

Community Living BC Accessibility Plan Year 1 Report

September 2023 - September 2024



Celebrating Year 1 of the CLBC Accessibility Plan

2023-2024 Accessibility Annual Report



What this report is about

In June 2021 the BC government made a new law called the Accessible British Columbia Act to make our province more inclusive and accessible for people with disabilities. The law requires government organizations, including CLBC, to take certain steps to identify, remove, and prevent accessibility barriers.

People and families who are eligible to receive support from CLBC experience unique accessibility barriers. Accessibility planning at CLBC is an opportunity to learn from the leadership of people we serve in building awareness of accessibility and inclusion through this specific disability lens.

To follow the law, CLBC needed to make an Accessibility Committee, an Accessibility Plan, and a way to receive comments from the public about barriers when interacting with CLBC.

CLBC's Accessibility Committee works to improve accessibility for people with disabilities by advising on accessibility planning, actions, and reporting, and discussing accessibility feedback and responses.

CLBC's Accessibility Plan is a document that outlines how we will remove and prevent barriers to accessibility from 2023–2026. It includes a timeline for the steps we are taking to identify, remove, and prevent accessibility barriers.

Each year we report on the actions we have taken, our next steps, and what we are learning.

This report is about the actions CLBC took in the first year, from September 2023–September 2024.

You can also find an Easy Read version of this report on the CLBC website.

How we got here

2022

In 2022, CLBC gathered feedback for accessibility planning. People inside and outside CLBC gave feedback about what CLBC is doing well for accessibility, and what CLBC can do better. We held online workshops. We made a survey. We talked with our advisory groups and partners.

We heard from people, their family members, and people who support them. The CLBC Provincial Advisory Committee, the CLBC Editorial Board, Community Councils, community partners, CLBC leadership, and employees also gave feedback.

2023

In 2023, CLBC wrote a Baseline Accessibility Report to say what we learned from all this feedback. This information helped us to write CLBC's first three-year Accessibility Plan. The CLBC Provincial Advisory Committee gave advice at each step of this process. In September 2023, CLBC began putting the plan into action.

2024

In September 2024 we began writing our Accessibility Annual Report. In November we reviewed the information with the Accessibility Committee and the Accessibility Working Group.

We asked some CLBC employees and Accessibility Committee members what they learned in the first year of action for CLBC's Accessibility Plan.

In January 2025 we published the report on our website.

Accessibility Feedback and Requests

The CLBC Accessibility Plan will be regularly updated based on feedback and lived experiences from people with disabilities, including those we serve and CLBC employees.

We want to hear your thoughts about accessibility at CLBC.
Here is how to give feedback or ask for information in other formats:



Talk to a CLBC Staff Member

You can share your feedback, request information in an alternate format, or ask for an explanation of information by speaking with a CLBC staff member in any of our local offices.



Online Form

Use our online form to send us feedback or request CLBC information in an alternate format. You have the option to attach files to help explain the barrier you faced. Attached files can be documents, video, audio and photos. You can attach a video of yourself using American Sign Language (ASL).



By Phone

Call CLBC's toll-free phone number and a CLBC staff member will take your feedback and/or submit your request for information in an alternate format.

[1-877-660-2522](tel:1-877-660-2522)



By Email

Email your feedback or alternate format request to:

CLBCInfo@gov.bc.ca



By Mail

CLBC Accessibility Feedback
7th Floor, Airport Square
1200 – West 73rd Avenue
Vancouver, BC V6P 6G5

You can find more information on the CLBC website about how to give feedback and ask for information in different formats.

[Accessibility feedback and requests – Community Living BC](#)

The five areas for action in the 2023-2026 CLBC Accessibility Plan



Relationships make all the difference

Consistent relationships with people who understand accessibility needs. Staff ask what accommodations are needed proactively.



Clear, timely communication is key

Clarity around timelines, processes, and policies, Time with CLBC staff to ask questions, learn about services, and understand the information received.



Information needs to be shared in many ways

Plain language and visual information. Resources in multiple languages including braille and ASL. Information shared in new ways to reach rural and remote communities.



Welcoming physical spaces

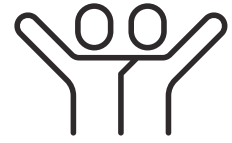
Offices need to be accessible for people who use mobility devices. Accessible wayfinding and signage. Friendly staff to greet and direct people to CLBC offices.



