BC Housing Accessibility Listening Sessions Summer 2024 What We Learned Report

DECEMBER 19, 2025

BC HOUSING

Table of Contents

List of Figures:

Territorial Acknowledgement

BC Housing acknowledges that we live and work on the unceded and traditional territories of over 200 First Nations in what is called British Columbia. We are committed to strong relationships and partnerships with Indigenous (First Nations, Métis, and Inuit) Peoples, each with their own unique traditions, history, and culture.

Acknowledgements

BC Housing would like to thank BC Housing tenants and non-profit sector partners with lived experience of disability who took time to engage with us during the Summer 2024 Accessibility Listening Sessions.

We would like to thank Untapped Accessibility, a leading accessibility consulting firm in BC, who we worked closely with at the beginning of these engagements.

We give gratitude to the members of the BC Housing External Advisory Committee, who bring personal, professional and academic expertise to our discussions on disability. We thank the Committee for their commitment, expertise, and passion for accessibility.

Introduction

In June 2021, the Government of British Columbia enacted the *Accessible BC Act* ("the ABC Act"). The ABC Act identified BC Housing as part of the first group of prescribed public sector organizations required to follow the Act. This meant that by September 2023 BC Housing was required to:

- Develop an accessibility plan
- Establish a public accessibility feedback process
- Establish an external accessibility advisory committee

The Office of Equity, Diversity, Inclusion and Belonging ("OEDIB") in BC Housing is responsible for overseeing the development, implementation, and monitoring of the Accessibility Plan. The OEDIB collaborates with various functions within the Commission through a cross-functional Accessibility Working Group. The OEDIB team focuses on integrating lived experiences by engaging with Employee Resource Groups (ERGs) and the BC Housing External Accessibility Advisory Committee.

In June 2023, BC Housing formed an external Accessibility Advisory Committee ("the Committee"), an ABC Act requirement. The Committee includes individuals from diverse identities who bring lived, academic, and professional experience with disabilities, social housing, and experiencing poverty. Their role is to support BC Housing to identify accessibility challenges and identify strategies to prevent and remove accessibility barriers for tenants, applicants, staff, visitors, and partners.

Later in 2023, BC Housing completed several actions with the Committee, including, an internal Accessibility Barriers and Solutions Report, and published the BC Housing Accessibility Plan. In 2024 BC Housing launched the online Accessibility Feedback Form.

One outcome from early engagement work with the Committee was an internal Accessibility Barriers and Solutions Report (2023). The report outlined five accessibility realms:

- Built Environment
- Communication and Information Technology
- Program and Service Delivery
- Employment and;
- Procurement of Goods and Services

To build on this previous work, BC Housing held a series of Accessibility Listening Sessions in the summer of 2024. The purpose of these sessions was to hear directly from tenants with disabilities, and sector partners who worked with people with disabilities, on any accessibility barriers and possible solutions. We learned from over 47 tenants and 40 sector partner representatives.

This What We Learned report outlines stories we heard from tenants and sector partners, followed by 45 accessibility recommendations gathered from engagements. The recommendations are organized under the five accessibility realms including two emerging accessibility realms: Accountability, and Education and Training.

Progress since the BC Housing Accessibility Plan in 2023 and what we learned in these Accessibility Listening Sessions will inform the next review and update of the BC Housing Accessibility Plan, which will be published in 2026.

Community Engagement 2024

Between July and September 2024, BC Housing's OEDIB worked with Untapped Accessibility, a leading accessibility consulting firm in BC, and the Committee to create a series of events named Accessibility Listening Sessions. Tenant outreach was conducted through contact with non-Profit organizations (NPs), Non-Profit Portfolio Managers (NPPMs), and sector partners across all regions. For a summary of our outreach and format of listening sessions please see Appendix A.

The Committee co-developed and approved the engagement questions to tenants and sector partners (see Appendix B and C). Untapped Accessibility led the in-person tenant session in Victoria, and OEDIB facilitated the remaining engagements.

