City of Vancouver
Accessibility Multi-Year Action Plan (2024 – 2026):
Progress Update for 2025
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SUMMARY IN PLAIN LANGUAGE

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ABOUT THE VANCOUVER ACCESSIBILITY COMMITTEE

The Vancouver Accessibility Committee was created in 2023. The committee gives advice to the City about its Accessibility Strategy and Multi-year Action Plan. It also helps develop ideas that make Vancouver more accessible and inclusive for everyone.

The committee includes community members with disabilities and City staff who serve as members. We care deeply about Vancouver and are committed to helping build a city where everyone can participate.

Accessibility affects everyone. As people age or experience illness or injury, they may face new barriers. Reducing those barriers helps make daily life and times of change easier for everyone. Because accessibility is broad and always changing, we need many different voices and lived experiences.

Disability is an important part of Vancouver. Accessibility benefits everyone, not just people with disabilities. Disabled people contribute to the city's arts, culture, economy, advocacy, and community life. They come from every neighbourhood, background, and income level. Their contributions have helped shape Vancouver's past and continue to shape its future.

Accessibility is an ongoing commitment. Continuing to carry out the Accessibility Strategy and its actions shows that Vancouver values people with disabilities and is working to make sure everyone can take part in city life.

Thank you for supporting this important step toward a more inclusive Vancouver.

BACKGROUND INFORMATION

How Vancouver Developed Its Accessibility Strategy and Action Plan

Vancouver is working to build a more accessible and inclusive city. In 2018, City Council directed staff to develop an Accessibility Strategy after receiving a motion from the Persons with Disabilities Advisory Committee (PDAC). An Accessibility Task Force was created in 2020 to help guide the work.

The City worked with people with disabilities and disability organizations to develop the strategy and later the Multi-Year Action Plan. In 2022, Council approved Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy. The strategy explains the City's goals and guiding principles for creating a city where people with disabilities are included, valued, and able to participate fully.

Key dates:

2018: Council directed the development of the City's Accessibility Strategy.
2020: The Accessibility Task Force was created and began its work.

2021: The City consulted people with disabilities and disability organizations to help develop the strategy. The Province also passed the Accessible BC Act.
2022: Council approved Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy.
2023: The City consulted the disability community to help develop the Multi-Year Action Plan and met the requirements of the Accessible BC Act.
2024: Council received an update on the Accessibility Strategy and the 2024 to 2026 Multi-Year Action Plan.

Accessible BC Act Requirements

The Accessible BC Act requires local governments to:

- Create an accessibility advisory committee.
- Develop and carry out an accessibility plan to identify, remove, and prevent barriers.
- Create a process for receiving public feedback about accessibility.

Since 2023, the City of Vancouver has met all of these requirements.

Accessibility Committee

The Vancouver Accessibility Committee was created in 2023. It helps

the City identify, remove, and prevent barriers to accessibility and inclusion.

The committee also provides advice on the City's Accessibility Multi-Year Action Plan and accessibility feedback process. It meets regularly to help carry out the plan and improve the feedback process.

Accessibility Strategy and Multi-Year Action Plan

After Council approved the Accessibility Strategy in 2022, the City developed the 2024 to 2026 Accessibility Multi-Year Action Plan. Council received the plan in July 2024. It was informed by community engagement and input from 38 staff across 10 departments and 19 divisions.

The plan focuses on nine areas:

- Built environment and public spaces
- Transportation services, policies, and programs
- Housing policies, programs, and design
- Information and communications
- Employment
- Governance and engagement
- Capacity and collaboration
- Advocacy and working with other levels of government and agencies

- Emergency management and climate change

Public Feedback Process

The City launched its public feedback process in September 2023. Community members can report accessibility barriers by contacting 3-1-1. They can also submit photos, share the location, and provide details about the barrier.

City staff review and track the feedback they receive. They use what they learn to help update the Accessibility Strategy and Accessibility Multi-Year Action Plan.

