



City of Abbotsford
Community Accessibility Plan
2025 - 2027



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SECTION 1

Introduction

The City of Abbotsford (the City) is situated on the ancestral, traditional, and unceded territories of the Stó:lō Nations including the Semá:th, Máthxwi and Leq'á: mel First Peoples who have been stewards of this land since time immemorial.





Message from Mayor

On behalf of City Council, I am proud to present the 2025-2027 City of Abbotsford Community Accessibility Plan, which has been developed to support the City in identifying, reducing and preventing barriers for people accessing City of Abbotsford programs, amenities and services.

As a City Council, we want to foster an inclusive and connected community for all, complete with City services that are efficient, effective and offer excellent customer service. In this way, the Community Accessibility Plan aligns with our 2022-2026 Strategic Plan and the Council-adopted strategies, plans and policies which guide the City of Abbotsford. It also aligns with the requirements outlined in the Accessible British Columbia Act, which came into force in July 2021.

We would like to thank our local Abbotsford Equity and Accessibility Committee for supporting and shaping the development of the City's Community Accessibility Plan, and we are also thankful for our community stakeholders and residents, who participated in our community engagement sessions. The information gained from those sessions identified barriers that people experience when interacting with local government services, which became areas of focus in the Plan.

The City's Community Accessibility Plan is a living document that will continue to evolve over time, and a public mechanism is in place for community members to provide feedback and advice on actions to be included in future



revisions. The Plan will be reviewed annually, with full reviews being completed every three years.

The City of Abbotsford aims to create a culture of diversity and inclusion that reflects the community and citizens we serve. To further that goal, the City is committed to supporting the full participation of persons with disabilities by maintaining inclusive services, programs, infrastructure and communication.

As the cultural and economic hub of the Fraser Valley, Abbotsford is a vibrant and dynamic city. Our community is even richer when everybody is able to be involved and connected.

Mayor Ross Siemens

City of Abbotsford

Commitment to Accessibility

The City is committed to supporting the full participation of persons with disabilities by maintaining inclusive services, programs, infrastructure and communication and identifying, reducing, and preventing barriers to provide residents with an inclusive and accessible experience. We will provide an accessible environment in which residents and visitors can access municipal services, programs and facilities, in a way that meets their individual needs.

City of Abbotsford Values

To provide excellence in service delivery, we have a role in understanding our business and fostering a corporate culture that sets the highest standard of integrity, professionalism and ethical behaviour. We act with character and integrity and do our best to understand the perspectives of Abbotsford residents and visitors while delivering services.



Respect	We treat others as we would like to be treated. We show consideration for each other. We value each person's contribution, and standing and encourage the sharing of ideas.
Integrity	We act with character. We are fair, ethical and honest.
Openness	We are accessible, accountable and transparent.
Customer Service	We are accountable to our residents and strive to provide a positive experience for everyone we interact with.
Collaboration/ Teamwork	We welcome and encourage the opinions and expertise of our residents, businesses and community partners.
Inclusivity	We honour and celebrate our diversity and seek to engage residents in our decisions.
Trust	We are accountable for our decisions and our actions, we continuously build trust with our community. We are proactive in practicing our values.



Acknowledgement of Key Contributors

The City extends its sincere gratitude to the Abbotsford Equity and Accessibility Committee (AEAC) for their invaluable contributions and unwavering dedication in shaping and implementing the Community Accessibility Plan in alignment with the *Accessible BC Act*.

Their sharing of lived experiences, insightful guidance, expertise, and collaborative efforts have played a pivotal role in creating an inclusive and accessible environment for all members of our community. We applaud their commitment to championing accessibility and enhancing the quality of life for individuals of all abilities within the community.



