



What We've Heard:

A Summary of Accessibility Community Engagement (2023)

THIS REPORT INFORMS THE

Multi-Year Action Plan (2024) of Transforming Attitudes,
Embedding Change: The City of Vancouver's Accessibility Strategy (2022)

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1. Helpful Terms to Know

Intersectionality - Intersectionality means that people can experience unfair treatment for different reasons at the same time, like their race, gender, or disability. It helps us understand how these parts of a person's identity combine to create unique challenges.

Universal Design - Universal Design means creating spaces, products, and ideas that work for everyone, no matter their abilities, age, or needs. It's about making things easy and fair for all people to use.

Wayfinding - Wayfinding means helping people find their way around a place. It includes signs, maps, or other tools that make it easier to know where to go.

Accessibility Lens - An Accessibility Lens means looking at things to make sure they are easy for everyone to use, especially people with disabilities. It's about thinking of ways to include everyone.

Culture - Culture means the beliefs, traditions, behaviors, and values shared by a group of people. It's how they live, celebrate, and understand the world around them.

2. Summary

The City of Vancouver created an Accessibility Strategy and a Multi-Year Action Plan.

The first phase happened from 2018 to 2022. It set clear definitions and rules for accessibility.

City Council approved this phase in July 2022.

In Phase 2 (2022–2024), many people with disabilities helped set goals. They also joined in making the Multi-Year Action Plan. City Council approved this plan in July 2024.

Accessibility impacts everyone’s ability to take part. Accessibility needs to include complex lived experiences.

When the City of Vancouver uses the term “persons with disabilities” it means people who experience physical, mental health, cognitive, communication, intellectual, sensory, or age-related impairments. Including seniors and people with lived experience of mental health challenges or substance use issues.

When planning for accessibility, we talk to many disabled people. This helps us understand how people move around the city. City staff follow the “nothing about us without us” principle. This means that the Accessibility Strategy and Multi-Year Action Plan include people with disabilities. We also try to involve people who usually don’t take part in City life to share their experiences.

The City worked with disability communities from 2022 to 2024. This report shares what these groups said. The City hosted two in-person meetings and one virtual meeting. 239 people from the disabled community came to these meetings.

At the meetings, participants talked about the Accessibility Strategy. They pointed out things that were missing in the Strategy. Their accessibility experiences show the need for the Strategy's Key Areas of Focus.

Concerns included:

- Uneven sidewalks
- Many buildings have no evacuation plan for people with disabilities.
- Not enough housing for people with disabilities and their support workers
- The need for adult changing tables in public washrooms

People want plain language on wayfinding signs. They also need more seating in public spaces, scent-free and quiet areas, and automatic doors.

We heard the same ideas from more people in Phase 2 of community engagement as we did in Phase 1.

1. Learning from people with lived experience

What we heard: People who took part said their voices and experiences must help shape the City's policies, plans, strategies, and programs.

What this means for the City: The City uses the rule “nothing about us without us” for the Accessibility Strategy and Multi-Year Action Plan. This means the City works with people who have lived experience to create plans and policies.

Strategy and Multi-Year Action Plan, the City utilizes the principle “nothing about us without us” and strives to undertake direct engagement with people with lived experiences to develop all related plans and processes.

2. Public education and awareness to stop ableism

What we heard: People said that unfair treatment of people with disabilities and negative attitudes from society make it hard for them to join in community activities. This can lead to excluding people with disabilities.

What this means for the City: Ableism is thinking that people with disabilities are less important or less able. This can cause harmful ideas about people with disabilities. Ableism can mix with other unfair treatments, such as bias against a person's religion, age, race, gender, or sexual orientation. When this happens, a person can face more unfair treatment. The City will keep teaching staff about ableism, disabilities, and accessibility. They will also cover how parts of a person's identity can lead to unfair treatment.

3. Understanding of the full spectrum of disability

What we heard: Some people shared that disabilities, including their own or others', can change over time. They also said that everyone will have some kind of disability at some point in their life. This shows that disability is something everyone can experience.

What this means for the City: The Accessibility Strategy helps everyone at all stages of life. It says that people are “temporary able-bodied,” which means anyone can have a disability at any time. This could be for a short time or forever. The City’s idea of disability also includes hidden disabilities. These are disabilities you can’t easily see and might not notice. It’s important to understand all types of disabilities so City plans can include everyone and help them join in.

