

ACCESSIBILITY AND INCLUSION ADVISORY COMMITTEE

Please note that this meeting is scent free

DATE: Tuesday, March 3, 2026

TIME: 7:00 p.m. to 9:00 p.m.

PLACE: Council Committee Room
Coquitlam City Hall
3000 Guildford Way
Coquitlam, BC

CALL TO ORDER AND TERRITORIAL ACKNOWLEDGEMENT

ADOPTION OF MINUTES

1. Minutes of the Accessibility and Inclusion Advisory Committee Meeting held on Tuesday, January 20, 2026

Recommendation:

That the Minutes of the Accessibility and Inclusion Advisory Committee Meeting held on Tuesday, January 20, 2026 be approved.

OLD BUSINESS

NEW BUSINESS

2. SPARC BC and Rick Hansen Foundation Grant Applications (Introductory Comments by Manisha Dutta, Senior Manager Equity, Diversity and Inclusion)
7:05 – 7:15 p.m. (10 minutes)

Recommendation:

That the Accessibility and Inclusion Advisory Committee approve letters of endorsement, as presented, for the SPARC BC Local Community Accessibility Grant application and the Rick Hansen Foundation RBC Barrier Busters Grant application to support accessibility enhancements across the community.

3. Festivals and Events Strategy (Presentation by Heidi Hughes, Manager Tourism and Visitor Economy and Rebecca Laurie, Manager Civic Engagement)
7:15 – 7:35 p.m. (20 minutes)

4. **Curbside Management Strategy (Presentation by Mark Dylag, Transportation Engineer)**
7:35 – 7:55 p.m. (20 minutes)
5. **Draft Accessibility and Inclusion Plan Update (Presentation by Manisha Dutta, Senior Manager Equity, Diversity and Inclusion and Kate Brown, Accessibility and Inclusion Specialist)**
7:55 – 8:25 p.m. (30 minutes)
6. **AccessAbility Resource Fair Update (Introductory Comments by Kate Brown, Accessibility and Inclusion Specialist)**
8:25 – 8:35 p.m. (10 minutes)
7. **Transportation, TransLink and Other Transportation Division Updates (Standing Agenda Item)**
8:35 – 8:45 p.m. (10 minutes)
8. **Committee Members’ Roundtable / Emerging Issues (Standing Agenda Item)**
8:45 – 9:00 p.m. (15 minutes)

OTHER BUSINESS

NEXT MEETING DATE – Tuesday, May 5, 2026

ADJOURNMENT

ACCESSIBILITY AND INCLUSION ADVISORY COMMITTEE

Tuesday, January 20, 2026

A Regular Meeting of the Accessibility and Inclusion Advisory Committee convened on Tuesday, January 20, 2026 at 7:00 p.m. in the Council Committee Room, City Hall, 3000 Guildford Way, Coquitlam, BC, with the following persons present:

**Indicates Virtual Attendance*

COMMITTEE MEMBERS: Councillor Matt Djonlic, Vice Chair
Georgina Hackett, Citizen Representative
Paul Jarvie, Citizen Representative*
Alex Kwan, Citizen Representative
Heather Lawson, Citizen Representative*
Jen-Che (Arthur) Lee, Citizen Representative*
Ross Renaud, SHARE Family and Community Services
Georgette Reyes, Citizen Representative
Pete Stone, Community Ventures Society*
Susan Williamson, Tri-Cities Seniors’ Action Society

ABSENT: Councillor Steve Kim, Chair (regrets)
Lelainia Lloyd, Citizen Representative (regrets)
Sandra Uno, Citizen Representative (regrets)

STAFF: Manisha Dutta, Senior Manager Equity, Diversity, and Inclusion
Thomas Thivener, Manager Transportation Planning
Kayla Doucette, Community Services Coordinator
Kate Brown, Accessibility and Inclusion Specialist
Alex McLellan, Committee Clerk

CALL TO ORDER AND TERRITORIAL ACKNOWLEDGEMENT

The Vice Chair called the meeting to order at 7:00 p.m. and provided an Indigenous territorial acknowledgement.

ADOPTION OF MINUTES

- 1. Minutes of the Accessibility and Inclusion Advisory Committee Meeting held on Tuesday, November 4, 2025**

The Minutes of the Accessibility and Inclusion Advisory Committee Meeting held on Tuesday, November 4, 2025 were approved.

Paul Jarvie entered the meeting at this point (7:03 p.m.).

OLD BUSINESS

NEW BUSINESS

2. Committee Orientation Review

The Committee Clerk gave a presentation entitled “2026 Advisory Committee Orientation” and referred to slides found in the Agenda package.

Discussion ensued relative to the how organizational representatives might be selected as part of deliberations on Select Committees when a new Council term begins.

3. 2026 Work Plan

The Senior Manager Equity, Diversity and Inclusion gave introductory comments and referred to the document contained in the Agenda package.

COMMITTEE RECOMMENDATION

MOVED

AND SECONDED

The Committee recommends to Council to approve the Accessibility and Inclusion Advisory Committee 2026 Work Plan as presented.

CARRIED UNANIMOUSLY

4. AccessAbility Week 2026

The Senior Manager Equity, Diversity, and Inclusion gave introductory comments, and the Community Services Coordinator gave a presentation entitled “AccessAbility Resource Fair” and referred to slides found in the Agenda package.

Discussion ensued relative to the following:

- Suggestions of workshops including interactive demonstrations such as sports wheelchairs; awareness and application support for Registered Disability Savings Plans; postsecondary education and independent living resources for youth with accessibility needs; and technology for people experiencing vision loss.

- Suggestions of organizations to invite to participate including Foundry BC, Access Youth Outreach Services Society, Spinal Cord Injury BC, Neil Squire Society, Gabi and Jules as an accessible employer, the Tri-Cities Seniors' Action Society, Simon Fraser University, and Sportability BC.

Heather Lawson entered the meeting at this point (7:30 p.m.).

The Community Services Coordinator left the meeting at this point (7:34 p.m.).

5. Accessibility and Inclusion Plan Development (Standing Agenda Item)

The Senior Manager Equity, Diversity, and Inclusion gave a presentation entitled “Accessibility and Inclusion Plan Update” and referred to slides found in the Agenda package.

Discussion ensued relative to the following:

- Suggestions to make the Plan more accessible and understandable including use of plain language; a glossary of terms; and a preamble describing the Plan as a high-level, living document.
- Suggestions to encourage awareness and shared responsibility related to the Plan including encouraging participation and dialogue by minimizing concerns about being “wrong”; minimizing online navigation to find sought after information; and the potential to highlight champions in the community (businesses, individuals, or groups) and how they support equity, diversity, and inclusion to provide tangible examples to follow.

In response to Committee discussion, staff noted the following:

- The draft Accessibility and Inclusion Plan will be presented to Council in early February and subsequently shared with the Committee for their information.
- Appreciation of the Committee for their feedback and role in helping shape the draft Accessibility and Inclusion Plan.

6. Transportation, TransLink and Other Transportation Division Updates (Standing Agenda Item)

The Manager Transportation Planning gave introductory comments related to improvements to Guildford Way being recognized with the 2025 Bill Curtis Outstanding Transportation Project Award from the Institute of Transportation Engineers Greater Vancouver Section; and efforts to expedite the removal of baffle/maze gates as per Council direction.

Discussion ensued relative to the following:

- Concern about the crosswalk button on the southeast corner of the intersection of Guildford Way and Pinetree Way, which is difficult for people using wheelchairs and mobility aids to reach because of the placement of the pole relative to the concrete curb.
- Concern about a crosswalk button at the southwest corner of the intersection of Como Lake Avenue and Montrose Street, which may be difficult for people using wheelchairs and mobility aids to access because it is off the sidewalk and across gravel.

In response to Committee discussion, staff noted that crosswalk buttons may be made more accessible through wave activation, extenders, or other means.

7. Committee Members' Roundtable / Emerging Issues (Standing Agenda Item)

The Chair invited committee members to share emerging issues and information regarding events occurring in their communities.

Discussion ensued relative to the following:

- Interest in the possible return of the *Welcome to Coquitlam* event, and suggestions that its purpose and scope need to be defined by Council.
- Suggestions on ways to enhance accessibility at Lights at Lafarge such as upgrading the gravel path, ideally to concrete; encouraging one-way use of the path to reduce anxiety and congestion; installing threshold ramps in instances of step-ups; providing accessible access to features such as sleighs; and actively managing pick up and drop off by vehicles near the SkyTrain station.
- Suggestions on ways to enhance the accessibility of the upcoming General Local Election such as through accessible communications.
- Report that Foundry BC is offering tours of their new facility in the next few weeks.
- Appreciation of information regarding Council's governance structure relative to decision-making and the role of advisory committees.
- Concerns regarding inappropriate use of accessible parking spots at the Dogwood Pavilion, and the value of a phased approach combining education, awareness, and enforcement.

OTHER BUSINESS

NEXT MEETING DATE – Tuesday, March 3, 2026

ADJOURNMENT

The meeting adjourned at 8:10 p.m.