SECTION 2

Framework Guiding Our Work

The purpose of the Plan is to identify, reduce and prevent barriers to individuals working for or interacting with the City. These actions further our efforts to make services and built environments accessible and welcoming to people of All Ages and Abilities (AAA). We will follow accessibility legislation, including:

- UN Declaration on the Rights of Persons with Disabilities;
- Canadian Human Rights Act;
- BC Human Rights Code;
- BC Building Code;
- Accessible Canada Act; and
- Accessible British Columbia Act.

The Plan builds on legislation focused on accessibility within the *Accessible British Columbia Act* and the *Accessible Canada Act*. The following subsections discuss the provincial and federal legislation.



Accessible Canada Act (ACA)

The *Accessible Canada Act (ACA)* was passed in 2019, with the goal to make Canada barrier free by January 1, 2040. The legislation benefits all Canadians, especially persons with disabilities, through the proactive identification, removal, and prevention of barriers to accessibility in seven priority areas:

- Employment;
- The built environment;
- Information and communication technologies (ICT);
- Communication other than ICT;
- Design and delivery of programs and services;
- Procurement of goods, services and facilities; and
- Transportation.

Accessible British Columbia Act (ABCA)

The *Accessible British Columbia Act (ABCA)* was enacted in June 2021. The *ABCA* is an important piece of enabling legislation that paves the way for future regulations that will address barriers to access for people with disabilities in a range of areas including employment, service delivery, the built environment, information and communications, transportation, health, education, and procurement.

The *Accessible British Columbia Regulations* under the *ABCA* came into effect September 1, 2022 and requires prescribed organizations to meet the following requirements:

- Establish an accessibility advisory committee;
- Develop an accessibility plan; and
- Create a public feedback mechanism.



Developing the Community Accessibility Plan

The development of the Plan satisfies the *ABCA* requirement for the City to have an accessibility plan and follows six principles identified;

Adaptability

Accessibility plans should reflect that disability and accessibility are evolving concepts that change as services, technology, and attitudes change.

Collaboration

Promoting accessible communities is a shared responsibility and everyone has a role to play. Legislation should create opportunities for government, community, and business to work together to promote access and inclusion.



Diversity	Every person is unique. People with disabilities are individuals with varied backgrounds. Individual characteristics including race, gender, sexual orientation, religion, and lived experience greatly inform the experiences of individuals. Accessibility legislation should acknowledge the principle of intersectionality and the diversity within the community.
Inclusion	All community members of the City of Abbotsford, including persons with disabilities, should be able to participate fully and equally in their communities.
Self-Determination	Accessibility legislation should seek to empower people with disabilities to make their own choices and pursue the lives they wish to live.
Universal Design	Process of creating services and environments that are accessible to people with a wide range of abilities, disabilities and other characteristics.

The Plan also aligns with the Council Strategic Plan (2022-2026) and follows the four key principles, goals and priority actions. Items included in the Plan were selected based on common responses heard from the engagement process and priorities of the Strategic Plan.

An annual review of the progress of implementation of the Action Plan will be reviewed and updated every three years with Committee consultation and Council’s approval.

Establish an Accessibility Advisory Committee

Under the *ABCA*, a committee must be established to assist the municipality to identify barriers and advise on how to prevent barriers that individuals have when interacting with the City. The selection of the accessibility committee should, to the extent possible, be made up of:

- At least 50% people with disabilities or those who represent those with disabilities; and
- At least one person of Indigenous background.

The Plan must include;

- Create a Public Feedback Mechanism; and
- The City must establish a process for receiving public comments of the Plan, and of the barriers, individuals face both interacting with and working within the organization. The City values the input, suggestions, and feedback from residents and understands the importance of continuously improving programs and services to better meet the needs of the community. To facilitate open communication and encourage feedback, the City provides various channels through which residents can submit their feedback. These channels include our online engagement platform, Let's Talk Abbotsford, our City of Abbotsford website, online forms, social media platforms, email and phone.