HIGHLIGHTS OF PROGRESS IN 2025

The Accessibility Multi-Year Action Plan began in mid-2024. As a result, this report covers progress from late 2024 through 2025.

During this time, the City began putting the plan into action. It hosted events, monitored public feedback, worked regularly with the Accessibility Committee, and made progress across all areas of the plan.

Community and Staff Events in 2025

Community Report Back Event

- On March 26, 2025, the City hosted a Community Report Back event at the Roundhouse Community Centre.
- About 60 community members attended.
- The event shared progress on the Accessibility Multi-Year Action Plan, celebrated accessibility milestones, and gathered community feedback, guided by the principle "Nothing about us without us."
- Participants learned about the Accessibility Strategy, took part in discussions on the plan's focus areas and the 3-1-1 public feedback process, visited information tables hosted by City departments and partner organizations, and enjoyed artwork by

disabled artists and music from the Vancouver Adapted Music Society.

Municipal Accessibility Network Conference

- The City partnered with the Centre for Dialogue, with funding from Disability Alliance BC, to host the first Municipal Accessibility Network conference on October 15 and 16, 2025.
- More than 50 municipal accessibility staff from across BC shared ideas, lessons learned, and successful ways to meet the requirements of the Accessible BC Act.
- Key findings were summarized in the What We Learned report and shared with the Accessibility Directorate.

Staff Learning Events

- The City hosted three online learning sessions attended by about 90 staff, covering disability awareness, ableism, and creating an open and inclusive workplace.
- An in-person learning event for International Day for Persons with Disabilities focused on the Deafblind community. Accessibility Committee member Ryan co-facilitated the session by sharing his experiences and leading an interactive activity.
- These learning events helped increase awareness of disability and supported implementation of the Accessibility Multi-Year Action Plan.

International Day for Persons with Disabilities

- The City recognized International Day for Persons with Disabilities with an official public statement, purple lighting at City facilities, and a community celebration with disability organizations.
- The 2025 United Nations theme, "Amplifying the leadership of persons with disabilities for an inclusive and sustainable future," highlighted the importance of leadership and full participation by people with disabilities.

Public Feedback Process

- Between September 2023 and December 2025, the City received 556 accessibility-related reports through 3-1-1, including 203 in 2025.
- Of the 203 reports received in 2025, 124 were resolved. The remaining reports were duplicates, lacked enough information, were outside the City's responsibility, or the issue could not be confirmed.
- The most common concerns related to transportation services, policies and programs, and the built environment and public spaces.

Accessibility Committee

- The Accessibility Committee met regularly throughout 2025 and remained actively involved in supporting the City's accessibility work.
- Committee members participated in community events, the Municipal Accessibility Network conference, staff learning sessions, and the development of an Accessibility Strategy video.
- A video (2025), "*Towards an Accessible City*" was created to capture the work of the Accessibility Committee.

Multi-Year Action Plan Progress

The table on the next page shows the progress of the 2024 to 2026 Accessibility Multi-Year Action Plan. It shows the number of actions in each focus area and their status at the end of 2025.

Actions are the specific tasks and projects the City is carrying out to improve accessibility. As the City put the plan into action, new actions were added to further improve accessibility.

In the first full year of work towards accessibility, 93 out of the 117 actions (79%) are either finished (46) or ongoing (47). A complete list of actions can be found in Appendix A.

Progress Table

Names of the Action Plan Focus Areas	Finished Actions	Ongoing Actions	Future Actions	Total
Built Environment and Public Spaces	6	2	4	12
Transportation Services, Policies and Programs	4	12	3	19
Housing Policies, Programs, and Design	4	2	2	8
Information and Communication	3	4	1	8
Employment	6	1	2	9
Governance and Engagement	8	10	2	20
Capacity and Collaboration	4	5	0	9
Advocacy and working with other levels of Government and Agencies	5	1	7	13
Emergency Management and Climate Change	6	9	4	19
Total	46	46	25	117

WHAT COMES NEXT

The 2024 to 2026 Accessibility Multi-Year Action Plan will continue through 2026. The City will continue to make progress across all nine focus areas while monitoring and reviewing results to support long-term success.