Who we engaged

During the Accessibility Listening Sessions, over 47 tenants and 40 sector partner representatives responded to our engagement requests. We heard responses from people living in the Fraser region, the Vancouver Coastal region and Vancouver Island region; with no in-person tenant responses from the Interior or Northern regions. Tenants from the Interior and Northern regions may have been present during a larger tenant virtual session, though region specific data was not collected at the time. See below for a summary of engagement sessions:

Summary of Accessibility Listening Sessions

Date	Format	Location	Number of Participants
July 16	Tenant in person facilitated session	Burnside George Community Centre, Victoria	13
August 15	Tenant in-person pop-up booth	Culloden Court, East Vancouver	8
September 4	Tenant in person pop-up booth	UNITI-Chorus, Surrey	12
September 17	Tenant virtual session	Teams	14
September 19	Sector virtual session	Zoom	40 +
		Total	**87 +**

Figure 1: Summer 2024 Accessibility Listening Session pop-up booth

Alt Text: Collage of an Accessibility Listening Session popup booth. Image show table with tent set up, candies, pens and paper for tenants to add share their thoughts.

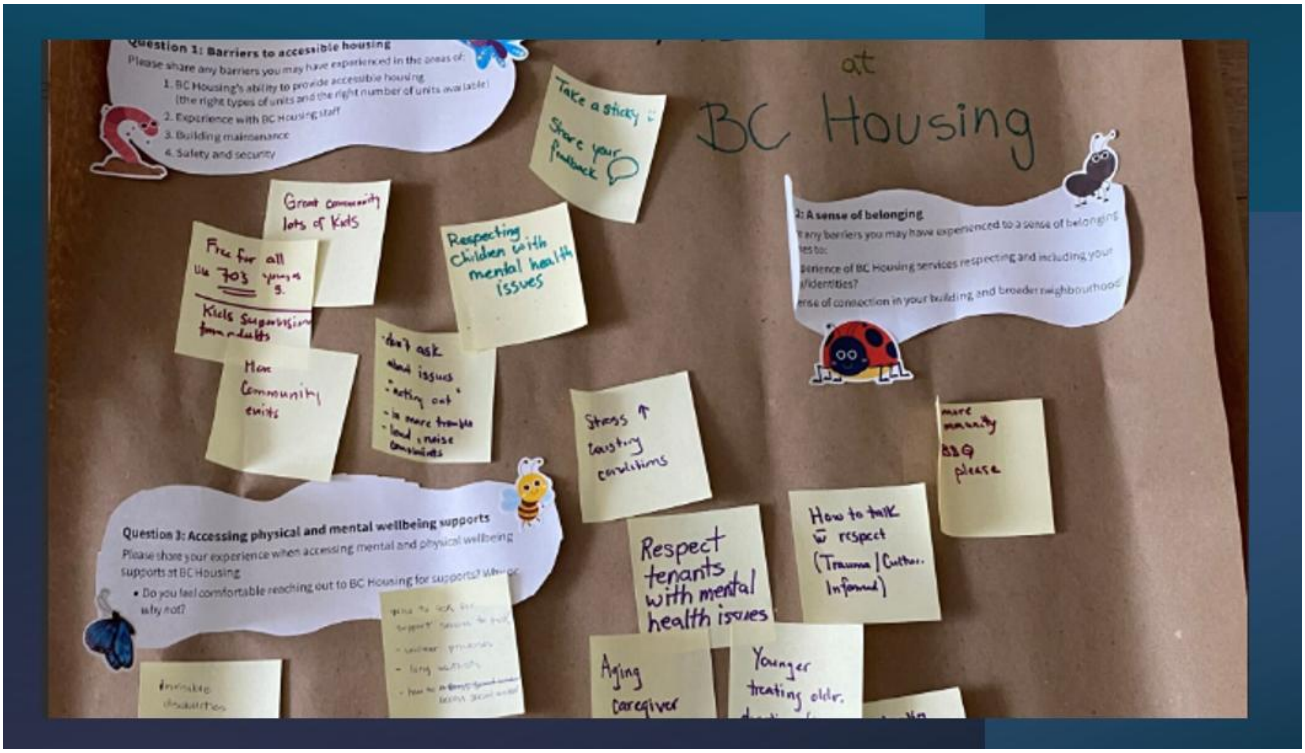

Figure 2: Summer 2024 Accessibility Listening Session tenant sticky notes

Alt text: Brown poster paper with sticky notes containing written feedback from tenants.

