


Progress Report on BC Pavilion Corporation's Accessibility Plan



People traveling on the exterior connector between Vancouver Convention Centre's East and West buildings.



The following report from BC Pavilion Corporation (PavCo) outlines our provincial Crown corporation's recent accessibility accomplishments, along with updates and next steps in our ongoing efforts to further enhance our venues, BC Place Stadium (BC Place) and the Vancouver Convention Centre.

This report highlights developments that have occurred since the completion of PavCo's 2023 Accessibility Plan and the establishment of the organization's Accessibility Committee. In addition, PavCo hired a full-time Senior Accessibility Manager in the fall of 2024, advancing our efforts to improve the inclusivity of our facilities for all staff, patrons and visitors.

↑ **Level G | Lobby**
Burrard Street Entrance
Parking

Level 1
West Meeting Rooms
West English Bay Ballrooms

Level 1
West Pacific Terrace
West Exhibition Level Access



An elevator, set of escalators and stairs lead from Vancouver Convention Centre's Harbour Concourse up to the Burrard entrance foyer.

I. REVIEW OUR BUILT ENVIRONMENT

A. CONDUCT PROFESSIONAL AUDITS OF THE BUILT ENVIRONMENT TO IDENTIFY BARRIERS

To better understand barriers in our existing built environment, the PavCo Accessibility Committee conducted site reviews at BC Place and the Vancouver Convention Centre to assess current and potential obstacles. A professional assessment was also carried out by Spectrum Ability, an organization certified by the Rick Hansen Foundation Accessibility Certification (RHFAC), a nationally recognized rating and certification system designed to evaluate the accessibility of built environments.

These assessments produced reports for both of PavCo’s venues, which have been instrumental in informing and prioritizing our Accessibility Action Plan for the coming years.

Animal Relief Stations

The Invictus Games Vancouver Whistler 2025 organizing committee also conducted a similar site walk with a RHFAC assessor in Fall 2024. As part of the visit, animal relief stations were identified as a beneficial addition for greater accessibility.

In early 2025, the Vancouver Convention Centre proceeded to launch a permanent animal relief station on the West Building Terrace and purchase temporary stations that can be set up as needed throughout the venue.

At BC Place, stadium policy allows attendees with service animals to leave and re-enter the stadium if they need to relieve their animals.



The animal relief station at the Vancouver Convention Centre is located on the Pacific Terrace, overlooking Jack Poole Plaza. The enclosed area includes a waste disposal receptacle and provides a designated space for guests and their pets.

Accessible Door Openers and Designated Rest Area

PavCo had received feedback about the limited accessibility of the entrance door openers by the East Building of the Vancouver Convention Centre. As a result, PavCo has now replaced several of these openers to meet greater accessibility requirements.

Rest areas were also highlighted in the RHFAC assessment report, and PavCo will be reviewing the foundation’s recommendations to install additional seating along the long corridors within our venues.

Hearing Loop Technology

In early 2025, the Vancouver Convention Centre and BC Place integrated hearing loop technology at various locations within their facilities, including Guest Services areas, Control Rooms and Information Desks. This loop technology helps people with hearing challenges by amplifying the sounds of the person they are interacting with during a one-on-one conversation.



A sign at the Vancouver Convention Centre West Information Desk shows that hearing loops are installed in this location.

Next Steps

- Execute the following key upgrades at both BC Place and the Vancouver Convention Centre to qualify for Rick Hansen Foundation Certification:
 - o Tactile indicators and stair highlights to support those with visual challenges
 - o Visual fire alarm installation in the East Building of the Vancouver Convention Centre and BC Place
 - o Assistive listening enhancement technologies (i.e. captioning and listening devices)
 - o Additional seats for longer corridors
- Engage the Rick Hansen Foundation during renovations to identify areas of opportunity for enhanced accessibility
 - o Develop policies for PavCo's Capital Projects department to guide larger construction projects
 - o Include PavCo's Senior Accessibility Manager and/or a RHFAC Manager in the planning of large-scale capital projects



