

BC Housing Accessibility Plan 2026 – 2029

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Territorial acknowledgment

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

Accessibility statement

This document is accessible to Portable Document Format/Universal Accessibility (PDF/UA) standards. If you need an alternative format, please contact BC Housing at accessibility@bchousing.org.

A note about terminology

Language used to describe disability and disability communities is evolving. Language preferences can vary among communities. They can also vary from person to person. To recognize this diversity, this plan uses both “person-first” and “identity-first” language. You will see both “people with disabilities” and “disabled people.” Using both terms is considered good practice. When speaking with someone, ask which term they prefer.

Our thanks

BC Housing would like to thank the BC Housing tenants, sector partners, and BC Housing employees who have informed this plan and contributed to our accessibility work to date. We thank the External Accessibility Advisory Committee and Internal Accessibility Working Group for your ongoing commitment and guidance on this work..

We also thank [Easy Surf](#), a team of accessibility experts with disabilities, who help organizations build welcoming, inclusive websites and video games; and we thank the Social Planning and Research Council of BC ([SPARC BC](#)), an independent, non-partisan, registered charity that works with BC communities in building a just and healthy society for all.

How to give us feedback

Please see the following ways to report errors, offer feedback on this plan, or feedback on accessibility at BC Housing:

- ➔ Online [Accessibility Feedback Form](#)
- ➔ Email: accessibility@bchousing.org
- ➔ Phone: 1-877-941-1041
- ➔ Mail: 1701-4555 Kingsway Ave, Burnaby, BC V5H 4V8; Attention: Manager, Reconciliation and Equity Strategies

Introduction

About BC Housing

BC Housing is a Crown corporation founded in 1967. Under the [Ministry of Lands, Parks and Housing Act](#), it is tasked with developing, managing, and administering a range of housing and rental assistance programs across the province to support affordable housing options and to address homelessness.

To deliver affordable housing programs, BC Housing's partners with:

- Non-profit, private, and co-operative housing providers
- Provincial health authorities and ministries
- Indigenous governments and communities and;
- Municipal and federal governments.

BC Housing also has responsibilities to regulate residential construction through Licensing & Consumer Services and administer the [Homeowner Protection Act](#). This includes home warranty requirements that provide protections for new home buyers.

BC Housing is committed to addressing systemic discrimination and improving housing outcomes for everyone. We are advancing this through our key commitments to:

- Indigenous reconciliation
- Equity, diversity, inclusion and belonging
- Sustainability and resilience.

We are accountable to our commitments through transformation of our policies and processes, while meeting the needs of tenants, partners, and communities.

Vision, Mission, Purpose & Values

Strategy2030 is how we will advance our vision and deliver on our mission, purpose and values.
[Learn more about Strategy2030.](#)

Vision: Our north star

Everyone has a place to call home



Mission: What we do

Provide access to safe, quality, accessible,
and affordable housing options



Purpose: Why we do it

Promote strong inclusive communities
where people can thrive



Our Values

BC Housing employees identified four values we need to achieve our strategic outcomes:

Integrity

We are
accountable and
strive to build
trust



Compassion

We lead with
respect,
empathy, and
understanding



Service

We demonstrate
excellence in
serving our
clients



Innovation

We build
solutions for the
future



Chief Executive Officer (CEO) Message



Vincent Tong CEO, BC Housing

At BC Housing, we are driven by our vision: that everyone has a place to call home. We believe that people with disabilities deserve full and equal participation in society, including a place to call home.

Too many systemic barriers prevent disabled people from accessing affordable, adaptable, and safe housing. Systemic and attitudinal barriers toward people with disabilities exist across the housing sector. Evidence for the impacts of accessibility barriers on disabled people is highlighted in higher rates of houselessness, substandard living conditions, and negative health outcomes.

Since the publication of our first [Accessibility Plan](#) in 2023, BC Housing has also released [Strategy2030](#), a five-year plan to advance how we deliver homes and housing services for people in British Columbia, inclusive of people with disabilities.

To support our commitments to identifying, eliminating, and preventing barriers to accessibility, BC Housing has:

- Established an online [Accessibility Feedback Form](#), an online tool for anonymous feedback on accessibility open to tenants, employees, and the public,
- Launched a pilot project to test a BC Housing Accessibility Assessment Tool for the built environment,
- Initiated increasing accessibility of our websites, and
- Continued to strengthen our internal accountability.

Centering the voices of people with disabilities is essential to eliminating systemic barriers to accessibility. Development of this 2026 – 2029 Accessibility Plan included input from tenants, BC Housing employees, and sector partners with professional and lived experience with disability, and people who support people with disabilities. To implement our accessibility actions, we will continue to work with the [External Accessibility Advisory Committee](#), the Persons with Disabilities Employee Resource Group, and the Internal Accessibility Working Group. Together, these groups bring their professional and lived experiences of disability to guide our work toward a more inclusive society for all.



I extend deep gratitude to tenants, employees, sector partners, Committees, and Working Groups who continue to enrich BC Housing’s accessibility work. These efforts are part of our necessary work toward accessible, equitable, and inclusive communities. I am honoured to be a part of accessibility work at BC Housing, and I look forward to continuing to work together.

Key Definitions

Barrier

Anything that hinders the full and equal participation in society of a person with an impairment. Barriers can be caused by environments, attitudes, practices, policies, information, communications, or technologies, and can be affected by intersecting forms of discrimination.

Disability

An inability to participate fully and equally in society because of the interaction of an impairment and a barrier.

Impairment

A term that includes a physical, sensory, mental, intellectual, or cognitive impairment, whether permanent, temporary, or episodic.