What we learned

Throughout engagements, tenants and sector partners shared stories highlighting their experiences highlighting accessibility barriers and solutions. The following section highlights a few of those stories with key takeaways listed below:

Stories highlighting accessibility barriers

Affordability of Accessible Units

One tenant had a visit from their parent, who voiced concerns regarding rising rental costs. Currently, the tenant pays $1,500.00 per month for a one-bedroom unit, which is 29% of their

income and is “considered affordable.”[1] However, come May 2027, the rent is scheduled to rise. They are actively seeking an appropriate rental subsidy to help alleviate the burden.

For tenants without advocates, rent increases could create significant barriers to access, whether due to cost or the need for a roommate. Additionally, if the tenant wished to apply for a two-bedroom unit, it would be unaffordable.

Key takeaways:

- Concern over the current available stock and affordability of accessible units.
- Empasis on the efforts of family members and others who act as advocates for tenants living with a disability.

Lack of access to social worker

One tenant observed that their senior neighbor, who lived with a disability, could not attend some on-site tenant social events due to mobility challenges. Additionally, the tenant reported seeing the significant obstacles their neighbor encountered in accessing support from a social worker for independent living. Obstacles included a lack of information, difficulty navigating the website, and challenges in "getting through the system."

Key takeaways:

- Unaccommodated mobility challenges may hinder interactions with community despite community events being held.
- The BC Housing website can be challenging for some tenants to navigate.
- There is an appetite for more communication and clarity on BC Housing services.

Changing Accessibility needs due to medical procedure

One tenant shared witnessing another tenant’s accessibility needs change after a medical procedure leg amputation procedure for both legs. As a result, the resident now used a

---

[1] 30% of a renter’s income as an affordable benchmark is used as a guide to define affordable housing by the Canadian Rental Mortgage Corporation (CMHC). Source: The National Housing Strategy Glossary of Common Terms.

wheelchair, though lived in the same unit. Their unit, once a home became an inaccessible space.

In another example, a sector partner shared that a tenant housed in a non-accessible unit experienced a brain injury. While the unit is adaptable, it is unclear where funding will come from to upgrade this resident's suite from non-accessible to accessible.

Tenant and sector partners reported that some individuals who may initially be housed in a non-accessible or adaptable unit may be appropriately housed at the time. However, the same person may acquire a disability, changing their accessibility needs. One attendee emphasized the need to "future-proof" units, meaning adaptable units that can allow for individuals to stay in their home, address changing accessibility needs over time, and age in place.

Key takeaways:

- Emphasis on the need for adaptable units to meet changing accessibility needs over time.
- Even adaptable units, may be inaccessible with out adequate funding to turn them into accessible units.

Seniors, short-term shelters and health/ Accessibility of short-term shelters for seniors and families

In short-term shelters, sector partner representatives reported that the limited availability of shelters are often the first barrier to access housing for seniors and families with minor-aged children, as many shelters are unable to accommodate families with children due to limited space. Once seniors gain access to shelter spaces, they often find that interior shelter spaces are not built with accessibility needs unique to seniors. For example, many shelters offer bunk beds, or mats on floors, and can be inaccessible to older users and people with mobility needs.