Accessible entry at BC Place

B. CONDUCT A THOROUGH REVIEW OF EMERGENCY PROCEDURES

Vancouver Convention Centre

The significant turnout at the 2025 International Convention provided an exceptional opportunity for the Vancouver Convention Centre to review our evacuation procedures and enhance accessibility measures to ensure the safety and comfort of all attendees. As a result, the following improvements have been implemented at the convention centre:

- Installation of additional signage for refuge areas supplemented with communications regarding these features
- Purchase of three (3) evacuation chairs to be held on levels where street access is not available

Next Steps

- Train team members/fire marshals on how to use evacuation chairs
- Investigate implementing emergency messaging on our digital screens
- Implement visual alarms in the East Building of the Vancouver Convention Centre, including both the back- and front-of-house



Vancouver Convention Centre East lobby

BC Place

A new evacuation plan is in development within BC Place's Safety and Security team. The current evacuation process is displayed on the center-hung video board, featuring prepared messaging tailored to specific emergency situations.

Next Steps

- Review emergency evacuation plan to ensure accessibility needs are met
- Integrate visual fire alarms in back- and front-of-house
- Review and implement emergency call buttons in washrooms (phased approach based on budget)



Accessible entrance at BC Place

C. REVIEW EXISTING WASHROOMS TO ENSURE THEY MEET BEST PRACTICES

Vancouver Convention Centre

As part of the first phase of washroom upgrades, the East Lobby washroom and an accessible washroom in front of East Ballroom A have been upgraded with improved features, including changing the direction of door openings, a toilet backrest, accessible paper dispensers and D-pull handles. The washroom's sink pipes also received insulated drain covers.

For the second phase of washroom upgrades, the same improvements were made to the facilities located in the East Building's Delegate Concourse.

For the West Building, a new gender-neutral washroom is now open near West Meeting Room 201. Plans are currently underway to update facilities in the East Building to include a gender-neutral washroom that will have an adult-sized changing table.

Next Steps

- Facilities Team to complete audit of the Vancouver Convention Centre's West Building to identify and address any minor accessibility improvements
- Install emergency call buttons in family/accessible stalls



An accessible washroom at the Vancouver Convention Centre West

BC Place

After an audit on all front-of-house washrooms in the stadium, a male washroom on the Level 2 Concourse has been converted into a gender-neutral universal washroom. To provide access for a diverse range of needs, RHFAC guidelines were integrated into the washroom's design.

Field Club washrooms were also updated to include new and universally designed accessible stalls, and urinals at a more accessible height.

Next Steps

- Implement emergency call buttons for family/accessibility washroom stalls (phased approach)
- Work with facilities to complete some minor adjustments (i.e. missing grab bars, back rests, and directional changes to door openings)



Washrooms at BC Place

D. REVIEW OPPORTUNITIES TO ADD QUIET SPACES AND REMOVE SENSORY BARRIERS

To assist those with sensory sensitivities, sensory spaces are recommended for both front- and back-of-house areas for client and staff use.

Vancouver Convention Centre

A quiet room is currently available in the Harbour Concourse between the East and West Buildings. This multi-purpose space can be used as a quiet room, nursing room or prayer room, and is accessible to the public via calling a designated number. The room is also equipped with an armchair and a fridge for added comfort.

In preparation for the 2025 International Convention, ten (10) sensory kits were purchased. Each kit includes noise-cancelling headphones, fidget toys, sunglasses and communication cards to support diverse sensory needs.

In May 2025, the PavCo Accessibility Committee completed a walkthrough to look at a potential additional space for a quiet room closer to the West Exhibition Halls, where most consumer shows are held, often with numerous neurodivergent attendees.

Next Steps

- Submit a project request with cost estimates for pop-up sensory rooms
- Develop a clear process for how sensory rooms are to be used during events
- Enhance the existing quiet room to create a more welcoming environment including additions such as prayer mats, compass decals and a beanbag chair



A quiet room at the Vancouver Convention Centre West

BC Place

In 2024, BC Place became a member of the Kulture City program, an initiative which aims to make public spaces and events accessible and inclusive for individuals with sensory needs and invisible disabilities. Kulture City provides guidance on how to optimize sensory rooms and requires 50 per cent of staff to complete their training on sensory sensitivities.

