

2023 - 2026

# Contributing to an Accessible Future

BC Pavilion Corporation's  
Accessibility Plan



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

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# 1. SUMMARY

This easy-read summary is a simpler and shorter version of the B.C. Pavilion Corporation (PavCo) Accessibility Plan. For the full and detailed version, skip to the full [Accessibility Plan](#).


B.C. Pavilion Corporation (PavCo) is a provincial Crown corporation with a mandate to generate economic and community benefits for the people of British Columbia through the management and operation of its world class venues, BC Place Stadium and the Vancouver Convention Centre.

As an organization that welcomes people from across the world, our primary commitment remains providing the best experiences for our patrons and visitors, with varying backgrounds and accessibility needs. Our vision of delivering outstanding experiences and events requires us to anticipate the needs of every individual – they are our guide and inspiration.

Historically, we have made significant strides in improving accessibility, but we recognize there is always more we can do. Our understanding of accessibility continues to evolve, and we see accessibility not as an endpoint but as a continuous journey. Through ongoing consultation with staff, clients, and guests, alongside input from expert consultants and organizations focused on removing barriers, we are committed to constantly enhancing our practices.

As part of our journey, we have established an Accessibility Committee, which is committed to:

- 1 Helping and advising PavCo on how to identify, remove, and prevent barriers to individuals in or interacting with PavCo;
- 2 Providing input and feedback on how to implement PavCo's Accessibility Plan; and
- 3 Continuing the conversation and providing awareness around what accessibility means to PavCo.



Our Accessibility Plan outlines key actions that will be taken over the next three years and will be driven by our Accessibility Committee, in conjunction with the *Accessible British Columbia Act*:

### **/ REVIEW OUR BUILT ENVIRONMENT**

- Conduct audits, engage with experts, and organizations focused on removing barriers to identify barriers in our environment.
- Review washrooms for accessibility.
- Review opportunities for quiet sensory spaces.
- Evaluate elevator access and pathways to improve accessibility.

### **/ ENHANCE AWARENESS AND SKILLSETS**

- Review and identify areas of training required to improve awareness of accessibility.
- Provide training opportunities to staff, especially front-line staff, and people leaders.
- Provide specific training for staff who work with clients on planning events.
- Engage with the Rick Hansen Foundation for Accessibility Certification training.

### **/ ELEVATE OUR SERVICE DELIVERY FOR GREATER INCLUSIVITY**

- Create an Accessible Events Toolkit for clients.
- Add an opportunity for feedback on accessibility to post-event client and guest surveys.
- Conduct a feasibility study for onsite support programs for guests.
- Review current procedures, inventory, and usage of mobility equipment available for guests.

### **/ CREATE PATHWAYS FOR ACCESSIBLE INFORMATION AND COMMUNICATION**

- Review content on website and social media to ensure accessibility features.
- Create resources to assist guests when they are onsite.
- Review current wayfinding infrastructure and plan.

## / POLICIES AND PRACTICES

- Review procurement and hiring practices to ensure they are inclusive as possible.
- Integrate awareness training for accessibility for new team members.
- Review technology for accessibility best practices.
- Review communication guides to include simplified formats to improve inclusivity.

## / ENGAGEMENT

- Continue to work with existing partners and grow relationships with new partners to support accessibility in the community.
- Review adopted technology programs for end-user acceptance and user experience.
- Review supplier partner accessibility programs and identify opportunities for partnership and integration.

### WE WELCOME YOUR FEEDBACK

We welcome your feedback on your experiences in our facilities with respect to accessibility. Please connect with us using the following methods.

|              |  |
|--------------|--|
| Email        | Email us at <a href="mailto:Accessibility@bcpavco.com">Accessibility@bcpavco.com</a>   |
| Letter mail  | <b>Accessibility Committee</b><br>B.C. Pavilion Corporation<br>Suite 200 – 999 Canada Place<br>Vancouver, BC V6C 3C1<br>Canada |
| Telephone    | If you would like to leave a voice message, please call us at: +1 604 256 3261   |
| Website Form | Visit the “Contact Us” page on the <b>BC Place</b> or <b>Vancouver Convention Centre</b> website.                              |

All feedback sent to us will be acknowledged within 30 days. Feedback provided anonymously or without contact information cannot be responded to but will be reviewed and carefully considered for action.

If you are interested in obtaining this plan in an alternate format, please contact [accessibility@bcpavco.com](mailto:accessibility@bcpavco.com).