MINUTES CERTIFIED CORRECT:

Councillor Matt Djonlic, Vice Chair

Alex McLellan, Committee Clerk

City of Coquitlam
Corporate Services Department

SPARC BC and Rick Hansen Foundation Grant Applications

Accessibility and Inclusion Advisory
Committee
March 3, 2026

Coquitlam



SPARC BC Local Community Accessibility Grants

Overview:

- Provides one-time funding for local governments, of up to \$25,000, to support the implementation of projects or priorities identified in the applicant's Accessibility Plan or in partnership with their Accessibility Committee.
- Funding under the *Local government led projects* stream is intended for projects and initiatives designed to identify barriers and improve the overall level of accessibility and inclusion across a number of categories, including the *Built Environment*.

Project Proposal: Maze/Baffle Gate removal from high-priority sites across the City.

Rick Hansen Foundation RBC Barrier Buster Grant

Overview:

- Funding of up to \$40,000 intended to empower communities across the country to remove physical barriers and create spaces that welcome people of all ages and abilities.

Project Proposal: Automatic door operator installation at several high-traffic, public-facing facilities across the City.

Seeking Committee's Endorsement

Recommendation:

That the Accessibility and Inclusion Advisory Committee approve letters of endorsement, as presented, for the SPARC BC Local Community Accessibility Grant application and the Rick Hansen Foundation RBC Barrier Busters Grant application to support accessibility enhancements across the community.

Local Community Accessibility Grants

About this initiative

Under the *Accessible BC Act*, local governments are required to develop a feedback mechanism, Accessibility Committee and Accessibility Plan.

This initiative provides one-time funding for local governments, of up to \$25,000, to support the implementation of projects or priorities identified in their Accessibility Plan or in partnership with their Accessibility Committee.

Who can apply?

All local and regional governments in British Columbia can apply provided you meet the conditions of Part 3 of the Accessible B.C. Act.

Funding Streams

Eligible organizations can apply for funding **up to \$25,000** and may select one of the following streams:

Stream 1—Local Government led projects	Stream 2—Capacity Building and Support
<p>This funding stream is designed to provide support for local governments who have a clear project in mind that they would like to implement.</p>	<p>This funding stream is designed to assist local governments who are unsure about where to start in terms of implementing a project.</p>
<p>Under this stream are projects and initiatives designed to identify barriers and improve the overall level of accessibility and inclusion related to:</p> <ul style="list-style-type: none"> • The Built Environment: This could include projects designed to improve the overall physical accessibility of existing spaces and places to better meet the needs of the community. • Education and Awareness: This could include using information and education as a tool to build a deeper awareness and understanding of the disability needs in your community. • Policy and Programs: This could include developing local policies, bylaws, guidelines, or other materials designed to promote and support greater accessibility and inclusion across different policies and programs. • Modelling Inclusive Practices: This could include undertaking a review of current practices and programs to explore ways to identify and remove potential barriers to participation. • Communication and Engagement: This could include exploring ways to strengthen current communication and engagement practices to meet a broader range of needs and to promote and support a deeper sense of belonging and inclusion. • The Use of Technology: This could include exploring ways to support more active participation and engagement of persons with disabilities in all aspects of community life (economic, social, cultural and recreational) through the use of assistive devices and technology. 	<p>Under this stream, SPARC BC will assist in the development and delivery of a capacity building workshop to be delivered in person or held over zoom with a focus on supporting your community in advancing shared accessibility goals.</p> <p>Supports Available: For those choosing this stream, SPARC BC will assist in the design and delivery of a workshop that will include the development of tools, resources, or other materials.</p> <p>Identifying a Specific Project Priority Area: Each of the workshops will be customized to meet the specific needs/ interest of your community and could include the design and delivery of workshops related to:</p> <ul style="list-style-type: none"> – The Built Environment – Education and Awareness – Policy and Program Design – Modelling Inclusive Practices – Communication and Engagement – The Use of Technology <p>Moving To Implementation: Once a project has been identified, SPARC BC will work with the community to assist with the preparation of the grant application form as well as help to provide relevant contact information, materials, and other resources.</p>

Examples of Projects that You Might Want to Consider:

The Built Environment	
<ul style="list-style-type: none"> - Designing or building ramps - Adding elevators or lifts - Making washrooms and other facilities more accessible 	<ul style="list-style-type: none"> - Making entrances more accessible including adding automatic door-openers) - Adding audio signals, tactile strips, hearing loops and other features
Education and Awareness	
<ul style="list-style-type: none"> - Participating in anti-bias training to develop knowledge of conscious and subconscious bias 	<ul style="list-style-type: none"> - Training workplaces in service delivery to enable employees to meet a broader range of needs
Policies and Programs	
<ul style="list-style-type: none"> - Development of local policies (parking, housing, building standards, bylaws) - Funding for legal and consulting advice 	<ul style="list-style-type: none"> - Development and implementation of local recreation or other types of programs
Modelling Inclusive Practices	
<ul style="list-style-type: none"> - Training to review and amend interview processes - Including ASL interpreting for events 	<ul style="list-style-type: none"> - Accessibility audit of workflow - Remuneration for Accessibility Advisory Committee etc.
Communication and Engagement	
<ul style="list-style-type: none"> - Creating job task checklists in pictorial form - Creating wayfinding signage in braille - Creating an ASL version of information, training materials or policies 	<ul style="list-style-type: none"> - Application forms accessible to screen readers - Reprinting hardcopies of material in large font - Update web pages for accessibility, etc.
The Use of Technology	
<ul style="list-style-type: none"> - Purchasing software that enables production of accessible documents - Flashing fire alarms for deaf employees - Specialized headsets 	<ul style="list-style-type: none"> - A tablet for communication - Laptops for remote working - Buying specialized tools for workplaces

Funding

- All projects must be completed by the end of the grant program, which ends on March 31, 2026.
- Successful applicants will be required to submit a final report to SPARC BC by March 31, 2026.
- For projects \$10,000 or less funding will be disbursed in 1 transaction of 100%. Grants above \$10,000 will be dispersed in 2 transactions—80% upon return of the Terms & Conditions document and 20% upon receipt of Final Report.

Council and Accessibility Support

The project that is to be funded through this grant program, must be part of your local Accessibility Plan and must have the support of the local Council and Accessibility Committee. Please supply a letter of support from your Accessibility Committee. Council support can be shown in the form of a formal council or Board resolution, or in the form of a letter of support from the CAO for the local/ regional government.

How to Apply

Proposals must be completed using the Local Community Accessibility Grant Program Application Form which you can find on SPARC BC's website.

The Province has allocated five million dollars to support local communities and regions. Applications will be received and approved on a rolling basis and are open from June 5th 2023.

Please ensure to provide a current e-mail address as ALL correspondence and documentation will be forwarded via this e-mail address.

Applications will be reviewed by SPARC BC and representatives from the Accessibility Directorate at the Ministry of Social Development and Poverty Reduction. All applicants will be notified about the status of their application within three weeks of their submission to accessibility@sparc.bc.ca.

Compliance Questions

For questions related to compliance with the Accessible B.C. Regulation please contact: engageaccessibility@gov.bc.ca

Thank you for your interest in the Local Community Accessibility Grants Program. If you have questions, please contact:

Lorraine Copas

Executive Director, SPARC BC
T: 604.718.7736
E: lcopas@sparc.bc.ca

Vishal Jain

Associate Executive Director, SPARC BC
T: 604.718.8501
E: vjain@sparc.bc.ca

RBC Barrier Buster Grants Program



RBC Barrier Buster Grants Program

Eligibility Criteria

1. Organization Eligibility

To be eligible, organizations must:

- Be located in Canada
- Be one of the following:
 - A registered charity
 - A qualified donee (see [CRA website](#) for more information)
 - An incorporated non-profit organization
- Provide one of the following:
 - A Canada Revenue Agency (CRA) Registration Number
 - A Certificate of Incorporation (if do not have a CRA Registration Number)

The following are **not** eligible:

- Individuals
- Programs or services
- Sports teams (unless a qualified donee)
- Political organizations or parties
- Private or corporate foundations
- Private (fee-based) elementary or secondary schools

2. Accessibility Infrastructure Project Eligibility

Accessibility Infrastructure Improvement Projects must:

- Be located in Canada
- Be implemented on property that is either:
 - Owned by the applicant organization, or
 - Leased long-term, with at least 5 years remaining as of March 15, 2026
- Address specific barriers for people with disabilities
- Result in permanent, tangible accessibility improvements
- Meet [CSA/ASC B651:23 Accessible design for the built environment](#) (where applicable)
- Be completed by January 31, 2027

3. Budget Eligibility

- Maximum grant request: \$40,000
- Projects over \$40,000 must have secured additional funding at time of application to cover all costs
- Only expenses incurred after the grant award date are eligible
- Supplier quotes required for items over \$10,000
- Professional consultation costs must not exceed 20% of the requested grant
- Grant funds **cannot** be used for Community Engagement Events or plaque installation

4. Application Eligibility

Applications must:

- Be submitted in English or French
- Be complete and include the following:
 - Application Form*
 - Certificate of Incorporation (if no CRA Registration Number)
 - Letter of Support from a community organization or member
 - Detailed Budget (using the provided template)
 - Supplier Quotes (for items over \$10,000)
- Demonstrate ability to meet the program's key dates
- Be submitted by **March 15, 2026 at 23:00 PST**

*Alternative format available on request.