For events at BC Place, Kulture City resources are available on the stadium's website to assist guests in planning their visit. Patrons who need a quiet space while attending an event are encouraged to visit any Guest Services desk for access to the venue's sensory room, located near Section 250.

Next Steps

- Complete annual Kulture City training for all BC Place staff
- Review options for a mobile/temporary sensory room to be placed on Level 4 as part of preparation for the FIFA World Cup 26
- Explore the potential integration of "sensory hour" at BC Place - a designated time where sensory stimuli like music, bright lights, and PA announcements are reduced or turned off to create a calmer environment for neurodivergent individuals, people with autism, or anyone with sensory sensitivities



A sensory room at BC Place

E. REVIEW ELEVATOR INFRASTRUCTURE, INCLUDING LOCATIONS, DISTANCES FROM ENTRANCES, AND VISIBLE INDICATORS

Vancouver Convention Centre

The RHFAC report highlighted that the elevator in the East Building entrance lobby (South doors) is difficult to locate, as it is situated within the Pan Pacific Hotel's footprint. This creates a barrier for individuals with mobility challenges, who may spend unnecessary effort trying to find it.

The elevator cabs are missing mirrors on the rear walls to enhance visibility for individuals who are deaf or hard of hearing, allowing them to see others who may be exiting the cab.

As part of our emergency preparedness planning for the 2025 International Convention, it was also identified that installing a tactile floor map near the elevators could be beneficial in indicating the locations of refuge areas.

Next Steps

- Place additional signage at the East Building entrance front lobby, indicating the location of the elevator
- Create a tactile map for directional wayfinding near the East Building's South elevator



Elevators in the Vancouver Convention Centre East lobby

BC Place

During large events, elevators pose a large confluence point and lead to potential conflicts among attendees with different abilities. The goal is to encourage able-bodied attendees to take ramps to exit the building faster rather than waiting for an elevator that some patrons are restricted to use.

For events, signs are installed by the elevators which hosts update regularly to display the estimated wait time. These signs are intended to inform guests about ramp accessibility, a measure that has proven effective during events.

Next Steps

- Complete current installation of additional elevators for the FIFA World Cup 26, which will ease the congestion of existing routes
- Create wayfinding signage for new elevators



Accessible signage for elevators at BC Place

II. ENHANCE AWARENESS AND SKILLSETS

A. PROVIDE VARIOUS TRAINING OPPORTUNITIES FOR STAFF TO ENHANCE AWARENESS, SCOPE AND UNDERSTANDING OF ACCESSIBILITY

In April 2024, members of PavCo's People & Culture and Capital Projects teams participated in the Four Pillars of Accessible and Inclusive Employment training facilitated by the Canadian Partners in Workforce Innovation (CAN WiN). The same training was also delivered to PavCo's people leaders from August to October 2024.

In addition to these sessions, PavCo and CAN WiN delivered separate training for frontline team members in January 2025, which specifically focused on creating a memorable and accessible guest experience. PavCo also partnered with the Canucks Autism Network to provide staff with additional training on neurodiversity in May 2025.

In October 2025, PavCo launched the Hidden Disabilities Sunflower Program – a global initiative that uses the Sunflower as a subtle way to indicate that someone has a non-visible disability and may need extra support, understanding, or time.

Lastly, BC Place team members also receive annual training through the Kulture City program to address sensory sensitivities.

Next Steps

- Integrate frontline training on accessibility within New Employee Onboarding at both BC Place and VCC
- Continue with Hidden Disabilities Sunflower Program education at both venues
- Ensure that BC Place staff complete the mandatory Kulture City program as part of the venue's commitment to the initiative



The Reverse Job Fair, held at the Vancouver Convention Centre East. The job fair - where employers rotated through the event, visiting job seekers, rather than the other way around - ensures opportunities are accessible and inclusive to all job seekers.

B. IMPLEMENT RHFAC TRAINING FOR SPECIFIC FRONTLINE STAFF TO SUPPORT WITH ADDRESSING PHYSICAL BARRIERS

PavCo has partnered with the Rick Hansen Foundation to support employee development through their nationally recognized certification programs. These programs equip staff with the expertise and foundational knowledge needed to guide accessibility considerations during capital and operational upgrades.