The Accessibility Committee will continue to meet to review progress, provide advice on ongoing work and public feedback, and help inform the next Accessibility Multi-Year Action Plan for 2027 to 2029. The City will also recruit new community members to join the committee, as needed.

The City will continue to provide Council with progress updates and remain committed to advancing the Accessibility Strategy and building a more accessible and inclusive Vancouver.

Appendix A: 2025 Update on Multi-Year Action Plan

The following table summarize updates on the actions that are finished and ongoing for each of the nine goal areas of the Accessibility Strategy's Multi-Year Action Plan (MYAP). The MYAP was launched in July 2024. The updates below cover the period up to December 2025. Items marked "not started" are either timed to begin after current actions and/or require additional fund or resources.

1. ***Built Environment and Public Spaces**:* **The City will follow Universal Design Guidelines and a high level of accessibility guidelines. Everyone should be able to access all physical infrastructure in the city**

Action:		Progress Update:	Status:
1.1.	Implement Rick Hansen accessibility standards, when feasible, for existing City-owned buildings.	• Certified three childcare facilities operating in City-owned sites under the Rick Hansen accessibility certification rating. • Hired a consultant to conduct approximately 15 accessibility site visits reviews.	Finished Finished

		• Advanced the development of design concepts to improve accessibility in high-priority areas for City-owned community centres, pools, and ice-rinks. • Developed a prioritization matrix to rank and guide future accessibility improvements identified through assessments.	Finished Finished
1.2.	Identify potential major renovations for existing buildings that could target Rick Hansen Gold Certification.	• Ongoing work to pursue Rick Hansen Gold certification for the PNE Amphitheatre, Sunset Senior Centre, Marpole Community Centre and Marpole Library.	Ongoing
1.3.	Continue to deliver Universal Inclusive	• Developed a schematic design	Finished

	Design and Accessibility Program (UIDAP) implementation for public-facing City-owned buildings.	option for accessibility upgrades at the south entrance of City Hall. • Completed accessibility upgrades to washrooms in four community centres, including the installation of new automatic door openers, grab bars, and soap and toilet paper dispensers, and the relocation of existing accessories to accessible heights.	Finished
1.4.	Develop accessibility design guidelines for EV charging infrastructure.	• Work is underway with BC Hydro, other Metro Vancouver jurisdictions, and the disability community to develop guidelines.	Ongoing
1.5.	Change the Encroachment By-law to accommodate	• N/A	Future Action

	accessibility requirements over City land (e.g., wheelchair ramps).		
1.6.	Explore other accessibility audit processes that will complement the Rick Hansen Certification process.	• N/A	Future Action
1.7.	Increase installation of publicly accessible electrical outlets in all public spaces.	• N/A	Future Action
1.8.	Increase installation of grab bars alongside urinals and toilets in new and replacement washroom facilities in the public realm to	• N/A	Future Action

	enhance their accessibility.		

2. ***Transportation Services, Policies and Programs:*** The City will use universal design principles for transportation planning. People should feel connected to their daily needs regardless of ability.

Action:		Progress Update:	Status:
2.1.	Improve navigation measures through City-wide programs and pedestrian upgrades.	• Continuing improvements to signals through the Accessible Signal Program. • Finalizing consultant scope of work and working with advisory committees for an external accessibility review of the Engineering Design Manual.	Ongoing Ongoing
2.2.	Reduce the accessibility barriers on sidewalks and	• Staff inspected approximately 2200 km of sidewalks	Finished

	pathways through City-wide programs and pedestrian upgrades.	through the Sidewalk Hazard Inspection Program. • Staff continue to build new sidewalks in areas that are missing sidewalks, through the New Sidewalk Program. • Repaired damaged sidewalks through the Sidewalk Repair Program. • Finalized accessibility designs for new sidewalks constructed in 2025. • Staff are constructing over 100 new curb ramps annually to increase accessibility.	Ongoing Finished (Ongoing) Finished Ongoing
2.3.	Increase the number of seats available on and along sidewalks	• Continue to install new benches	Ongoing