5. Other

Grant recipients must:

- Host a Community Engagement Event by June 4, 2027 to celebrate the completed project, and promote access and inclusion to the community
- Install an RHF-provided plaque at the project site (installation costs covered by recipient)
- Provide a representative for an interview and consent to RHF sharing and publishing your project story.

Key Dates

Action	Deadline
Submit application and supporting documents	March 15, 2026 at 23:00 PST
Receive grant approval notification	April 16, 2026
Sign and return agreement package to access@rickhansen.com	April 23, 2026
Public announcement of recipients during National AccessAbility Week	May 31 to June 6, 2026
Receive 90% of approved grant funds	May 31, 2026
Submit interim report to RHF	October 15, 2026
Complete Accessibility Infrastructure Project	January 31, 2027
Submit Accessibility Infrastructure Project Completion Report to RHF	January 31, 2027
Install plaque and host Community Engagement Event	By June 4, 2027
Submit Final Report to RHF	June 11, 2027
Receive final 10% of approved grant funds, upon review of the Final Report	June 30, 2027





RBC Barrier Buster Grants Program



Thanks to our National Partners





RBC Barrier Buster Grants Program



RBC Barrier Buster Grants Program

Evaluation Criteria

The RBC Barrier Buster Grants Program Review Committee will assess eligible applications based on the benchmarks set out below.

Accessibility Infrastructure Project

The Accessibility Infrastructure Project will be evaluated on:

Effectiveness

- Provides permanent, tangible improvements to accessibility
- Removes identified barrier(s) in the built environment through thoughtful solutions
- Aligns with [CSA/ASC B651:23](#) standards and applies best practices as per the [Rick Hansen Foundation Accessibility Certification™ \(RHFAC\)](#)

Feasibility

- Presents a scope, timeline, and budget that are realistic and achievable
- Demonstrates the applicant's capacity, experience, and resources to complete the project

Impact and Engagement

- Delivers measurable impact for people with disabilities and the broader community
- Includes meaningful engagement of people with disabilities

Community Engagement Event

- The Community Engagement Event will be evaluated on:

Celebration and Promotion

- Presents a clear and achievable plan for the event
- Demonstrates how the event will celebrate the Accessibility Infrastructure Improvement and share its benefits with the broader community
- Promotes accessibility and inclusion in the community

Reach and Inclusion

- Reaches and involves people with disabilities, national partners, and community members
- Ensures the event is accessible to all participants

Other

- Geographic diversity to ensure broad community benefit across Canada

Thanks to our National Partners





March 3, 2026
Our File: 07-2510-00/01-009/1
Doc #: 6073148.v1

SPARC BC
3334 Norfolk Street
Burnaby, BC
V5G 0A7

Dear SPARC BC:

RE: Local Community Accessibility Grant Program – Letter of Endorsement

On behalf of the Accessibility and Inclusion Advisory Committee (the “Committee”), we are pleased to provide this letter of endorsement for the City of Coquitlam’s application to SPARC BC’s Local Community Accessibility Grant Program.

The Committee recognizes this project to remove maze gates across the community as a tangible, lasting improvement to the City’s transportation network and an important step toward making civic spaces more accessible, inclusive and welcoming.

Sincerely,

Councillor Steve Kim
Chair, Accessibility and Inclusion
Advisory Committee

Councillor Matt Djonlic
Vice Chair, Accessibility and Inclusion
Advisory Committee



March 3, 2026
Our File: 07-2510-00/01-009/1
Doc #: 6071806.v1

Rick Hansen Foundation
300-3820 Cessna Drive
Richmond, BC
V7B 0A2

Dear Rick Hansen Foundation:

RE: RBC Barrier Buster Grants Program – Letter of Endorsement

On behalf of the Accessibility and Inclusion Advisory Committee (the “Committee”), we are pleased to provide this letter of endorsement in support of the City of Coquitlam’s application to the RBC Barrier Buster Grants Program. The project intends to advance meaningful accessibility enhancements through the installation of accessible/automatic door operators at key, high-traffic civic facilities across the community.

The Committee recognizes this project as a tangible action to improve independent access to public spaces for residents and visitors alike.

Sincerely,

Councillor Steve Kim
Chair, Accessibility and Inclusion
Advisory Committee

Councillor Matt Djonlic
Vice Chair, Accessibility and Inclusion
Advisory Committee



City of Coquitlam – Festivals and Events Strategy

Accessibility and Inclusion Advisory Committee

March 3, 2026



**PATRICIA
HUNTSMAN**
CULTURE + COMMUNICATION

Presentation Purpose

- **To provide a general project update** to the Accessibility and Inclusion Advisory Committee
- **To gather early input** on project direction from an accessibility and inclusion lens

Project Purpose + Process

Purpose – *Festivals and Events Strategy*

To determine how festivals and events foster a **vibrant, inclusive, and connected community** in Coquitlam and provide recommendations for **sustainable growth**.

PLAN LINKAGES



Project Process – Phasing

Phase 1

Pre-Planning
and Project
Start-Up

NOV-DEC
2025

Phase 2

Engagement &
Research

DEC-MAR
2026

Phase 3

Strategy
Development &
Validation

APRIL 2026-
MAR 2027

Phase 4

Implementation
Framework
Development

APRIL-JUNE
2027

Phase 5

Final Strategy,
Implementation
Framework &
Council
Approval

JULY-OCT
2027

We are here!

Festivals and Events – Current Context

Broader Festivals and Events Landscape



Economic Pressures



Climate Change Realities



**Diversity, Equity, Inclusion,
and Accessibility**



Digital Innovations



Audience Shifts



Heightened Safety Concerns

Broader Festivals and Events Landscape



Community and Social Impact



Culinary Innovation



Professional Project Management, Value Propositions and Messaging



Financial Innovations



Generational Preferences, Youth Engagement



Reimagining Spaces

Local Government Concerns

Festivals and Events

- Rising costs and unclear cost
- Increased demands on staff capacity
- Need for capacity building
- Public safety
- Impact on resident
- Uneven geographic distribution
- Gathering useful evaluation data
- Insufficient event-ready infrastructure
- Availability of space

Advisory Committee Discussion Points

1. When you think about festivals and events, what does “meaningful inclusion” look and feel like in practice beyond physical access?

2. From an accessibility and inclusion perspective, what guiding principles should shape how festivals and events are planned and delivered in Coquitlam?

3. What types of supports could help organizers build accessibility and inclusion into their festivals and events?



Thank you

Questions:

Heidi Hughes

Manager Tourism & Visitor Economy
hhughes@coquitlam.ca

CURBSIDE MANAGEMENT



City of Coquitlam Curbside Management Strategy – Accessibility & Inclusion Advisory Committee

coquitlam.ca/

Coquitlam

Purpose & Background

- To develop a comprehensive curbside management strategy to optimize the City's curbside space
- Curbside Management Strategy required to address historical issues and emerging needs
- Today:** Get feedback from the Committee

The curbside can accommodate a catalogue of curb uses. Curb uses are classified under six distinct functions as part of the Curbside Policy:

 <p>1. Movement Motorized and non-motorized travel.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Extended sidewalk • Pedestrian path • Bicycle lane • Transit priority lane 		 <p>4. Public Amenities Public space and public realm amenities.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Public/private patios • Parklets • Food trucks & commercial vending • Landscape (e.g., trees, rain gardens) 	
 <p>2. Access for People Short-term, multi-modal access for people.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Bicycle parking • Bus stop • Passenger loading • Tour/charter bus loading 		 <p>5. Vehicle Parking Medium-to-long-term parking of vehicles.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Vehicle parking • Shared vehicle parking • Motorcycle parking 	
 <p>3. Access for Goods Short-term access for goods and deliveries.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Loading • Commercial loading 		 <p>6. Other Other curb uses outside policy scope.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Fire hydrant • Vehicular access • No parking 	

Coquitlam

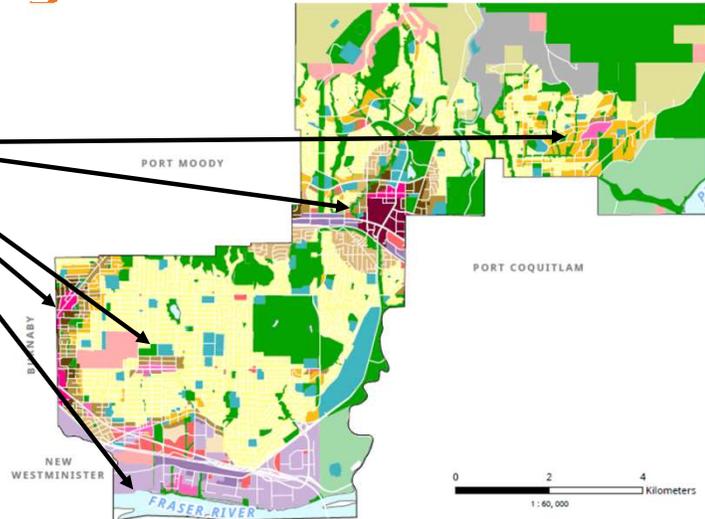
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Curbside Challenges



Increasing Urbanization

Higher density from new housing and transit-oriented development concentrates more activity and demand onto our streets.

