC) to provide in person services to renters at 900 Howe.

**Q: What are Renter Services Grants?**

A. Renter's Services Grants are annual City grants, that support non-profit organizations providing advocacy, legal aid, and education to help renters avoid displacement and retain housing.

In March 2026, Vancouver City Council approved \$500,000 in grants to non-profit

organizations that help renters understand their rights, stabilize their housing, and avoid displacement. These organizations provide critical services that strengthen housing stability. The approved grants fund projects that respond to some of the most urgent needs of vulnerable renters and that have the greatest potential for creating lasting positive change.

[News release: City Council approves \\$500,000 in grant funding to support renters in Vancouver](#)

[Report 1 - Housing and Homelessness Services 2026 Grants: Renter Services Grants - Standing Committee on City Finance and Services - March 11, 2026](#)

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## 6. OTHER SERVICES & CITY OPERATIONS

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**Q: Vancouver has an issue with public washroom access, particularly in the game zone areas. What bathroom access improvements will the city make for the games, for both tourists and residents?**

A. The FIFA World Cup 2026™ Host Committee is collaborating with City departments and partners to prepare for the upcoming events and ensure a positive experience for both locals and visitors. We are progressing planning efforts to better understand the interests and needs of diverse fanbases, as well as the operational supports required. This includes provisions such as temporary washrooms at key event-related locations around the Stadium to accommodate the anticipated influx of visitors and activity. These measures will be implemented downtown on the seven match days as part of the ongoing planning for FIFA World Cup 2026™ in June and July.

**Q. What is your plan for minimizing impact or harm on street-based economies, such as street vending or sex work?**

A. We are not changing any usual business practices in relation to existing City services. Any permitted business activity by the City of Vancouver will be able to continue as usual across the downtown, such as permitted street vending or busking. Any unpermitted activities such as unpermitted street vending will continue to be the subject of by-law enforcement work as per regular daily operations.

Please see below for information on approaches to sex work.

**Q. Will temporary athlete housing be repurposed for modular community housing post-event?**

A. Unlike the Olympics, the FIFA World Cup 26™ does not require the construction of temporary athlete housing. Vancouver is hosting seven matches, and all participating teams will be accommodated in existing hotels during their time in the region. Because no

temporary or purpose-built housing is being developed for this event, there will be no post-event housing assets available for conversion to modular community housing.

**Q. Will FIFA profits be reinvested in the DTES?**

A. The City is not making any profit from hosting these seven soccer games. We are hoping that by hosting these games local visitors who are in town for the games will frequent local business such as restaurants and attraction venues, generally providing a lift to the local economy as we would see whenever we have a sell-out show or game at BC Place Stadium. Further information about the anticipated economic impacts of hosting these seven games can be found here: [Vancouver 2026 FIFA World Cup: Economic Impact Assessment \(Province of BC; April 30, 2024\)](#).

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## 7. GENDER SAFETY

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**Q: You note engagement with sex-worker safety. How are you ensuring non-criminalization and harm-reduction principles in enforcement near venues, and where do sex workers report rights impacts?**

A: Engagement on sex-work safety is grounded in non-criminalization, human rights and harm-reduction. The City is not introducing event-specific by-law enforcement tied to sex work, nor is VPD introducing event-specific policing tied to sex work. Enforcement near venues relies on existing trauma-informed, rights-respecting practices, including sex-work awareness, fair-policing and de-escalation training, and ongoing community engagement to identify safety risks. Sex workers experiencing rights impacts can report through their regular reporting processes which include a range of options, including social service organizations who support them, and VictimLink BC, or pursue remedies through the BC Human Rights Tribunal. Police-adjacent supports such as VPD Victim Services, the FIFA reporting portal or 311 are available by choice, not as the sole pathway.

**Q: "The City has provided targeted funding support to a community group focused on gender-safety in the public realm during special events such as the FWC26." What community group is receiving this funding?**

A. Vancouver City Council approved a \$60,000 grant to Good Night Out Vancouver on November 26, 2025, during a public Council meeting (see staff report [here](#)). City Social Policy staff are still working with Good Night Out to scope this work.

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## 8. VISITOR AWARENESS & EDUCATION

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**Q: You promise a zero-tolerance policy and a 'Know Before You Go' campaign. What consequences (e.g., ejection, bans) will apply for racist, homophobic, or transphobic**

**incidents—and how will those be tracked and publicly reported?**

A: The City is committed to delivering a safe and enjoyable FIFA World Cup 2026™ experience for all residents and visitors. Within BC Place Vancouver, FIFA as the event operator will be responsible and have discretion on enforcement of its code of conduct, whereas the City will enforce its zero-tolerance policy at the FIFA Fan Festival. Consequences will be dependent on each incident as the harm done to each individual and their wishes in how to proceed with remedying the situation will be crucial. It is not possible to pre-determine consequences without this context.