About Our Accessibility Committee

Abbotsford Equity and Accessibility Committee (AEAC)

The AEAC was created in 2023, in response to the Accessible BC Act. The purpose of the AEAC is to work collaboratively to assess and improve community livability, inclusivity, and accessibility for persons with disabilities who live, work, and play. The committee will work alongside the City to provide recommendations and planned actions to the Plan in respect to the four areas of focus, in accordance with the *ABCA*. The committee includes internal department representatives that interact with the public and can provide expertise and relevant background information related to the Plan and the four areas of focus. Additional representatives may be needed based on community need and departmental expertise in specific areas.



Alignment with Other City Plans and Strategies

The City of Abbotsford views accessibility as a vital part of our diversity, equity and inclusion work. Accessibility is apparent in a variety of Council-adopted plans and strategies which help steer the organization. By including accessibility as a lens in guiding documents, the City underlines the commitment to making Abbotsford a more accessible place to live, work and play. Current City strategies and plans that align with the Plan are listed below and summarized.

Abbotsford Fire Rescue Service Master Plan (2018)	The 2018 Master Plan for Abbotsford’s fire department outlines how the AFRS will continue to determine the level of services required to meet community need and ensure public safety.
Affordable Housing Strategy (2020)	This strategy helps clarify the roles of local government and the points of maximum impact to support the development of priority housing types.



Bylaw Compliance Strategy (2020)	This strategy sets out a path for how the City will deliver its bylaw compliance and enforcement services with a strong focus on public awareness, consistency, fairness, and commitment to service quality.
Culture Connect Strategy (2021)	Sets out the commitment and future plans for supporting and advancing culture locally over the next 20 years.
Customer Culture Strategy (2022)	This strategy sets out a path for how the City’s journey towards customer service excellence will progress over the next five years. Providing service excellence and meeting the diverse needs of all of our customers is a top focus.
Council Strategic Plan (2022 - 2026)	The strategic plan sets out the goals, priorities and actions for the City of Abbotsford which reflect a balanced approach to the municipal organizational planning process.

Digital Strategy (2022 - 2025)

This strategy for delivering better services for the Citizens of Abbotsford in the digital age. Whether they are finding information, registering, reporting, requesting, applying, booking, paying, checking, or submitting – they will be provided with a complete digital service to do it.

Diversity, Equity & Inclusion Strategy (2024-2026)

The update ensures the City remains in a leadership role in demonstrating the values of diversity and inclusion in the workplace and in supporting an involved, safe and engaged workforce committed to customer service excellence.





<p>Official Community Plan (2016)</p>	<p>This Official Community Plan (OCP), is commonly referred to as Abbotsforward. The OCP vision paints a powerful picture of what Abbotsford will be like at 200,000 residents, while setting the stage for future and continuing growth and improvement beyond this Plan. It embodies the values, priorities, and aspirations of the community, and charts the course for development and implementation of policies.</p>
<p>Parks, Recreation & Culture Master Plan (2018)</p>	<p>The Plan provides an innovative and comprehensive long-term vision and plan for the delivery of parks, recreation, and culture facilities and services.</p>
<p>Procurement Policy C002-03</p>	<p>This Policy will ensure that all Goods and Services will be acquired in a competitive, fair and open manner.</p>
<p>Transportation and Transit Master Plan (2018)</p>	<p>Adopted in 2017 the Plan provides a framework for addressing the City’s transportation needs up to 200,000. It focuses on mobility and accessibility within the City and beyond its boundaries for visitors and commuters through infrastructure upgrades and mass transit.</p>

Our Approach

The *ABCA* established a set of guiding principles that organizations, including municipalities, are required to apply when developing their multi-year accessibility plans. These principles were integrated throughout all phases of the development of the Plan, which included meaningful engagement with people with disabilities (PWD) as well as individuals and organizations that support them.





Community Engagement

The City of Abbotsford engaged a diverse group of community members and organizations that support PWD in a range of areas.

