

Inclusion BC Accessibility Plan

2025 – 2029

Truth and Land Acknowledgement

Inclusion BC acknowledges that our head office is on the traditional, ancestral, and unceded territory of the QayQayt First Nation. Our staff and board members live and work on the lands of Indigenous Nations across the province. We also acknowledge and give thanks to the First Nations, Métis, Inuit, and Urban Indigenous people who live throughout the province.

We recognize the harm caused by colonial policies¹, including the Indian Act. These policies continue to impact Indigenous people, cultures, and communities. It is important to remember that colonial policies:

- caused intergenerational trauma.²
- forced people from their homes,
- stole land,
- took away power and control, and
- harmed cultures, families, and Nations.

Residential schools operated from 1870 to 1997. During this time, more than 150,000 First Nations, Métis, and Inuit children were taken from their families. The Truth and Reconciliation Commission of Canada said that the residential school system was an attempt at cultural genocide.³

¹ Colonial policies are the rules and decisions made to benefit the country in control. Colonial policies harm Indigenous Peoples by taking away their land, rights, cultures, and ways of life.

² Intergenerational trauma is when the effects of trauma are passed down through families, communities, and systems. This causes deep and lasting harm.

³ Cultural genocide means trying to destroy a culture on purpose. This can include taking away language, traditions, land, and ways of life. It often forces people to give up who they are and live in a different way. For example, the residential school system was a form of cultural genocide.

Settlers⁴ have benefited from this unfair treatment. We believe it is important to acknowledge the truth about the past, as often as possible. This is an important step toward reconciliation.⁵ We have a responsibility to lead this work for a better future. We can do this by learning from the past and working together.

We support:

- Indigenous rights and titles throughout the province.
- The United Nations Declaration on the Rights of Indigenous Peoples.
- The 94 Calls to Action by the Truth and Reconciliation Commission.
- The B.C. Declaration of the Rights of Indigenous Peoples Act.

Inclusion BC welcomes feedback about our accessibility plan. To share feedback, please email info@inclusionbc.org or call 1-800-618-1119.

Our accessibility plan uses plain language. If you need it in a different format, please contact Inclusion BC.

⁴ Settlers are people who came from other countries and made their homes on Indigenous lands. Settlers also include people whose families came from other countries, even if they arrived a long time ago. Settlers benefit from systems that forced Indigenous peoples off their lands and took away their rights.

⁵ Reconciliation means working to repair the harm caused by unfair treatment of Indigenous Peoples. It requires respecting rights, listening, and making things fair.

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Introduction

About the Organization

Inclusion BC is a non-profit organization in British Columbia. We advocate for the rights and opportunities of people with intellectual and developmental disabilities and their families. This supports people to live and participate in their communities.

We are supported by a [federation of members](#). Our members include people with disabilities, families, and other organizations. They all work together to build inclusive communities across the province.

We are committed to building awareness, encouraging action, and supporting the rights of people with intellectual and developmental disabilities. We are an equal opportunity employer.⁶ We value diversity and inclusion. We work to create a healthy, accessible, and supportive workplace. This helps each person share their different strengths. It supports our organization's success.

Message from the Accessibility Committee

The Inclusion BC Accessibility Committee is made up of people with disabilities, family members, and staff. These people are from across the province. They have different skills and experiences to offer. The committee includes people with diverse identities and backgrounds. For example, Indigenous and 2SLGBTQIA+⁷ people.

The committee is a standing (ongoing) committee of the Board of Directors.

In early 2024, the Accessibility Committee began reviewing the guide [Developing Your First Accessibility Plan](#). Since then, the committee has met regularly. It has worked together to develop the Inclusion BC Accessibility Plan.

We are excited about Inclusion BC's first three-year accessibility plan. This plan helps identify and remove barriers to accessibility. It does this for the people who connect with and work for Inclusion BC. We look forward to sharing this work with the public.

⁶ An equal opportunity employer is a workplace that gives all people a fair chance to get a job and succeed at work.

⁷ 2SLGBTQIA+ stands for two-spirit, lesbian, gay, bisexual, transgender, queer, questioning, intersex, androgynous, asexual, plus.