In 2024 and 2025, two team members achieved RHFAC certification, qualifying them to assess the accessibility of our buildings. An additional staff member completed the foundation's Accessibility Fundamentals training in 2024.

Several members of PavCo's Accessibility Committee have also attended the Rick Hansen Foundation's Accessibility Professional Network (APN) Conference in both 2024 and 2025, which is an industry leading event focused on accessibility and inclusion.

Next Steps

- Encourage PavCo's facility management leaders to continue enrollment in the RHFAC program
- Ensure greater PavCo employee access to the APN Conference and subsequent trainings



PavCo staff wearing red in recognition of Red Shirt Day, an annual Canadian initiative that takes place during National Accessibility Week. On this day, wearing red shows solidarity with those who have disabilities, while celebrating their achievements, and pledging their commitment to creating a more accessible and inclusive society.

III. ELEVATE OUR SERVICE DELIVERY FOR GREATER INCLUSIVITY

A. DEVELOP RESOURCES TO GUIDE BUSINESS DEVELOPMENT AND EVENT PLANNING TEAMS, AS WELL AS EXTERNAL CLIENTS

Following several discussions with the PavCo Accessibility Committee, it has been determined that creating a toolkit with best practices for event accessibility would be beneficial. This toolkit will assist teams in looking at events through an accessibility lens from start to finish. The Vancouver Convention Centre has an existing Accessibility Fact Sheet for its clients, which will be updated to include all information on the accessible services that the venue offers.

While both venues have accessible entrances, the PavCo Accessibility Committee also recommended the development of site maps that show all accessibility features, including accessible entrances and washrooms. These maps for each venue could be beneficial for guests who research our facilities before committing to attending an event, especially those with both visible and non-visible considerations.

Next Steps

- Create an Accessible Event Planning Toolkit, with training to follow
- Update the existing Accessibility Fact Sheet for the Vancouver Convention Centre by end of 2025, and create similar documentation for BC Place
- Create accessible venue site maps to support our guests with accessibility planning

B. REPORT AND REVIEW ACCESSIBILITY FEEDBACK FROM POST-EVENT SURVEYS

At the Vancouver Convention Centre, clients are asked to fill out a post-event survey, which provides valuable information on their experience. A question has been added to the survey that specifically addresses accessibility.

In addition to client feedback, the Vancouver Convention Centre distributes guest surveys several times a year. The five-question survey offers insight into delegate experiences and helps us continuously improve our services.

Patrons of BC Place and the Vancouver Convention Centre are also encouraged to email to accessibility@bcpavco.com with any inquiries, which has been a valuable tool in gathering feedback on guest experience.

Next Steps

- Analyze accessibility feedback from post-event surveys and refine survey questions in alignment with the Accessibility Toolkit currently in development
- Collaborate with the Vancouver Convention Centre to monitor survey responses on accessibility

C. MONITOR NEW AND EXISTING SERVICES AND RESOURCES TO ENSURE EFFICACY AND ADDRESS OPPORTUNITIES FOR IMPROVEMENT

Hidden Disability Sunflower Program

To better serve our patrons, PavCo enhanced its capabilities by launching the Hidden Disabilities Sunflower Program at both venues in October 2025. The program is a global initiative that uses a sunflower symbol on lanyards or stickers to help people with non-visible disabilities discreetly indicate that they may need extra help, understanding or more time in public spaces. This program has received positive feedback from the media, the public, and team members alike.