Participating Organizations:

- Abbotsford Foundation
- Abbotsford Restorative Justice and Advocacy Association
- Abbotsford Minor Baseball Association (AMBA)
- Abbotsford Police Department (APD)
- Abbotsford Youth Commission (AYC)
- Archway Community Services
- Ag in the Classroom
- Communitas Supportive Care Society
- Fraser Health Authority (FHA)
- Fraser Valley Child Development Centre (FVCDC)
- Fraser Valley Down Syndrome Society
- Fraser Valley Regional Library (FVRL)
- Ministry of Children and Families - Provincial Outreach Program: Deaf & Hard of Hearing
- MCC
- Pacific Development Pathways Ltd
- Special Olympics BC
- Tourism Abbotsford
- University of Fraser Valley (UFV)
- United Way BC

Consultation Details

A key component of the Plan involved integrating community input into its ongoing development. To gain insight of lived experiences of PWD in Abbotsford, a variety of consultation methods were used, including;

- A total of twelve engagement sessions occurred. Ten public engagement sessions were completed in-person at public schools, libraries and recreation centres and two virtual sessions.
- Eight neighborhood within Abbotsford were included into the engagement schedule.
- Two stakeholders' sessions were scheduled that engaged with 19 local community organizations that provide services and programs to individuals with disabilities.
- Feedback from the Abbotsford Equity and Accessibility Committee confirmed that the engagement process was in alignment with community need.

Community engagement was promoted through a variety of methods, including online, in print and across various community organizations that provide services to individuals with disabilities. In total, 1,416 people were informed and 393 people engaged in the process and provided their feedback through the in-person/virtual engagement sessions or the online survey. Based on the feedback received there were a number of key findings and themes that emerged. The findings were used to develop the priorities of the 3-year Plan.



Key Findings

This section provides highlights of the findings that was collected in the community engagement phase. These results led to the development of the Plan.

Throughout the community engagement phase, the public was asked “What does accessibility mean to you?” and the general consensus was providing access for people and all areas within the community.



**FOCUS
AREA**

1

**Inclusive
Service Design
and Delivery**

**Outlines Feedback in
Specific Areas the
Public Feel are Barriers**

SUBJECT AREA/ SERVICE	FINDINGS	
PRC Programs & Activities	16%	of responses reported that access to registered programs (adapted programming) was a participation barrier
	18%	of responses reported that access to affordable programming was a participation barrier
Other City Services	34%	of responses reported that access to transit (buses, bus routes, bus schedules) was a mobility barrier
	20%	of responses reported that the environment (ice & snow removal in park spaces, city clean up initiatives, wildlife, climate change and weather preparedness) was a mobility barrier



**FOCUS
AREA
2**

**Accessible
Communication
and Engagement**

**Outlines Feedback in
Specific Areas the
Public Feel are Barriers**

SUBJECT AREA/ SERVICE	FINDINGS
<p>Communication & Marketing</p>	<p>23% of responses reported that a lack of easy to read simple language on city communications and marketing was a barrier to information</p>
	<p>14% of responses reported that a lack of translation services was a barrier to communication at service points</p>

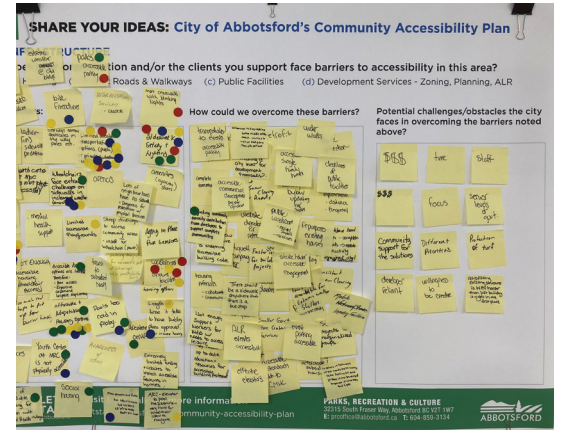
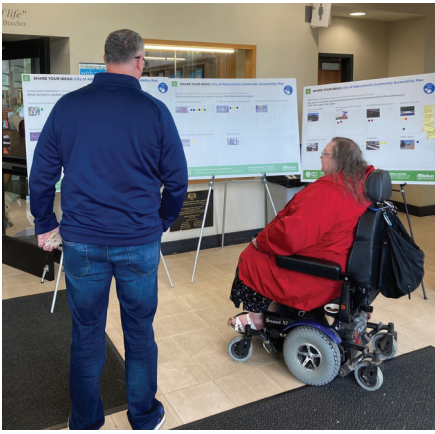