## 2. LAND ACKNOWLEDGEMENT

Our venues, BC Place Stadium and the Vancouver Convention Centre, are situated on the ancestral, unceded territories of the x<sup>w</sup>məθk<sup>w</sup>əy'əm (Musqueam), S<sup>k</sup>wx<sup>w</sup>ú7mesh (Squamish), and Selíwítlh (Tsleil-Waututh) peoples. We gratefully acknowledge and appreciate the privilege to operate on these lands, and we recognize the enduring presence and stewardship of these peoples.

This acknowledgment reinforces our commitment to learning from, celebrating, and supporting Indigenous peoples. As we move forward, we aim to enhance our understanding, elevate Indigenous voices in our organization, and take concrete steps toward true reconciliation.

Aerial view of Vancouver with BC Place Stadium in the foreground.



Vancouver Convention Centre's West Building at dusk with district markers illuminated in support of World Rare Disease Day.

## 3. INTRODUCTION

### 3.1 ABOUT B.C. PAVILION CORPORATION (PAVCO)

B.C. Pavilion Corporation (PavCo) is a provincial Crown corporation with a mandate to generate economic and community benefits for the people of British Columbia through the management and operation of its world class venues, BC Place Stadium and the Vancouver Convention Centre (the Convention Centre).

The Vancouver Convention Centre is the provincial flagship facility for conventions, events, and meetings. In addition, the Convention Centre also hosts film shoots, special events and community engagements.

BC Place Stadium is the largest indoor gathering place in British Columbia. In addition to being a major sports and entertainment centre, it serves as a venue for exhibitions and consumer shows.

PavCo facilities are managed and operated by approximately 830 professionals, alongside several hundred partner and supplier employees. Our team is guided by our organizational values: Service Excellence, Collaboration, Innovation, Accountability, Diversity, Equity & Inclusion.

#### VISION

To be the global leader in outstanding venues and events.

#### MISSION

To deliver outstanding and sustainable events and experiences for our clients, guests, and our community, by hosting conventions, entertainment, sporting, and related events that meet their highest expectations.

### 3.2 PAVCO'S ACCESSIBILITY STORY

As an organization that welcomes people from around the world, our primary commitment remains providing the best experiences for our patrons and visitors, with varying backgrounds and accessibility needs. Our mission of delivering outstanding experiences and events requires us to anticipate the needs of every individual – they are our guide and inspiration.

Notably, statistics show that nearly a quarter of British Columbians identify as having a visible or non-visible disability and may face unique challenges in accessing our facilities. We welcomed two million guests last year, and supporting accessibility is paramount to our mission.

Historically, we have made significant strides in improving accessibility. In 2011, BC Place collaborated with the Rick Hansen Foundation Accessibility Certification to enhance accessibility to a Level 3 certification. In addition, we continue to work with a range of events that represent people with disabilities, including large scale conferences and conventions.

Our future collaborations include major global sporting events, a significant recovery convention and other key international gatherings. The diversity of events that our venues host highlight the importance of accessibility as a universal consideration.

Our understanding of accessibility continues to evolve, and this means our story does too. We see accessibility not as an endpoint but as a continuous journey. Through ongoing consultation with employees, partners, suppliers, clients, and guests, alongside input from expert consultants, and organizations dedicated to removing barriers, we are committed to constantly refining our practices. This commitment ensures that our services remain accessible and welcoming to all, incorporating the highest standards of inclusivity.



Weaving patterns of acclaimed xʷməθkʷəyʼəm (Musqueam) Weaver and Designer, Debra Sparrow, shown on BC Place Stadium's Northern Lights Display as part of Vancouver Mural Fest's Blanketing The City art series.





Statues of Terry Fox on Terry Fox Plaza at BC Place Stadium.

### 3.3 MESSAGE FROM KEN CRETNEY, PRESIDENT AND CEO



Headshot of PavCo President and CEO, Ken Cretney.

We are very pleased to introduce PavCo's Accessibility Plan, demonstrating our continuing commitment to create an inclusive, adaptable, diverse, collaborative, and universally designed environment for all.

Our mission, woven through every aspect of our business, is to welcome people from around the globe and ensure a world-class experience for all visitors, fans, and guests at our venues. This vision encompasses our team members, our supplier partners, and vendors, underscoring our responsibility to ensure safe, welcoming opportunities for all.

We are proud to participate in the President's Group for Accessible Employers' Pledge to Measure initiative, committing to measure our progress towards becoming a more accessible and inclusive employer. In addition, we look forward to welcoming the Invictus Games in 2025 and collectively delivering a world-class experience for all participants.

Your feedback is crucial to us as we continue to learn and grow in our journey to universal accessibility. We invite you to share your thoughts as we work to make our venues more welcoming for all.

Sincerely,  
Ken Cretney  
President & CEO  
B.C. Pavilion Corporation



Vancouver Convention Centre's iconic wood wall, with an accessible restroom sign in the foreground.