4. Having a culture of accessibility

What we heard: People said that making the Accessibility Strategy work needs a big change in how we think and act. It's not just about knowing what accessibility means but also about trying new ways to do things in the community.

What this means for the City: Staff are asked to be open and willing to change how they think and act to remove barriers. The City should train staff and make services better. The City should also share helpful advice with partners and businesses. It's important to make sure people with disabilities are included in making decisions.

5. Working with an accessibility lens

What we heard: People have told the City to think about accessibility when planning and running programs and services. Thinking this way is like wearing glasses—it helps you see things in a new way.

What this means for the City: Staff are asked to think about how their work affects people with disabilities and to check often if their actions are helpful. This includes things like rules, programs, services, or choices.

6. Using universal design principles

What we heard: People said the Accessibility Strategy should start with universal design. This means making buildings and spaces easy for everyone to use, without needing changes or special designs.

What this means for the City: Most systems and buildings are made for people without disabilities, so others often have to ask for special help to use them. Sometimes this is needed, but universal design makes things easier because it works for everyone without always needing extra help. The City can make universal design a priority.

7. Using accountability mechanisms to check accessibility work is being done

What we heard: People thanked the City for working on the Accessibility Strategy. They also said it is important to keep track of how it is being carried out and to check if it's working.

What this means for the City: The City needs ways to check how things are going with accessibility. This will help them make changes and improve over time. They will also need to keep track and share how well they are doing.

3. Thanks and Recognition

The City is grateful to Elder Patricia and Elder Sempúlyan for starting each meeting in a kind and thoughtful way. The City works closely with the lands of the x^wməθk^wəy̓əm (Musqueam), Sḵw̓x̓wú7mesh (Squamish), and Selílwitlh (Tsleil-Waututh) Nations.

A big thank you to the Accessibility Task Force for helping with the City's Accessibility Strategy. They asked important questions and reminded the City to include people with disabilities in all plans. Working with the Task Force helped the City build trust with the disability community. Some members also helped run the meetings, which was very helpful.

Thanks also to the Disability Foundation and Disability Alliance of BC for supporting the meetings. You can find a list of all the disability organizations that joined in Appendix A.

This report wouldn't have been possible without the people who shared their stories. Thank you to those who filled out surveys and came to the meetings in person at the library, the community centre, or online. We are so grateful for your honesty and passion.

A special thank you to Wavefront Centre for Accessibility Communication for providing sign language and captions. These services helped make sure everyone could be part of the meetings and were very important!

4. COMMUNITY ENGAGEMENT PROCESS

Planning Feedback Sessions and Spreading the Word

Making the sessions accessible was very important. These things helped everyone join and take part easily:

- ✓ All locations were held in accessible venues.
- ✓ Staff booked different rooms on the same floor of the venue so that participants could move with relative ease to other sessions.
- ✓ A respite room was available for anyone who needed a break.
- ✓ Staff encouraged a scent-free environment.
- ✓ ASL and closed captioning were provided in all sessions.
- ✓ Language interpreters were provided based on participant needs.
- ✓ Snacks and refreshments were provided during the in-person sessions.
- ✓ Materials were written in plain language and shared in advance.

4. *Community Engagement Process (continued)*

- ✔ Hard copies of the written materials were offered in large print, double sided print, one-sided print, color print, or black and white print.
- ✔ A summary of Accessibility Strategy (Phase 1) was provided in the five most spoken languages in Vancouver, including Chinese, Filipino, Vietnamese, Spanish, Farsi, and Punjabi
- ✔ A summary report was developed and shared with participants to review and validate before continuing with analysis.

The agenda for engagement sessions included:

- Land acknowledgement
- Overview of Accessibility Strategy
- Overview of City's Next Steps
- Closing Remarks

Posters and postcards were shared with disability groups, community members, and posted on the City's social media. CBC helped by talking about the sessions on the radio. Staff also set up a table at the "Abilities Expo" to share postcards and promote the sessions. People could sign up in different ways, like scanning a QR code, using Eventbrite, or contacting staff directly. For an example of the materials, go to Appendix B at the end of this document.

Overview of Participants

People picked one of three groups to describe themselves.