**FOCUS
AREA
3**

**Built Environment
and Public Spaces**

Outlines Feedback in Specific Areas the Public Feel are Barriers

SUBJECT AREA/ SERVICE	FINDINGS
Housing	<p>48% of responses reported that access to affordable housing was a barrier</p>
<p>Public Facilities, Parks & Trails</p>	<p>22% of responses reported that access to paved and maintained trails was a mobility barrier</p>
	<p>18% of responses reported that recreation centre facilities (ARC/MRC) had mobility barriers</p>
	<p>20% of responses reported that public pools and City parks we not accessible and created participation barriers</p>



Public Roads and Walkways

22%

of responses reported that access to washrooms in public areas such as streets and open spaces was a barrier

17%

of responses reported that access to transit structures (bus stops) and the environment (landscaping and maintenance of sidewalks, ice and snow removal on roads and sidewalks) were mobility barriers

14%

of responses reported that a lack of access to accessible parking spaces within municipal spaces was a barrier

Sports Fields and Park Amenities

32%

of responses reported that a lack of access to maintained and open washrooms and changerooms in park spaces was a barrier

15%

of responses reported that there is a lack of access to playgrounds/splash pads for all abilities which creates participation barriers

**FOCUS
AREA**
4

**Accessible
Procurement**

Outlines Feedback in Specific Areas the Public Feel are Barriers

SUBJECT AREA/ SERVICE	FINDINGS
	<p>N/A No feedback regarding this area</p> <p>Procurement remains a key focus area as it presents many opportunities to advance accessibility, however, as the public has very little interface with the processes of procurement there was no public feedback in this area.</p>



SECTION 3

Actions and Implementation

The Plan carefully considered the principles of inclusion, adaptability, diversity, collaboration, self-determination, and universal design.

The Four Key Focus Areas

The City has developed a Plan that includes actions that are organized according to the four key focus areas and consider a breadth of services, facilities and communications.





KEY FOCUS AREA		FOCUS AREA GOAL
1	Inclusive Service Design and Delivery	Provide services and programs that are accessible for a full range of abilities.
2	Accessible Communication and Engagement	Communication and information provided is accessible to all. Ensure that people with disabilities are consulted and can easily share feedback and information through accessible feedback mechanisms.
3	Built Environment and Public Spaces	Ensuring buildings and other public spaces are accessible to community members following universal design guidelines.
4	Accessible Procurement	Ensure goods provided and services rendered are accessible by design, where possible, so that individuals with disabilities can use them without adaptations.



LEGEND

AFRS	Abbotsford Fire Rescue Services
AMD	All Municipal Departments (when every department is potentially involved in leading or supporting an action item)
ERU	Engineering and Regional Utilities
FPS	Finance and Procurement Services
ISIR	Innovation, Strategy and Intergovernmental Services
LLS	Legal and Legislative Services
OPS	Operations
PDS	Planning and Development Services
PRC	Parks, Recreation and Culture



As the City begins to move forward with the actions listed, continued collaboration with, and involvement of, the Abbotsford Equity and Accessibility Committee to support the implementation and evaluation of the Community Accessibility Plan.

This includes a prioritization process for the recommendations coming from the actions, a plan to resource the recommendations, and a schedule for updating and reviewing the recommendation in accordance with the legislated requirements (at least every three years).

**FOCUS
AREA**

1

**Inclusive
Service Design
and Delivery**

Provide services and programs that are accessible for a full range of abilities.