Accessible employment is necessary

More accessible recruitment for applicants with disabilities. Ensure that employees with disabilities are fully included in the workplace.

Relationships make all the difference



We know that people want to have consistent relationships with people who get to know them and understand their accessibility needs. Proactively offering accessibility accommodations and asking questions about accessibility needs helps build good relationships.

What we did in the first year

We are developing our best practices

- We are making an Accessibility Policy to incorporate accessibility into CLBC's policy framework.
- We announced our Accessibility Advisory Committee. Members will help CLBC follow the Accessible BC Act and tell CLBC what needs to be part of the Accessibility Plan.
- We started a CLBC and BC People First policy working group to make sure the people served by CLBC are a part of making policies that affect their lives.
- We created an accessibility toolkit on the CLBC internal website. This includes accessibility training and resources for accessible communications and assistive technology.
- We are updating the way people can participate in CLBC Welcome Workshops and adding information about how to request information from CLBC in a way the works best for you.

CLBC Welcome Workshops help people learn about connecting to community, planning options, and how CLBC works.

"Don't rush so much,
just spend the time."

Everything needs to be
accessible, including for
communities in the North.

— Year 1 Accessibility Annual Report feedback

Five areas for action

We are building relationships with Indigenous communities

- We've taken steps to formally incorporate Cultural Safety in our work, including the CLBC Board Commitment to Reconciliation Statement, our Cultural Safety Policy, and Cultural Awareness Training for all CLBC employees.

Cultural Safety can happen when we work with Indigenous individuals and their families in ways that are inclusive, and emotionally, physically, socially, and spiritually safe.

We are adding accessibility to our employee training

- We began to work on an Equity, Diversity, and Inclusion strategy for staff. This will be launched in April 2025.
- We offered two accessibility training sessions for staff: Plain Language training and Accessibility Barrier training. Staff can also access this training on the CLBC internal website. We also provided training to CLBC staff in the People and Culture department about accessibility in the workplace.

Next steps

- Develop an Equity, Diversity, and Inclusion and Accessibility Training Plan for staff.
- Complete and implement the new CLBC Accessibility Policy and practice guidance.
- Finish the cultural discussion guide to support staff and service providers in having conversations about culture with Indigenous people and families.
- Launch an additional Welcome Workshops session on self-advocacy and planning. This session will be specifically designed for individuals transitioning into CLBC service, to help them understand their rights and explore their options for the future.
- Build staff awareness of resources available in the accessibility toolkit and how to use them.

“

“A priority is probably spreading awareness of what accessibility is—what accessibility means.”

”

— Year 1 Accessibility Annual Report feedback

Clear, timely information



We know that CLBC policies and processes are complex, and predictability makes all the difference in reducing barriers. We know you want more clarity about timelines, processes, and policies. We also know that time with staff to talk through information is helpful for understanding.

What we did in the first year

We are increasing our use of plain language

- We made our first plain language videos for navigating CLBC processes.
- We created a Plain Language Writing Guide for our employees.
- We are updating Welcome Workshop materials to include information about how to provide accessibility feedback to CLBC.

Next steps

- Create more plain language videos about key CLBC processes and information in 2025.
- Improve staff knowledge about the accessibility feedback options so they can proactively share these with people and families, and so staff can use these options to record feedback when it is received.
- Create a calendar on the CLBC website to promote Welcome Workshops.



“Workshops in different languages... So other people can also understand what's happening.”

“We could invite all new staff to Welcome Workshops. Mix and mingle. We all need to know these things.”

— Year 1 Accessibility Annual Report feedback

Information needs to be shared in many ways



We know that the people we serve have many ways to communicate. More information in plain language, with visual aids is helpful in reducing barriers. Having information available in multiple languages, including braille and ASL helps address some accessibility barriers. We recognize that people in rural and remote communities, and those who do not have access to computers have unique accessibility barriers.

