

CLBC Accessibility Plan Annual Report – Year 1 (2023-2024)

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.



To follow [Accessible British Columbia Act](#), 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.

To give CLBC feedback about accessibility and request information from CLBC in a different format, you can:

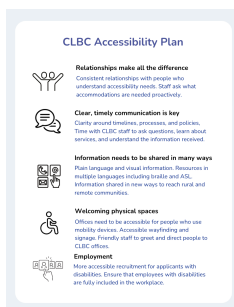


- Talk to a CLBC staff member in any of our [local offices](#).
- Use our [online form](#).
- Call CLBC's toll-free phone number.
- Send an email.
- Send a letter.

Learn about the [feedback and alternate format request options](#).



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.

How did CLBC make an Accessibility Plan?



In 2022, CLBC asked for **feedback** to make things easier for everyone.



We talked to many people:

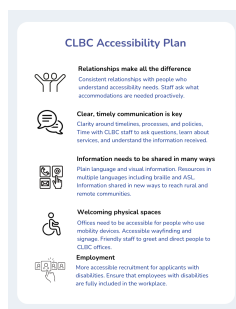
- People who have CLBC services
- Families and caregivers
- Staff members
- Community groups and leaders



We used **surveys**, workshops, and meetings to listen to ideas and learn what we can do better.



In 2023, we wrote a **report** about what we learned and used it to create our first 3-year Accessibility Plan.



In September 2023, we started following our [**Accessibility Plan**](#).

CLBC's Year 1 Accessibility Plan Annual Report is about the actions CLBC took in the first year, from September 2023-September 2024.

We are working on 5 focus areas

1. Relationships make all the difference



We set up **committees** to guide CLBC on actions in our Accessibility Plan.

This includes a [CLBC and BC People First policy working group](#) and an [Accessibility Committee](#).



We've taken steps to formally incorporate **Cultural Safety** in our work, including our [Board's Commitment to Reconciliation Statement](#), our [Cultural Safety Policy](#), and Cultural Awareness Training for all CLBC staff.



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 offered two accessibility training sessions for staff: **Plain Language training** and **Accessibility Barrier training**.

Next steps:



Finish the new CLBC Accessibility Policy and start using it.

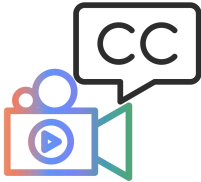
It will explain how CLBC will meet its requirements under the [Accessible BC Act](#) and new standards.

2. Clear, timely Information is important



We are using **plain language** more.

We offered training to staff to write in plain language and created a Plain Language Writing Guide.



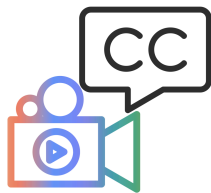
We made our first [plain language videos](#) with **captions** to explain how to get services from CLBC.



We are updating **Welcome Workshop** materials to include information about how to provide accessibility feedback to CLBC.

[Welcome Workshops](#) help people learn about connecting to community, planning options, and how CLBC works.

Next Steps:



Make more videos in plain language about how CLBC works in 2025.

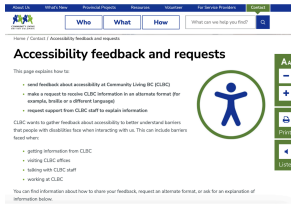


Create a calendar on the CLBC website to promote Welcome Workshops.



Help people inside and outside CLBC learn about all the ways to give CLBC accessibility feedback.

3. Information needs to be shared in many ways



We added a [webpage](#) to show people how to give **feedback** or ask for information in **other formats**.



We partnered with the South Island Community Council and CAYA to pilot '[Communication for Everyone](#)' **picture symbol boards**.

A person can point to pictures and symbols when communicating.



We worked with the CLBC [Indigenous Advisory Committee](#) on improving how we share information about CLBC with Indigenous communities.

The CLBC Indigenous Advisory Committee worked with partners to design a new [logo](#).

Next Steps:



Add resources to the CLBC website and internal staff website for accessing communication boards and communication training.



Create more Easy Read documents for CLBC information.

4. Welcoming physical spaces



We checked our **offices** to see if they are easy for everyone to use.

We made a list of things to fix, like bathrooms and kitchens, to make our spaces better.



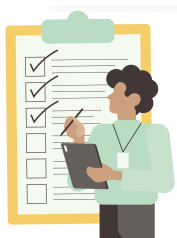
We got **feedback** from CLBC Community Councils and the Indigenous Advisory Committee on how to make CLBC offices more welcoming.



We are making our offices **more welcoming** by improving lighting and seating in waiting areas.

We have new art installations in 7 CLBC offices to acknowledge the Indigenous lands where we work.

Next Steps:



Finish fixing the things on our list and identify the next priorities in 2025.



Update bathrooms to be accessible and gender-inclusive.



Add braille signs in our offices.

5. Accessible Employment



We hired a **Diversity and Inclusion** Lead who will create an Equity, Diversity, and Inclusion Strategy for CLBC.

This helps us think about diversity and accessibility together when we identify, remove, and prevent barriers for staff working at CLBC.



We asked employees with disabilities for feedback to improve the **hiring process**.



We updated **job postings** to include information about how we support people with disabilities.



We created a place on our internal website with **resources** to help staff with accessibility needs.



We shared **stories** about disability on our website and our internal website to help build a culture of accessibility and inclusion.

Next Steps:



Continue to improve how we hire and support people with disabilities.



Work on new training and resources for staff about accommodations and inclusion.

STAFF TRAINING



Make an Equity, Diversity, and Inclusion and Accessibility Training Plan for staff.