Acknowledgement of Key Contributors

Inclusion BC is grateful for the support of:

- Community leaders across the province with disabilities
- The people we work for and with each day
- The Inclusion BC Accessibility Committee
- Our staff team

Their perspectives and experiences were important in developing the Inclusion BC Accessibility Plan.

Our Accessibility Story

Inclusion BC is a non-profit organization. We work to create inclusive communities across British Columbia. This work helps make sure people with intellectual and developmental disabilities are fully included in all areas of life. We focus on creating meaningful opportunities for people with disabilities. We support people to participate, lead, and have a true sense of belonging in everything we do. We value many different experiences.

Our organization started in the 1950s. It began when a group of parents came together to advocate for community options instead of large institutions. By 1959, the organization:

- Provided yearly reports to the BC government
- Helped bring special education into teacher training
- Supported important changes made to the School Act⁸

The hard work and leadership of these parents made a lasting difference. It's hard to imagine where we would be today without their efforts.

Our work today is organized around four main areas:

- [Individual and Family Advocacy](#)
- [Public Policy Systems Advocacy](#)
- [Conference and Learning Events](#)
- [Community Partnership & Engagement](#)

⁸ The School Act was a law in British Columbia that set the rules for how schools were run.

We are part of a social movement⁹ for inclusion. This work starts in local communities and reaches around the world. We have about 70 federation members. These members support people from across the province on their journey to inclusion. We are a member of [Inclusion Canada](#). This connects us to [Inclusion International](#).

Inclusion BC imagines a future where accessibility is a standard, not just a goal. We imagine a world where everyone belongs, contributes, and thrives.

We recognize that traditional ideas about accessibility often do not consider all [cultural backgrounds](#). Our Accessibility Plan includes [cultural safety](#) as a part of accessibility, not separate from it.

In society, some groups of people have more power and privilege than others. This can happen even if people are not aware of it. It can lead to some ideas and ways of doing things being viewed as more important than others. This is unfair.

Cultural safety helps make sure people from diverse cultural backgrounds are treated fairly. It helps make services, environments, and experiences respectful and inclusive. This supports people to feel safe and valued. It makes things truly accessible. Our commitment to cultural safety goes beyond what is in the Inclusion BC Accessibility Plan. In the future, we will develop a Cultural Safety Strategy. This will focus on the importance of cultural safety in all areas of our work.

Inclusion BC leads the way in building inclusive communities. These are communities where everyone can live with dignity and thrive. We do this by:

- Respecting diverse [cultural backgrounds](#)
- Changing negative beliefs and attitudes
- Removing barriers

Use of Language

At Inclusion BC, we use person-first language. For example, “person with a disability.” We understand that many people prefer identity-first language. For example, “disabled person.” Inclusion BC respects people’s choice in language.

Definitions

For this plan, Inclusion BC is using the following definitions:

⁹ A social movement is when many people work together to improve society.

Accessibility: Removing barriers to increase inclusion and independence for everyone. It means that people can participate fully in all areas of life.

Accommodation: A change that is made to remove barriers. It helps meet people's needs so everyone can participate fully and equally.

Adaptability: Being able to adjust to changes or new situations. It means staying flexible and finding new ways to handle challenges. It's about doing things differently when needed.

Barrier: Anything that stops a person with an impairment¹⁰ from fully taking part in society. Barriers can be made worse when different types of discrimination happen together.

Cultural Background: Can include different parts of a person's identity, experiences, beliefs, and values. These come from the cultures they belong to.¹¹

Some examples include:

- customs and traditions,
- disability identity,
- race,
- Indigenous identity,
- gender identity and expression,
- sexual orientation,
- language,
- religion or spiritual beliefs,
- the shared lifestyle and values of a group, and
- where someone is born or where they come from.

Cultural Safety: Working in ways that are fair and free of discrimination for people from different backgrounds. The goal is respect, so people feel safer receiving supports and services.¹²

Disability: Any kind of impairment that makes it harder for a person to take part fully and equally in everyday life when combined with a barrier. Disabilities can be permanent, temporary, or come and go over time. They may be visible to others or not.

¹⁰ A difference in how a person's body or mind works. It may be physical, mental, intellectual, sensory, learning-related, or affect communication.

¹¹ Informed by San'yas Indigenous Cultural Safety Training, the BC First Nations Health Authority (FNHA), and the Indigenous Perspectives Society.

¹² Informed by the First Nation Health Authority and San'yas Cultural Safety Training.