The following services will be monitored and evaluated through ongoing feasibility studies and feedback:

- **Sensory kits** – BC Place has Kulture City sensory kits available for loan via the Guest Services Desk. The Vancouver Convention Centre recently purchased sensory kits that are also available for guests with sensory sensitivities
- **Mobility equipment for use and/or rental by guests** – Sufficient inventory of wheelchairs is available at both BC Place and the Vancouver Convention Centre, and is assessed annually to meet demand
- **Hearing loop technology or similar auditory implementation** – The Vancouver Convention Centre and BC Place now offer integrated hearing loop technology at various locations within each venue
- **Hidden Disabilities Sunflower Program** – Tracking program adoption will be essential by collecting data on lanyard and sticker usage at both sites. Additionally, team member feedback is crucial to ensure sufficient training is provided to support our guests effectively

Next Steps

- Record and report on findings from the feasibility studies for each service, and determine opportunities to address any gaps



IV. CREATE PATHWAYS FOR ACCESSIBLE INFORMATION AND COMMUNICATION

A. REVIEW CURRENT WAYFINDING INFRASTRUCTURE AND ADDRESS AREAS FOR IMPROVEMENT

The RHFAC assessment identified several opportunities to enhance wayfinding at the Vancouver Convention Centre and BC Place. As recommended, PavCo will elevate our wayfinding resources to ensure signage is visible and legible, including highlighting accessible pathways, making braille widely available and having auditory options.

Next Steps

- Review sites for missing wayfinding decals and signs at both venues
- Add braille signs for washrooms, meeting rooms and elsewhere at both venues
- Install a directional board map in the Vancouver Convention Centre East Building lobby to enhance wayfinding within the facility

B. CREATE NEW HOSPITALITY COLLATERAL TO BE AVAILABLE AT ALL RELEVANT KIOSKS AND AREAS

For the Invictus Games Vancouver Whistler 2025, PavCo and Sodexo Live! adjusted hospitality collateral to provide greater accessibility for attendees. These improvements can now be implemented for other clients and events as required.

Next Steps

- Collaborate with Sodexo Live! on reviewing existing hospitality collateral at both venues
- Create and implement new hospitality collateral that integrates accessibility policies

C. REVIEW OUR DIGITAL PLATFORMS AND CHANNELS TO MEET ACCESSIBILITY STANDARDS CONSISTENT WITH THE WEB CONTENT ACCESSIBILITY GUIDELINES LEVEL AAA

To ensure PavCo's digital platforms and channels are accessible, the organization will explore the internationally recognized Web Content Accessibility Guidelines (WCAG), developed by the Web Accessibility Initiative of the World Wide Web Consortium. Level AAA represents the highest standard of WCAG compliance, providing the most comprehensive accessibility experience for users with diverse disabilities, including low vision, blindness, deafness and cognitive impairments.



Next Steps

- Review and identify accessibility opportunities on our existing digital platforms
- Explore the integration of WCAG features and best practices across PavCo's digital footprint, including social media channels

D. DEVELOP INTERNAL COMMUNICATION GUIDES TO INCLUDE SIMPLIFIED FORMATS FOR GREATER ACCESSIBILITY AND INCLUSIVITY

Currently, PavCo does not have simplified language guidelines to support individuals who have difficulty with comprehension or for whom English is a second language.

Next Steps

- Consider creating best practice guidelines for accessible and simplified formats that could be applied across the organization, including internal and external platforms
- Explore the creation of a plain language policy to promote clarity and readability
- Assess opportunities for training team members on integrating simplified formats effectively

E. CREATE DIGITAL RESOURCES TO ASSIST GUESTS WHEN ON-SITE FOR EVENTS AT OUR VENUES

Sharing digital content about specific events at our venues provides guests with helpful information in preparation for and during their visit.

At the Vancouver Convention Centre, our online Operating Guidelines have been updated with a redesigned Accessibility and Inclusion section, which provides links to many of the venue's inclusive features and amenities, including:

- Baby change facilities
- Gender-neutral and fully accessible washrooms
- Hearing loop (induction loop) systems
- Nursing rooms
- Sensory support kits
- Service animal relief station

BC Place and the Vancouver Convention Centre now use their social media channels to showcase accessibility features at both venues, supporting clients who rely on these platforms for information.

Next Steps

- Update Accessibility Fact Sheet with relevant information and appropriate formatting

V. POLICIES AND PRACTICES

A. REVIEW RECRUITMENT AND RETENTION PRACTICES TO ENSURE GREATER INCLUSIVITY

PavCo's commitment to diversity, equity and inclusion (DEI) is reflected throughout our talent acquisition activities. Our organization partners with social enterprises and community groups to promote accessibility and create job opportunities for individuals who may have faced employment barriers. We also promote inclusive hiring practices through social media by using camel case hashtags such as #WeAreHiring in support of those with visual impairments and neurodivergent individuals.