**Q: What should visitors know about the ongoing toxic drug public health emergency in British Columbia and the risks associated with illicit drug use?**

A: A public health emergency, declared by BC’s Provincial Health Officer in 2016, remains in place due to high rates of toxic drug (overdose) deaths. The illicit drug supply in BC is contaminated by fentanyl and other toxic substances. Vancouver continues to have one of the highest rates of death in the province.

Visitors are advised to avoid using illicit drugs and if using, to avoid using alone. Fatal overdoses have occurred in people who use drugs regularly, as well as those who are occasional users. Injection, inhalation and smoking of illicit drugs all carry a significant risk. For more information, people can visit Healthlink BC or phone 8-1-1.

**Q. Will the Know Before You Go page have information about human rights complaint avenues for redress?**

A: The final version of the Human Rights Action Plan being released in May will include more details about where people can access resources and support Human Rights related concerns. This information will be shared through a proactive ‘Know Before You Go’ campaign’ that will launch prior to the tournament. Key information will also be shared on our [Essential Information](#) and [Know Before You Go sections](#) on the Host City website and shared through various digital channels.

As well, the City will ensure this information is available to DTES residents and provided to community service providers who serve them.

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**9. SECURITY & POLICING**

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**Q. Will enforcement, bylaw activity, or police presence increase in designated event areas?**

A. The focus of public safety and security during the FIFA World Cup 2026™ will be on ensuring safety and security for all members of the community and visitors during the

period of games and specifically on the seven match days (June 13, 18, 21, 24 and 26, and July 2 and 7). There will be increased police presence on match days and match days minus 1 to support tournament operations.

Regular daily work to keep parks and sidewalks in compliance with by-laws and ensure they are safe and accessible for everyone will continue. This work is grounded in trauma-informed practices delivered by an integrated City team that includes community service liaison workers who can support referrals to the City's Homelessness Services team and other applicable health and social services.

**Q. What is the projected increase in police deployment tied specifically to the tournament, and how will you ensure that increased security does not result in disproportionate targeting of unhoused residents or marginalized communities?**

A. Planning for public safety and security during the FIFA World Cup 2026™ is being led through an integrated, multi-agency approach involving local, provincial and federal partners. Version 1 of the Human Rights Action Plan identifies the importance of ensuring that any security measures align with human rights standards and do not disproportionately affect marginalized communities. As operational planning is still underway, specific deployment levels are not yet finalized.

The focus of public safety and security during the FIFA World Cup 2026™ will be on ensuring safety and security for the competing teams and their staff as well as for all members of the community and visitors during the period of games and specifically on the seven match days.

**Q. Can you confirm whether RCMP officers from other provinces are being contracted to provide policing reinforcement during the Games?**

A. Public safety planning for the FIFA World Cup 2026™ is coordinated through an integrated safety and security framework involving multiple police agencies. At this stage, we know that the RCMP will be providing specialized resources to support the Vancouver Police Department in areas where the RCMP holds federal jurisdiction (such as marine operations) and provincial jurisdiction (such as human trafficking investigations). To meet these obligations, the RCMP will be drawing on personnel across the country, as is standard practice for major international events. Specific deployment allocations have not yet been finalized.

**Q: Will private security be contracted by the City to support Fanfest or other activations? How will the City hold private security to the same standards as the VPD?**

A: Licensed private security may be utilized to support limited aspects of event activations

within a clearly defined scope that does not include policing or law-enforcement functions. Any such use will be subject to the applicable regulatory framework in British Columbia governing private security services, as well as the Criminal Code of Canada.

Private security personnel do not possess police powers and are restricted to the authorities available to private persons under the Criminal Code, including narrowly defined provisions related to arrest and the use of force. Enforcement actions requiring police authority will remain the exclusive responsibility of the Vancouver Police Department.

The City will ensure that private security operates in accordance with established legal, operational, and conduct standards through defined roles and responsibilities, supervision, incident reporting, and mandatory escalation to police or emergency services where appropriate. These measures ensure accountability and professionalism while maintaining a clear separation between private security functions and sworn police duties.