Diversity: The many ways people are different and have a variety of lived experiences. We celebrate these differences. They are strengths that help build healthy communities.

Inclusion: Making sure everyone feels welcome, valued, and supported. This happens no matter a person's background, abilities, or differences. It means creating environments where everyone can participate fully and equally.

Self-determination: When people with disabilities have choice and control. This means they can make decisions about all parts of their lives.

Universal Design: Designing environments so that all people can use, understand, and access them as much as possible.¹³

Guiding our Work

Legislation

Our work is guided by the [United Nations Convention on the Rights of People with Disabilities](#). This agreement says that people with disabilities have the same rights as everyone else. It supports people's right to equal treatment, full participation, and freedom from discrimination.

The [Accessible BC Act](#) became a law on June 17, 2021. It requires some organizations to create an accessibility plan. Inclusion BC is not required to do this. We chose to create an accessibility plan as leaders in our sector.

The Accessible BC Act shows that barriers can be caused by:

- environments,
- attitudes,
- practices,
- policies,¹⁴
- information,
- communication,
- technologies, and
- more.

This set of ideas helped create the Inclusion BC Accessibility Plan.

¹³ Informed by the Centre for Excellence in Universal Design

¹⁴ Policies are rules or guidelines that explain how things should be done in a group, organization, or government.

Internal Policies

Internal policies are rules or guidelines that help shape organizations. Inclusion BC follows our **Policy on the Canadian Human Rights Act**. We support and believe in the [Canadian Human Rights Act](#). This includes:

- providing accommodations,
- making sure everyone has equal opportunities, and
- stopping discrimination.

Our **Policy on Accessibility and Inclusive Environment** says, *"Inclusion BC responds to the needs of supporters and staff to make the society and its work environments inclusive and accessible."*

Our Mission, Vision, and Values

Mission

We are a federation working with partners to build community and to enhance the lives of children, youth, adults with intellectual disabilities, and their families by building awareness, inspiring action, and advancing rights.

Vision

A world where everybody belongs and where people with intellectual and developmental disabilities have choice and control over the supports and services they need to flourish.

Values

We believe:

- In a full life with dignity and respect for everyone.
- Everyone has the right to determine their own needs, make their own decisions, and get the support they need to do those things.
- Everyone has the right to, and dignity of, taking risks.
- Everyone should have enough money for a reasonable quality of life.
- Services and supports have to be delivered in a way that respects a person's history, culture, race, religion, and sexual orientation.
- In remembering and sharing our history so it can guide our future.
- Families, friendships, relationships, and support networks help make everyone feel valued and safe.

Our Approach

The Accessibility Committee created a set of questions. We asked these questions to the people who connect with us and our employees. The information gathered helped us understand how well we are meeting accessibility needs.

Accessibility that does not include diverse perspectives and experiences can miss barriers. For example, some barriers are only noticed by people from certain [cultural backgrounds](#). This was an important part of creating the questions.

We also wanted to know what actions would improve accessibility the most. We spoke with different groups of people through engagement activities. The learning from these conversations helped create our Accessibility Action Plan.

Questions We Asked

1. What is Inclusion BC doing well to make sure the things they do are available and accessible to all people?
2. What are the opportunities for improvement at Inclusion BC?
3. What can Inclusion BC do to make things more accessible?
4. What are the accessibility priorities for Inclusion BC?
5. Do you feel your [cultural background](#) was/is respected when you connect with Inclusion BC?

Who We Asked

- People who access our Community Inclusion Advocacy Program, including Indigenous perspectives
- Inclusion BC Self-Advocacy Advisory Committee
- Inclusion BC Family Advisory Committee
- Inclusion BC Leadership Network
- Inclusion BC Staff Team
- People who attended our Annual Conference, Family Leadership Series, and Youth Employment Summits

Engagement Activities

The following engagement activities gave us an opportunity to gather feedback:

- February 6-7, 2025: Inclusion BC Staff Strategic Planning Meeting
- May 20, 2025: Inclusion BC Self-Advocacy Advisory Committee Meeting
- June 9, 2025: Inclusion BC Family Advisory Committee Meeting
- June 19-21, 2025: Inclusion BC Annual Conference, "Everybody Belongs"