### 3.4 KEY TERMS

**Accessibility:** Accessibility means making sure everyone, including people with disabilities, can use a service, participate in an activity, or access information. This could mean providing wheelchair ramps, offering information in different formats (like Braille or audio), or adapting policies or procedures.

**Accommodate:** To accommodate someone with a disability means to make changes or provide assistance so that they can participate fully. This could include things like providing a sign language interpreter or installing a ramp for wheelchair access.

**Barrier:** A barrier is something that prevents a person from fully participating in all aspects of society. Barriers include but are not limited to those that are physical (like a step that prevents wheelchair access), informational or communicational (like using complex over plain language in communications), or attitudinal (like assuming a person cannot do a certain task because they have a disability).

**Disability:** A disability is an outcome of the interaction between an individual's impairment and the barriers they encounter, which can limit their abilities to perform certain tasks or participate in various activities. This impairment can manifest in different forms, such as difficulties with moving, seeing, hearing, speaking, learning, or understanding information. However, it is the interplay between these impairments and barriers that constitutes a disability, as it restricts an individual's full and effective participation in society on an equal basis with others.

**Diversity Equity Inclusion (DEI):** DEI stands for Diversity, Equity, and Inclusion. Diversity means having a range of different people involved. Equity means making sure everyone has a fair opportunity to participate and succeed. Inclusion means making sure everyone feels welcome and valued.

**Impairment:** An impairment is a loss of normal function of part of the body, like losing sight or hearing, having difficulty moving, or having a mental health condition. It is the physical or mental condition that a person has.

↑ **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.

# 4. OUR FRAMEWORK

## 4.1 PRINCIPLES GUIDING OUR PLAN

In accordance with the *Accessible British Columbia Act*, this Accessibility Plan embraces the principles of inclusion, adaptability, diversity, collaboration, self-determination, and universal design. Each stage of our plan incorporates these principles to promote an environment enabling all individuals, especially those with disabilities, to participate and contribute.



**Inclusion:** Inclusion emphasizes acceptance, respect, and equal opportunity for all. In our plan, this means proactively eliminating barriers to access our services and facilities.



**Collaboration:** Collaboration ensures that stakeholders contribute to all stages of accessibility measures. We are committed to including stakeholder voices in decision-making processes.



**Adaptability:** Adaptability commits us to flexible systems that cater to various needs and circumstances. It involves reassessing processes and adopting innovative approaches for better accessibility.



**Self-Determination:** Self-Determination allows individuals to make their own choices. Our plan supports choice, autonomy, and agency in interactions with our services.



**Diversity:** Diversity acknowledges human differences including, but not limited to, race, ethnicity, gender, age, ability, and religion. Our commitment is to value these differences and cultivate a respectful, celebratory environment.




**Universal Design:** Universal Design implies designing products and services to be usable by all without need for adaptation. This principle guides us to create accessible services and spaces easy to understand and use by all.

## 4.2 KEY LEGISLATION

The Province of British Columbia and PavCo are committed to supporting people with disabilities to meaningfully participate in their communities. The government passed the *Accessible British Columbia Act* in 2021 with the goal of making the province more accessible. The legislation provides a framework to identify, remove, and prevent barriers to people participating fully and meaningfully in society.

While the *Accessible British Columbia Act* is the primary legislative driver of this Accessibility Plan, another key legislative framework is the 2019 *Accessible Canada Act*, which aims to create a Canada that is barrier-free by 2040. This legislation is the federal framework to identify, remove, and prevent barriers to all Canadians, especially people with disabilities. It follows Canada's 2010 ratification of the *United Nations Convention on the Rights of Persons with Disabilities*.



Other documents that have informed this plan are the *Canadian Charter of Rights and Freedoms* and the *United Nations Declaration on the Rights of Indigenous Peoples*.

### 4.3 EXISTING POLICIES

PavCo has existing employee policies regarding accessibility:

- Diversity, equity, and inclusion is a core organizational value that guides our culture and the way we connect with one another.
- Workplace Diversity and Inclusion Policy, which prohibits discrimination or discriminatory practices among its team members, partners, vendors or suppliers, or clients.
- Reasonable Accommodations of Persons with Disabilities Policy, which recognizes PavCo's duty to accommodate persons with disabilities in a manner that respects dignity, privacy, and inclusion.
- Respectful Workplace Policy, which established rules and guidelines on professionalism.

#### PAVCO'S DE&I VISION

At PavCo, we are on a journey to sustain and build upon an inclusive culture that is reflective of the community we serve. We value the diversity of our team's experiences, talents, skills and unique perspectives to deliver outstanding client and guest experiences. Each of us has an important role to ensure every team member has the opportunity to bring their authentic, whole selves to positively contribute, and feel a true sense of belonging.

