

Transforming Attitudes, Embedding Change:
The City of Vancouver's Accessibility Strategy

Accessibility Multi-Year Action Plan (2024 – 2026): Progress Update for 2025

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Land Acknowledgement

The City of Vancouver is located on the traditional, unceded territories of the xʷməθkʷəy̓əm (Musqueam), Sḵwx̱wú7mesh (Squamish) and səlilwətaɬ (Tsleil Waututh) Peoples, who have lived on these lands since time immemorial. As a City of Reconciliation, the City of Vancouver has committed to "form a sustained relationship of mutual respect and understanding with local First Nations and the Urban Indigenous community." This is an ongoing and evolving commitment, and one that is essential to our path forward

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Message from Community Members of Vancouver's Accessibility Committee

Formed in 2023, the Vancouver Accessibility Committee serves as a cornerstone in the City's overall strategic planning. We provide advice to inform the implementation of the City's Accessibility Strategy and Multi-year Action Plan. We are also an incubator of disability inclusion and sustainability in the city.

We are a collection of both community members living with disabilities and City staff as ex-officio members on the committee, who believe so deeply in the goodness, the potential and the responsibility of this city, we pour our lives into seeing it realized. Accessibility touches each of us in various ways. We are thinking of the future of one's life as people age or accidents happen creating challenges. Thus, it is essential that we lessen the barriers to make transitions less complex and more inclusive during that time and every day going forward. Accessibility is so diverse and fluid that we need as many voices as possible.

Disability is a vital part of Vancouver. The issue of accessibility isn't just for a "small" demographic but for all of us to ensure that society is as inclusive as possible as we all go through life. The art, advocacy, and work of disabled people is a core cultural, political, and economic component of the city that performs lifesaving and life-sustaining work throughout the city. Disabled people exist in every layer of this city, from the most affluent to the poorest, from board rooms and executive suites to SROs or behind the dumpsters behind apartment blocks. We are everywhere, and our contributions are imbricated in everything that makes this city great. We are interwoven into the history of this city, and our lives are at the core of great issues of our time.

Accessibility is not a one-time goal – it is an ongoing commitment. Maintaining the accessibility commitments and the actions within this Accessibility Strategy gives a strong signal that Vancouver values the voices of people with disabilities and is dedicated to building a city where everyone can participate fully.

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

Signed: the City of Vancouver's Accessibility Committee community members

March 31, 2026

BACKGROUND

The Journey Toward the City's Accessibility Strategy and Action Plan

In 2022, Council approved Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy. This important strategy advances the City's commitment to supporting the full participation of persons with disabilities. It establishes the vision, mission and guiding principles for building a more inclusive city in which persons with disabilities are fully seen, engaged, recognized, and valued across communities.

Timeline of Key Milestones:

- 2018
  - Persons with Disabilities Advisory Committee (PDAC) submits motion on the development of the City of Vancouver's Accessibility Strategy; Council directed staff to develop the Strategy
- 2020
  - Accessibility Taskforce assembled and began work
- 2021
  - Community engagement sessions held with disability members and organizations to inform the draft Accessibility Strategy
  - Provincial government passed the *Accessible BC Act*
- 2022
  - Council approved *Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy*
- 2023
  - Broader community engagement sessions held with the disability community members and organizations to inform the development of a *Multi-Year Action Plan*
  - City of Vancouver meets the requirements of the *Accessible BC Act*
- 2024
  - Council receives update on the Accessibility Strategy and receives the *Multi-Year Action Plan (2024-2026)*

Accessible BC Act – Municipal Responsibilities

The *Accessible BC Act* (SBC 2021, c.19) requires that government organizations:

- Establish an **advisory committee**;
- Develop and implement an **action plan** to identify, remove and prevent barriers to individuals in or interacting with the organization; and,
- Develop and implement a process for receiving **public feedback** related to accessibility.

Since 2023, the City of Vancouver has met all three requirements of the *Accessible BC Act as outlined below.*

Accessibility Committee

Vancouver's Accessibility Committee was established in 2023, to assist the City in identifying barriers to individuals interacting with the City, and to provide input and advice on how to

prevent or remove those barriers to participation and inclusion. The Accessibility Committee now convenes on a regular basis to be updated and inform the ongoing implementation of the City's Accessibility Multi-Year Action Plan and public feedback mechanism

Accessibility Strategy and Multi-Year Action Plan

Following Council's approval in 2022 of the Accessibility Strategy, the Multi-Year Action Plan (MYAP) was developed and received by Council in July 2024. The 2024-2026 MYAP operationalizes the strategy; it was informed by community engagement and included the input of 38 staff across 10 departments and 19 divisions in the City.