Attendees elaborated on the multiple challenges of the increase in demand on shelter spaces, long wait lists for longer-term housing, and the low availability of accessible units for seniors who may not require assisted living. One sector partners noticed an increasing number of seniors accessing low-barrier shelters in the Downtown Eastside (DTES). At one location, case planners find it difficult to relocate seniors whose accessibility needs do not require assisted living and where more appropriate housing may have long waitlists or are inaccessible. While

there may be single room occupancy (SRO) units available, SROs do not meet accessibility needs. Many SROs are walk-ups, with “no elevators, no heat, no air conditioning, and no windows.” As a result, many seniors are inappropriately housed or have prolonged stays in shelters with accessibility barriers.

When it comes to seniors who access shelters, “the system is reactive not preventative.” Whether in short-term shelters, single room occupancies (SRO) or longer-term inaccessible units, seniors who are inappropriately housed bear an increased risk of falls and injuries. It often takes a crisis (e.g., fall or injury) where a shelter cannot accommodate a senior, for a senior be moved into a longer-term living arrangement, though not necessarily appropriate housing.

In many cases seniors who are injured or fall while living in a shelter or inaccessible unit are hospitalized. When it is time for discharge, hospitals also struggle to find appropriate housing for seniors and in some cases prolong a hospital stay for ethical and safety reasons. Prolonged hospital stays happen “more than you think”, one sector partner emphasized, reiterating the need for accessible units. Another observed that there is not enough senior representation in housing, and poignantly reminded the room that, “on this call, we are all seniors, or seniors in training.”

> *On this call, we are all seniors or seniors in training.*
>
> *- Sector Partner*

Key takeaways:

- Accessibility needs of seniors who use short-term shelters and families with minor-aged children.
- The relationship between housing, health outcomes, and the impacts of inappropriate housing’s strain on the health sector.
- Need for housing that can support seniors and support people to age in place.
- Being housed after staying in a short-term shelter does not necessarily mean, appropriately housed for one’s needs.

Stories highlighting accessibility solutions

Value of employee support

One tenant shared an experience where BC Housing employees proactively helped to set up their unit while they were undergoing cancer treatment. At a time of increased stress, and need, this support made them feel a sense of relief and at home immediately, easing the challenge of unpacking essential items during their move and recovery.

Key takeaways:

- Feeling a sense of belonging when people's identities were respected, included and reflected in the built environment and during interactions with BC Housing staff.

The need for more space

Tenants noted the need for adequate space in unit floor plans to store mobility equipment (e.g., scooters, wheelchairs, and other accessibility equipment), and for families with members who have a disability.

One tenant mentioned their building had a scooter storage room as their accessibility equipment was "cumbersome to store in an individual unit." Several tenants expressed that ideally all units ought to be at least adaptable, and that this was a cost-saving mechanism in the long-term and that inclusion of people with lived experience during development conception and design is strongly recommended.

Families with members with a disability require units that have more than one bedroom, with floorplans and doorways that can accommodate accessibility equipment, including walkers and wheelchairs.

Key takeaways:

- The need for accessible units for families with one or more members who have a disability.
- The need to adapt to changing accessibility needs that support changing composition of families, and families who have one or more person with a disability.
- Design accessible units with more than two bedrooms for families.
- The need to include lived experience during the design phase.

Importance of leadership support to including lived experience

Organization leadership support is critical to including lived experience during design phases. In one story, a sector partner representative expressed the importance of including accessibility considerations during the planning stages of development of a non-profit development, however the board of the non-profit did not consider accessibility accommodations a requirement during the planning stage. This attendee encouraged BC Housing to consider where they may have leverage to include lived expertise during the design phase of development.

Tenants drew particular attention to inconsistent accessibility considerations throughout buildings. Starting with external access to buildings, several external features were often a barrier for entrants to overcome rather than a feature to enhance access. Ramps that are too steep leading up to entrances to buildings were mentioned more than once. Participants noted that in some cases where there were accessible entryways to wheelchair users, though hallways in the same building were too narrow to accommodate wheelchairs.

When a ramp is present, any bumps at entranceways after a steep ramp were difficult to navigate for wheelchair users. In some cases, there were no functioning automatic door buttons, or automatic door buttons at all. Wheelchair users were obliged to position their chairs in a way to hold doors open with their chairs to allow passage. This would cause damage to the door and overtime could be costly to repair.