- October 2-3 & November 7-8, 2025: Inclusion BC Family Leadership Series (Cranbrook and Campbell River)
- October 9, November 20, 2025 & February 9, 2026: Inclusion BC Youth Employment Summits (Langley, Kelowna, and Nanaimo)
- January-March 2026: Community Inclusion Advocacy Program Survey
- March-April 2026: Conversations with members of the Inclusion BC Leadership Network

Our Findings

ADVOCACY

Community Inclusion Advocacy Program

Inclusion BC's Advocacy Team supports people with intellectual and developmental disabilities and their families. This helps people to overcome barriers to inclusion. The feedback below is from people who have used our advocacy program. It includes Indigenous perspectives.

What we asked: Did Inclusion BC's efforts to make our support as accessible as possible meet your needs?

What we heard:

- **85%** of people who answered the survey said yes
- **15%** said more or less

Easy to Use and Available

- People told us that advocacy support was accessible and available when they needed it.
- People said Inclusion BC Advocates responded quickly and gave the support needed.
- Communication was described as, "*fast, informative, and helpful.*"
- One person said communication was slower than in past years. This person still found the advocacy support helpful and would recommend it to others.
- Inclusion BC Advocates took time to explain processes, options, and recommendations clearly.

Respectful and Focused on Each Person

- People felt heard, respected, and supported when using our advocacy services.
- Inclusion BC Advocates showed empathy and respect for lived experiences.
- People said they never felt pressured or judged.

- People liked being supported to make their own decisions.

Help with Getting Needs Met

- Inclusion BC Advocates helped people get supports and services in the school system.
- With advocacy support, people could better understand complicated systems.
- People were able to have their needs met.
- People could make more informed decisions once they understood their options.

Awareness

- Some families do not know this type of advocacy support exists. One parent said:

"I'm really glad I was able to receive this support regarding my daughter...If it were more widely known, I believe it could help families like ours who are struggling."

What we asked: Did you feel your [cultural background](#) was respected when you received support from Inclusion BC?

What we heard:

- **100%** said yes

PARTNERS

Inclusion BC Self-Advocacy Advisory Committee

The Inclusion BC Self-Advocacy Advisory Committee is made up of community leaders with disabilities from across the province. The Committee shared their perspectives and experiences to help create the Accessibility Plan.

What we asked: What is Inclusion BC doing well to make sure the things they do are available and accessible to all people?

What we heard:

Communication Options

- Plain language is used as much as possible.
- Closed captioning and American Sign Language (ASL) are used.
- Different options for communication are available. For example, email, text, in-person, and online meetings.

Everyone Can Participate

This includes:

- Online meetings that help more people participate from across the province.
- Events that consider physical, sensory, and visual accessibility needs.
- Financial support to help people attend events.
- Access to supports and accommodations.

Commitment to Inclusion

- Inclusion BC makes sure people with disabilities are included in all the things they do.

What we asked: What can Inclusion BC do to make things more accessible?

What we heard:

Events and Venues

- Keep improving the accessibility checklist used to choose venues.
- More food options for different dietary needs.
- Provide more support for bookings and registration.
- Give clear directions for using public transit to get to events.

More Options

- Take additional steps to meet people's accessibility needs. For example, include audio versions of important documents.

Accessibility Priorities from the Inclusion BC Self-Advocacy Advisory Committee:

1. Flexible options- people should have different options for participating.
2. Accessible information- all information should be clear and easy to understand.
3. Reduce barriers- make it easier for everyone to participate by finding and removing barriers.

Inclusion BC Family Advisory Committee

The Inclusion BC Family Advisory Committee is made up of family members of people with intellectual and developmental disabilities. The committee members are from across British Columbia.

What we asked: What is Inclusion BC doing well to make sure the things they do are available and accessible to all people?

What we heard:

Inclusive and Supportive

- Non-judgmental support is provided. This helps meet people where they are at. It also creates a safe and welcoming environment.
- Inclusion BC is:
 - respectful,
 - understanding,
 - supportive of families with diverse needs,
 - helpful with navigating complicated systems,
 - inclusive, and
 - supportive of people with disabilities to participate and lead.

Advocacy that Works

- People and their families get strong and caring support from Advocates. This helps them understand and access difficult systems.
- The Advocacy Line is a trusted resource. It works well for people.
- The staff at Inclusion BC are kind and helpful.
- People trust Inclusion BC. The organization is known for supporting positive outcomes in people's lives.