The action plan includes nine focus 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 Orders of Government and Agencies; and Emergency Management and Climate Change.

Public Feedback Mechanism

Established in September 2023, the public feedback mechanism provides a way for community members to report accessibility barriers by contacting 3-1-1. Community members can submit photos, add a location and provide more details about the barrier.

Staff regularly monitor and track cases submitted through the public feedback mechanism, and key themes and learnings inform updates to the Accessibility Strategy and Multi-Year Action Plan.

HIGHLIGHTS OF PROGRESS IN 2025

The Multi-Year Action Plan launched in mid-2024, and therefore this progress report covers late 2024 and all of 2025. This was an exciting time of implementing the City's new Multi-Year Action Plan of the *Transforming Attitudes, Embedding Change* (2022) Accessibility Strategy.

Over the past year and a half, the City hosted a number of events, monitored the public feedback mechanism, engaged regularly with the advisory committee, and advanced actions across all goal areas of the MYAP.

Community and Staff Events in 2025

Community "Report Back" Event

The City of Vancouver hosted a "Report Back" event on March 26th, 2025, at the Roundhouse Community Centre, to engage with community and celebrate accessibility milestones for the City of Vancouver. In keeping with the "nothing about us, without us" principle, this event intentionally builds connections with the disabled community and shares progress made on the Multi-Year Action Plan. The Report Back event was about being transparent and accountable, as well as building and deepening relationships with community.

Approximately 60 community members attended the event which opened with a territory acknowledgement followed by welcome remarks from a member of City Council. Staff provided an overview of *Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy* along with introducing the newly launched Multi-Year Action Plan.

Staff also facilitated small group discussions around each of the Focus Areas in the Multi-Year Action Plan and the 3-1-1 Public Feedback mechanism, hearing from community about what was working well and what recommendations could be made to elevate the effectiveness of the Accessibility Strategy. Information tables were set up around the room displaying the work of related departments and agencies such as Non-Market Housing, Vancouver Public Library and Vancouver Emergency Management Agency. Community members had the opportunity to ask questions to these teams and provide feedback on their programs.

The event featured the artwork of many disabled artists and music was provided by the Vancouver Adapted Music Society.

Municipal Accessibility Network Conference

To support the engagement of municipal governments and agencies across BC, the Municipal Accessibility Network held its first in-person conference on October 15-16, 2025, at the Simon Fraser University Centre for Dialogue in downtown Vancouver. The Municipal Accessibility Network includes over 50 staff that work across BC municipalities; monthly virtual meetings enable regular discussion of accessible programs and services, including the implementation of the *Accessible BC Act*.

With financial support from the Disability Alliance of BC, the City of Vancouver partnered with the Centre for Dialogue to organize the conference to share learnings and best practices in

implementing the requirements of the Accessible BC Act. Over the two days, there were open and deep conversations among participants about what worked and what was challenging, sharing of stories together, and identifying new ideas or opportunities to collaborate. The “What We Learned” report summarizes key ideas that emerged during the conference and was shared with the Accessibility Directorate.

Staff Learning Events

In 2025, staff facilitated three online learning events that were attended by approximately 90 staff across various departments.

The theme of the first learning event was on creating an awareness of disability through hypothetical scenarios and small group discussions. Following this, the theme of the second learning event was about ableism and internalized ableism. Staff talked about ways to combat ableism, how to speak out about it, and what strategies can be used to eliminate ableism. The third virtual learning event focused on the culture of vulnerability and what it means to have open and honest conversations with your colleagues about disability and accessibility.

In addition, an in-person staff learning event to celebrate International Day for Persons with Disabilities (IDPWD) was held on December 3rd, 2025, and focused on the Deafblind community. The event was co-facilitated by Ryan, one of the members of the Accessibility Committee, who shared powerful stories of his life and historical information about Deafblindness. There was also a hands-on experience where participants had an opportunity to be in an activity with some degree of deafness/blindness.

The purpose of these learning events is to shift attitudes and build more awareness around disability. These events also help increase interest in the City’s Accessibility Strategy and foster greater support for implementation of the Multi-Year Action Plan.