	and other pedestrian paths.	(approximately 150-200) under current contract (ongoing program)	
2.4.	Upgrade bus stops for universal accessibility standards.	• More seating and shelter amenities will be at bus stops under current contract (ongoing program)	Ongoing
2.5.	Increase the number and availability of on-street accessible parking.	• Staff are installing more accessible parking spaces (typically by request by the public). • Continue to explore new updates to the design of on-street accessible parking spaces.	Ongoing Ongoing
2.6.	Explore new updates to the design of on-street accessible parking spaces.	• Tested out a new request-based system to consider on-street accessible spaces for	Completed

		single family neighbourhoods. • Continue to monitor the uptake of the on-street program and adjust rules and criteria based on uptake. • Continue to install new accessible spaces and signage as needed (approximately five per year).	Ongoing Ongoing
2.7.	Improve bike racks for a wider variety of bicycles and mobility aids.	• Continue to roll out bike racks (ongoing program).	Ongoing
2.8.	Undertake a review of the Patio Program, including the accessibility policy (per direction from Council). (2025) **[NEW]**	• Staff formalized the accessibility guidelines for curbside patios. • Patio Program review is ongoing	Ongoing

2.9.	Explore ways to increase funding and capacity to accelerate the delivery of new sidewalks, sidewalk repairs, new curb ramps, and accessible pedestrian signals.	• N/A	Future Action
2.10.	Include snow removal of accessible parking spaces and pathways through the Standards of Maintenance By-law.	• N/A	Future Action
2.11.	Increase the drop-off and pick up zones for people to pick up and better serve persons with disabilities.	• Continue to install drop-off and pick-up zones (typically by request)	Ongoing

3. ***Housing Policy, Programs and Design:*** Accessible, affordable, social, and supportive housing is available for persons with disabilities.

Action:		**Progress Update:**	**Status:**
3.1.	Explore changes to the City's Building By-law and the Zoning and Development By-law to improve accessibility in existing regulations and policies with the upcoming changes to the BC Building Code to advance accessibility.	• Reviewed the draft of the BC Building Code, including an assessment of changes with spatial impacts to improve accessibility in existing regulations and policies. • Worked with the building industry to address the updated BC Building Code requirements for accessibility that came into effect in March 2024.	Finished Finished
3.2.	Explore potential changes to the Housing Design and Technical Guidelines to	• Currently reviewing the Accessibility Design Guidelines from other jurisdictions to inform	Ongoing

	increase the number of accessible units.	standards in accessibility. • Staff secured funding for potential design of accessible units.	Finished
3.3.	Improve accessibility in emergency shelters.	• Staff continues to work with BC Housing, non-profit operations and persons with disabilities who are experiencing or are at-risk of homelessness to identify changes that will improve accessibility in existing shelter designs.	Ongoing
3.4.	Continue to connect non-profit operators with the Right Fit program to assist in matching accessible units.	• Staff encourages non-profit housing operators to connect with the Right to Fit program to assist people with disabilities to accessible units.	Finished (Ongoing)
3.5.	Add requirements for accessible path	• N/A	Future Action

	of travel to low-density housing forms.		
3.6.	Engage with the disability community to gather feedback on policies and guidelines (e.g., potential for 5% requirement for accessible units) of new city-owned social and supportive housing projects.	• N/A	Future Action

4. ***Information and Communications:*** The City of Vancouver offers residents accessible communication and communication supports.