More than one tenant observed that inside some units, counter and stove heights were too high for wheelchair accessibility. One participant offered an effective example of accessible countertops and stove tops that included an induction stove top, at an appropriate height, with space underneath to accommodate someone using a wheelchair.

One attendee noted that while there were accommodations for wheelchair users in the building, there was no access to the sidewalk (if present) or ramp leading to common spaces, including local green spaces, playgrounds or parks.

Key takeaways:

- Leadership support of lived expertise in the design and operational phases of development.
- Ensuring consistency of accessibility considerations from design to operations (e.g., for wheelchair users, usable ramp incline, appropriately sized doorways to building and units, and hallways to accommodate wheelchairs).

- Access includes access to local green spaces, services, transportation, and grocery stores

Invisible disabilities

Tenants identified a nuance between physical accessibility needs and accessibility needs due to brain injury or for neurodivergent individuals. In many instances, accessibility needs of people who acquire a brain injury or who are neurodivergent may not be fully acknowledged or their request may be attributed to their personality or personal preferences rather than affirming an accessibility requirement.

Soundproofing common areas and units were mentioned as ways to support neurodivergent residents. Tenants noted that lack of understanding of invisible disabilities requires education and understanding by housing operators, and more educations and is another consideration during deign phases of a project.

Key takeaways:

- Need to consider accommodation of people with invisible disabilities during design phase of projects.
- Need for better education for housing operators and service providers on invisible disabilities.
- Including those with invisible disability, among people with lived experience in the concept and design phase of development
- Emphasising again the need for design adaptable units.

A sense of community

Specific actions by service provider and operator staff and thoughtful programming supported a sense of inclusivity and belonging. Tenants reported that some of these actions result in “transformational impact of empowerment on individuals’ sense of belonging and self-worth.”

When multiple programs (e.g., communal meals, healthcare, physiotherapy, counselling, yoga) can be hosted at one location, participation increases due to ease of access and nurtures a sense of community among participants. Another participant shared the success of a program that provided communal meals twice daily in creating a supportive and social environment for residents. Hosting community celebrations, gatherings and events also allowed residents to come together during special occasions, increasing a sense of community.

Offering opportunities to participate in outdoor and recreational activities (e.g., sailing, kayaking, hiking, swimming) and group social activities (e.g., attending concerts, camping, holidays to Disneyland, music, singing), created a sense of independence. Another attendee reported that a sense of independence and community were also cultivated through finding opportunities for tenants to contribute to their own communities in day-to-day living (e.g., greeting neighbours when they enter the building and going on group walks). In another building, employees demonstrated creative ways to support empowerment among residents by purchasing everyone two holiday gifts, with instructions to keep one and give one away. Reportedly, this has a huge impact on resident sense of empowerment.

Key takeaways:

- Offering recreational activities, on-site and in group settings can increase accessibility.
- Group activities increase a sense of belonging and community.
- Offering opportunities for tenants to contribute to their own communities increased a sense of independence and empowerment.

Key takeaways from these stories, and what we learned from the entirety of our engagements with tenant and sector partners are captured in the following recommendations.

Accessibility Recommendations

The following 45 accessibility recommendations were provided by tenants and sector partners during the Summer 2024 Accessibility Listening Sessions. The recommendations are organized under the accessibility realms of: Built Environment, Communication and Information Technology, Program and Service Delivery, Employment, Procurement of Goods and Services; and the emerging accessibility realms of Accountability, and Education and Training

While recommendations have been organized under the five realms outlined in the Accessibility Plan, these categories may evolve as the BC Housing Accessibility Plan is updated in 2026.

Built Environment

Elevators and maintenance

1. Ensure installation of elevators in buildings with multiple floors and timely maintenance of existing elevators.
2. Retrofit aging buildings for accessibility.