International Day for Persons with Disabilities

International Day for Persons with Disabilities (IDPWD) - November 25th - is one of the City of Vancouver’s official days of observance and celebration and includes the reading of a proclamation in Council chambers. Several City-owned facilities were also lit up in purple to showcase support for IDPWD. Representatives from various disability organizations came to hear the proclamation and to celebrate the progress the City is making in accessibility.

As declared by the United Nations, the 2025 theme for IDPWD was “amplifying the leadership of persons with disabilities for an inclusive and sustainable future.” This theme emphasized the critical role that individuals with disabilities play in creating a more inclusive world and highlights the need for their full participation in decision-making processes that impact their lives.

Public Feedback Mechanism

Between September 2023 and December 2025, the City received a total of 556 cases through 3-1-1 related to accessibility.

Out of those cases, the City received 203 in 2025 reporting disability-related barriers through the public feedback mechanism. Within these 203 cases, 124 were resolved. The remaining 79 cases were either duplicate, lacked sufficient information, were not within a City service, or the

issue was not found. The most frequently reported cases related to the following action areas in the MYAP: transportation services; policies and programs; and the built environment and public spaces.

Accessibility Committee

The Accessibility Committee met regularly throughout 2025, and members continue to demonstrate their interest and dedication to this community service through their high degree of participation in the Committee meetings and related events. In 2025, members actively participated at the Report Back event, the Municipal Accessibility Conference, and other community disability events. The Committee also supported and participated in the development of a video about the Accessibility Strategy and the Committee co-facilitated some of the learning events for City staff to raise awareness about people with disabilities.

A video (2025), "*Towards an Accessible City*" was created to capture the work of the Accessibility Committee.

Multi-Year Action Plan Implementation

The table below provides an overview of all actions in the Multi-Year Action Plan (2024-2026). It outlines the number of actions within each focus area and their status as of the end of 2025 (i.e., completed, in progress, or for future consideration). A few new actions were added to the MYAP during implementation to further advance accessibility as a result the original 106 actions now stands at 117 actions. To enhance transparency, all initial actions are also shown with a detailed progress update, and a status allocated to each. In this first full year of implementation, 93 out of the 117 actions (79%) are either completed (46) or in progress (47). A comprehensive list of actions can be found in Appendix A.

Action Plan Focus Area	Completed	In Progress	Future Consideration	Total
Built Environment and Public Spaces	6	2	4	12
Transportation Services, Policies and Programs	4	13	2	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	47	24	117

NEXT STEPS

The current Multi-Year Action Plan spans 2024–2026, and as shown above, the City continues to implement actions across all 9 goal areas. In the coming year (2026) this work will continue, along with monitoring and evaluating progress to ensure sustainability.

The Accessibility Committee will also continue to meet, to review and provide input on ongoing actions and public feedback, and to inform actions for the next action plan cycle (2027–2029). There will also be recruitment of new community members to join the Accessibility Committee, as needed, for the upcoming term.

Progress will be shared with Council as part of ongoing updates.

The City of Vancouver remains committed to advancing implementation of the Accessibility Strategy and to fostering open, constructive conversations that help shift attitudes and drive meaningful change towards a barrier-free, inclusive city.

Appendix A: 2025 Update on Multi-Year Action Plan Implementation

The following tables summarize updates on the actions completed and in progress, for each of the nine goal areas of the Accessibility Strategy's Multi-Year Action Plan. 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 consideration in the future for feasibility or resource requirements.

1. ***Built Environment and Public Spaces**:* This focus area applies universal design principles to the built environment to ensure access to physical infrastructure.

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. • 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.	Completed Completed Completed Completed
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.	In Progress
1.3.	Continue to deliver Universal Inclusive Design and Accessibility Program (UIDAP) implementation for public-facing City-owned buildings.	• Developed a schematic design 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	Completed Completed

		of existing accessories to accessible heights.	
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.	In Progress
1.5.	Change the Encroachment By-law to accommodate accessibility requirements over City land (e.g., wheelchair ramps).	• N/A	Not Started (Future Consideration)
1.6.	Explore other accessibility audit processes that will complement the Rick Hansen Certification process.	• N/A	Not Started (Future Consideration)
1.7.	Increase installation of publicly accessible electrical outlets in all public spaces.	• N/A	Not Started (Future Consideration)
1.8.	Increase installation of grab bars alongside urinals and toilets in new and replacement washroom facilities in the public realm to enhance their accessibility.	• N/A	Not Started (Future Consideration)

2. ***Transportation Services, Policies and Programs:*** This focus area aims to apply universal design principles to transportation planning and design.