1. People with lived experience of a disability. Including intersecting identities including age, race, ethnicity, sexual orientation, and gender identity. Participants could choose to share if they have a disability and other things about themselves.
2. Family members and caregivers. Including parents, guardians, siblings, and support workers of people with disabilities.
3. Staff and leaders from service groups that work in the disability sector.

Participants got a guide to help them get ready for the meeting. The guide had details like:

- The agenda
- Information about the Accessibility Plan
- The City's commitment to accessibility
- The questions for the session.

To make it easier for people to take part, they could ask to be paid back for costs like parking, babysitting, or travel.

In-Person Engagement Sessions

124 people took part in the in-person engagement sessions held on:

- Friday June 2nd, 2023, from 3:30 – 7:00 pm at the Vancouver Public Library
- Friday June 16th, 2023, from 1:00 – 4:30pm at the Creekside Community Centre.

In these sessions, there were 9 tables set up around the room. People could go to any table anytime they wanted. At each table, they were asked to talk about their own experiences. Each table had a helper and someone writing notes. The tables focused on different topics and goals.

Key Area of Focus	Primary Goal
Built Environment and Public Spaces	Ensure access to physical infrastructure in the city by applying universal design principles to built environment.
Transportation Services, Policies and Programs	Ensure persons with disabilities can carry out their daily needs by applying universal design principles to transportation planning and design.

4. Community Engagement Process (continued)

Key Area of Focus	Primary Goal
Housing Policies, Programs and Design	Ensure adequate housing options by creating accessible, affordable, market and non-market housing that meets needs of persons with disabilities.
Information and Communication	Ensure connection and wayfinding throughout the city by providing communication supports, accessible websites, formats, and digital content.
Employment	Support a diverse and inclusive workforce by increasing opportunities and reducing barriers in the workforce.
Governance and Engagement	Provide equitable access to municipal programs and services by reducing barriers to participation in civic life.
Capacity and Collaboration	Build capacity and foster collaboration among the disability non-profit sector to better address the challenges of the community.
Advocacy and Working with other levels of Government	Ensure consistent access to public services and participation in public life by integrating and collaborating with other orders of government on accessibility issues.

4. Community Engagement Process (continued)

A “miscellaneous” table was added so people could talk about things not covered at the other eight tables. After an hour of visiting the tables, everyone joined small groups for each focus area. These groups helped share ideas that might have been missed before.

City staff and volunteers from groups like Disability Alliance of BC, Disability Foundation, and Community Living of BC – Vancouver Council helped with the in-person sessions. They worked as note takers, helpers, hosts, or at the check-in desk. Everyone got a manual with details about the session, volunteer jobs, and the accessibility plan. There was also a meeting to explain everything to the staff and volunteers.

Online Engagement

An online meeting was held on June 7th, 2023, from 6pm to 8pm, with 12 people attending. They shared their thoughts on focus areas and what the community needs. The group split into two smaller teams. Each team had a helper and a note taker. They discussed four focus areas. Halfway through, the groups swapped to discuss the other four areas.

Shape Your City Engagement Survey

102 people took part in the survey to share their ideas on the Accessibility Strategy. It began with questions about people taking the survey. Then, it asked about the main focus areas. The survey showed how long it would take. It also let people stop, save, and return later. Also, 3-1-1 staff were available to help people fill out the online survey.

5. Summary of “What We Heard”

People talked about problems and challenges they had with the 8 parts of the Accessibility Strategy. They looked at ideas from earlier meetings to say what they liked or thought was missing. Problem the City couldn't fix were saved to share with City Partners and other groups.

Comments from the sessions are grouped into the key Focus Areas. The word “accessibility” means different things to different people, so not everyone shared the same ideas.

Focus Area 1: Built Environment and Public Spaces

People said they were worried about not always being able to use buildings and places in the city. They asked for city buildings and spaces to be designed so everyone can use them.

Here are some examples of what they shared about buildings and public spaces.

Buildings, Stairs and Sidewalks

- Buildings should have wider doors and hallways.
- Stairs and ramps need handrails on both sides.
- Rules for accessible paths need to be improved.
- Experts in accessibility should check city building plans.
- New buildings, even tall ones, need ramps for safe use and emergencies.
- Picnic tables and street patios should be wheelchair-friendly and have covers.
- Manholes on sidewalks need proper covers to prevent accidents.
- Elevators and escalators in public spaces need to be fixed quickly when broken.
- Different kinds of seating are needed on city streets.