Action:		**Progress Update:**	**Status:**
4.1.	Ensure that the City's website meet the Worldwide Web Consortium (W3C) Web Content	• Staff is working to establish a design system with the Design Style Guide (DSG) to	In Progress

	Accessibility Guidelines.	provide a usable and accessible user experience • Emphasized the importance of accessibility in technology projects during procurement. • Staff continues to investigate a user testing platform that will address challenges for assessing the impact of digital changes and improvements	Finished (Ongoing) Ongoing
4.2.	Apply an accessibility lens for all communications and materials during municipal elections.	• Staff will continue to learn and implement live streaming services for key events for those unable to attend in person, thus broadening the City's audience reach	Ongoing

4.3.	Apply an accessibility lens for all communications and materials during municipal elections. **[NEW]**	• Departments now implement accessibility requirements for events • Departments continue to use plain language for materials, such as proclamations, communications, website updates and social media content	Finished (Ongoing)
4.4.	Apply an accessibility lens for all communications materials and processes during emergency events. **[NEW]**	• Staff are working with the City's Accessibility Working Group to develop messaging and communications materials.	Ongoing
4.5.	Develop messaging to celebrate International Day of Persons with Disabilities, along with other events. **[NEW]**	• Shared information and events with staff on City's intranet and continue to work with Council to recognize the day	Finished (Ongoing)

4.6.	Explore the feasibility of creating an accessible building guidebook for the building industry (including, developers, designers and builders).	• N/A	Future Action

5. ***Employment:*** An inclusive and accessible workplace for all in the City of Vancouver. Including more ways for persons with disabilities to contribute to the workforce.

Action:		**Progress Update:**	**Status:**
5.1.	Continue to provide different types of disability-related training for staff depending on their roles within the City.	• Increased the number of staff participating in disability awareness training • Hosted a staff event to build awareness of persons with disabilities	Finished (Ongoing)

	• Work with Developmental Disabilities Association to develop a course focusing on people with developmental disabilities	and to challenge ableism. • Provided Rick Hansen certification training for 11 staff involved in building design and planning	Finished Finished
5.2.	Communicate the City's medical accommodation guide with staff.	• In partnership with the Equity Office, a Lunch and Learn was held in April for City Staff on the Medical Accommodations Guide	Finished
5.3.	Continue to support Employee Resource Groups (ERG), as needed.	• Staff continue to provide administrative, logistical, and operational support for accessibility needs at ERGs	Finished (Ongoing)
5.4.	Increase an understanding of inclusive	• Continue to bring best practices to the City,	Ongoing

	employment best practices.	based on ongoing engagement with the Accessible Employer President's Group to share accessibility best practices	
5.5.	Ensure there is a statement about equity and accessibility in all City job postings.	• Added a statement about equity and accessibility in all job postings.	Finished (Ongoing)
5.6.	Review and update the accommodation process for City Staff, including policy review, jurisdictional scan and review of best practices and protocols.	• N/A	Future Action
5.7.	Monitor and respond to changing demand for accessibility consultation,	• N/A	Future Action

	accommodations requests and other services.		

6. ***Governance and Engagement:*** Make sure there is fair access to municipal programs and services in the City of Vancouver.

Action:		**Progress Update:**	**Status:**
6.1.	Identify and plan for accessibility considerations during engagement planning, outreach and delivery.	• Staff continue to advise teams on how to identify and respond to accessibility considerations during engagement planning. • All staff are encouraged to review and use the Accessible Events Checklist when planning events. • Engagement options will continue to be	Finished (Ongoing) Ongoing

		offered to those with technological barriers and cultural considerations (e.g., translated paper copies of surveys). • Continue to translate communication and engagement materials to plain language to offer more accessible communications during engagement	Finished (Ongoing) Ongoing
6.2.	Identify and prioritize Council meetings, advisory committee meetings, large-scale events and projects that require Closed Captioning and American Sign Language (ASL) interpreters.	• Hired an external interpretation service considering the audience/reach, type of content (e.g. critical info) and whether there was sufficient lead time. • Recommended interpreters to accommodate	Finished (Ongoing) Finished (Ongoing)