PRIORITY

S = SHORT TERM

L = LONG TERM

O = ONGOING

C = COMPLETE

**FOCUS
AREA**

1

**Inclusive
Service Design
and Delivery**



Principle 1

Inclusive and Connected Community

The City of Abbotsford is a community of inclusive, diverse, and green neighbourhoods, connected to convenient and affordable transportation and vibrant commercial centres. Our community is built on the foundation of our cultural heritage and natural beauty and we provide active living for all residents which contributes to the vitality and social cohesion of our City.

**FOCUS
AREA**

1

**Inclusive
Service Design
and Delivery**

GOAL #	ACTION	LEAD	PRIORITY	COUNCIL POLICY/ STRATEGY
1	Embrace Abbotsford’s cultural diversity and cultivate a welcoming environment where all people and backgrounds are represented	PRC	O	Culture Connect Strategy 2021
1	Identify and address barriers to participation in cultural programs, facilities, events and services particularly for systemically marginalized groups	PRC & OPS	O	Culture Connect Strategy 2021
1	Conduct a review of cultural policies, starting with the Public Art Policy, that require updating to be reflective of evolving realities, especially related to diversity, equity, inclusion and access	PRC	S	Culture Connect Strategy 2021
2	Continue the traffic signal and crosswalk installation program	ERU	O	Transportation and Transit Master Plan 2018
2	Incorporate accessibility enhancements in the street and bridge replacement program	ERU	O	Transportation and Transit Master Plan 2018

GOAL #	ACTION	LEAD	PRIORITY	COUNCIL POLICY/ STRATEGY
2	Incorporate accessibility enhancements in the walkway maintenance program	ERU	O	Transportation and Transit Master Plan 2018
2	Secure funding for transit exchange at Highstreet Mall to support access throughout the City	ERU	S	Transportation and Transit Master Plan 2018
2	Improve Montvue/West Railway/ Essendene intersection and plaza to support access throughout the area	ERU	S	Transportation and Transit Master Plan 2018
3	Remove barriers for participants by updating the PRC Subsidy Program Policy	PRC	S	PRC Master Plan 2018
3	Develop an Arena and Aquatics Strategy that considers accessibility within programs services and facilities	PRC	S	PRC Master Plan 2018
3	Maintain recreation low cost / no cost programming options	PRC	O	PRC Master Plan 2018
4	Develop a city-wide Trail and Off-road Cycling Plan including accessible trail and pathway design standards	OPS & PRC	S	PRC Master Plan 2018
4	Develop a washroom strategy which will include accessible design standards	PRC	S	PRC Master Plan 2018

**FOCUS
AREA**

1

**Inclusive
Service Design
and Delivery**



Principle 2

Sustainable and Safe City

We are committed to keeping our residents and our community safe and to addressing social issues that impact our city. We are proactive in our stewardship of the environment and we value our natural assets and support sustainable growth. We are committed to minimizing environmental impacts and addressing climate change in our community.



GOAL #	ACTION	LEAD	PRIORITY	COUNCIL POLICY/ STRATEGY
3	Consider expanding incentives for developers to build affordable housing	PDS	S	Affordable Housing Strategy 2020
3	Develop affordable housing in terms of tenure, size and type	PDS	L	OCP 2050
3	Create a Housing Needs Report that is reviewed every 5 years	PDS	O	Affordable Housing Strategy 2020

**FOCUS
AREA**

1

**Inclusive
Service Design
and Delivery**



Principle 3

Vibrant and Growing Economy

The City of Abbotsford is a regional hub of creativity and innovation where talent, investment and business thrive. We are a dynamic and prosperous community with a vibrant downtown and a fully diversified economy. We are a location of choice for development and sustainable investment.