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.	In Progress In Progress
2.2.	Reduce the accessibility barriers on sidewalks and pathways through City-wide programs and pedestrian upgrades.	• Staff inspected approximately 2200 km of sidewalks through the Sidewalk Hazard Inspection Program. • Staff continue to build new sidewalks in areas that are	Completed In Progress

		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.	Completed (Ongoing) Completed In Progress
2.3.	Increase the number of seats available on and along sidewalks and other pedestrian paths.	• Continue to install new benches (approximately 150-200) under current contract (ongoing program)	In Progress
2.4.	Upgrade bus stops for universal accessibility standards.	• More seating and shelter amenities will be at bus stops under current contract (ongoing program)	In Progress
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.	In Progress In Progress
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 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).	Completed In Progress In Progress
2.7.	Improve bike racks for a wider variety of bicycles and mobility aids.	• Continue to roll out bike racks (ongoing program).	In Progress
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	In Progress
2.9.	Explore ways to increase funding and capacity to accelerate the delivery of	• N/A	Not Started (Future Consideration)

	new sidewalks, sidewalk repairs, new curb ramps, and accessible pedestrian signals.		
2.10.	Include snow removal of accessible parking spaces and pathways through the Standards of Maintenance By-law.	• N/A	Not Started (Future Consideration)
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)	In Progress

3. ***Housing Policy, Programs and Design:*** This focus area aims to ensure accessible, affordable, market and non-market housing that meets people's needs.

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.	Completed Completed
3.2.	Explore potential changes to the Housing Design and Technical Guidelines to increase the number of accessible units.	• Currently reviewing the Accessibility Design Guidelines from other jurisdictions to inform standards in accessibility. • Staff secured funding for potential design of accessible units.	In Progress Completed
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.	In Progress
3.4.	Continue to connect non-profit operators with the Right Fit program to assist	• Staff encourages non-profit housing operators to connect with the Right to Fit program to	Completed (Ongoing)

	in matching accessible units.	assist people with disabilities to accessible units.	
3.5.	Add requirements for accessible path of travel to low-density housing forms.	• N/A	Not Started (Future Consideration)
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	Not Started (Future Consideration)

4. ***Information and Communications:*** This focus area aims to ensure connection and wayfinding throughout the city by providing communication supports, accessible websites, formats and digital content.

Action:		**Progress Update:**	**Status:**
4.1.	Ensure that the City's website meet the Worldwide Web Consortium (W3C) Web Content Accessibility Guidelines.	• Staff is working to establish a design system with the Design Style Guide (DSG) to 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	In Progress Completed (Ongoing) In Progress
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	In Progress
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	Completed (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.	In Progress
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	Completed (Ongoing)
4.6.	Explore the feasibility of creating an accessible building guidebook for the building industry (including, developers, designers and builders).	• N/A	Not Started (Future Consideration)

5. ***Employment:*** This focus area aims to increase opportunities and reduce barriers for persons with disabilities within the City's 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. • Work with Developmental Disabilities Association to develop a course focusing on people with developmental disabilities	• Increased the number of staff participating in disability awareness training • Hosted a staff event to build awareness of persons with disabilities and to challenge ableism. • Provided Rick Hansen certification training for 11 staff involved in building design and planning	Completed (Ongoing) Completed Completed
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	Completed
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	Completed (Ongoing)
5.4.	Increase an understanding of inclusive employment best practices.	• Continue to bring best practices to the City, based on ongoing engagement with the Accessible Employer President's Group to	In Progress

		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.	Completed (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	Not Started (Future Consideration)
5.7.	Monitor and respond to changing demand for accessibility consultation, accommodations requests and other services.	• N/A	Not Started (Future Consideration)

6. ***Governance and Engagement:*** This focus area aims to increase equitable access to municipal programs and services by reducing barriers to participation in civic life.

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 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	Completed (Ongoing) In Progress Completed (Ongoing) In Progress

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 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.	Completed (Ongoing) Completed (Ongoing) Completed (Ongoing) In Progress In Progress
6.3.	Create an online directory on the City's website listing accessible services and supports.	• Working with various departments to scope the project • Staff is currently developing an inventory of services and programs offered to people with disabilities	In Progress In Progress
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.	Completed
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.	Completed
6.6.	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	In Progress In Progress

		• 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	In Progress Completed In Progress
6.7.	Ensure food and beverage services at City facilities (e.g., civic theatres and other facilities) are accessible.	•	Not Started (Future Consideration)
6.8.	Ensure City food and beverage services provided at public engagements events are accessible.	• N/A	Not Started (Future Consideration)

7. ***Capacity and Collaboration:*** This focus area aims to strengthen the disability non-profit sector to better address challenges in communities.