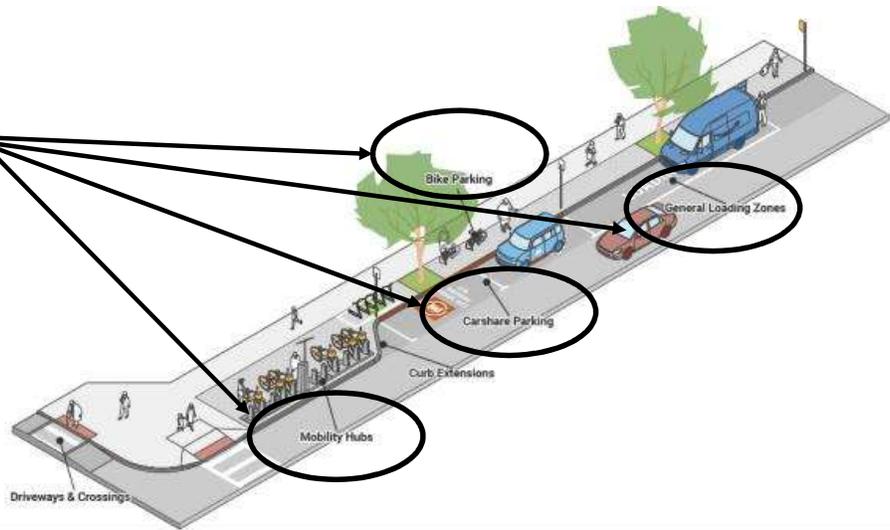


Emerging Demands



Diverse Demands

From vehicle parking, deliveries, and ride-hailing to patios and bike lanes, the curb serves more purposes than ever before.



Tradeoffs & Priorities



The Balancing Act

We must strategically manage this public asset to support mobility, economic vitality, and community life.



Decision Making Framework Process

- 1 • Assess Needs and Context Sensitivity
- 2 • Review Curbside Functions
- 3 • Evaluate Compatibility & Tradeoffs
- 4 • Apply Implementation Guidelines
- 5 • Monitor and Adjust

Curbside Functions



Curbside Function – Vehicle Parking



Questions for Committee:

- When might a person prefer to have an accessible vehicle parking space located on-street instead of off-street (e.g. parkade)?
- From an accessibility perspective, what are key factors to be considered in the design and location of on-street accessible vehicle parking spaces?



Curbside Function – Access for People



Questions for Committee:

- From an accessibility perspective, what are key factors to be considered in the design and location of on-street passenger pick-up and drop-off zones?



Thank You!

Questions?

City of Coquitlam
Corporate Services Department

Draft Accessibility and Inclusion Plan

Accessibility and Inclusion
Advisory Committee
March 3, 2026

Coquitlam



Purpose of Today's Presentation

1. **Provide an update** on the development of the Accessibility and Inclusion Plan 2026-2029.
2. **Present the Draft Plan** and highlight some of its key features.



Project Timeline



City of Coquitlam Accessibility and Inclusion Plan 2026 – 2029



Coquitlam

- High-level framework to support **enhancements** in spaces, programs and services
- **Adaptable and responsive** to enable meaningful progress over time
- Directly incorporates feedback from **AIAC** and **community lived experiences**

Draft Plan - Structure

- Six **focus areas** stemming from provincial legislation
- Goals advance the **long-term vision** of the Plan
- Actions to be intended to be **flexible and balanced**



AIAC Feedback Shaped Plan

What we heard



Fostering belonging and understanding – by emphasizing respectful, accessible service delivery and increased awareness of diverse needs across the community.



Delivering inclusive programs and services – highlighting the opportunities for continued flexible, accessible programming that meets a range of ages, schedules and support requirements.

Designing accessible public spaces – applying accessible design principles to public infrastructure and facilities.

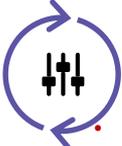


Improving transportation networks – emphasizing the importance of safe, reliable and well-connected transportation infrastructure

Enhancing information and communication - plain language, accessible materials, and feedback options.



Neighbourhood design and connectivity - proactively integrating accessibility and inclusion into community planning to support connectivity.



How it was incorporated

• Delivery of Services, Built Environment

- Provide targeted training for technical and front line staff
- Coordinate accessibility enhancements of facilities, programs, and service delivery models
- Improve physical access in City facilities through proactive design considerations
- Integrate A&I principles into community planning

• Transportation

- Incorporate universal design best practices where appropriate
- Review and strengthen responsiveness to accessibility concerns
- Embed A&I principles to enhance safety, accessibility, and connectivity across the community

• Information and Communications

- Find ways to increase awareness and understanding of A&I
- Enhance accessibility of internal and external technology, digital platforms, websites
- Plain language, additional language, and wayfinding considerations
- Integrate A&I principles into emergency and crisis communications

• Employment, Procurement

- Integrate accessibility and inclusion considerations into recruitment, and retention practices
- Embed accessibility into procurement practices to foster awareness

Key Feature - Actions

Strengthening What We've Built

i Focus Area: Information and Communication

Goal: Provide clear and accessible information through City communication channels and digital platforms.

Coquitlam's information and communication channels play a critical role in how people access services, participate in civic life and stay informed. Making these channels and their supporting technology accessible and inclusive enables residents with diverse abilities and backgrounds to engage fully with the City.



Our Work in Action

- Translation of City's website into multiple languages.
- Accessible communication guidelines integrated into Coquitlam's Identity & Brand Standards.
- City website WCAG 2.0 easy-improving access including for assistive technologies.
- Technology use provide modern accessible tools support staff who are hard of hearing and enhance services.

Actions

1. Enhance the accessibility of internal and external facing: technology, digital platforms, websites, documentation, communications, and publications.	Residents with diverse abilities and backgrounds to engage fully with the City.
2. Assess opportunities to expand plain language, multilingual and accessible communication supports where most impactful and feasible.	and City updates and initiatives reach more residents reducing barriers for people with disabilities, neurodivergence, limited English proficiency, and literacy levels.
3. Examine current emergency and crisis communication methods and find opportunities for enhancements that promote messages reaching people in accessible, inclusive ways.	Emergency alerts and crisis information are easily delivered through accessible formats, and further with diverse community needs.
4. Establish a centralized resource section to provide staff with guidance, best practices, and tips on inclusive day-to-day communications such as: emails, memos and reports.	Staff use practical tools such as inclusive language guidelines, templates and checklists leading to more consistent, accessible and inclusive communications across the organization.

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- 24 total Actions
- 1 overarching Action
- Actions support **tangible enhancements** in accessibility

Our Work in Action

- Translation feature on City's website to over 60 languages.
- Accessible communication guidelines integrated into *Coquitlam's Visual Identity & Graphic Standards*.
- City website meets WCAG 2.0 standards, improving accessibility, including for those using assistive technologies.
- Technology upgrades provide modern, accessible tools that support staff who are hard of hearing or seeing and enhance overall service delivery.



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4. Establish a centralized resource section to provide staff with guidance, best practices, and tips on inclusive day-to-day communications such as: emails, memos and reports.

Example Outcomes

Residents and staff experience user-friendly digital platforms. Website updates, forms, and wayfinding materials improve navigation and readability for diverse users.

Public information is clearer and more accessible, and City updates and initiatives reach more residents, reducing barriers for people with disabilities, neurodivergence, limited English proficiency, and varying literacy levels.

Emergency alerts and crisis information are clear, delivered through accessible formats, and further aligned with diverse community needs.

Staff use practical tools such as inclusive language guidelines, templates and checklists leading to more consistent, accessible and inclusive communications across the organization.

“Our Work in Action” sections highlight the **past and ongoing initiatives** in advancing accessibility and inclusion

Key Feature – Example Outcomes

Strengthening What We've Built

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Example Outcomes

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Staff use practical tools such as inclusive language guidelines, templates and checklists leading to more consistent, accessible and inclusive communications across the organization.

Example outcomes included to help **visualize and guide work** in each focus area

Key Feature – Community Collaboration

What Can You Do?

Accessibility and inclusion enhancements benefit everyone. Each of us has a role in creating a welcoming and barrier-free community. In addition to each of the actions noted in the Plan, here are some actions you can undertake to help support accessibility and inclusion in our community.



Use inclusive practices in daily interactions – be patient, avoid assumptions, and communicate in clear, respectful ways.



Participate in engagement opportunities by sharing your experiences and ideas to help shape a more accessible and inclusive community.



Report barriers you encounter in City spaces, services, or online tools so we can improve accessibility for everyone.



Support inclusive community spaces by encouraging others to use accessible features appropriately and promoting respectful, welcoming behaviour in shared environments.

“What Can You Do?” section invites the community to contribute to **enhancing accessibility inclusion** in collaborative manner

Draft Plan - Staying connected

Plain Language Version
to support accessibility

Plans available for
viewing in-person at
City Hall and online

Multiple ways to
provide feedback



Online

An online Accessibility Feedback Form is available 24/7 on the City's website at coquitlam.ca/accessibility.



Email

Email EDI@coquitlam.ca with your feedback or to request support to fill out the Accessibility Feedback Form.



Phone

Call City Hall at **604-927-3000** and ask to be directed to Equity, Diversity, and Inclusion staff. A staff member will help you submit the Accessibility Feedback Form on your behalf.



In person

Visit City Hall at 3000 Guildford Way. Someone from the EDI Office will help you to fill in Accessibility Feedback Form on your behalf. City Hall is open Monday – Friday from 8 a.m. and 5 p.m., excluding statutory holidays.