Design considerations

3. Include consideration of common spaces in housing projects during design phases (e.g., gathering rooms, courtyard).
4. Include considerations for access to green spaces in the design phase (e.g., access from building to public green spaces, and green spaces at the residence).
5. Include microwave, dishwasher and in-suite laundry in accessible units.

Seniors accessing short-term shelters

6. Increase accessibility measures for seniors when accessing short-term shelters (e.g., beds, vs mats, or bunk beds).
7. Appropriately house seniors who are accessing shelters to avoid overstay, injury and hospitalization due to injury.

Majority aged individuals and family composition

8. Increase number of adaptable units to support people living in their unit who may acquire a disability, and/or age in place.
9. Build accessible units with more than two bedrooms for families.

Invisible and visible disabilities

10. Consider accommodations for people who live with invisible disabilities (e.g., sound-proof common spaces, contrasting paint colours between countertops and walls) at the design phase, and to upgrade current buildings and units.
11. Ensure entrances have sufficient lighting and paint considerations for those with sight challenges (e.g., glow in the dark paint).

Consistent accessibility considerations:

12. Ensure consistency of accessibility accommodations throughout the building (e.g., for wheelchair accessibility consistently sized entryways, automatic doors, appropriate ramp incline, hallways, and in-unit countertop and stovetop heights, access to sidewalks).
13. Ensure continuity of accessibility when entering the building, inside common spaces (e.g., hallways) and inside units.
14. Ensure accessibility to public areas from building exit (e.g., sidewalks, public transportation, green spaces).

Connecting design, development and operations:

15. Include input from people with lived experience with disabilities at the planning and design stages of development.
16. Build adaptable units at a minimum in preparation for any changing accessibility needs over time.
17. When determining location, consider accessibility to public green spaces, and public transportation.

Accessibility [considerations] for those who need, takes nothing away from those who don't.

-Sector Partner

Emergency preparedness:

18. Include audio in elevators to support tenant notices, announcements, warning or emergencies.
19. Install visual fire alarms in every unit.
20. During design and planning include the following evacuation considerations:
    - Two areas of egress in every building.
    - Stairways that have wide landing areas so that in the event of an evacuation the needs of people who may be using a mobility device are included.

Information and Communication Technologies

Availability of information on BC Housing services:

21. BC Housing should develop communications material with more information for tenants on what services and resources BC Housing offers (e.g., availability, access, costs, and subsidy supports for accessible units, and how to access social workers).
22. BC Housing should develop or refine external communications on the Accessibility Feedback Form, with an emphasis on awareness of the form and how tenants may access the form.

Information on available accessible units and transferable tenant information:

23. Develop a comprehensive database of available accessible housing stock in BC, including listing details of units. This data base ought to be shared with municipalities for housing planning purposes, and health authorities to prevent prolonged hospital stays.
24. Develop a data base with information about tenants who access affordable housing across the province, between regions and service providers. This information ought to be made available to health authorities.

Program and Service Delivery

Affordability:

25. Keep accessible units affordable for subsidized housing

Experience with BC Housing employees:

26. While experiences with BC Housing employees are positive overall, BC Housing employees need a greater sense of urgency to consider tenant needs.

Invisible and visible disability supports:

27. Develop specific accessibility supports for tenants living with an invisible disability, including children with a developmental disability.
28. Develop specific accessibility supports for supports for seniors with dependants.

Education and training:

29. Develop and deliver training and education on trauma informed approaches, and cultural and psychological safety.

Independence and community:

30. Provide more language supports for tenants and applicants whose first language is not English or French.
31. Offer multiple recreation programs (e.g., communal meals, healthcare, physiotherapy, counselling, yoga) on-site or at a single location.
32. Offer opportunities to participate in outdoor and recreational activities (e.g., sailing, kayaking, hiking, swimming).
33. Offer opportunities to participate in group social activities (e.g., attending concerts, camping, holidays to Disneyland, music, singing).

