



# Progress Update on the BC Pavilion Corporation's Accessibility Plan

## (Condensed Version)

From 2023 to 2025, BC Pavilion Corporation (PavCo) has made significant strides in improving accessibility and inclusivity at BC Place and the Vancouver Convention Centre. These efforts span infrastructure upgrades, service enhancements, staff training, and community engagement since the completion of PavCo's 2023 Accessibility Plan and the establishment of the organization's Accessibility Committee.

### 1 REVIEW OUR BUILT ENVIRONMENT



#### Built Environment Improvements

- PavCo conducted Rick Hansen Foundation Accessibility Certification (RHFAC) audits at both venues to identify barriers. As a result, hearing loop technology was installed, accessible door openers were replaced, and animal relief stations were implemented.



#### Emergency Preparedness

- At the Vancouver Convention Centre, refuge areas signage was added, and evacuation chairs were purchased.
- BC Place is developing a new evacuation plan to improve emergency accessibility.



#### Washroom Accessibility

- Vancouver Convention Centre upgraded washrooms in the East Delegate Concourse and Meeting Room Level and is planning a gender-neutral washroom with an adult changing table.
- BC Place added a universal gender-neutral washroom on Level 2 and upgraded Field Club facilities.



#### Sensory Supports and Additional Programming

- Vancouver Convention Centre offers a quiet room and sensory kits, with plans underway for an additional sensory space.
- BC Place joined 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. The venue also has a dedicated sensory room, and sensory kits are available during events.



#### Elevator and Wayfinding Enhancements

- BC Place is constructing new elevators ahead of the FIFA World Cup 26, which will include wait-time signage to manage accessibility during events.

### 2 ENHANCE AWARENESS AND SKILLSETS



#### Staff Training and Awareness

- Various team members have received training through partners such as the Canadian Partners in Workforce Innovation (CAN WIN), the Canucks Autism Network, and RHFAC certification programs.
- Accessibility training is now mandatory for all team members, and PavCo plans to explore other trainings for greater awareness of visible and non-visible disabilities.

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**ELEVATE OUR SERVICE DELIVERY FOR GREATER INCLUSIVITY**



**Inclusive Service Delivery**

- PavCo launched the Hidden Disabilities Sunflower Program at its venues in October 2025 to raise awareness and provide better support for individuals with invisible disabilities.
- PavCo is developing an Accessibility Event Planning Guide and updating venue fact sheets and site maps.
- Accessible resources such as sensory kits, mobility equipment and hearing technologies are being monitored for effectiveness.
- Accessibility feedback from venue guests will be collected through post-event surveys.

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**CREATE PATHWAYS FOR ACCESSIBLE INFORMATION AND COMMUNICATION**



**Accessible Communications and Digital Platforms**

- PavCo is exploring Web Content Accessibility Guidelines Level AAA standards and how to apply them across digital platforms in the future.
- Simplified language guides are also in development to improve communication.

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**POLICIES AND PRACTICES**



**People and Culture Accountability and Partner Engagement**

- PavCo is proud to have inclusive recruitment practices in place, and PavCo participates in the Pledge to Measure program to track disability representation within its workforce.
- The organization is actively working to strengthen both new and existing partnerships with suppliers and local community organizations to advance accessibility across its venues.

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**ENGAGEMENT**



**Partner Operations and Ticketing**

- BC Place has created a full-time Accessibility Coordinator role, who will work with Ticketmaster to improve the accessible ticketing experience.
- For the Invictus Games 2025, Sodexo Live! implemented accessible buffet layouts - which can be offered, tailored and implemented at future events.
- PavCo will continue to work with supplier partners on how to incorporate best practices in accessibility.