Next Steps

- Council approval of Accessibility and Inclusion Plan in March
- Future projects to implement actions in Plan brought to AIAC for feedback and input



Thank you! Questions?

EDI@coquitlam.ca



coquitlam.ca/EDI

Coquitlam



City of Coquitlam Accessibility and Inclusion Plan

2026 – 2029



Coquitlam

Acknowledgements

The City of Coquitlam's Accessibility and Inclusion Plan was created through the meaningful contributions of community members who shared their time, expertise, and lived experiences. The voices of these individuals, including those from the disability community and other equity-deserving groups, were vital in shaping the Plan. The City would like to especially acknowledge the work of the Accessibility and Inclusion Advisory Committee. With a legislatively mandated role under the *Accessible British Columbia Act* to support development of the Plan, the Accessibility and Inclusion Advisory Committee's contributions – both past and present – have been essential in guiding this work and advancing our community and organization toward greater inclusion.

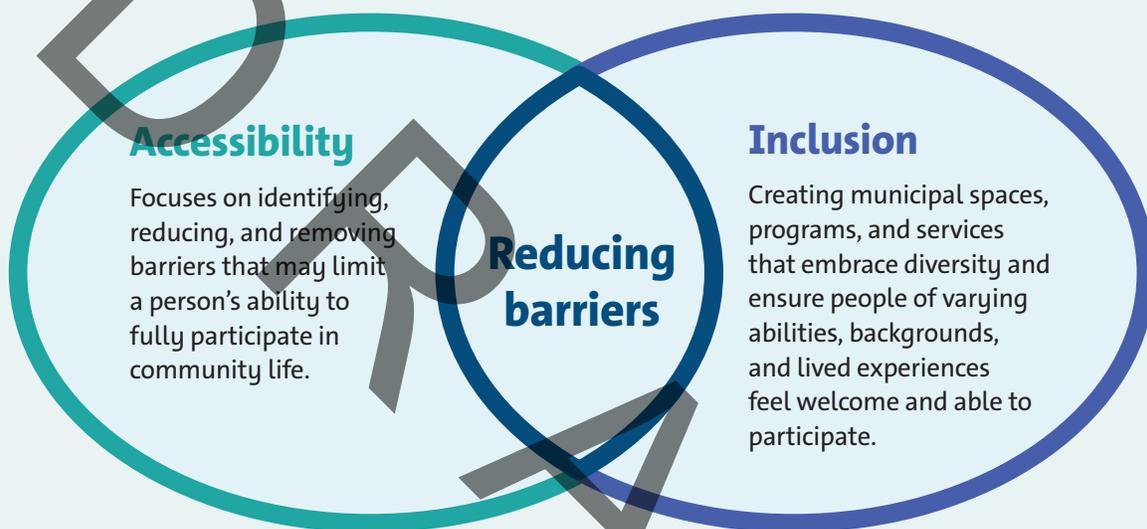
We acknowledge with gratitude and respect that the name Coquitlam was derived from the hən̓q̓əmi̓nəm̓ (HUN-kuh-MEE-num) word kʷikʷəłəm (kwee-KWET-lum) meaning "Red Fish Up the River". The City is honoured to be located on the kʷikʷəłəm traditional and ancestral lands, including those parts that were historically shared with the ḡ ícəy̓ (kat-zee), and other Coast Salish Peoples.

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Executive Summary

From people living with visible or invisible disabilities to families moving through our parks and facilities, removing barriers to access benefits everyone and contributes to a more inclusive and connected community. The Accessibility and Inclusion Plan (the “Plan”) is the first of its kind for the City of Coquitlam (the “City”) and formalizes the City’s long-standing prioritization of accessibility in service of our community and organization.



Plan Structure

The Accessibility and Inclusion Plan aims to guide the organization to continue to support accessibility and inclusion in our spaces, programs, and services.

This Plan has six focus areas: **Built Environment**, **Delivery of Services**, **Employment**, **Information and Communications**, **Procurement**, and **Transportation**.

These six focus areas were identified in the *Accessible British Columbia Act*. In the Plan, each of the focus areas outlines a long-term goal and a set of actions that help guide efforts toward that goal. As the focus areas span the entire organization, achieving the Plan’s goals will rely on strong cross-departmental collaboration. The Corporate Services Department’s Equity, Diversity and Inclusion (EDI) team will help coordinate these efforts to support efficiency and collaboration throughout implementation of this work.

The Plan will be updated every three years, as mandated in the *Accessible British Columbia Act*, and the actions outlined in the Plan follow this implementation cycle.

Figure 1 – Structure of the Accessibility and Inclusion Plan

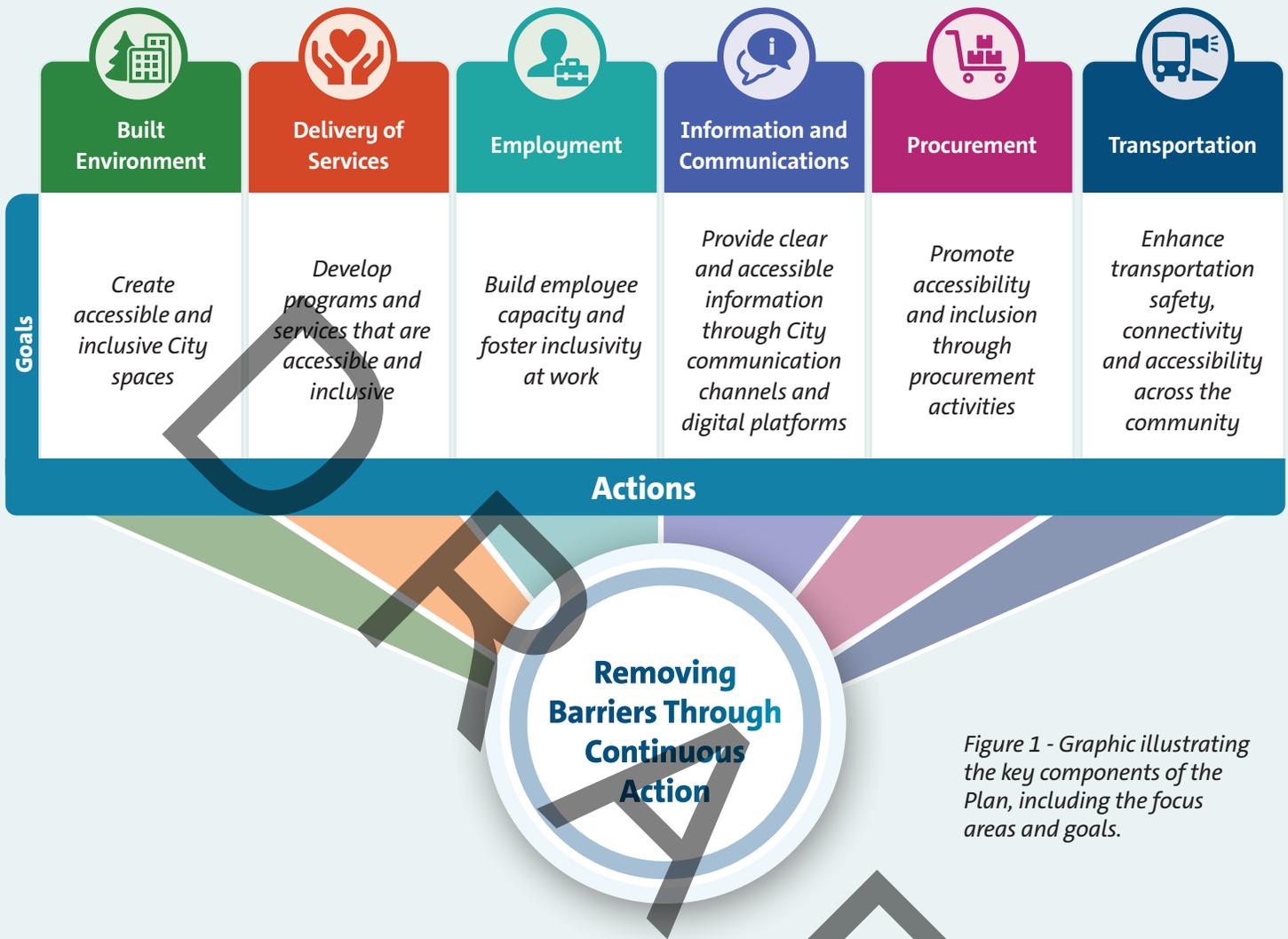


Figure 1 - Graphic illustrating the key components of the Plan, including the focus areas and goals.

Key Accessibility Features of this Document

To support the City’s commitment to accessibility and inclusion, this document features gender-neutral language, photos that strive to represent the diversity of our community, and key accessible design features. This includes consideration to: font size, colour contrast, layout, alternative text for images, and assistive technology compatibility. As we move forward in our efforts to support accessibility, we will continue to refine how we present information to the community we serve. A companion Plain Language Version of the Plan is available at coquitlam.ca/accessibility.

i Language

Language in the accessibility space is continually evolving, reflecting changes in understanding, as well as best practices. The Accessibility and Inclusion Plan utilizes person-first terminology such as “people/ persons with disabilities” to be in line with the *Accessible BC Act*. The City recognizes that some people use identity-first language such as “disabled person”. As a standard practice, it is important to ask people what language they prefer to use and to follow their preference.