Crosswalks/Intersections/Parking

- The time to cross at crosswalks should be longer.
- Support workers should have free parking to help the community.

Air/Scents

- Hazards like asbestos can cause disabilities, and this needs more attention.
- There should be stricter rules about noise and strong smells because they can be too much for some people.
- Buildings like schools and hospitals need better air quality standards.
- Public spaces should have sensory-friendly areas.
- Things like bright lights, strong smells, and some plants may need to be removed because they can cause allergies.
- Poor air quality, like smoke from wildfires, is a big problem.

Building By-Laws

- Developers should do more than just follow the basic rules of the building code. The BC Building Code only asks for the least amount of effort instead of encouraging better accessibility or universal design.
- Private buildings need to have better accessibility features, like outdoor seating areas.

Safety

- Making sure people with disabilities feel safe every day is very important. There should be better laws for buildings and spaces to include everyone.
- It’s important to stop snow from being dumped in parking spots for people with disabilities.
- Public safety can improve with things like better lights in back lanes.
- Emergency plans for people with disabilities need to get better. Some may need to call 9-1-1 to get help leaving a building during a fire. Firefighters often focus on putting out the fire, assuming everyone can leave on their own.

Wayfinding

- Putting directories at building entrances or outside places can make it easier for people to find their way.
- Using visual symbols for floor levels or parking lot areas helps people find places more easily.

Focus Area 2: Transportation Services, Policies, and Programs

People said transportation is very important to help those with disabilities get around the city. They talked about using universal design ideas when planning and building transportation.

Here are some examples of what they shared about transportation.

Transit Stops

- Getting rid of 6-16 bus stops causes problems for people with disabilities.
- Dirty and hard-to-use transit stations make things worse for those who need elevators all the time. Without bathrooms, some people use elevators as bathrooms.
- Transit stations should have outlets to re-charge electric wheelchairs.
- Bus stops are farther apart now, and many don't have benches. This makes it hard for people with disabilities to keep their energy up.

Education

- Transportation plans should include accessibility. Accessibility needs to be part of planning and designing all new projects.
- Transportation helps people with disabilities meet friends and do everyday tasks.
- People need training to understand hidden disabilities. Sometimes, people are wrongly thought to be “drunk” or “on drugs.” This training should be for workers in government, public services, police, and more.

Transportation Infrastructure

- Add more parking spots for 3-wheeled bikes.
- New EV stations help people with disabilities.
- EV stations and wheelchair stalls need to be easier to use.

Other Mobility Devices

- Think about how standing scooters and e-bikes affect people with disabilities. Going 40km an hour is too fast and more like a car. These devices are very quiet, which is hard for people who can't hear or see well. They can hit pedestrians, which is not safe.
- Having more self-propelled transportation, like tricycles, can help people with disabilities be more independent.

Taxi

- Inexpensive wheelchair accessible taxis are needed.

Focus Area 3: Housing Policies, Programs, and Services

Many people in Vancouver struggle to find housing, and so does the disability community. People shared that there aren’t enough housing choices that are easy to access, affordable, and fit their needs.

Here are some examples of what they told us about housing.

Financial

- Make more affordable homes for people with disabilities who use social assistance services.

Housing for Specific Populations

- Housing policies for visually impaired people are important but not in place.
- There needs to be more halfway homes for people with mental illnesses.
- Affordable homes for people with cognitive disabilities is a top priority for the disability community.
- Few group homes for people with disabilities offer culturally sensitive services in different languages.

Not Enough Medical Care

- Shelters that accommodate people with disabilities who use complex medical equipment are important so that people do not end up in hospitals.

Appropriate Housing

- More homes need to be available for people with disabilities. This way, they won't have to move to long-term care after leaving the hospital. They should be able to return to a home that is the right fit.
- Bathrooms need to be easy to use (like with tubs or showers you can roll into) so people can stay in their home as they get older.
- People with disabilities should be able to cook in their own accessible kitchens at home.
- Housing programs should meet the needs of disabled people. This includes having access to a caregiver.
- The disability community needs a phonenumber. They also need financial support for maintenance repairs.

Housing Advocacy

- A housing ombudsperson that oversees housing for persons with disabilities is important for community.