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## 10. REPORTING & REMEDY

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**Q: Can you confirm that outside of the FIFA-controlled areas of the stadium and fan fest that the human rights violation reporting mechanism that is being considered at this time is 311?**

**Q: Did the Host Committee ever consider establishing a dedicated hotline for human rights violation reporting during FIFA? Why was it decided to use 311 for this purpose and is there a possibility for hotlines to be established in the final version of the report in May?**

**Q: 311 is not currently set up to take human rights complaints, and both the app and the phone have been criticized for being inaccessible to people without tech access. How will the city ensure that 311 has the capacity and the accessibility required to meaningfully respond to human rights complaints?**

A: Human rights complaints for incidents at FWC26 related sites can be submitted to FIFA through its reporting portal. If FIFA cannot resolve an issue, then the matter would be referred to the City who will direct the complaint to the appropriate internal or external resource. For matters that relate to City jurisdiction, they would be routed to the appropriate City resource, and for non-City issues these would be referred an external resource such as VictimLink or the BC Human Rights Tribunal (HRT). The HRT has a list of organizations that can help people with their human rights problems or cases. Version 1 identifies 3-1-1 as a potential reporting pathway for individuals to report service-related concerns during the tournament period as it is already a central point of contact for residents and visitors for City services, is already equipped to route inquiries and service requests to the appropriate City departments and provides service in multiple languages.

Outside of FIFA and City service sites, reporting mechanisms for reporting crime, human rights violations or issues are already in place, and duplicating those would be inefficient, could delay response by the appropriate body, or be confusing for residents and visitors. It is more appropriate to utilize the existing reporting systems multiple agencies and/or levels of government have already put in place based on their jurisdiction and services. Other existing reporting pathways include VictimLink, the BC Human Rights Tribunal, the BC Racist Incident Helpline, and others that are more appropriate for specific types of reporting. People who are victims of a crime should always call 9-1-1. We will provide information to support individuals to be aware of some of the options they have for reporting.

As noted in the action plan, several elements, including reporting pathways and escalation procedures, will continue to be reviewed and refined before the final version of the plan is completed in May. The City understands it is important for people to know where to lodge a complaint and will provide information with regard to potential pathways.

**Q. What if people do not have access to the technology to report a violation through the FIFA website, 311 or other mechanism?**

A. Access to technology remains a barrier for many people. Free computer access continues to be available at all public library branches, Carnegie Centre, and the Gathering Place. People also regularly share concerns through the many social and community service agencies they interact with across the city. Hosting the seven FWC26 matches does not displace or change any of these existing avenues for reporting concerns.

**Q: What is the chain of custody for human rights complaints that originate with FIFA's portal but implicate City actions or vendors?**

A: Human rights complaints for incidents at FWC26 related sites can be submitted to FIFA through its reporting portal. If FIFA cannot resolve an issue, then the matter would be referred to the City who will direct the complaint to the appropriate resource. For matters that relate to City jurisdiction, they would be routed to the appropriate City resource, and for non-City issues these would be referred an external resource such as VictimLink.

**Q. How will the City deal with human rights violations that take place in places outside of the FIFA areas?**

A. The City has no ability or jurisdiction to investigate or respond to human rights complaints that are unrelated to City services. As normal, the organization that is the subject of the complaint is responsible for addressing any reports and complaints, including any potential responses or necessary follow-up and the normal escalation pathways apply should they be dissatisfied with the organization's responses.

Outside of the FWC26 sites, all of the usual reporting and remedy avenues available to residents apply. For example, 3-1-1 remains a potential reporting pathway to report City service-related human rights concerns. For non-City services, other existing reporting pathways include VictimLink, the BC Human Rights Tribunal, the BC Racist Incident Helpline, and others that are more appropriate for specific types of reporting. People who are victims of a crime should always call 9-1-1.

The City understands it is important for people to know where to lodge a complaint and will provide information with regard to potential pathways.

**Q. The BC Human Rights Tribunal has a years-long waitlist. How is this an adequate avenue for addressing human rights complaints and violations during the games?**

A. The Human Rights Tribunal is one avenue to seek remedy for human rights violations and is available to all those who experience a human rights violation in BC that is covered by the BC Human Rights Code. Concerns around waiting times should be directed to the BC Human Rights Tribunal. An individual experiencing a human rights impact may also choose to seek support through community-based survivor supports programs or seek a resolution by raising concerns with the organization where they had the experience.

**Q: Will the City publish a post-event human rights report with complaint volumes, categories, outcomes, and lessons learned?**

**Q. How will we know after the games how many human rights complaints and what types were received?**

A: Following the City's hosting of the seven FWC26 matches, the City will develop a summary report, the scope of which is still to be determined. Because we are not seeking to duplicate existing or create new reporting systems versus ensuring people understand the existing reporting systems available to them, we will explore how to enable aggregated reporting from the various reporting pathways. Because some of these are out of the City's jurisdiction, data access or level of access may be limited.