The Glossary provided in Appendix A provides definitions of key terminology and is intended to support a broader understanding of the language and themes used throughout this Plan.

Introduction



Coquitlam is one of the fastest-growing cities in the Lower Mainland and now home to an estimated 160,000 residents. As our community continues to grow and diversify, so do the needs of our residents.

Our Community

In British Columbia, around 30% of people aged fifteen and older live with one or more disabilities (BC Stats, 2024). In Coquitlam, this amounts to roughly 43,000 residents who may have visible or invisible disabilities and encounter unique barriers in their daily lives. It is also important to understand that accessibility extends beyond disability alone. Many people also face barriers shaped by different diversity factors such as their age or gender, often in overlapping and interconnected ways.

Accessibility touches everyone's experience of the community. As a municipal service provider, Coquitlam is focused on continuing to prioritize accessibility and inclusion in our work, recognizing that most people will experience barriers at some point in their lives — either directly or through someone they care about.

Our Starting Point

Coquitlam's journey towards greater accessibility and inclusion stems from our long-standing dedication to serve our diverse community. The City has taken meaningful steps, over many years, to embed accessibility and inclusion in all aspects of our work. This ranges from the way our facilities are designed and services are delivered, to how neighbourhoods are shaped, policies are developed, and how information is shared with the public.

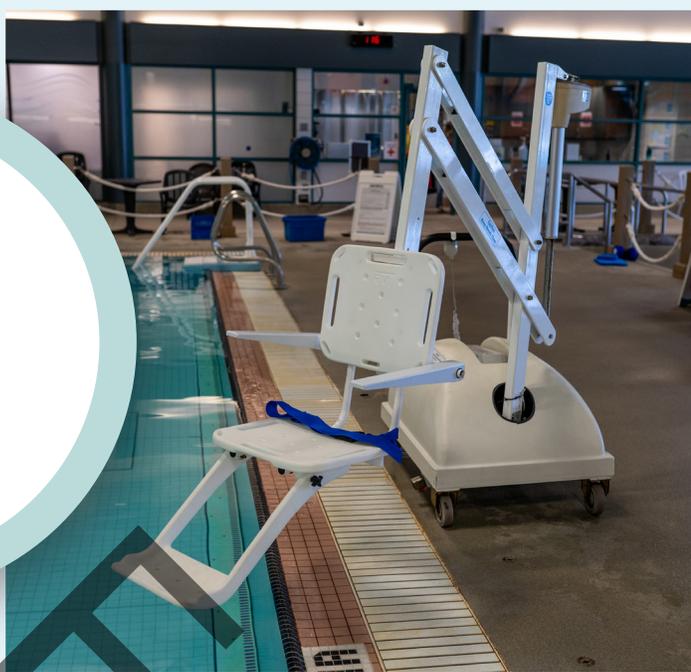
Learning from lived experience, the Accessibility and Inclusion Advisory Committee – established in 2006 and one of the first of its kind in B.C. – provides a vital community voice and perspective that helps shape key City projects and strategies.



Rick Hansen Certifications for Maillardville Community Centre, Town Centre Park Community Centre, Glen Pine Pavilion, Dogwood Pavilion, Poirier Sport and Leisure Complex, and Coquitlam City Hall.



Snapshot of our Early Achievements



Accessible civic facilities and public spaces, featuring sensory-friendly design elements, tactile wayfinding, universal washrooms, lifts, Assistive Listening Systems, Braille signage and accessible trails.

Community partnerships to help improve awareness, remove barriers, and inform inclusive planning and design, including collaborations with Crohn's and Colitis Canada and the Rick Hansen Foundation.



Capacity building through learning and training sessions for our employees on a variety of topics including: Accessibility Awareness, Unconscious Bias, Gender Diversity, and Rick Hansen Foundation's Municipal Accessibility Training.

Inclusive recreation, offering recreation inclusion services, adaptive programs, sports, and equipment, supported by a Recreation Accessibility Resource Guide.

Volunteer-based supports, including the Snow Angels program, which connects community volunteers with residents who need assistance clearing snow, helping to maintain safe and accessible walkways during winter months.



**Snapshot
of our Early
Achievements**

Financial supports, such as the Financial Assistance for Recreation program, low-cost programming and free admission for support persons.

Pedestrian and transit upgrades, including installation of accessible intersections, improved curb ramps, tactile paving, and widened or resurfaced sidewalks to enhance safety, mobility, and accessibility for users.



Building on a long history of advancing accessibility and inclusion, the Plan represents an important next step in strengthening this work. The Plan will act as a guide for our organization to continue identifying and removing barriers – whether they are **attitudinal, systemic, or physical** in nature.



Barriers restrict members of society from accessing, using, or doing something that others can.

Attitudinal Barrier: Relates to stereotypes, behaviours and mindsets.

Systemic Barrier: Relates to policies, practices, and processes.

Physical Barrier: Relates to actual physical environment and architecture.

Definitions modified from the Canadian Centre for Diversity and Inclusion (CCDI).

The Plan brings together the City’s past commitments with new long-term aspirations into a cohesive, forward-looking strategy. Developed with input from people with disabilities and community members representing a range of diverse identities and experiences, the Accessibility and Inclusion Plan is designed to be flexible, achievable and balanced, enabling meaningful progress over time.

What do Accessibility and Inclusion Mean?

Accessibility and inclusion are principles that are interrelated.

Accessibility focuses on identifying, reducing and removing barriers that may limit a person’s participation in society. In the context of this Plan, **inclusion** means creating municipal spaces, programs, and services that embrace diversity and where people of varying abilities, backgrounds, and lived experiences feel welcome and able to participate.



Why do Accessibility and Inclusion Matter?

What People Said:

“
To Foster
Belonging
”

“
Support
Meaningful
Participation
”

“
Travel
Confidently
Around Our
Communities
”





Our Guiding Context

Accessible British Columbia Act

The *Accessible British Columbia Act's* regulations came into effect in 2022 with a set of requirements for 'prescribed organizations', such as municipalities. One of the legislative requirements included the creation of a dedicated accessibility plan. This legislation also identified six standards. These standard areas have been incorporated Coquitlam's Accessibility and Inclusion Plan as focus areas.

Accessible BC Act Requirements:



- Establish an accessibility committee
- Create an accessibility plan – must be updated every 3 years
- Create a mechanism to receive feedback on the plan

Strategic Alignment

Grounded in the legislative requirements of the *Accessible BC Act*, the Plan intends to work together and in complement with the City's *Strategic Plan* – which sets the parameters of the City's work and decision-making over a four year timeline – and other existing plans, strategies, and policies. As the six focus areas of the Plan span across the organization's lines of business, existing work will be refined throughout its three-year cycle, as well as over time, to ensure continued strategic alignment. This structure will allow the Plan to remain adaptable and support sustained progress over time.

Figure 2 – Strategic Planning Framework





Framework

The *Accessible BC Act* outlines six principles to follow in the creation of accessibility plans.



Inclusion

The intentional act of creating programs, spaces, and services that embrace diversity. It is a mindful effort to meet individual needs so people feel valued, respected and able to contribute to their fullest potential.



Collaboration

The understanding that promoting accessible communities is a shared responsibility and everyone has a role to play.



Adaptability

The extent that something (a building, structure, tool, etc.) can be altered to meet the needs of people with different disabilities.



Self-determination

Derived from the understanding “nothing about us without us”, it is the concept that people with disabilities are able to make their own choices and pursue the lives they wish to live.



Diversity

Diversity is about the individual. It is about the variety of unique dimensions, qualities, and characteristics we all possess, and the mix that occurs in any group of people.

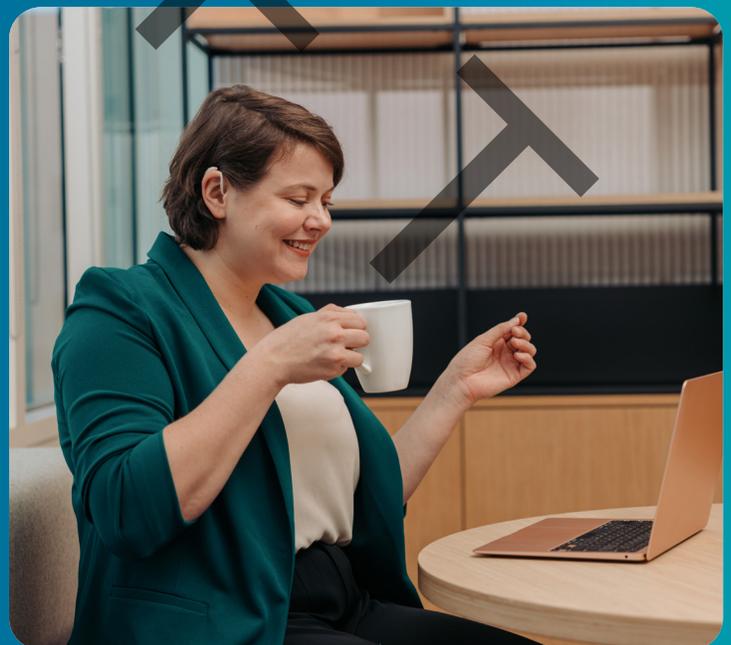


Universal design

Products, technology, buildings, etc. that are designed, as much as possible, to be usable by all people regardless of disability.