Including lived expertise:

34. Include tenants who have lived experience with disabilities when conducting accessibility audits in buildings.
35. Encourage buildings to establishing a tenant-led accessibility committee.

Eliminating stigma:

36. Encourage employees to discuss disability and neurodivergence with each other at the workplace to support eliminating stigma.
37. Raise awareness that accessibility is for everyone, including people who are living without a disability, and that may experience disability at some point in life.
38. Raise awareness about accessibility at all levels of the sector including, leadership, boards, housing/service provider employees, and tenants.

Procurement of Goods and Services

Leverage Requests for Proposals (RFPs):

39. Include accessibility considerations in RFPs that go beyond the BC Building Code requirements.
40. RFP criteria should include that proponents engage early with people with lived experience with disabilities to identify accessibility needs in proposed projects.

Employment – Human Resource Policies:

41. Explore ways for HR policies to allow for people with lived experience with disabilities to participate in long-term disability coverage.

Emerging Accessibility Realms

Accountability

42. BC Housing should develop guidelines/framework, and explore mechanisms to "hold developers accountable" to meet residents' accessibility needs for more accessible housing infrastructure.

Education and training

43. BC Housing should develop more education on accessibility for decision makers, municipal code inspectors, architect and construction workers.
44. BC Housing should conduct analysis and build awareness on the cost savings benefits of considering accessibility early in planning and design phases.
45. BC Housing should conduct analysis and build awareness on the real cost of accessibility in housing.

Next Steps

The 2024 BC Housing Accessibility Listening Sessions provided valuable insights into the lived experiences of tenants, sector partners, and community stakeholders regarding accessibility challenges and opportunities. Through direct engagement, participants highlighted critical barriers in housing, infrastructure, service delivery, and community inclusion, reinforcing the urgent need for systemic improvements.

These findings will shape BC Housing's next Accessibility Plan, set for review and publication in September 2026. The Accessibility Plan will integrate stakeholder feedback to support meaningful, long-term improvements in accessibility planning, policy enforcement, and service delivery.

As BC Housing continues its commitment to accessibility and inclusion, ongoing engagement with tenants and sector partners will remain essential. By fostering a collaborative and proactive approach, BC Housing can work towards eliminating barriers, improving quality of life, and creating more inclusive communities for all.

Appendix A – Summary of Outreach and Engagement format

To encourage participation in the Summer 2024 Accessibility Listening Sessions, multiple distribution channels and tactics were used to promote and invite BC Housing tenants and sector partners. Distribution channels included: direct BC Housing email distribution list to all regions, the BC Housing Sector Partner Bulletin, and direct emails to identified non-profit operators and internal collaborators, reaching the following:

- BC Housing tenants
- Sector partners
- Non-profits (NP)
- Non-profit Portfolio Managers (NPPM) across all regions (i.e., Northern, Fraser Interior, Vancouver Coastal and, Vancouver Island)

Summary of Outreach for Summer 2024 Accessibility Listening Sessions

Distribution Channel	Tactic	Target Audience
BC Housing email	Direct email including offer to facilitate tenant session and/or host and in-person pop-up booth at a specific location	- BC Housing NP and NPPM on July 30, 2024 - To all NP and NPPM employees sent on July 31, 2024
BC Housing Sector Partner Bulletin	Invitation to virtual Tenant Accessibility Listening Sessions, included flyer with QR registration code for sector partners to share with tenants, and offer to host an in-person pup-up booth at a specific location.	- Tenants via BC Housing Sector Partner Bulletin sent distributed on August 8, 2024 - Tenants via the BC Housing Quarterly Tenant Newsletter distributed on August 8, 2024
BC Housing Sector Partner Bulletin	Invitation to virtual Sector Partner Accessibility Listening Session	- BC Housing Sector Partners distributed on August 8, 2024
Contact outreach	Direct email	- Atira - Unity - BC Housing People, Plants and Homes

All tenants at in-person sessions were invited to the virtual Accessibility Listening Session, open to tenants in all regions.