# 5. PAVCO'S COMMITMENT TO ACCESSIBILITY

As large venues, we are places that welcome people from all over the world with varying accessibility needs. Ensuring that our facilities and services reflect the diverse needs of our community is critical to our vision of delivering outstanding experiences.

## 5.1 VISION

To be as accessible and inclusive as possible throughout our venues and our organization.



Canucks Autism Network Sports Day on the field at BC Place Stadium.



## 5.2 PILLARS

In embarking on this journey, we have identified the following pillars as key to this plan:

| <b>BUILDING UPON LIVED EXPERIENCE:</b>  | <b>LEADING WITH OPENNESS AND HUMILITY:</b>  | <b>FOCUSING ON PROGRESS OVER PERFECTION:</b>  | <b>FOSTERING CONNECTION AND BELONGING:</b>   |
|---|---|---|--|
| <p>A key principle of our plan is ‘Nothing About Us Without Us,’ which means our accessibility policies should be decided with the full and direct participation of those impacted by that policy. The best ways to identify, remove, and prevent barriers is by meaningfully engaging with those that experience them.</p> | <p>As we continue engaging with our community, we commit to continuous improvement by providing multiple avenues for feedback and listening sincerely about the barriers they experience.</p> | <p>Change takes time, and best practices evolve as we better understand how people use our facilities and services.</p> | <p>We exist to bring people together and we believe our path to providing economic and community benefit to British Columbians depends upon creating meaningfully accessible experiences for everyone.</p> |





### 5.3 COMMITMENT

We commit to continue learning from, engaging with, and supporting our diverse community, especially people with disabilities. We pledge to make continuous improvements to our facilities and services that respect and honour everyone's dignity, independence, and individual autonomy.

### 5.4 APPROACH

One of our first actions was to establish Accessibility Champions, who are PavCo team members, with a commitment to learn about accessibility as a topic, the legislation, and its intended goals and implementation.

An internal communications strategy regarding this plan was developed, including team presentations, digital outreach, seminars, and individual education. Communications will continue to play an important role as this strategy develops to ensure comprehensive understanding around the full scope of the term accessibility and to gather feedback for ongoing improvement.

An internal survey of PavCo employees, including supplier partners, was conducted to establish a baseline understanding of accessibility demographics and barriers within PavCo. This survey provided valuable and actionable insights into the development of this plan.

We initiated structured consultations with colleagues across multiple departments. The aim of these consultations was to tap into their firsthand experiences interacting with clients and guests, thereby obtaining their valuable perspectives on the potential areas for improvement. By doing so, we hope to create a more comprehensive understanding of the improvement opportunities available to our organization.

Through these engagements, we identified several distinct themes that served as a preliminary foundation for our Accessibility Plan. These themes not only shaped the direction of our discussions but also informed the formation of our Accessibility Committee. As we continue to collaborate with experts and consultants, including organizations working on removing barriers, our foundational understanding will guide efforts to enhance accessibility across the organization.



PavCo employees participating in the Neighbourhood Cleanup Party, a community initiative to help remove waste on the streets of Downtown Vancouver.

## 6. ACCESSIBILITY COMMITTEE

The PavCo Accessibility Committee is an independent subcommittee of the existing PavCo Diversity Council, which contributes to the organization's Diversity, Equity, and Inclusion objectives. This structure was established because we believe fundamentally in the close relationship between accessibility and diversity, equity, and inclusion.

Recruitment of members was conducted through a series of presentations and other accessible communications, and in accordance with the *Accessible British Columbia Act's* committee composition requirements:

- At least half of members are:
  - Persons with disabilities; or
  - Individuals who support or are from organizations that support persons with disabilities.
- The members described above reflect the diversity of persons with disabilities in British Columbia.
- At least one of the members identifies as Indigenous.
- The committee reflects the diversity of persons in British Columbia.

Our committee meets these composition requirements, and has three focus areas:

- 1 Helping and advising PavCo on how to identify, remove, and prevent barriers to individuals in or interacting with PavCo;
- 2 Providing input and feedback on how to implement PavCo's Accessibility Plan; and
- 3 Continuing the conversation and providing awareness around what accessibility means to PavCo.

## 6.1 MESSAGE FROM THE ACCESSIBILITY COMMITTEE

With humility and without judgement, we are honoured by the privilege to be members of the newly created PavCo Accessibility Committee.

We strive to act for those living with a disability, those who have lived experience in supporting those with a disability, and those who have a passion for creating a sense of belonging. We embody the diverse cultures and ethnicities that make up beautiful British Columbia and we represent the many departments across our organization.