Housing Choices

- People with disabilities should have more choices in selecting roommates in a group home, some people are being targeted by high behavioral roommates.

Housing Air Quality

- Good air flow and clean air are important because of climate change and hotter weather.
- We need better air quality, cooling, and heating to keep people safe during heat waves and to stop viruses from spreading.
- Some buildings should be scent-free spaces.

Emergency Management

- City plans for helping people with disabilities exit buildings in emergencies need to be in place.
- Emergency shelters need to have private spaces for support staff.

Focus Area 4: Information and Communication

The disability community said it is important to make communication easier. This means having help for communicating, websites that everyone can use, and digital content in formats that work for all.

Here are some examples people shared.

Formatting Style

- It's helpful for information to be written in simple words, without tables or graphs. Using other things besides text can be confusing.
- Pictures with descriptions help people understand better.
- Printed materials should be easier to get for Blind or visually impaired people.
- Voice messages are helpful and can share information with more people.
- Staff should talk directly to people when sharing personal information, but general information can be shared on the radio.

Communication Style

- Make sure to share the full story so everyone can see themselves in it.
- Share more stories about people who don't speak, have intellectual disabilities, or communicate in different ways.
- Community events should help people with disabilities join in and understand. Printed materials do not work for everyone.

Awareness of Disability

- Don't use words like “disability” or “handicapped.” These words can make people feel bad.
- People need to learn about what deaf and hard-of-hearing people need. Deafness is not something you can always see.
- Give people more ways to talk with City staff. Not everyone can use technology. Phone menus that ask you to press numbers can be hard for people with memory problems.
- Teach staff to be kind and patient. This is important when helping people with disabilities, especially those who use phones or online options and have little money.
- Training in patience and kindness to disabled people who need to use virtual and phone option. Staff who work with lower income disabled people need more training.

Multiple Languages

- Add QR codes that work in different languages to help modernize the City of Vancouver.
- Simple language is important so people can understand and access the supports they need.

Possible Information for the Website

- Add photos of the city’s terrains to the website. This will help people know if there are pebbles, pavement, steps, or stairs.
- Update information about airborne viruses and how to stop them. Good filters and quality masks are important. They protect people with weak immune systems and keep everyone healthier.

Focus Area 5: Employment

The disability community wants Vancouver to be more inclusive of people with disabilities. They also want more jobs for people with disabilities.

Here are some examples about employment that were shared.

Awareness/Education

- To hire people with disabilities, the system needs radical changes, not just simple training for staff. This might feel uncomfortable.
- Hire people with disabilities for different jobs, including higher-level positions in government.
- Use short videos, about 8 minutes long, to talk about disabilities and inclusivity. These videos can help workplaces become better and teach about things like lighting, sound, or hearing triggers.
- The City should understand what disabled workers need. This helps them plan schedules for treatments, exercise, or doctor visits.
- Ask groups to teach staff about inclusive hiring. This can help more people with disabilities and other identities get jobs.
- Learn about barriers that are not visible, like loud sounds, certain plants that cause allergies, or harsh lighting. Make choices that are friendly and welcoming to everyone.

Job Scheduling

- Split one job into 2 or 3 roles. This can help people with disabilities apply.
- Give flexible work hours, like a 4-day week or fewer hours. This can make jobs easier to fit for people with disabilities.
- Let people work from home if the job can be done that way. This helps those who cannot leave home still do the work.
- Offer sick leave and remote work options. This helps workers rest or work in ways that are comfortable without sharing all their health details.

Accommodations

- People need accommodations when they go back to work after a disability. This helps them stay in their jobs or go back to the jobs they had before.
- Working from home helps make jobs easier and more accessible for everyone.

Job Postings

- Write job descriptions in plain language. This makes them easier to understand.
- Check if driving license rules are needed in job postings. Some people with disabilities cannot apply because of this.
- Review hiring steps that give unfair chances to certain groups.
- Create more chances for groups who face barriers when applying for jobs.

Recruitment Process

- Caregivers or advocates should be part of the job search and hiring process when needed. Community workers often help people in their daily lives and can be included too.

Application Process

- Make the job application process easier for people with mental illnesses. Filling out forms after uploading a resume can feel overwhelming.