		individuals' access needs • Supported accessibility needs during meetings with the Persons with Disability Advisory Committee, Accessibility Committee, and the Older Persons and Elder Advisory Committee. • Staff is working to procure a vendor to offer Closed captioning. • To date there is no AI platform for ASL.	Finished (Ongoing) Ongoing Ongoing
6.3.	Create an online directory on the City's website listing accessible	• Working with various departments to scope the project	Ongoing Ongoing

	services and supports.	• Staff is currently developing an inventory of services and programs offered to people with disabilities	
6.4.	Explore existing By-laws with an equity and accessibility lens, in alignment with the Equity Framework.	• Reviewed all existing by-laws with an equity and accessibility lens.	Finished
6.5.	Provide information sessions/outreach to the building industry (including developers, designers and builders) in conjunction with subject matter experts and members of the disability communities.	• Building staff provided a seminar in May at AIBC's (Architectural Institute of BC) conference that will address Vancouver's adaptability provisions alongside other Building By-law requirements.	Finished
6.6.			Ongoing

	Use the feedback from the 2022 Election and 2025 By-election, to inform accessibility planning in the 2026 Election.	• Reviewing all election voting place signage • Voting place sites are currently being visited and reviewed for accessibility • Staff will secure accessibility training for election worker(s), security guards, and line managers • Investigated Braille ballots, but due to the complexity of Vancouver's ballot and short turnaround time, not feasible • Election worker training will involve inclusive care and expanded learning modules so they can support voters with diverse needs	Ongoing Finished Ongoing Ongoing

6.7.	Ensure food and beverage services at City facilities (e.g., civic theatres and other facilities) are accessible.	• N/A	Future Action
6.8.	Ensure City food and beverage services provided at public engagements events are accessible.	• N/A	Future Action

7. ***Capacity and Collaboration:*** Talk about accessibility challenges in the community with non-profit organizations and persons with disabilities so we can get more done together.

Action:		**Progress Update:**	**Status:**
7.1.	Explore options to equitably prioritize organizations serving people with disabilities in Social Policy & Projects and Arts and Culture grants.	• $204,704 was disbursed in social grants to three disability organizations: Disability Alliance, Learning Disability Society of Greater Vancouver, and Kettle Friendship Society. • $29,000 in cultural grants was distributed to support five accessibility and disability focused projects. • $25,000 in cultural grants was disbursed	Finished Finished Ongoing

		to support three projects led by disability mandated arts organizations. • An eligibility criteria clause was added in the Cultural Grants Agreement, requiring organizations receiving operational funding to provide appropriate services in an accessible and safe way. • A total of $316,789 was disbursed between ten infrastructure grants to non-profit cultural facilities to meet or exceed accessibility standards. • Three-year grants (2025-2028) committed to disability,	Finished Finished Ongoing

		social-serving organizations for a total of $614,112.	
7.2.	Support the creation of a cross-disability network/coalition in the city.	• Continue to support disability organizations involved in creating a cross-disability network/coalition to advance accessibility and inclusion.	Ongoing
7.3.	Continue to support non-profit space needs that prioritize organizations servings seniors, people with disabilities, and people experiencing mental health and substance use challenges.	• Continued incorporation of accessibility, equity, and reconciliation lenses into operator selection processes. • Staff continue to provide assessments of each needs/relocation for overdose prevention sites and other health services supporting PWUD.	Ongoing Ongoing

8. ***Advocacy and Working with other levels of Government****:* Work with all levels of government so persons with disabilities can move, lead, and take part in their communities.