Representation

- Inclusion BC's work helps the community to feel seen and heard.
- The monthly newsletter is helpful and easy to read.
- When Inclusion BC is in the news, it helps raise awareness.

Respect

- Respectful relationships happen because Inclusion BC asks for feedback and listens.
- People's perspectives and experiences are valued in decision-making processes.

Strengthening Inclusion

- Inclusion BC's work helps people and their families better understand what inclusion means to them.
- Parents have found ways to work together. This helps make their communities more inclusive.

What we asked: What are the opportunities for improvement at Inclusion BC? What can Inclusion BC do to make things more accessible?

What we heard:

Awareness

- Explain clearly what Inclusion BC does and how it makes a difference.

Inclusivity

- Remove cultural and language barriers. This helps make sure supports are effective for all families in British Columbia.
- Continue to value lived experience.
- Create more opportunities for people with lived experiences of disability. This includes sharing their stories. It also includes having opportunities to lead.

Advocacy

- Continue advocating for stronger, more connected systems. This is important for everyone. It is especially important for marginalized groups.

What we asked: Do you feel your [cultural background](#) was/is respected when you connect with Inclusion BC?

What we heard:

- People appreciate Inclusion BC's understanding of different identities.
- Inclusion BC should continue building trust with Indigenous families.
- Committee members said they felt:
 - respected,
 - heard,
 - valued, and
 - understood.

Accessibility Priorities from the Inclusion BC Family Advisory Committee:

1. Increase awareness- make it easier to understand what Inclusion BC does and how it makes a difference.
2. Inclusion- continue to create opportunities for people with lived experience of disability to participate and lead.
3. Advocacy- keep working to remove barriers to inclusion. Especially at the systems-level.

Inclusion BC Leadership Network

The Inclusion BC Leadership Network is a group that brings together different organizations who are committed to inclusion. This network helps us stay connected. It helps us learn about what communities across British Columbia need.

What we asked: What is Inclusion BC doing well to make sure the things they do are available and accessible to all people?

What we heard:

Finding and Removing Barriers

- Inclusion BC makes sure its services and events are affordable for families.
- The Inclusion BC conference is accessible. This includes the venue, the sessions, and how welcoming it is.
- Inclusion BC works quickly to remove barriers. This helps to make sure everyone can participate.

What we asked: What are the opportunities for improvement at Inclusion BC?

What we heard:

- Continue sharing information in different ways. This to supports different learning styles.
- Stay committed to learning and improving.
- Add infographics to position statements. This will make them more accessible.

What we asked: Do you feel your [cultural background](#) was/is respected when you connect with Inclusion BC?

What we heard:

- **100%** said yes

Accessibility Priorities from the Inclusion BC Leadership Network:

1. Diversity- stay aware of how different forms of marginalization¹⁵ affect people.
2. Inclusion- continue to show and strengthen what accessibility looks like in action.
3. Accessible information- share information in different ways. Keep improving accessibility based on people's feedback.
4. Increase awareness- make it easier to understand what Inclusion BC does.

STAFF

Inclusion BC Staff

The Inclusion BC staff team includes people from across the province. They work hard to support inclusion and create positive change.

¹⁵ Marginalization is when a person or a group is treated unfairly or is left out because of their differences.

What we asked: What is Inclusion BC doing well to make sure the things they do are available and accessible to all people?

What we heard:

Inclusive

- People with lived experience of disability are included in decision-making.
- The organization takes meaningful actions to meet accessibility needs.
- There are different options for support.
- Staff ask for feedback and respond to people's needs. This supports learning and improves accessibility.

Accessible Communication

- Staff are using plain language more.
- Different materials are available, including:
 - videos,
 - guides, and
 - stories.

What we asked: What can Inclusion BC do to make things more accessible?

What we heard:

Accessibility Support for Staff

- A lot of effort is made to consider accessibility. There is still more that can be done to make things better. For example:
 - Focus more on accessibility needs during onboarding.¹⁶
 - Ask staff regularly about their accessibility needs. This can be done in different ways.
 - Improve the accessibility of work and event spaces. This includes physical and sensory accessibility.

Cultural Safety and Diversity

- Staff want to continue learning about [cultural safety](#) to better support everyone.