Training/Education

- Create more training centres to help people with disabilities learn job skills, like how to drive or use computers.
- Offer chances for disabled people to teach their skills to others.

Community Organizations

- Community programs should work together more. This helps people connect and creates new chances.

Focus Area 6: Capacity and Collaboration

People said disability services and programs often work alone. They shared how working together can make these groups stronger and more helpful. By teaming up, these groups can solve problems in the community better.

Here are some examples shared by the community about how to work together.

Evacuation Planning

- Make disaster and evacuation plans better for disabled people. The right groups should help design these plans.

Coordination between Levels of Government

- All levels of government, communities, and businesses need to work together in a way that everyone can understand.

Accountability

- The city needs to be clear and honest about how it works with disabled and marginalized people. The city should also take responsibility for the harm it has caused and make things right.
- It’s important to build relationships with people with disabilities, especially those who are not part of groups or organizations.

Focus Area 7: Governance and Engagement

People said they want to be more involved in city programs and services. They also said it’s important to make it easier for everyone to take part.

Here are some examples of what people shared about how the city is run and how people can get involved.

Mentorship/Volunteer Opportunities

- Make more community-based mentorship programs and volunteer opportunities for people with disabilities. We need more community programs and volunteer jobs for people with disabilities.
- There should be more chances to volunteer because it can help people a lot.
- Mentorship programs are needed to connect youth with older people, or newcomers with long-time residents, and to give help with life and work skills.

Resources to Involve People with Disabilities

- People with disabilities need to be included in a fair way, not just for show. They should be paid for sharing their experiences.
- We need to make sure there is diversity, including different abilities, genders, races, and especially Black voices.
- Groups that help people with disabilities should work together more so they don’t compete for money or repeat the same services.
- Seniors with low income need more funding so they can join in community activities.
- Legal help is important for people with disabilities so they can take care of their needs.

Decrease Barriers to Access Services

- People with disabilities would benefit from city-wide access passes to make it easier for them to get the support they need.

Emergency Management

- The city’s emergency plans do not do enough to help people with disabilities during emergencies.
- Emergency instructions aren’t always helpful for people with disabilities (e.g., “duck and cover” doesn’t work for those with mobility issues). Clear instructions for specific needs would help.
- More education is needed on how to evacuate people with guide dogs or mobility challenges. This is important during emergencies or natural disasters.
- Emergency staff, like fire and rescue teams, do not always treat people with disabilities respectfully or listen well. They need extra training to better support people with disabilities.

Education/Awareness

- We need a better understanding of equity because:
 - Disability seems like a ‘protected term.’ You need a specific condition and income level to be called disabled.
 - People with disabilities are not the same as those without, even if they earn the same income.
- We need disability justice. This can be done by offering education to help people accept others.

Policy Review

- Some groups spend too much unpaid time helping policy makers understand the issues. Payment rules should be fair. If people give their time or effort, they should be paid for their emotional labour. And paid for any extra disability-related costs.

Focus Area 8: Advocacy and Working with Other Orders of Government along with Other Agencies

People want big changes to make public services easier for everyone to use. They want governments to work together more.

Here are some examples of what people said about speaking up for change.

Income

- People with disabilities are affected by poverty and need more help and access to non-profits that support them.
- Disability pensions should match the cost of living, like rent and food, and continue after age 65.

Services

- People with disabilities need housing, healthcare, transit, education, and financial stability –just like everyone else. Without these, many are struggling.
- Daycare spaces for children with disabilities are needed.
- Buildings in towns and cities need to be easier to access.
- Hospital staff and elderly care workers need to be kinder and more understanding.
- Removing mask rules in healthcare makes it unsafe for many. Towns can work with the government to fix this, and other groups can follow science and listen to disabled people.
- Access to healthcare is important for people with disabilities.

Coordination between Governments/Agencies

- Income assistance programs need governments and people using them to work together.
- The City’s Accessibility Plan should be used by other groups like police, libraries, parks, and fire services.
- Accessibility plans for health and other services should be the same in all cities and provinces. This way, people can have the same experience no matter where they are.
- Crossing times at streets should be the same in all areas.
- Systems need to work together better. Right now, people with disabilities miss out because society is built for able-bodied people.
- Autistic people or those with intellectual disabilities might not follow police instructions. This often happens because they don’t understand, not because they are bad. Police need training to work with people with disabilities.