Action:		**Progress Update:**	**Status:**
8.1.	Ensure all requirements of the *Accessible British Columbia Act* are met. **[NEW]**	• Met (and continue to meet) all three requirements of the *Accessible British Columbia Act.*	Finished (Ongoing)
8.2.	Advocate to respective governments on accessibility issues that are identified and prioritized through community engagement, the public feedback mechanism, and the Accessibility Committee.	• Continued advocacy efforts to ensure that single-use plastic straws – which are federally banned in Canada for general purposes but should remain accessible by exception for those who need them to eat or drink (i.e., vendors, care facilities) – are	Finished (Ongoing)

		available in Vancouver. • Work with community partners to understand and advocate for better access to early learning and childcare services for children with disabilities. • Engage with senior levels of government and related agencies to improve accessibility within emergency and disaster management. • Advocate for ongoing inter-governmental coordination to support persons with disabilities during	Not Started Not Started Future Action

		disasters and emergencies. • Advocate on accessibility issues related to housing that fall outside of the City's jurisdiction (e.g., increased shelter rates for persons with disabilities and funding for NPO housing providers).	Not Started
8.3.	Address accessibility issues in TransLink and Provincial rapid transit station designs, guidelines, and requirements.	• Engaged a Greenest City Scholar to research best practices in accessible rapid transit station design. • Continue to advance discussions with TransLink and the Province of BC on rapid transit station design guidelines and requirements, with a	Finished Ongoing

		focus on the planned UBC Extension.	
8.4.	Update and/or adapt the interim public feedback mechanism to ensure it meets the needs of disability communities.	• Updated the 3-1-1 feedback mechanism and continue to incorporate feedback from the disabled community as it arises. • A monthly report is now produced to inform ongoing accessibility issues and improvements; the report is also shared and reviewed with the Accessibility Committee.	Finished (Ongoing) Finished (Ongoing)
8.5.	Participate in regional discussions with other municipalities and TransLink to advocate for	• N/A	Future Action

	accessibility design guidelines and improved regional consistency at bus stops.		
8.6.	Support non-profit organizations to create an accessibility peer-led knowledge hub to address mental health and substance use stigma in the health and social service sector.	• N/A	Future Action
8.7.	Work with other municipalities to streamline accessibility guidelines in street design and ensure consistency across the region.	• N/A	Future Action

9. ***Emergency Management and Climate Change:*** Think about all aspects of emergency and disaster planning. This includes preparation, response, and recovery. See them through the lens of accessibility.

Action:		**Progress Update:**	**Status:**
9.1.	Improve the inclusivity of people with disabilities in existing educational and emergency preparedness materials.	• Reviewed and updated existing Fire and Life Safety educational materials by incorporating comprehensive accessibility considerations for emergency preparedness and response within City facilities. • Updated the Fire Safety Plan standards for the 'Persons with Disabilities – Information Sheet' to	Finished Finished

		more accurately capture essential information on the support needs of individuals with disabilities during emergency evacuations in City-owned buildings.	
9.2.	Improve supports, safety, and independence / autonomy for persons with disabilities in extreme weather emergencies, emergency response and recovery plans. • Explore specific interventions to help people with disabilities	• Staff continue to meet with people with lived experience to engage on risks, vulnerabilities and gaps in hazard mitigation and planning. • Promote the Snow Angel program to help neighbours shovel snow.	Ongoing Ongoing

	in emergencies (e.g., cool kits, community partnerships, cooling vests and air filters)		
9.3.	Work with organizations to identify accessible spaces during emergencies, such as heat domes and other climate change-related events. • Continue to distribute extreme heat supplementary funding as available to prioritize efficiency and removal of	• Staff continue to conduct site visits at neighbourhood houses and disability-serving organizations to better understand challenges associated with facilities. • In 2025, staff distributed $96,966 in social grant funding to support one non-profit childcare provider to install a critical HVAC system to address extreme heat concerns.	Ongoing Finished

	barriers, when feasible.		
9.4.	Ensure people with disabilities are supported in the event of an emergency within SROs. **[NEW]**	• Staff continue to train SRO managers on emergency procedures. • Developed a new Residents Requiring Assistance Program, through Vancouver Fire and Rescue, to support residents requiring assistance during emergency evacuations from their homes.	Ongoing Finished
9.5.	Ensure that the standard template design for Emergency Evacuation Signs is compliant with the Rick Hansen	• Implemented user-friendly and accessible Emergency Evacuation standard signage developed by City Protective	Finished