GOAL #	ACTION	LEAD	PRIORITY	COUNCIL POLICY/ STRATEGY
3	Support accessible job opportunities by building relationships with community agencies	ISIR	L	Diversity, Equity & Inclusion Strategy 2024 - 2026

**FOCUS
AREA**

1

**Inclusive
Service Design
and Delivery**



Principle 4

Organizational Excellence and Integrity

The City of Abbotsford has strong fiscal discipline, consistent governance and aligned operations. We actively manage our City finances with exceptional care. We are committed to being fair, equitable, transparent and democratic in our decision making. We maintain collaborative relationships with other communities and levels of government.



GOAL #	ACTION	LEAD	PRIORITY	COUNCIL POLICY/ STRATEGY
1	Increase recreation adapted program options	PRC	O	PRC Master Plan 2018
4	Build a workforce that reflects the diversity and strength of our community	ISIR	O	Diversity, Equity & Inclusion Strategy 2024 - 2026
4	Develop specific guidelines and standards that would benefit all departments regarding communication, marketing, human resources (training practices), and emergency awareness and preparedness	ISIR	S	Diversity, Equity & Inclusion Strategy 2024 - 2026

**FOCUS
AREA**

2

**Accessible
Communication
and Engagement**

Communication and information provided is accessible to all. Ensure that people with disabilities are consulted and can easily share feedback and information through accessible feedback mechanisms.



FOCUS
AREA

2

Accessible
Communication
and Engagement



Principle 4

Organizational Excellence and Integrity

The City of Abbotsford has strong fiscal discipline, consistent governance and aligned operations. We actively manage our City finances with exceptional care. We are committed to being fair, equitable, transparent and democratic in our decision making. We maintain collaborative relationships with other communities and levels of government.



GOAL #	ACTION	LEAD	PRIORITY	COUNCIL POLICY/ STRATEGY
1	Update the City's website with accessibility features	ISIR	0	Digital Strategy 2022 - 2025
1	Provide access to translation services for all staff when language barriers arise	AMD	0	Customer Culture Strategy 2022
1	Provide Emergency Preparedness information in multiple languages	AMD	0	Customer Culture Strategy 2022
4	Provide training to individuals supporting people with disabilities	AFRS	0	Abbotsford Fire Rescue Service Master Plan 2018

**FOCUS
AREA**

3

Built Environment and Public Spaces

Ensuring buildings and other public spaces are accessible to community members following universal design guidelines.



**FOCUS
AREA**

3

**Built Environment
and Public Spaces**



Principle 1

Inclusive and Connected Community

The City of Abbotsford is a community of inclusive, diverse, and green neighbourhoods, connected to convenient and affordable transportation and vibrant commercial centres. Our community is built on the foundation of our cultural heritage and natural beauty and we provide active living for all residents which contributes to the vitality and social cohesion of our City.

GOAL #	ACTION	LEAD	PRIORITY	COUNCIL POLICY/ STRATEGY
3	Include accessibility enhancements into park design and development	PRC & OPS	O	PRC Master Plan 2018
3	Conduct Rick Hansen Accessibility Audits within park spaces and facilities	OPS	O	PRC Master Plan 2018
3	Develop a trail connection & repair plan to ensure all trails are easily accessible and well maintained	OPS	S	PRC Master Plan 2018
3	Enhance accessibility and safety for all residents by proactively enforcing regulations related to sidewalk obstructions	LLS	S	Bylaw Compliance Strategy 2020
3	Streamline enforcement processes and improve accessibility support across the City of Abbotsford through the effective enforcement of disability parking regulations	LLS	S	Bylaw Compliance Strategy 2020
4	Develop a Park Classification, Standards and Signage Strategy for park spaces to address accessibility including communication barriers and wayfinding elements	PRC	S	PRC Master Plan 2018

**FOCUS
AREA**

4

Accessible Procurement

Ensure goods provided and services rendered are accessible by design, where possible, so that individuals with disabilities can use them without adaptations.



FOCUS
AREA

4

Accessible
Procurement



Principle 3

Vibrant and Growing Economy

The City of Abbotsford is a regional hub of creativity and innovation where talent, investment and business thrive. We are a dynamic and prosperous community with a vibrant downtown and a fully diversified economy. We are a location of choice for development and sustainable investment.