Completing Forms

- Forms take too much time for people with disabilities and can stop them from getting help. Forms should be easier to fill out.

Cultural Appropriateness

- Some cultures may feel shame about disabilities. So, we need support that fits these cultures. Organizations that give this support should get resources.
- Programs for people with disabilities need to be more aware of different cultures.

Education System

- Education system has been failing for deaf children and other children with disabilities. Increase the supports for people with disabilities in the education system.

Legislation

- Bill C 22 needs to pass. Do not delay anymore.
- People with disabilities need a system change. There needs to be a commitment to radical change instead of changes that meet a four-year political goal. Right now, the most marginalized people cannot support themselves due to how the systems are designed. This is the biggest barrier for people with disabilities.

Advocacy

- Give people with disabilities more chances to tell the government what they need so their income is enough to live on.
- Hire more outreach workers to help people who can't speak up for themselves and to support them in joining the community.

Physical Infrastructure of Services

- Retail stores need wider aisles and space so that people with disabilities can move freely.

Accountability

- The city needs to be accountable to show it's serious about improving accessibility. It's important for the city to be open and honest with the disabled community.

6. Conclusion

This report is a summary of what City of Vancouver staff learned during meetings in May and June 2023. These meetings helped people with lived experience share ideas to shape the City's Accessibility Strategy, called *Transforming Attitudes, Embedding Change*.

A total of 239 people took part through in-person meetings, an online session, and an online survey. All the feedback was reviewed and used to guide the focus areas of the Multi-Year Action Plan.

It's important to include the voices of people with disabilities in planning because they know best about the issues that affect them.

The City needs to keep listening to their ideas during the next steps of the plan to create a place where everyone feels valued, respected, and welcome.

7. Appendices

Appendix A

Acknowledgement of Disability Community Organizations

- The 411 Seniors Centre
- Autism Community Training (ACT)
- Alzheimer’s Association of British Columbia
- Affiliation of Multicultural Societies and Agencies (AMSAA)
- BC Arthritis Association
- BC Aboriginal Network on Disability Society
- BC Centre for Ability
- Blind Beginnings
- Citizens for Accessible Neighbourhoods
- Canadian National Institute for the Blind (CNIB)
- Canucks Autism Network
- Community Living BC
- Developmental Disabilities Association
- Disability Foundation
- Disability Alliance of BC
- Family Support Institute

Appendix A

Acknowledgement of Disability Community Organizations

- Health Initiative for Men (HIM)
- Inclusion BC
- Metro Vancouver Aboriginal Executive Council (MVAEC)
- MOSAIC
- Neil Squire Society
- PLAN Institute
- RainCity Housing and Support Society
- Rick Hansen Foundation
- Spinal Cord Injury BC
- Vancouver Coastal Health
- Wavefront Centre for Communication Accessibility
- West End Seniors Network

Appendix B

Promotional Material for 2023 Engagement Sessions

JOIN US!

Are you a person with disabilities, or do you support someone with a disability?



The City of Vancouver is offering two guided discussions. To attend, scan one of the QR codes or call Karen Lai at 604-675-5926 or email Karen.Lai@vancouver.ca

COMMUNITY DIALOGUE #1

Vancouver Public Library,
Central Branch
350 West Georgia Street, Vancouver



Friday, June 2, 2023
3:30 - 7 pm

eventbrite.ca/e/626353459057

COMMUNITY DIALOGUE #2

Creekside Community Centre
Olympic Village
1 Athletes Way, Vancouver



Friday, June 16, 2023
12:30 - 4 pm

eventbrite.ca/e/626574249447



ASL translation and closed captioning will be available for all sessions. All materials will be provided in plain language English.

WHAT TO EXPECT:

- Connect with people in the community
- Share your unique perspectives and insights to help inform Vancouver's Accessibility Strategy
- Food and drinks will be provided
- Breakout sessions focused on different areas of accessibility

If you need assistance covering expenses to attend a session (eg. childcare, transportation, etc.) please let us know. Help make Vancouver more accessible for people with disabilities.

By sharing your stories, you will help inform **Transforming Attitudes, Embedding Change: The City of Vancouver's Accessibility Strategy**.

WE CAN'T WAIT TO CONNECT WITH YOU!

For more information visit:
vancouver.ca/AccessibilityStrategy



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