Definitions have been adapted from the BC Accessibility Hub and the Canadian Centre of Diversity and Inclusion.

These principles, together with the City’s longstanding prioritization of accessibility and inclusion, formed the guiding framework for the Plan. An intersectional lens was also critical to its development. Intersectionality recognizes that people’s experiences are shaped by overlapping aspects of their identity, such as gender, age, or disability, which influence how they experience their daily lives. Applying this lens helped support a Plan that reflects the varied and interconnected realities of our community members and workforce.



Engagement Process: What Happened and What We Heard

The Plan represents the voices and perspectives of those that participated in an extensive engagement process to develop the Plan. Collaboration and inclusion were at the heart of the engagement process, bringing together internal and external experts, community viewpoints, and the lived experiences of people who face daily barriers.

Meaningful Input Helped Shape Focus and Direction



300+ total contributions



150+ survey responses



50%+ of survey respondents identified as having a disability

Community Engagement

Between October and December 2024, the City invited feedback from the community to help develop the Accessibility and Inclusion Plan. The City's approach was shaped by Coquitlam's Community Engagement Framework and the guiding principles of the Plan, to ensure responsiveness to a diverse range of lived experiences.

Activities in the engagement process were structured to explore:

- The City's current accessibility and inclusion efforts
- Opportunities to reduce barriers in civic spaces and community life
- How individuals with different backgrounds, identities and abilities experience inclusion in Coquitlam
- Preferred ways for community members to provide feedback

Input was gathered through:



A public survey on Let's Talk Coquitlam – over half from individuals identifying as having a disability or accessibility-related need



Workshops and small-group sessions with residents and service provider organizations



Engagement with Council advisory committees, including:

- Accessibility and Inclusion Advisory Committee
- Multiculturalism Advisory Committee
- Sports and Recreation Advisory Committee



Youth-focused sessions, including the Coquitlam Youth Council and a local secondary school inclusion program



Internal staff workshops with all departments as all City work intersects with accessibility



Key Community Insights

Participants shared valuable feedback about what is working, what could be improved, and how Coquitlam can continue to strengthen accessibility and inclusion. Common themes throughout all engagement activities included:



Appreciation for current efforts, especially in civic facilities, inclusive events and accessible communication



A desire for continued staff education and awareness of accessibility and inclusion



A desire for expanded barrier-free infrastructure, such as parking, signage and wayfinding



Support for ongoing public feedback mechanisms to identify and address emerging barriers



Focus Area: Built Environment

Goal: Create accessible and inclusive City spaces

This focus area aims to enable people to continue to move through and enjoy City spaces with ease. By embedding accessibility and inclusion into the design and renewal of our spaces, the City can continue to create environments that reflect the diverse needs and experiences of our community.



Our Work in Action

- Six **Rick Hansen Foundation certifications**. Maillardville Community Centre received Gold certification and is one of the highest scoring facilities in Canada.
- **Mundy Park Pool renovation and expansion** removed participation barriers through accessible ramps, universal washrooms and change rooms, and an adult change table.
- **Accessible parks and trails** across Coquitlam at Town Centre, Mackin, Mundy and Como Lake parks ensure inclusive recreation for visitors using mobility aids.

Actions

Example Outcomes

1. Include accessibility and inclusion considerations in the planning, design and construction of new City facilities, parks and public spaces.

Accessibility and inclusion proactively integrated in community planning. Newly built parks and facilities feature universal design considerations such as accessible seating and inclusive designed play spaces.

2. Identify and consider opportunities to improve accessibility and inclusion in existing City facilities and spaces during planned capital upgrades, renovations, and replacement projects.

Existing buildings and public areas become progressively more accessible as upgrades are made, new work is conducted in complement with the City's Major Facilities Roadmap.

3. Provide technical training and other targeted initiatives to enhance staff knowledge, expanding existing knowledge, and application of accessibility principles in the built environment.

City staff are provided opportunities to take courses focused on accessibility principles in project planning and construction.

4. Maintain proactive engagement with the Accessibility and Inclusion Advisory Committee, relevant community organizations, and residents to help guide ongoing improvements to City spaces to increase accessibility and inclusion.

Community input and best practice considerations help to shape City spaces, allowing them to meet a wide range of accessibility needs.



Focus Area: Delivery of Services

Goal: Develop programs and services that are accessible and inclusive

Coquitlam strives to create services, programs, and events that reflect the needs of a diverse community. This includes efforts to enhance access to participation, provide inclusive program options, and equip staff with the training and tools needed to serve our community.



Our Work in Action

- **Recreation Support Plans** help staff provide inclusive, accessible and engaging program experiences for participants with diverse needs.
- **Assistive Listening Systems** available in Council Chambers at City Hall and other facilities.
- **Event Accessibility Checklist** helps organizers plan barrier-free community events.
- **Snow Angels program** connects volunteers with residents needing snow removal support, including seniors and people with disabilities.

Actions	Example Outcomes
1. Review current practices for hosting City meetings and events, both for staff and the public, to find opportunities for improvements that enhance inclusive participation.	Meetings and events proactively identify and remove accessibility barriers through clear signage, accessible layouts, and inclusive facilitation, creating welcoming experiences for attendees.
2. Provide targeted training for City staff who have greater interactions with the public, to strengthen understanding of accessibility and inclusion.	Staff gain more awareness of invisible disabilities and confidence in applying inclusive practices in customer service and program delivery.
3. Review recreation publications, programs, and supports to assess accessibility and, where possible, implement enhancements to improve inclusion.	Recreation guides, program descriptions, and registration tools are easier to navigate; new offerings integrate accessibility and inclusion more proactively.
4. Collaborate with other organizations or regional partners to share best practices and enhance understanding of accessibility and inclusive service delivery.	Staff have access to emerging tools, shared learnings, and coordinated resources, leading to more consistent and informed accessibility practices.



Focus Area: Employment

Goal: Build employee capacity and foster inclusivity at work

Coquitlam recognizes that a more accessible and inclusive workplace benefits all employees. In 2022, the City developed the [EDI Recruitment and Retention Action Plan](#) to outline steps for reducing barriers to workplace inclusion. The initiatives highlighted below intend to build on the existing work in this space and will form the foundation for this focus area for the City moving forward.



Our Work in Action

- **BC Top Employer** since 2018 – Present.
- **Winner of Workplace Safety and Wellness Award** since 2018 – Present.
- **Citywide training** on accessibility awareness, neurodiversity and unconscious bias to build a more inclusive workplace culture.
- Coquitlam's **EDI Recruitment and Retention Action Plan** works to remove barriers for current and prospective City employees.
- Created internal **Guidelines for Supporting Trans and Non-Binary Staff in the Workplace** to support creating an inclusive workplace.

Actions	Example Outcomes
<p>1. Advance organizational capacity by integrating accessibility awareness into training and professional development initiatives.</p>	<p>Staff gain stronger knowledge of accessibility principles, leading to a more inclusive work environment and ability to support staff and residents with diverse needs.</p>
<p>2. Review the employee life cycle, from recruitment and onboarding through to offboarding, to identify opportunities to remove potential or perceived barriers.</p>	<p>Job postings, interviews, onboarding processes, and workplace supports become increasingly accessible; and applicants more aware of City processes.</p>
<p>3. Review and update City policies and processes with an accessibility and inclusion lens.</p>	<p>Policies are easier to navigate, employees and residents benefit from more barrier-aware standards across the organization.</p>
<p>4. Continue to address the pending items identified in the <i>EDI Recruitment and Retention Action Plan</i> with the intention that this work becomes further integrated into City operations.</p>	<p>The City builds EDI principles into recruitment and retention processes; employees encounter a more supportive and inclusive workplace.</p>



Focus Area: Information and Communications

Goal: Provide clear and accessible information through City communication channels and digital platforms.

Coquitlam’s information and communication channels play a critical role in how people access services, participate in civic life and stay informed. Making these channels and their supporting technology accessible and inclusive enables residents with diverse abilities and backgrounds to engage fully with the City.



Our Work in Action

- **Translation** feature on City’s website to over 60 languages.
- Accessible communication guidelines integrated into **Coquitlam’s Visual Identity & Graphic Standards**.
- City website meets **WCAG 2.0 standards**, improving accessibility, including for those using assistive technologies.
- **Technology upgrades** provide modern, accessible tools that support staff who are hard of hearing or seeing and enhance overall service delivery.

Actions	Example Outcomes
1. Enhance the accessibility of internal and external facing: technology, digital platforms, websites, documentation, communications, and publications.	Residents and staff experience user-friendly digital platforms. Website updates, forms, and wayfinding materials improve navigation and readability for diverse users.
2. Assess opportunities to expand plain language, multilingual and accessible communication supports where most impactful and feasible.	Public information is clearer and more accessible, and City updates and initiatives reach more residents, reducing barriers for people with disabilities, neurodivergence, limited English proficiency, and varying literacy levels.
3. Examine current emergency and crisis communication methods and find opportunities for enhancements that promote messages reaching people in accessible, inclusive ways.	Emergency alerts and crisis information are clear, delivered through accessible formats, and further aligned with diverse community needs.
4. Establish a centralized resource section to provide staff with guidance, best practices, and tips on inclusive day-to-day communications such as: emails, memos and reports.	Staff use practical tools such as inclusive language guidelines, templates and checklists leading to more consistent, accessible and inclusive communications across the organization.