¹⁶ Onboarding is the process of welcoming and helping new employees get started in their jobs. It includes showing them around, introducing them to coworkers, and explaining how things work. It also includes giving them the tools and training they need to do their job well.

- Staff want to learn more about ways to support people's different identities and experiences.

Accessibility Priorities from the Inclusion BC Staff:

1. Accessibility and inclusion
2. Engagement and accountability
3. Cultural safety and diversity

EVENTS

2025 Everybody Belongs Conference

The *Everybody Belongs* conference is a learning event. People who attend include:

- people with intellectual and developmental disabilities,
- family members,
- advocates,
- educators,
- government representatives,
- volunteers,
- disability support workers, and
- people who support inclusion and diversity.

What we asked: Did Inclusion BC's efforts to make the conference as accessible as possible meet your needs?

What we heard:

Physical Space

- The venue provided a positive experience for most people at the conference.
- People who use mobility devices said they could "*move around the venue with ease.*"
- Some people had challenges with:
 - The distance between conference rooms
 - Slow elevators that were difficult to find
 - Confusing signs

Event Location

- The event was located near public transit. This made it easy to get to and from the conference.
- Some people found public transit challenging to use.

Volunteers

- People said the volunteers were:
 - Helpful and friendly
 - Supportive of different needs
 - Easy to find

Accessible Communication

- Plain language made workshops more accessible to everyone.
- In some workshops, the use of plain language could be improved.

What we asked: Do you feel your [cultural background](#) was respected during the event?

What we heard:

- Most people felt their cultural backgrounds were respected.
- People who identified themselves as Indigenous and Métis said it was meaningful to see Indigenous representation.
- People told us there could be stronger representation for 2SLGBTQIA+, immigrant, and Black communities.
- People appreciated:
 - an inclusive and respectful environment,
 - the inclusion of Indigenous voices,
 - different perspectives, and
 - cultural elements being handled respectfully.

Inclusion BC's Family Leadership Series

The Inclusion BC Family Leadership Series helps strengthen advocacy and inclusion in communities. It also connects families with resources. The events are hosted by Inclusion BC and local organizations. These events bring together families from across British Columbia.

The feedback below is from people who attended Family Leadership Series events in Cranbrook and Campbell River.

What we asked: Did Inclusion BC's efforts to make the event as accessible as possible meet your needs?

What we heard:

- **93%** said yes (Cranbrook)
- **89%** said yes (Campbell River)

Financial Support

- Help paying for childcare, travel, hotel, and meals supported families to attend.

Held in Local Communities

- People liked that the events were held in their local communities. This made it easier for people to attend.

Areas for improvement

- The physical space presented some challenges.
- Information can be shared at a slower pace. This helps people feel less overwhelmed.

What we asked: Do you feel your [cultural background](#) was respected during the event?

What we heard:

- **86%** said yes (Cranbrook)
- **100%** said yes (Campbell River)
- People said the event was, *“very welcoming and respectful of all participants.”* They also said it was a *“respectful, safe space.”*

Youth Employment Summits

Inclusion BC's Youth Employment Summits are one-day events. They take place across the province. The events support youth by connecting them with:

- employers,
- post-secondary programs,
- training opportunities, and
- real-world career experiences.

The feedback below came from youth, family members, service providers, and support staff. These people attended Youth Employment Summits in Langley, Kelowna, and Nanaimo.

What we asked: Did Inclusion BC's efforts to make the events as accessible as possible meet your needs?

What we heard:

- **100%** of the people who gave feedback said yes.

Accessible Location

- The venue was easy to reach. There was access to public transit.

Content and Opportunities

- The events were helpful. They provided lots of information.
- There were chances to meet people and connect to resources.
- Lots of opportunities were available for youth transitioning from high school into adulthood.
- Seminars and speakers were described as “*great and knowledgeable*”.

Areas for improvement

- People would like more employers to attend who are hiring and accepting resumes.
- More can be done to support sensory needs.
- People would like Youth Employment Summits to happen every year in their communities.

What we asked: Do you feel your [cultural background](#) was respected during the event?

What we heard:

- **95%** said yes
- People said different needs and experiences were supported.
- The event created a welcoming and inclusive environment.