As we embark on our accessibility journey together, one that is so close to our hearts, it is important that we reach as many people as possible, create opportunities for everyone to succeed, provide a warm, welcoming experience for all that come to our venues, and build a culture of belonging.

The establishment of our Accessibility Committee and the development of PavCo's Accessibility Plan are the cornerstone of transforming words and ideas into action that can have a meaningful and lasting impact on people's lives. We are so excited to get started!

Sincerely,  
The Accessibility Committee



The Cauldron, erected for the 2010 Olympic and Paralympic Winter Games, is shown lit and rising above a gathering of people at Jack Poole Plaza.

## 6.2 COMMITTEE MEMBERS



**QUINCI CAMAZZOLA**

*Co-chair*

Strategic Business  
Advisor,  
Shared Services

“Accessibility to me is about ensuring everyone feels seen.



**MIRANDA HIGGS**

*Co-chair*

Senior Manager, Capital  
Planning and Projects,  
Shared Services

“To me, accessibility is welcoming individuality by integrating our unique perspectives and creating a better experience for everyone.



**JAKE HAMILTON**

*Member*

Duty Manager,  
BC Place Stadium

“Accessibility means creating an inclusive environment where everyone can participate in all aspects of their lives by removing barriers and providing accommodations to ensure equal opportunity for everyone, regardless of their abilities.



**DHILVINDER KAUR**

*Member*

Senior Project Manager,  
Capital Planning and  
Projects,  
Shared Services

“Accessibility, to me, means providing equal access to everyone to move freely and independently though society without limitations, barriers, or exclusions.



**JUNG-HEE ROH**

*Member*

Sustainability  
Coordinator,  
Shared Services

“Accessibility means everyone has clear and easy access to services. Accessibility means learning that not all disabilities are visible.

“**Accessibility allows us to tap into everyone's potential.**

– **DEBRA RUH,**  
Global Disability  
Inclusion Strategist



**RAYMOND PAN**  
*Member*

Manager, Events & Guest Experience, BC Place Stadium

“Accessibility is the quality of being able to create memories for all by providing a welcoming, inclusive and accessible experience for our patrons.



**HANS HAVAS**  
*Member*

Team Lead, Hosting, BC Place Stadium

“My meaning of accessibility is for people of all genders to be able to enter and enjoy all venues we provide. Accessibility is making our facility meaningfully usable by everyone.



**PATRIA KISHIDA**  
*Member*

Event Manager, Vancouver Convention Centre

“Accessibility means equality and inclusion; for me, that means creating welcoming environments where everyone can participate fully.



**MANDEEP MINHAS**  
*Member*

Guest Ambassador, Vancouver Convention Centre

“Accessibility is creating a world which is all warm and welcoming, with no barriers for anyone, built exclusively with care, love and sensitivity.

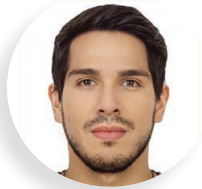
“There is incredible power in being able to see yourself in someone else.  
– **STEPHANIE CADIEUX**,  
Chief Accessibility Officer, Government of Canada



**NANDAKISHORE RANGAN**  
*Member*

Executive Chef, Vancouver Convention Centre

“To me, accessibility means equality - everyone should be able to live, work, cherish and enjoy life like others without any judgement.



**EDGARD QUISPE HINOSTROZA**  
*Member*

Security Medic, BC Place Stadium

“Accessibility to me means the link the world needs to connect communities and allow us to grow as a better society. A whole new world with more opportunities for everyone to succeed.



**SHIRLEY NAND**  
*Member*

Marketing and Social Media Coordinator, Vancouver Convention Centre

“Accessibility is the extension to inclusivity that aims to cover all possible forms of reaching as many people as possible, as easily as possible.



**SAMUEL KIEFER WHITE**  
*Member*

Event Technician, Vancouver Convention Centre

“Accessibility means that all people are able to complete the same, or similar, tasks with an equal amount of personal effort regardless of disability or not.

“I wish for a world that views disability, mental or physical, not as a hindrance but as unique attributes that can be seen as powerful assets if given the right opportunities.

– OLIVER SACKS, physician, best-selling author, and professor of neurology



**LINCOLN HERNANDEZ**  
*Member*

Event Sales Manager, Vancouver Convention Centre

“Accessibility to me, is creating an inclusive environment that fosters equity, support and an open understanding of everyone without barriers or limitation.



Two children shoot at a basketball hoop as part of Canucks Autism Network Sports Day at BC Place Stadium.



# 7. INITIAL CONSULTATIONS

We initiated conversations and consultations regarding experiences within both of our venues, Vancouver Convention Centre and BC Place Stadium.