Our People & Culture team ensures that job descriptions use inclusive language, clearly define the role and work environment, and focus on competencies to highlight outcomes over task-specific instructions.

PavCo is also a part of the Pledge to Measure Program, a national initiative by the Open Door Group that conducts workplace disability representation surveys to inform measurable actions toward equity.

Next Steps

- Continue with the Pledge to Measure program's annual survey, and report results to the Open Door Group for greater visibility on inclusive recruitment
- Explore opportunities to develop or enhance accommodation policies for team members to support inclusion and improve staff retention



Maggie MacLean, Talent Acquisition Manager at PavCo, interviews Paul Hunter, Chief Engineer at the Vancouver Convention Centre, for Disability Employment Awareness Month. Paul opens up about their empowering experience finding purposeful work in Canada's tourism sector through inclusive, accessible practices.

VI. ENGAGEMENT

A. REVIEW OF CURRENT PARTNER OPERATIONS THROUGH AN ACCESSIBILITY LENS

Sodexo Live!, PavCo's food and beverage hospitality supplier at both the Vancouver Convention Centre and BC Place, developed specialized guidelines for the Invictus Games Vancouver Whistler 2025 to accommodate the high number of attendees with accessibility needs. These guidelines included accessible buffet layouts and food and beverage setups and have since been successfully implemented at both venues.

Another ongoing accessibility concern, particularly at BC Place during large concerts, involves the process of purchasing accessible tickets and the limited allocation of accessible seating. While Ticketmaster manages all ticketing inquiries, BC Place has received negative feedback regarding the booking experience. In response, BC Place has appointed an Accessibility Coordinator to address this issue, along with other accessibility needs of attendees.

Next Steps

- Streamline accessibility training processes to include all frontline staff, regardless of their company affiliation
- Offer and integrate accessible hospitality set-up options at all events, in collaboration with Sodexo Live!
- Identify and add easy-access accessible seating at BC Place, to then be integrated into seating plans for events
- Work with Ticketmaster to revise the Accessible Seating Policy, including ticket allocation and the booking process



Food stations during the Invictus Games Vancouver Whistler 2025 provided accessible access to buffets



B. STRENGTHEN NEW AND EXISTING PARTNERSHIPS WITH EXTERNAL ORGANIZATIONS TO ADVANCE ACCESSIBILITY WITHIN THE COMMUNITY

PavCo's Accessibility team has a number of collaborative partners including advocacy groups, subject matter experts and consultants. When PavCo approaches a new project, our organization involves people with disabilities in the decision-making process to ensure greater accessibility and inclusion.

Next Steps

- Strengthen relationships with local accessibility partners and actively involve people with disabilities in decision-making processes

C. REVIEW ADOPTED TECHNOLOGY AND IMPLEMENT BEST PRACTICES IN ACCESSIBILITY, END-USER ACCEPTANCE, AND USER EXPERIENCE

PavCo currently does not have established best practices or processes to support accessibility in internal meetings and training sessions. However, the organization has recently taken a positive first step by introducing live captioning through Microsoft PowerPoint during internal trainings.

Next Steps

- Develop and apply best practice resources to support accessibility in internal training sessions and meetings
- Offer training and share internal resources on accessibility best practices to proactively support staff

D. REVIEW ACCESSIBILITY INITIATIVES AMONG SUPPLIER PARTNERS TO IDENTIFY OPPORTUNITIES FOR COLLABORATION AND INTEGRATION

PavCo has several opportunities to explore how we can collaborate with our in-house suppliers on various accessibility initiatives. Promoting our organization's best practices across partner organizations can help to ensure a consistent and high-quality guest experience throughout our facilities.

Next Steps

- Collaborate with our in-house suppliers and partners on accessibility training sessions for their staff
- Recommend the Hidden Disabilities Sunflower Program to suppliers
- Collaborate with other external partners to support accessibility improvements (e.g. Impark)



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