Format of Accessibility Listening Sessions

OEDIB held three in-person engagements, one as a facilitation and two pop-up booths. The virtual engagement session was open to tenants in all regions. Questions for each session were co-developed with the Committee, for a full list of questions, see Appendices B and C.

In-person Tenant Accessibility Listening Sessions:

The summer Accessibility Listening sessions kicked off with an interactive in-person session at the Burnside George Community Centre in Victoria, attended by 13 tenants. The session began with a presentation on work to date, followed by structured discussions in breakout groups.

In East Vancouver and Surrey, OEDIB hosted two on-site pop-up booths at Culloden Court and Uniti, Chorus, respectively; a total of 20 tenants shared their thoughts with OEDIB representatives.

Virtual Tenant Accessibility Listening Sessions:

OEDIB hosted a virtual Accessibility Listening session with 14 tenants in attendance. The session opened with an overview of the Accessibility Plan, a summary of the internal barriers and solutions report, and engagements to-date. OEDIB opened the floor to tenants with the same questions posed at pop-up booths.

Virtual Sector Accessibility Listening Sessions:

OEDIB hosted a virtual session with over 40 sector partner representatives in attendance. The session was open to all non-profit sector partners across all regions, (information on regional representation was not collected). Attendees were invited to contribute their feedback verbally in the meeting, and via Slido.[2] The session opened with an overview of work to date, and an invitation to ask questions of the Vice President of Equity and Corporate Affairs (see Appendix C).

[2] Slido is an audience interaction platform that helps users engage participants in meetings and events through features like live polls, Q&A, and quizzes

Appendix B – Questions to tenants at the in-person interactive presentation:

Group discussion question #1

BC Housing is interested in understanding barriers to accessibility for tenants with disabilities. We've broken this into four key areas:

- BC Housing's ability to provide accessible housing (the right types of units and the right number of units available)
- Experience with BC Housing staff
- Building maintenance
- Safety and security for tenants
- What is your experience of these areas?
- What are the barriers you've encountered in these four areas?

Group discussion question #2

BC Housing wants to encourage a sense of belonging and connection for tenants with disabilities in their buildings and their broader neighbourhood.

- What is your experience of connection and belonging within BC Housing services? Do you feel like your identity/identities are respected and included?
- What's gotten in the way of you having a sense of belonging and connection in your building? What about in relation to your broader neighbourhood?

Group discussion question #3

BC Housing offers tenant supports for mental and physical wellbeing and wants to ensure that tenants feel comfortable accessing supports.

- What is your experience of accessing mental and physical wellbeing supports at BC Housing?
- Do you feel comfortable reaching out to BC Housing for supports? Why or why not?

Appendix C - Question to tenants at the On-site pop-up booths:

Due to high-traffic, and the more informal setting of a pop-up booth, key questions were adapted from those used in the in-person. For consistency the same questions were used at the pop-up booths and the virtual listening session:

Question 1: Barriers to accessible housing
Please share any barriers you may have experienced in the areas of:

- BC Housing's ability to provide accessible housing (the right types of units and the right number of units available)
- Experience with BC Housing staff
- Building maintenance
- Safety and security

Question 2: A sense of belonging

Please share any barriers you may have experienced to a sense of belonging when it comes to:

- Your experience of BC Housing services respecting and including your identity/identities?
- Your sense of connection in your building and broader neighbourhood?

Question 3: Accessing physical and mental wellbeing supports

Please share your experience when accessing mental and physical wellbeing supports at BC Housing

- Do you feel comfortable reaching out to BC Housing for supports? Why or why not?

Appendix D – Sector Partner Question to Vice President Equity and Corporate Affairs

- When will the plan be increased to require 8% wheelchair accessible units?
- Has there been an assessment of existing BCH inventory for # of wheelchair accessible units and specifically what these units contain?
- As well as which units may be best suited to be retrofit for accessibility?
- Has consideration been taken to increase contrast between wall, floors and countertops for people with low vision? Or different colors for different floors for cognitive decline?