To assist with identifying barriers and create this plan, we consulted with our internal teams in two ways:

- 1. Employee Survey:** Focused on identifying various barriers within PavCo. We also measured disability inclusion in the workplace, in partnership with the President's Group for Accessible Employers' *Pledge to Measure* initiative.

| ACCESSIBILITY SURVEY HIGHLIGHTS                         |        |
|---|--------|
| Metric  | Result |
| Invited participants*                                   | 840    |
| Responses   | 203    |
| Respondents who identified with having a disability     | 76     |
| Senior Leaders† who identified with having a disability | 10     |

*\*This includes approximately 450 full-time and part-time employees, as well as 380 casual employees.*

*† For the purpose of the survey, 'Senior Leader' was defined as any person with a title of 'Senior Manager' and above.*

- 2. In-Person Consultations:** We initiated conversations and consultations regarding experiences within both of our venues, Vancouver Convention Centre and BC Place Stadium.

These are the initial steps in our engagement process. We will continue consultations with more team members, clients, guests, expert consultants, and organizations dedicated to removing barriers.



A Guest Experience Ambassador assists a patron at the Vancouver Convention Centre.

# 8. ACTION PLAN

Based on initial feedback, we have identified immediate and future actions to identify, remove, and prevent barriers, organized under six different categories.

## 7.1 REVIEW OUR BUILT ENVIRONMENT

| AREA                        | PROPOSED ACTION ITEM   | OUTCOME  | DEPARTMENT                                      |
|-----------------------------|--|--|---|
| <b>Facilities</b>           | Conduct a professional audit of the built environment to identify barriers.                  | Opportunities identified for increased accessibility in conjunction with the Rick Hansen Foundation Accessibility Certification audit (RHFAC).                                 | Facilities, Capital Projects                    |
| <b>Renovations</b>          | Engage RHFAC during renovations to identify areas of opportunity for enhanced accessibility. | Increased awareness and accessible outcomes through education and engagement with experts.   | Facilities, Capital Projects                    |
| <b>Emergency Procedures</b> | Conduct a thorough review of emergency procedures.   | Ensure that emergency procedures are inclusive of a variety of forms of communication, and to identify any additional tools or resources that could enhance the accessibility. | Facilities, Venue Operations, Safety & Security |

**7.1 REVIEW OUR BUILT ENVIRONMENT** continued

| AREA                   | PROPOSED ACTION ITEM   | OUTCOME   | DEPARTMENT                   |
|------------------------|--|---|------------------------------|
| <b>Washrooms</b>       | Review existing washrooms to ensure they meet best practices.  | Improved accessible washrooms including: <ul style="list-style-type: none"> <li>- External push buttons</li> <li>- Addition of gender-neutral facilities</li> <li>- Addition of grab bars in each accessible stall</li> <li>- Install kick plates in each accessible stall</li> <li>- Insulation around sink pipes</li> </ul> | Facilities, Capital Projects |
| <b>Sensory Spaces</b>  | Review opportunities to add quiet spaces and remove sensory barriers.                                  | Addition of sensory space both front of house and back of house for client and employee use.  | Facilities, Capital Projects |
| <b>Elevator Access</b> | Review elevator infrastructure, including locations, distances from entrances, and visible indicators. | Opportunities identified for enhancing the accessibility of our pathways.   | Facilities, Capital Projects |



## 7.2 ENHANCE AWARENESS AND SKILLSETS

| AREA                          | PROPOSED ACTION ITEM   | OUTCOME  | DEPARTMENT                               |
|-------------------------------|--|--|--|
| <b>Education Overview</b>     | Comprehensive review of training opportunities to improve awareness as part of the organizational Learning and Development Plan.   | Accessibility Training Plan that includes speakers and experts in areas sharing their accessibility journey.   | Human Resources, Accessibility Committee |
| <b>Awareness Training</b>     | Training opportunities provided to staff to enhance awareness, scope, and understanding of accessibility as a topic. Training should include overview of the legislation, the range of disability, and how it relates to diversity, equity, and inclusion. | Greater understanding of the scope of barriers experienced; a desired outcome would be to cultivate a culture that is feedback and solutions oriented. | Human Resources                          |
| <b>Role Specific Training</b> | Focused training opportunities to address specific skillsets required in their respective roles, such as for front-line staff and people leaders.  | A team that is disability inclusive, equipped with the skills to respond to a variety of needs.  | Human Resources                          |

## 7.2 ENHANCE AWARENESS AND SKILLSETS continued

| AREA                  | PROPOSED ACTION ITEM  | OUTCOME  | DEPARTMENT                   |
|-----------------------|---|--|------------------------------|
| <b>Event Planning</b> | Focused training opportunities for staff who work with clients on planning events.  | Events and activations that from the outset are reviewed through an accessibility lens, with the aim of being more inclusive for everyone. | Human Resources              |
| <b>Certification</b>  | Rick Hansen Foundation Accessibility Certification training for specific individuals to address physical barriers in-house. | Available in-house expertise which can be easily incorporated into the early planning phases of building modifications and upgrades.       | Facilities, Capital Projects |



BC Place Stadium's accessible seating platform.