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 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, social-serving organizations for a total of $614,112.	Completed Completed In Progress Completed Completed In Progress
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.	In Progress
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.	In Progress In Progress

8. ***Advocacy and Working with other levels of Government****:* This focus area ensures consistent access to public services and participation by collaborating with other orders of government on accessibility issues.

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.*	Completed (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 available in Vancouver.	Completed (Ongoing)
		• Work with community partners to understand and advocate for better access to early learning and childcare services for children with disabilities.	Not Started
		• Engage with senior levels of government and related agencies to improve accessibility within emergency and disaster management.	Not Started
		• Advocate for ongoing inter-governmental coordination to support persons with disabilities during disasters and emergencies.	Not Started (Future Consideration)
		• 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,	• Engaged a Greenest City Scholar to research best practices in accessible rapid transit station design.	Completed

	guidelines, and requirements.	• Continue to advance discussions with TransLink and the Province of BC on rapid transit station design guidelines and requirements, with a focus on the planned UBC Extension.	In Progress
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.	Completed (Ongoing) Completed (Ongoing)
8.5.	Participate in regional discussions with other municipalities and TransLink to advocate for accessibility design guidelines and improved regional consistency at bus stops.	• N/A	Not Started (Future Consideration)
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	Not Started (Future Consideration)
8.7.	Work with other municipalities to streamline accessibility guidelines in street design and ensure consistency across the region.	• N/A	Not Started (Future Consideration)

9. ***Emergency Management and Climate Change:*** This focus area aims to apply an accessibility lens to all aspects of the City's emergency and disaster mitigation, preparedness, response, and recovery activities.

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	Completed

		emergency preparedness and response within City facilities. • Updated the Fire Safety Plan standards for the 'Persons with Disabilities – Information Sheet' to more accurately capture essential information on the support needs of individuals with disabilities during emergency evacuations in City-owned buildings.	Completed
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 in emergencies (e.g., cool kits, community partnerships, cooling vests and air filters)	• 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.	In Progress In Progress
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 barriers, when feasible.	• 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.	In Progress Completed
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	In Progress Completed

		during emergency evacuations from their homes.	
9.5.	Ensure that the standard template design for Emergency Evacuation Signs is compliant with the Rick Hansen Foundation Accessibility Certification standards.	• Implemented user-friendly and accessible Emergency Evacuation standard signage developed by City Protective Services' (Fire and Life Safety) at applicable City-owned and operated buildings.	Completed
9.6.	Develop a working group to review evacuation procedures in City-owned buildings with an accessibility lens.	• N/A	Not Started (Future Consideration)
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.	Completed
9.8.	Review and revise all Fire Safety Plans to include emergency evacuation procedures for persons with disabilities for all City-Owned facilities.	• Staff will continue to adhere to VFRS Fire Safety Bulletin 2026-001-FI which is one of 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.	In Progress In Progress In Progress In Progress
9.9.	Update Emergency Preparedness Public Education and Engagement materials through an accessibility lens.	• N/A	Not Started (Future Consideration)

9.10.	Ensure that the accessibility changes are incorporated in the Vancouver Fire By-laws.	• Working to incorporate accessibility into the By-Laws	In Progress
9.11.	Review and improve evacuation plans and displacement supports through an accessibility lens.	• N/A	Not Started (Future Consideration)
9.12.	Train Emergency Management staff and volunteers on psychological safety and disability justice.	• N/A	Not Started (Future Consideration)

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)

Culture of Vulnerability

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 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?"

"It is a state of being that is open, curious, and ready to have brave conversations with one another, experience each other's uniqueness, and to be willing to 'show up' in the space. When relationships reach this state of vulnerability, we are in a better position to work together. Instead of seeing a body not able to perform in a "normative way," vulnerability creates opportunities where we can question, seek answers, and explore creative solutions together. It is a recognition that there is not one right way of doing things. Each of us needs to be transformed; dismantling our own stereotypes and assumptions, so that we can connect with each other, build relationships, and have opportunities where we can learn from each other."

~ Adapted from Dr. Brene Brown (2015), "Daring Greatly"
(taken from City of Vancouver's Accessibility Strategy, Phase 1)