Actions we have Already Taken

Inclusion BC has taken important actions to remove and prevent barriers in different areas.

Staff and Board Support

- We committed to asking staff and board members about their accessibility needs. This will be done regularly to make sure needs are met as they change.
- We started holding pre-board meetings. This supports different learning styles on the board of directors. It gives board members an opportunity to look at materials and ask questions ahead of time.
- We updated board and orientation processes to be more accessible.

Delivery of Services

- We work to make sure everyone's experiences are valued so people have a true sense of belonging.
- We create opportunities for people with disabilities to connect, participate, and lead.
- We provide accommodations for the people we connect with and support.
- We offer different communication and support options. This helps meet the needs of people and families accessing our advocacy services.
- To support more people, we created online advocacy sessions. These started in January 2026. The sessions help people and families across British Columbia with strategies, tools, and confidence to use systems.
- We survey the people we work for and with. This feedback helps us to keep learning and improving services.
- We work to engage groups who have been left out in the past. It is important to make sure all people have fair access and supports.
- We include diverse perspectives. This supports better understanding and representation.
- At events, our team looks for barriers and provides support. We do this so people can participate fully.

These actions help to:

- Make our services more accessible
- Make sure services are based on each person's needs
- Review and improve supports regularly

Physical Spaces

- We do accessibility audits on possible event venues. An accessibility audit is a review to see how accessible something is for people. It includes seeing what works well. It also includes finding and removing barriers.
- Based on feedback, we made changes to the Inclusion BC office. For example:
 - accessible washrooms,
 - automatic doors,
 - braille signs,
 - a new heating and cooling system to reduce background noise, and
 - more color contrast between walls, doors, and floors.

Information and Communication

- Inclusion BC provides materials in plain language.
- We are committed to making sure our policies are available in plain language and other accessible formats.
- Our website has been redesigned to meet accessibility standards.

- We include accessibility features in our branding. This helps make materials easier to use.
- Event applications include questions about people's accessibility needs.

Ideas and Attitudes

- In 2025, Inclusion BC created an online course. It is called *Building an Inclusive BC: The History of Disability Rights*. The course uses plain language. It is designed to reduce stigma. It is also made to build better understanding and inclusion of people with intellectual and developmental disabilities.
- The *Freedom to: Work, Learn, Love & Thrive* campaign helped create new ideas. It encouraged people from across the province to think in new ways about people with intellectual and developmental disabilities. The campaign reached over five million people. It won the BC Broadcaster Humanitarian Award.

Financial

- Inclusion BC's annual conference and learning events are free or low cost.
- Scholarships are available.
- To help make sure everyone can get support, Inclusion BC's advocacy services are free.

Accessibility Action Plan

The Accessibility Action Plan is based on the feedback gathered in this plan.

Priority #1 Accessibility and Inclusion

- Continue to reduce barriers to inclusion by:
 - providing flexible options,
 - making information accessible,
 - listening and responding to feedback,
 - advocating for inclusion at the systems-level, and
 - creating opportunities for people with lived experience of disability to participate and lead.

Priority #2 Awareness

- Make it easier to understand what Inclusion BC does and how it makes a difference.
- Increase awareness of Inclusion BC's services.
- Share regular updates about our learning and progress.

Priority #3 Cultural Safety and Diversity

- Continue to build trust with Indigenous people and families.
- Learn more about intersectionality¹⁷ and how different forms of marginalization affect people.
- Learn how to better support diverse needs. This is especially important for groups who have been excluded in the past.

Monitoring and Measuring

The Accessibility Committee will meet four times a year to review the Accessibility Action Plan. This will help make sure progress is being made. To find out if the Accessibility Action Plan is improving accessibility, the committee will gather feedback once a year. Feedback will come from:

- Community Inclusion Advocacy Program (people who access our supports and services, including Indigenous perspectives)
- Inclusion BC Self-Advocacy Advisory Committee
- Inclusion BC Family Advisory Committee
- Inclusion BC Leadership Network
- Inclusion BC Staff Team

The Accessibility Committee will also gather and review feedback from the public. The Accessibility Committee will report to the Inclusion BC Board of Directors three times a year. Each year, the committee will share an Accessibility Plan Progress Report in Inclusion BC's annual report. This report will show what has been achieved. It will also include the accessibility goals for the year ahead.