**7.3 ELEVATE OUR SERVICE DELIVERY FOR GREATER INCLUSIVITY**

| AREA                    | PROPOSED ACTION ITEM  | OUTCOME  | DEPARTMENT                               |
|-------------------------|---|--|--|
| <b>Events</b>           | Creation of resources, such as an <i>Accessible Events Toolkit</i> , which can be used as a reference by clients.   | Creating convenient ways for clients to learn or reference how they can incorporate accessible features and practices into their event planning.                         | Events, Venue Operations, Guest Services |
| <b>Feedback</b>         | Adding an opportunity for feedback on accessibility to post-event client and guest surveys.   | An additional feedback mechanism directly targeted at people’s immediate experiences in our venues.  | Events, Guest Experience                 |
| <b>Guest Experience</b> | Conduct a feasibility study for onsite support programs for guests using our facilities (for example, the <i>Hidden Disabilities Sunflower Program</i> ). | Proactive options or services for clients or guests to signify to us that they have a hidden disability and may need a helping hand or understanding or additional time. | Guest Experience, Guest Services         |
| <b>Guest Experience</b> | Review of existing sensory kits and opportunities to expand the program.  | Sensory kit provisions at all PavCo sites.   | Events                                   |
| <b>Guest Experience</b> | Review current procedures, inventory, and usage of mobility equipment available for use and/or rental by guests.  | An available inventory of equipment that people with varying mobility requirements can depend upon when using our facilities.  | Events, Safety & Security                |

### 7.3 ELEVATE OUR SERVICE DELIVERY FOR GREATER INCLUSIVITY continued

| AREA                    | PROPOSED ACTION ITEM   | OUTCOME   | DEPARTMENT                            |
|-------------------------|--|---|---------------------------------------|
| <b>Technology</b>       | Conduct an environmental scan and consult with experts to identify different technologies available to enhance our service delivery across the organisation. | Provide additional technology options for guest and clients interactions.   | Events & Information Technology       |
| <b>Guest Experience</b> | Review opportunities for hearing loop technology or similar auditory implementation.   | Technology options available for individuals facing auditory barriers.  | Events & Capital Projects             |
| <b>Guest Experience</b> | Discuss opportunities with clients to review accessible entrances and procedures for physical and invisible barriers.  | Create alternate accessible entrances that go beyond addressing physically barriers.  | Facilities, Venue Operations & Events |
| <b>Guest Experience</b> | Review of current event operations through an accessibility lens.  | Thoughtful removal of potential barriers including: <ul style="list-style-type: none"> <li>- Distance to food and beverage locations</li> <li>- Consistent rest areas available</li> <li>- Sensory – light levels, sound, scents</li> </ul> | Facilities, Venue Operations & Events |





**7.4 CREATE PATHWAYS FOR ACCESSIBLE INFORMATION & COMMUNICATION**

| AREA                              | PROPOSED ACTION ITEM   | OUTCOME   | DEPARTMENT                                 |
|-----------------------------------|--|---|--|
| <b>Website</b>                    | Reviewing our websites to ensure they incorporate accessibility standards consistent with the Web Content Accessibility Guidelines Level AAA.                                  | Websites across our entire organization which reflect the highest accessibility standards.  | Communications & Marketing                 |
| <b>Website &amp; Social Media</b> | Review content on websites and social media to ensure accessibility features (such as alternative text attached to imagery) are built into our online communication practices. | Ensuring content that we produce online is accessible by everyone.  | Communications & Marketing                 |
| <b>Website</b>                    | Create resources to assist guests when they are onsite.  | Ensuring people have the information and tools they need to feel comfortable moving through and navigating our facilities.  | Communications & Marketing                 |
| <b>Wayfinding</b>                 | Review current wayfinding infrastructure and plan.   | Elevating our wayfinding plan to ensure signage is clearly visible and legible, including highlighting accessible pathways, making braille widely available, and having auditory options. | Events, Venue Operations, Guest Experience |