What we did in the first year

We are increasing the options for getting CLBC information in additional languages and formats

- We added a page on the CLBC website to say how people can give accessibility feedback and request support from CLBC staff to explain information or receive information in other formats.
- We partnered with the South Island Community Council and CAYA to pilot 'Communication for Everyone' picture symbol boards. This can be helpful when staff are serving people who are non-speaking and who use alternate and/or augmentative communication.
- We worked with the Indigenous Advisory Committee on improving how we share information about CLBC with Indigenous communities. The Indigenous Advisory Committee worked with partners to design a new logo.

Next steps

- Highlight the support that CAYA provides and how to get it.
- Add resources to the CLBC website and internal network for accessing communication boards and communication training.
- Roll out the Communication for Everyone Boards to all CLBC offices.
- Create more ASL and Easy Read format options.

Welcoming physical spaces



We know people want to feel that they belong in the physical spaces they enter. This could mean having friendly staff greet them and direct them when they arrive, or knowing ahead of time what to expect at offices and meetings. We recognize that more information and guidance can help ease anxiety of people who access CLBC spaces.

What we did in the first year

We are reviewing and updating the physical accessibility of all offices

- We collected feedback from the people we serve, including the Indigenous Advisory Committee, the Provincial Advisory Committee, and the Community Council Chairs, to make our physical spaces welcoming for everyone.
- We updated our accessibility criteria for choosing new CLBC office locations and renewing leases. We provided an orientation to employees about these changes.
- We checked our offices for accessibility of parking, entrances, washrooms, and signage. We made a list of things to fix, like bathrooms and kitchens, to make our spaces better.
- We have held land acknowledgement ceremonies which included art installations in Penticton, Vernon, Kelowna, Prince George, Kamloops, Smithers, and Langley CLBC offices to show recognition and respect for the traditional territories of Indigenous Peoples.

“We learned that not all locations can meet all accessibility criteria because of the building size and architectural design.”

— Year 1 Accessibility Annual Report feedback



Five areas for action

Next steps

We are developing our best practices

- Finish fixing the things on our list and identify the next priorities in 2025.
- Update bathrooms for improved accessibility and gender-inclusion.
- Add braille signs in our offices.
- Improve lighting and seating in waiting areas so our offices are more welcoming.



[Read our story about new tools to develop "welcoming spaces"](#)



May 01, 2024

CLBC using new tools to develop "welcoming spaces"

For those who are non-speaking, it can be intimidating or overwhelming...

[Accessibility](#) | [Homepage News](#) | [What's New](#)

Accessible employment is necessary



We know that reducing barriers to applying to jobs is only part of what it means to be an accessible employer. We know that inclusivity has to be embedded into the workplace culture and structures.

What we did in the first year

We are strengthening our hiring processes

- Employees with disabilities reviewed the way people apply for a job at CLBC and recommended alternative ways to apply. This feedback was incorporated into the CLBC Applicant Tracking System.
- We updated the job posting template to include information about accommodations for the application and hiring process.
- We added CLBC's Equal Employment and Inclusion Statement to the job posting template.

We are improving inclusion for employees with disabilities

- We hired a Diversity and Inclusion Lead and made an Equity, Diversity, and Inclusion Committee. Members will develop an Equity, Diversity, and Inclusion strategy and support CLBC to follow the Accessible BC Act.
- We developed a CLBC employee support page on the CLBC internal website. This has information for CLBC employees about accessibility and accommodation.
- We developed and shared instruction guides to make workplace technology more accessible for employees at CLBC.
- We shared assistive technology articles on the CLBC internal website.
- We are adding assistive technology information and individual technology assistance in the new employee orientation.
- We shared 13 stories about accessibility on the CLBC internal website to develop our accessibility mindset and culture of inclusion.

Five areas for action

Next steps

- Align the CLBC recruitment policy to the Accessible Employment Standard when it is finalized.
- Implement the Equity, Diversity, and Inclusion strategy for the CLBC workforce.
- Improve employee knowledge about accessibility feedback options so they know how to give accessibility feedback to CLBC.
- Develop CLBC-specific guidelines to support the workplace accommodation process in ways that are accessible, flexible, consistent, and transparent.

“It's not as vague as it was. Now it's very specific. You contact People Services if you want accommodations for your interview, and we encourage equity seeking groups. I like that a lot. It's much more clear than it was before.”

“We're still at the point where a lot of things are accommodations versus being accessible.”