	Foundation Accessibility Certification standards.	Services' (Fire and Life Safety) at applicable City-owned and operated buildings.	
9.6.	Develop a working group to review evacuation procedures in City-owned buildings with an accessibility lens.	• N/A	Future Action
9.7.	Encourage providers of First Responder training to include an accessibility module for internal staff.	• Autism Spectrum materials are now included within the First Responder training for all staff Emergency Medical Responder (EMR) license holders.	Finished
9.8.	Review and revise all Fire Safety Plans to include emergency	• Staff will continue to adhere to VFRS Fire Safety Bulletin 2026-001-FI which is one of	Ongoing

	evacuation procedures for persons with disabilities for all City-Owned facilities.	their existing resources in fire planning • A crosswalk analysis is in progress related to CPS BERP accessibility components and FSP Section 3.6 requirements. • Staff is working to initiate coordination with VFRS to validate inclusive evacuation considerations within their FSP template. • Staff is working to identify facilities requiring updates due to staff turnover, redevelopment, or operational changes.	Ongoing Ongoing Ongoing
9.9.	Update Emergency Preparedness	• N/A	Future Action

	Public Education and Engagement materials through an accessibility lens.		
9.10.	Ensure that the accessibility changes are incorporated in the Vancouver Fire By-laws.	• Working to incorporate accessibility into the By-Laws	Ongoing
9.11.	Review and improve evacuation plans and displacement supports through an accessibility lens.	• N/A	Future Action
9.12.	Train Emergency Management staff and volunteers on psychological safety and disability justice.	• N/A	Future Action

CITY OF VANCOUVER'S ACCESSIBILITY COMMITMENTS

We seek to:

1. Respect the rights, dignity and independence of persons with disabilities over the life course;
2. Foster a safe environment where all people feel valued, included and a sense of belonging;
3. Create opportunities for persons with disabilities to be involved in decision-making and to participate fully in all aspects of city life;
4. Demonstrate how the knowledge and perspectives of persons with disabilities are integrated across all City processes, policies and decision-making; and,
5. Listen to and address the needs of persons with disabilities in City programs, services, and physical infrastructure.

~ From the City of Vancouver's Transforming Attitudes, Embedding Change: Accessibility Strategy (2022)

<u>Summary in plain language:</u>

The City is committed to creating an accessible and inclusive Vancouver by respecting the rights of people with disabilities, listening to their experiences, involving them in decisions, and improving City programs, services, policies, and public spaces to meet their needs.

CULTURE OF LEARNING

The work of making Vancouver accessible is broad and complex, and calls for each of us to think differently, where we question our own biases, stereotypes, and assumptions. Part of how we shift our way of thinking is to address each situation with a sense of openness, curiosity, wonder, and vulnerability. Building a culture of vulnerability and learning is a long-term commitment as it requires us to shift the ways we work and interact with one another, so we can continually develop improved programs, policies, and services for the whole community.

~ From the City of Vancouver's Transforming Attitudes, Embedding Change: Accessibility Strategy (2022)

What is a "culture of vulnerability and learning"?

It is a place where people feel safe being honest about their experiences, challenges, mistakes, or support needs without fear of judgment or negative consequences.

IMPORTANT TERMS TO KNOW

Accessibility Strategy
The City's long-term plan for making Vancouver more accessible and inclusive for people with disabilities.

Accessibility Multi-Year Action Plan
A three-year plan that outlines the actions the City will take to put the Accessibility Strategy into practice.

Accessible BC Act
A provincial law that requires public organizations to identify, remove, and prevent accessibility barriers.

Accessibility Committee
An organized group of community members and City staff that advises the City on accessibility and inclusion.

Barrier
Anything that makes it harder for people with disabilities to access services, buildings, information, or opportunities.

Accessibility
Designing services, buildings, information, and programs so everyone, including people with disabilities, can use them and take part.

Ableism
Discrimination, prejudice, or unfair treatment of people with disabilities.

Public Feedback Process
A way for community members to report accessibility barriers and share feedback with the City.