GOAL #	ACTION	LEAD	PRIORITY	COUNCIL POLICY/ STRATEGY
2	Update the Procurement Policy with additional definitions for “Social Procurement” as related to Sustainable Procurement to Procurement Policy & Processes	FPS	0	Procurement Policy C002-03
2	Include sustainable procurement as part of the solicitation process and contract requirements	FPS	0	Procurement Policy C002-03
2	Introduce accessibility as a mandatory evaluation criterion during vendor selection (as applicable)	FPS	0	Procurement Policy C002-03
2	Encourage vendors to train their staff on accessibility best practice	FPS	0	Procurement Policy C002-03
2	Include clauses in contracts that require regular accessibility testing and reporting by vendors	FPS	0	Procurement Policy C002-03
2	Purchase accessible fitness equipment within recreation centres	PRC	0	PRC Master Plan 2018

Completed Projects that Address Accessibility Areas

ACTION	LEAD	PRIORITY	COUNCIL POLICY/ STRATEGY
Increase accessible parking spaces at ARC	PRC	C	PRC Master Plan 2018
Construct a sensory friendly area at ARC	PRC	C	PRC Master Plan 2018
Create online cultural events and activities listing with enhanced accessibility features	PRC	C	Culture Connect Strategy 2021
Install Braille on all room doors in the recreation centres	PRC & OPS	C	PRC Master Plan 2018
Install accessible equipment within the recreation centres (elevator and chair lift for pool)	PRC	C	PRC Master Plan 2018
Secure funding for transit exchanges at Montrose Avenue to support access throughout the City	ERU	C	Transportation and Transit Master Plan 2018



SECTION 4

Monitoring and Evaluation

The City of Abbotsford is fully committed to the principles of inclusivity and accessibility as outlined in the *Accessible British Columbia Act*. In accordance with this commitment, the Community Accessibility Plan will undergo an annual review of the progress of implementation and an update every three years with Committee consultation and Council's approval. This regular review will ensure that the Plan remains aligned with the *ABCA* requirements and continues to effectively address the needs of individuals with disabilities in our community. By conducting these assessments, we aim to foster continuous improvement, identify areas for enhancement, and ensure that our City remains a place where everyone can participate fully and equally.



APPENDICE

GLOSSARY OF TERMS

For the purpose of the Community Accessibility Plan, the City of Abbotsford defines the subsequent terms to create a common language to further the work;

Abbotsford Equity and Accessibility Committee (AEAC)	Provides a framework to identify, remove and prevent barriers to accessibility.
Accessibility	Accessibility means that all people can take part in their communities through work, play and other daily activities.
Accessible British Columbia Act (ABCA)	Provincial legislation that provides a framework to identify, remove and prevent barriers to accessibility in British Columbia.
Accessible Canada Act (ACA)	Federal legislation that aims to identify, remove and prevent barriers facing people with disabilities.
All Ages and Abilities (AAA)	This criterion is a national and international best practice that is focused on safe, comfortable and equitable mobility of people.
Barrier	Any physical, architectural, technological, attitudinal barrier that hinders the full and equal participation in society of persons with an impairment.

<p>Built Environment</p>	<p>The constructed aspects of physical surroundings. For the purposes of the Plan, the built environment applies to all public spaces, including buildings, sidewalks, road systems, parks, playgrounds and other public infrastructure encountered by people in their everyday life.</p>
<p>Disability</p>	<p>An impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment — whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.</p>
<p>Person with Disabilities (PWD)</p>	<p>A term person with disabilities is used to apply to all persons with disabilities including those who have long-term physical, mental, intellectual or sensory impairments.</p>
<p>Universal Design</p>	<p>Process of creating services and environments that are accessible to people with a wide range of abilities, disabilities, and other characteristics.</p>

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