— Year 1 Accessibility Annual Report feedback

David Johnston,
CLBC Accessibility Committee member



Charlene Barney,
CLBC Accessibility Committee member



Feedback we received in the first year

Feedback is channeled from people and communities to CLBC through the Community Councils, the Accessibility Advisory Committee, and the Equity Diversity and Inclusion Committee.

We received feedback from self-advocates, family members, CLBC employees, and community members through the Accessibility Feedback and Requests online form.

- Information technology comments included challenges with MS Teams, the video conference app that CLBC uses, and with accessing the Direct Funding Financial Reporting System on certain devices.
- Comments about buildings and offices included the need for seating that can accommodate all bodies, and that offices need to be more welcoming.
- Employment and hiring comments included questions about accommodations for invisible disabilities, the availability of part-time employment, and the need for manager and staff training to ensure preparedness to respond to a request for accommodation in the hiring process.

CLBC staff respond directly to feedback where contact information is provided. As well, the comments received have prompted a review of the language on the job posting template for clarity, and a review of the process of accommodation in the application process. We will develop CLBC-specific guidelines to support the workplace accommodation process in ways that are accessible, flexible, consistent, and transparent.

Listening and Learning

In 2023, the CLBC Provincial Advisory Committee was the interim Accessibility Committee and helped create our first three-year CLBC Accessibility Plan. In January 2024 we announced a new CLBC Accessibility Committee to continue this important work.

The CLBC Accessibility Committee reviewed CLBC's progress according to the Accessibility Plan and reviewed the content for this report in November and December 2024.

CLBC Accessibility Committee

The CLBC Accessibility Committee helps support and guide us to become a more accessible organization for all people with disabilities.

The Accessibility Committee brings a focus to the lived experience of people, families and communities we serve, working alongside service providers and our partner organizations.

The current CLBC Accessibility Committee members are:

- Lois Turner (Vancouver) – Founder and Program Manager of Communication Assistance for Youth and Adults (CAYA)
- Kulvir Mann (North Vancouver) – Parent of transitioning youth eligible for CLBC
- David Johnston (Dawson Creek) – CLBC Service Delivery Advisor.
- Charlene Barney (Victoria) – BC People First Board Director; CLBC Indigenous Advisory Committee member
- Peter Greenwood (Vancouver) – CLBC Facilitator
- Jeevan Basra (Surrey) – Co-Chair of Self Advocates of Semiahmoo House
- Dallas Hinton (Vancouver) – Parent of an adult supported by CLBC; Board Director with Planned Lifetime Advocacy Network (PLAN) and Vela Canada
- Leah Burnell (Maple Ridge) – CLBC Facilitator
- Katie Moore (Cold Stream) – Founder of Okanagan Accessibility; Co-Chair CLBC North Okanagan Shuswap Community Council

[Read the CLBC Accessibility Committee Announcement](#)



February 07, 2024

Announcing CLBC's Accessibility Committee Members

British Columbia's accessibility law, the Accessible British Columbia Act, was put into...

[Accessibility](#) | [Homepage News](#) | [What's New](#)

CLBC Accessibility Working Group

The CLBC Accessibility Working Group members are from the many departments involved in implementing CLBC's three-year Accessibility Plan.

The current CLBC Working Group members are:

Communications/Community Engagement

- Chris Rae, Online Communications Specialist
- Elan Appel, Communications Officer
- Jessica Humphrey, Manager Community Engagement (Working Group Co-Chair)
- Cris Leykauf, Director Communications and Community Engagement, Accessibility Project Lead and Liaison to Executive

Finance: Facilities

- Peter Gill, Manager Facilities and Workplace Solutions

Finance: Procurement

- Sarah Endacott, Manager Procurement and Contracting

Indigenous Relations

- Alicia Tallack, Manager Indigenous Strategic Initiatives

Information Technology

- Jonah Zhao, Manager

People & Culture

- Theresa Burley, Diversity and Inclusion Lead
- Anna Liu, Talent Acquisition Specialist
- Liz Korbitt, Talent Acquisition Manager

Policy

- Kam Judge- Manager Policy and Government Relations

Service Delivery

- Brian Tebo- Regional Director Vancouver Island
- Robyn Matthews- Manager, Service Delivery and Practice Support (Co-Chair of Working Group)
- David Johnston- Service Delivery Advisor

Accessibility Research Consultant

- Robin Metcalfe