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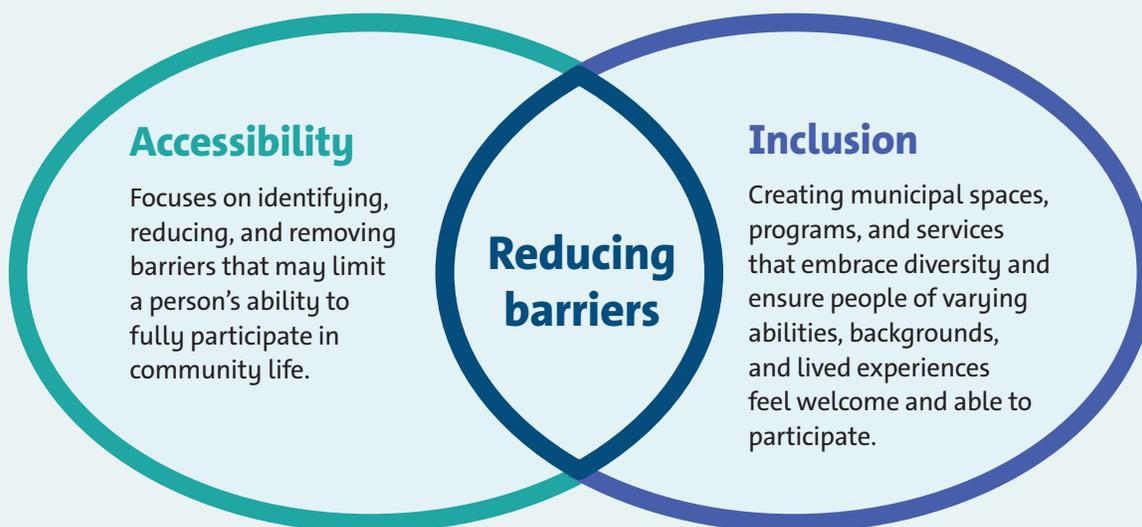
We acknowledge with gratitude and respect that the name Coquitlam was derived from the hənq̓əmin̓əm̓ (HUN-kuh-MEE-num) word kʷikʷəƛ̓əm (kwee-KWET-lum) meaning "Red Fish Up the River". The City is honoured to be located on the kʷikʷəƛ̓əm traditional and ancestral lands, including those parts that were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

Contents

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.

Accessibility
Focuses on identifying, reducing, and removing barriers that may limit a person's ability to fully participate in community life.

Reducing barriers

Inclusion
Creating municipal spaces, programs, and services that embrace diversity and ensure people of varying abilities, backgrounds, and lived experiences feel welcome and able to participate.

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

Built Environment	Delivery of Services	Employment	Information and Communications	Procurement	Transportation
Create accessible and inclusive City spaces	Develop programs and services that are accessible and inclusive	Build employee capacity and foster inclusivity at work	Provide clear and accessible information through City communication channels and digital platforms	Promote accessibility and inclusion through procurement activities	Enhance transportation safety, connectivity and accessibility across the community

Goals

Actions

Removing Barriers Through Continuous Action

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**.

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.

Snapshot of our Early Achievements

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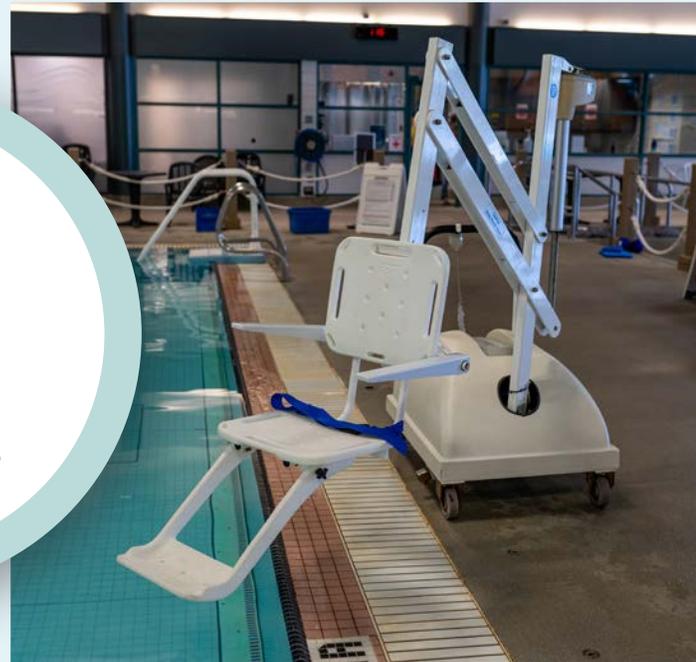
Rick Hansen Certifications for Maillardville Community Centre, Town Centre Park Community Centre, Glen Pine Pavilion, Dogwood Pavilion, Poirier Sport and Leisure Complex, and Coquitlam City Hall.

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

Strategic Plan
Supported by Council's Overarching Priorities

↓

Business Plan

↓

Official Plans and Planning Services

↓

Accessibility and Inclusion Plan ← *Mandated by the Accessible British Columbia Act*

Council approves all plans and projects

Community Engagement through:

Public meetings
Community groups
Government partners
City employees
Residents

Figure – Shows the planning framework for the Accessibility and Inclusion Plan and how it relates to the Accessible BC Act, City plans and strategies.

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.

Adaptability

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

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.

Collaboration

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

Self-determination

Supports the meaningful participation of people with disabilities and other equity-deserving groups.

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

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
1. Review standard procurement templates, guidelines, and evaluation processes to identify opportunities to enhance plain language and accessibility considerations.	Procurement documents become easier for vendors to use. Updated templates and evaluation tools help staff consistently apply accessibility considerations in purchasing decisions, where appropriate.
2. Review the Request for Proposal evaluation criteria to understand and consider how to appropriately incorporate accessibility and inclusion.	Considerations to accessibility and inclusion are embedded in complement to established procurement practices and overall commitments to cost-effectiveness.
3. Development of a Supplier Code of Conduct that articulates consistent requirements and guiding principles for vendors.	The Code of Conduct strengthens accountability by outlining clear behavioural and operational guidelines for suppliers.

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: Supports the meaningful participation of people with disabilities and other equity-deserving groups.

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

Coquitlam