## 7.4 CREATE PATHWAYS FOR ACCESSIBLE INFORMATION & COMMUNICATION

continued

| AREA                       | PROPOSED ACTION ITEM   | OUTCOME   | DEPARTMENT |
|----------------------------|--|---|------------|
| <b>Food &amp; Beverage</b> | Create alternative menu formats to be available at all retail outlets, for example: large print and braille formats. | Menus that are more inclusive of our broader community. | Catering   |

## 7.5 POLICIES AND PRACTICES

| AREA                      | PROPOSED ACTION ITEM  | OUTCOME  | DEPARTMENT      |
|---------------------------|---|--|-----------------|
| <b>Procurement</b>        | Review procurement practices to integrate accessible opportunities and options.                     | Products and services that are designed with accessibility in mind.                                | Procurement     |
| <b>Talent Acquisition</b> | Review hiring practices to ensure they are disability inclusive.                                    | Recruitment practices that are inclusive and engage as many people as possible.                    | Human Resources |
| <b>Onboarding</b>         | Integrate awareness training for accessibility for new team members.                                | Creating an increased sense of belonging for people as a key piece of the new employee experience. | Human Resources |
| <b>Employee Retention</b> | Review benefits package to ensure existing disability coverage is reflective of a variety of needs. | Recommendations for future benefit package modifications, as appropriate.                          | Human Resources |



7.5 POLICIES AND PRACTICES continued

| AREA                 | PROPOSED ACTION ITEM  | OUTCOME  | DEPARTMENT                 |
|----------------------|---|--|----------------------------|
| <b>Technology</b>    | Review adopted technology for accessibility best practices.                       | Create standards for technology inclusivity for use cases such as: <ul style="list-style-type: none"> <li>- Close captioning when in group Teams meetings</li> <li>- Automatic recordings and transcriptions for group meetings</li> </ul> | Information Technology     |
| <b>Documentation</b> | Review communication guides to include simplified formats to improve inclusivity. | Standardized plain language guide for documentation.   | Communications & Marketing |



Members of the PavCo team participate in Vancouver’s Pride Parade, carry a PavCo Proud banner.

## 7.6 ENGAGEMENT

| AREA                       | PROPOSED ACTION ITEM  | OUTCOME  | DEPARTMENT                                      |
|----------------------------|---|--|---|
| <b>Partnerships</b>        | Continue to work with existing partners and grow relationships with new partners to support accessibility in the community. | Establish a community that fosters learning, promotes awareness, encourages dialogue, and provides valuable resources. | Accessibility Committee                         |
| <b>Employee Engagement</b> | Review adopted technology programs for end-user acceptance and user experience.   | Ensuring technology options are provided without barriers throughout the organization.                                 | Information Technology, Accessibility Committee |
| <b>Supplier Engagement</b> | Review supplier partner accessibility programs and identify opportunities for partnership and integration.                  | Integrate best practices and new opportunities across the organization.  | Accessibility Committee, Facilities, Events     |



Children pose for a photograph on BC Place Stadium's field at the Hope and Health Community Camp.

# 9. WE WELCOME YOUR FEEDBACK

Hearing from our team, clients, guests, and community is the best way for us to know what we are doing well and where we need to do better. If you have any comments or feedback you wish to provide regarding this plan or other accessibility-related topics, there are several ways you can connect with us.

Feedback received will be reviewed by the PavCo Accessibility Committee and considered for incorporation into future iterations of the Accessibility Plan.

|                     |  |
|---------------------|--|
| <b>Email</b>        | Email us at <a href="mailto:Accessibility@bcpavco.com">Accessibility@bcpavco.com</a>   |
| <b>Letter mail</b>  | Feel free to attach videos, photos, or other types of documents.<br><br>Send us a letter to the following address:<br><b>Accessibility Committee</b><br>B.C. Pavilion Corporation<br>Suite 200 – 999 Canada Place<br>Vancouver, BC V6C 3C1<br>Canada |
| <b>Telephone</b>    | If you would like to leave a voice message, please call us at:<br>+1 604 256 3261  |
| <b>Website Form</b> | Visit the “Contact Us” page on the <a href="#">BC Place</a> or <a href="#">Vancouver Convention Centre</a> website.  |

All feedback sent to us will be acknowledged within 30 days. Feedback provided anonymously or without contact information cannot be responded to but will be reviewed and carefully considered for action.

If you are interested in obtaining this plan in an alternate format, please contact [accessibility@bcpavco.com](mailto:accessibility@bcpavco.com).



BC Place Stadium  
777 Pacific Boulevard  
Vancouver, BC V6B 4Y8



B.C. Pavilion Corporation  
200 – 999 Canada Place  
Vancouver, BC V6C 3C1



Vancouver Convention Centre  
1055 Canada Place  
Vancouver, BC V6C 0C3