Focus Area: Procurement

Goal: Promote accessibility and inclusion through procurement activities

Coquitlam works with a diverse range of vendors, contractors, and suppliers to deliver services to the community. By integrating accessibility and inclusion considerations into procurement practices, the City can support solutions and services that reflect and reinforce these principles across its operations.



Our Work in Action

- **Social responsibility criteria** in the City's procurement process allow proponents to showcase their accessibility and inclusion initiatives.



Actions	Example Outcomes
<ol style="list-style-type: none"> 1. Review standard procurement templates, guidelines, and evaluation processes to identify opportunities to enhance plain language and accessibility considerations. 	<p>Procurement documents become easier for vendors to use. Updated templates and evaluation tools help staff consistently apply accessibility considerations in purchasing decisions, where appropriate.</p>
<ol style="list-style-type: none"> 2. Review the Request for Proposal evaluation criteria to understand and consider how to appropriately incorporate accessibility and inclusion. 	<p>Considerations to accessibility and inclusion are embedded in complement to established procurement practices and overall commitments to cost-effectiveness.</p>
<ol style="list-style-type: none"> 3. Development of a Supplier Code of Conduct that articulates consistent requirements and guiding principles for vendors. 	<p>The Code of Conduct strengthens accountability by outlining clear behavioural and operational guidelines for suppliers.</p>



Focus Area: Transportation

Goal: Enhance transportation safety, connectivity and accessibility across the community

Coquitlam’s transportation network is essential for supporting safe, reliable, and accessible mobility for residents. This includes people using mobility aids, walking, riding a bicycle or scooter, and taking transit. By prioritizing accessibility and inclusion in transportation planning and design, the City can help people safely navigate our street networks, pathways, and transit system with confidence and ease.



Our Work in Action

- **Key intersection upgrades** – The award winning Guildford and Pinetree Way intersection is the first protected intersection in the Tri-Cities region with accessible design features such as wave-activated signals and tactile curb indicators.
- **Corridor upgrades**, such as Guildford Way between Johnson Street and Pinetree Way, separate sidewalks from micromobility lane, sidewalks widened to improve comfort and accessibility.
- **Multiple feedback channels** – including email, phone and online forms – make it easier for residents to report transportation accessibility barriers.

Actions	Example Outcomes
1. Incorporate Universal Design best practices, where possible, in the planning and design of transportation infrastructure and networks.	New and upgraded sidewalks, crossings, and pathways become more intuitive, safer, and easier to navigate for people of varying ages and abilities, including those using mobility devices, strollers, or bikes.
2. Review and find ways to strengthen service-request responsiveness to address transportation accessibility concerns.	Residents can report accessibility barriers such as obstructed sidewalks and see issues resolved more quickly. Improved tracking and response processes lead to safer, more reliable routes.
3. Find ways to increase public awareness that we all share responsibility for keeping pathways safe and comfortable for people using mobility aids, walking, or using devices like e-scooters and e-bikes.	Residents and visitors become more aware of how parking habits, micromobility usage, and shared-pathway etiquette impact accessibility.
4. Review and consider how to support ongoing maintenance of transportation infrastructure to keep corridors and intersections clear and safe year-round.	Sidewalks, pathways, and intersections are reviewed more strategically, improving mobility for people using wheelchairs or using other personal mobility devices.

Overarching Action

Continue to pursue grant opportunities and other funding resources to support the accessibility and inclusion initiatives identified across all six focus areas.

What Can You Do?

Accessibility and inclusion enhancements benefit everyone. Each of us has a role in creating a welcoming and barrier-free community. In addition to each of the actions noted in the Plan, here are some actions you can undertake to help support accessibility and inclusion in our community.



Use inclusive practices in daily interactions – be patient, avoid assumptions, and communicate in clear, respectful ways.



Participate in engagement opportunities by sharing your experiences and ideas to help shape a more accessible and inclusive community.



Report barriers you encounter in City spaces, services, or online tools so we can improve accessibility for everyone.



Support inclusive community spaces by encouraging others to use accessible features appropriately and promoting respectful, welcoming behaviour in shared environments.



Strategic Implementation

The Plan intends to help the City keep building on its history of prioritizing accessibility and inclusion. The actions outlined in the Plan will be supported over the course of its three-year cycle in a measured, thoughtful and strategic way.

The goals and actions outlined in this Plan will be supported, as appropriate, through Coquitlam's annual Business Plan and Budget process and ongoing operational work in relevant areas.

This will continue to guide our efforts to improve accessibility and inclusion across the organization, supported by the appropriate resources, and assessed alongside Council's priorities.



Monitoring Evolving Needs and Opportunities

Accessibility and inclusion are evolving goals, they require ongoing learning and consideration. The City will continue to monitor:

- Changes in provincial legislation and regulatory expectations under the *Accessible BC Act*
- Emerging community needs and best practices
- Feedback received through established channels

These insights will help inform future updates to the Plan and allow for timely adjustments to actions, policies, and practices that better reflect the community's evolving needs.

The public can see how Accessibility and Inclusion considerations are integrated across City projects through:

- The City's Trimester Reports to Council, which provide regular updates on Business Plan priorities and foundational work items
- The City's Annual Report, which shares progress on "Monitoring Success and Performance by Strategic Priority", many of which support accessibility and inclusion, including Equity, Diversity, and Inclusion
- Updates and discussions with the Accessibility and Inclusion Advisory Committee
- Targeted updates through project specific work that includes accessibility and inclusion considerations



Giving Feedback and Staying Connected

As a community-driven Plan, accessibility and inclusion efforts must continue to evolve in response to lived experiences and changing needs. During the engagement process, participants emphasized the importance of having multiple ways to share feedback, recognizing that preferences and abilities vary. In response, Coquitlam has enabled a range of options to provide feedback.



Online

An online Accessibility Feedback Form is available 24/7 on the City's website at coquitlam.ca/accessibility.



Email

Email EDI@coquitlam.ca with your feedback or to request support to fill out the Accessibility Feedback Form.



Phone

Call City Hall at **604-927-3000** and ask to be directed to Equity, Diversity, and Inclusion staff. A staff member will help you submit the Accessibility Feedback Form on your behalf.



In person

Visit City Hall at 3000 Guildford Way. An Equity, Diversity and Inclusion staff member will help you to fill in Accessibility Feedback Form on your behalf. City Hall is open Monday – Friday from 8 a.m. and 5 p.m., excluding statutory holidays.



Appendix A – Glossary of Terms

Accessibility: A building, facility, structure, program, activity, resource, product, etc. that is readily usable, or the extent to which it is readily usable by a person with a disability. (CCDI)

Adaptability: The extent that something (a building, structure, tool, etc.) can be altered to meet the needs of people with different disabilities. (CCDI)

Barrier: Obvious or subtle obstacle that prevents or restricts members of society from accessing, using or doing something that others can readily access, use or do. (CCDI)

Reflecting the types of barriers identified in *AccessibleBC: B.C.'s Accessibility Plan*, this Plan considers:

- Attitudinal Barriers – Relates to stereotypes, behaviours, mindsets, and assumptions
- Physical Barriers – Relates to actual physical environment, architecture and locations
- Systemic Barriers – Relates to policies, practices and processes

Collaboration: The understanding that promoting accessible communities is a shared responsibility and everyone has a role to play. (BC Accessibility Hub)

Disability: Refers to a broad range of medical conditions an individual can have from birth, due to an accident or developed over time, which impact an individual's ability to function. Disability can also be described as a broad range of functional or social limitations that impact an individual's ability to perform an activity. Disabilities can be visible or invisible, permanent, temporary, or episodic. (CCDI)

Diversity: Diversity is about the individual. It is the variety of unique dimensions, qualities, and characteristics we all possess, and the mix that occurs in any group of people. Race, ethnicity, age, gender, sexual orientation, religious beliefs, economic status, physical abilities, life experiences and other perspectives can make up individual diversity. (CCDI)

Equity: Where everyone is treated according to their diverse needs in a way that enables all people to participate, perform and engage to the same extent. (CCDI)

Equity-deserving groups: Groups of people who have been historically disadvantaged and under-represented. These groups include but are not limited to the four designated groups in Canada – women, visible minorities, Indigenous Peoples and people with disabilities – and the LGBTQ2S+ community/people with diverse gender identities and sexual orientations. (CCDI)

Inclusion: Creating a culture that embraces, respects, accepts, and values diversity. It is a mindful and equitable effort to meet individual needs so everyone feels valued, respected and able to contribute to their fullest potential. (CCDI)

Intersectionality: A term coined by Dr. Kimberlé Crenshaw to describe how social identities may overlap to create compounding barriers for individuals. It is described as a framework for approaching issues from multiple perspectives and understanding how multiple groups, or individuals with multiple identities, may be affected. (CCDI)

Lived Experience: The events in a person's life that lead to an intimate familiarity with a given subject. (Government of Canada, Guide on Equity, Diversity and Inclusion Terminology)

Self-Determination: Derived from the understanding “nothing about us without us”, it is the concept that people with disabilities are able to make their own choices and pursue the lives they wish to live. (BC Accessibility Hub)

Universal Design: Products, technology, buildings, etc. that are designed, as much as possible, to be usable by all people regardless of disability. (CCDI)

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