Conclusion

Inclusion BC is committed to ongoing learning. We are also committed to setting a strong standard for accessibility in all that we do. Our goal is to make sure our work and services are fully accessible to everyone.

¹⁷ Intersectionality looks at different parts of a person's identity. For example, disability, race, gender, income, or age. These factors can work together and affect people in different ways. It helps show how people can face more than one barrier at the same time.

Appendix

Members of the Accessibility Committee

Hilary Thomson

President, Inclusion BC Board of Directors

Hilary is a lawyer and administrative tribunal member with experience in employment and human rights law, and commercial litigation. She's a mother of four, one of whom has cerebral palsy. Hilary is passionate about improving access to educational and recreational opportunities for children and youth with disabilities and eliminating all barriers that prevent full inclusion in school and play.

Kate Gibbs

Vice President, Inclusion BC Board of Directors

Kate believes in strong, quiet, and kind advocacy for inclusion for everyone. She's passionate about bringing awareness to the gifts that people with diverse abilities bring to our communities, and the world. The first adaptive skier with Panorama Adaptive Snow Sports, she is an athlete in the Special Olympics program in Invermere.

Chelsea Rinquinha

Director, Inclusion BC Board of Directors

Chelsea is a resident of Kitimat BC, and happy to say she is the Northwest delegate for the BC Self Advocate Leadership Network (BCSALN) and the co-founder of TALK Northwest. She is proud of the advocacy work she is involved with. She enjoys meeting new people and networking on important issues. She is excited to learn and grow more with every new connection.

Julie Unger

Director, Inclusion BC Board of Directors

Julie Unger is the Executive Director of Chilliwack Society for Community Living. She has a Master of Arts (Royal Roads University) and decades of experience in Community Living.

Tamara Kulusic

Director, Inclusion BC Board of Directors

Tamara lives in the qathet region on the upper Sunshine Coast (known to most as Powell River). She is a proud mother and grandmother. Now retired from a career in

the inclusion sector, which initially focused on advocacy and then taking that experience and perspective to contribute to government policy and program development in the area of disability policy, supports and services. She began her advocacy journey in 1989 as a parent navigating autism and disability services. She holds a Bachelor of Arts Degree which included a focus on First Nations studies and disability studies. She is a member of the Snuneymuxw First Nation.

Karla Verschoor

Executive Director, Inclusion BC

Karla brings a rights-based, person-centered approach to her leadership at Inclusion BC. She joined in 2006, holding various positions before becoming the Executive Director in 2018. She strives to be a connection point between people experiencing barriers to inclusion and those with decision-making power within our systems of support. She holds a Bachelor of Arts degree (University of Alberta) and Certificate in Dialogue and Civic Engagement (Simon Fraser University).

Kerridan Dougan

Community Inclusion Advocate, Inclusion BC

Kerridan is passionate about advocating for enduring and meaningful change within the systems that serve our communities. She holds a Bachelor of Arts degree from Simon Fraser University with a major in Political Science. As both a wife and mother of three adult children, Kerridan brings compassion, lived experience, and a strong commitment to supporting families and building inclusive communities. She enjoys spending time with her family, walking, entertaining, and being outdoors.

Lisa Petrunia

Policy Analyst, Inclusion BC

Lisa is dedicated to advancing human rights and creating change in systems and policies. She has over a decade of experience working alongside marginalized communities, with a focus on health, well-being, equity, inclusion, and social justice. Lisa holds a Bachelor of Social Work Degree (Vancouver Island University) and a Certificate in Professional Writing (University of Calgary).

Renee MacDermid

Director, Resource Development and Engagement, Inclusion BC

With more than 15 years of experience working in fundraising and the non-profit sector in Canada and abroad, Renee leads Inclusion BC's work to build relationships and secure funding that support the organization's mission, vision, and goals. She helps connect with partners and supporters so the organization can continue its work for inclusion and systems change. She holds a Master of Science in

International Politics and Human Rights from the University of Glasgow and a Bachelor of Arts in Political Science from the University of British Columbia. Her background in human rights and public policy supports her commitment to fairness, equity, and systems change. Renee enjoys spending time with her family, exploring the local wilderness, and finding ways to connect with nature.

Galen Exo

Galen is a communications professional who previously served as the Communications and Engagement Manager for Special Projects at Inclusion BC.