About this Plan

In June 2021, the Government of British Columbia passed the [Accessible BC Act](#) (“the ABC Act”). The ABC Act identified BC Housing as a prescribed public sector organization required to follow the Act. This means that BC Housing is required to:

- Establish a public accessibility feedback process;
- Establish an external accessibility advisory committee; and
- Develop an accessibility plan that must be updated every three years.

BC Housing continues to maintain the first two requirements through our online [Accessibility Feedback Form](#), and ongoing work with [BC Housing Accessibility Advisory Committee](#).

This plan builds on the previous [BC Housing Accessibility Plan](#). Recommendations from past [BC Housing accessibility work](#), internal reports, tenant and sector partner engagements, and the online [Accessibility Feedback Form](#) inform goals and initiatives in this plan.

This plan organizes accessibility goals, initiatives, and actions for 2026 to 2029 under seven areas listed below:

- Built Environment
- Employment
- Information and Communication Technologies
- Procurement of Goods and Services
- Program and Service Delivery
- Education and Training
- Accountability

Disabled people actively contribute their lived and professional experience to accessibility work at BC Housing. For this plan, the following groups have provided input and guidance into this plan’s actions and initiatives:

External Accessibility Advisory Committee

The BC Housing [External Accessibility Advisory Committee](#) (the Committee) was established in 2023. The role of the Committee is to offer BC Housing feedback on accessibility barriers at BC Housing, and how to prevent and remove barriers to access for tenants, applicants, employees, visitors, and partners.

Internal Accessibility Working Group (IAWG)

The BC Housing Internal Accessibility Working Group (the Working Group) was first convened in 2023. The Working Group's role is to guide the development and implementation of BC Housing's Accessibility Plan, ensure accessibility activities are coordinated and aligned across BC Housing branches, and center lived and professional expertise, including input from the BC Housing People with Disabilities Employee Resource Group (PwD ERG), clients, and any third-party consultants. The Working Group includes at least one member from each branch at BC Housing.

People with Disabilities Employee Resource Group (PwD ERG)

Established in May 2021, BC Housing's People with Disabilities Employee Resource Group (PwD ERG) offers a safe space for BC Housing employees who self-identify as being a person with a disability. Members connect to raise awareness and discuss workplace matters related to disability and inclusion. The PwD ERG may also propose solutions to concerns or barriers faced or witnessed in the workplace or in BC Housing's service delivery.

Further Engagement

BC Housing held a series of Accessibility Listening Sessions in the summers of 2024 and 2026. The purpose of these sessions was to learn directly from tenants with disabilities and sector partners working with disabled people on any accessibility barriers they have experienced, witnessed, and possible solutions.

In 2024, we invited tenants across all regions to participate in virtual and in-person engagements. For the virtual session, we captured limited demographic data (including region). Attendance at the in-person sessions with tenants in the northern and interior regions was limited. The outcome was a public [What We Learned Report](#) that captures the feedback and stories we learned from over 47 tenants and 40 sector representatives.

In 2026, to address areas of limited engagement, and in support of employees' interest in sharing

their accessibility feedback, Accessibility Listening Sessions were held for tenants living in the northern and interior regions and for BC Housing employees. What we learned from those sessions has been incorporated into initiatives in this plan.

At the end of this plan is a [Resources](#) page containing helpful links to accessibility-related programs, services, and information.

Ongoing accessibility work

Since the release of the BC Housing Accessibility Plan in 2023, we have also released [Strategy 2030](#), a five-year plan to enhance how we deliver homes and housing services for people in BC. Several accessibility initiatives are enfolded into internal action plans. Some of this work includes:

- Continuing to support the PwD ERG as a valued space for connection and advocacy.
- Integrating input from people with lived experience of disability in development of a compensation policy for engaging People with Lived/Living Experience.
- Designing a Meaningful Engagement Strategy that establishes safe, accessible, and community informed methods for gathering input, including input from disabled people.
- Ensuring that adaptability, accessibility and aging in place considerations are included in new development design, as part of BC Housing's internal framework development that is informed by analysis on economy, efficiency, effectiveness and equity.
- Implementation of the BC Housing Reconciliation and Equity Accountability Framework to provide a single, enterprise-level framework that embeds reconciliation and equity into how BC Housing makes decisions, plans and delivers, and measures progress and outcomes.

Accessibility Action Plan

This section contains BC Housing accessibility initiatives planned for September 2026 to August 2029. Under each accessibility area, a goal is outlined, followed by supporting actions and initiatives.

1. Built Environment

Our goal:

To ensure that physical barriers are identified, removed, and prevented in housing spaces BC Housing owns and operates.

Our actions:

Ensure accessibility considerations, informed by people with disabilities, are incorporated at the design stage of:

- capital planning
- redevelopment and renewal; and
- new development projects.

- 1.1. Implement the BC Housing Accessibility Assessment Tool pilot. This pilot is part of a phased, multi-year BC Housing Building Inventory and Accessibility Upgrade Plan Project.
- 1.2. Conduct a feasibility analysis on how to incorporate accessibility considerations into redevelopment and renewal projects for BC Housing owned properties.

Ensure safe and accessible emergency evacuation in existing stock and new capital projects.

- 1.3. Integrate accessibility assessments into current Fire Safety Audit processes of BC Housing owned buildings.

2. Employment

Our goal:

To ensure BC Housing employment policies, procedures, and practices meet employee accessibility needs.

Our actions:

Improve recruitment and retention of employees with disabilities.

- 2.1. Finalize the Persons with Disabilities Recruitment and Retention Plan and share internally with BC Housing hiring managers.
- 2.2. Develop an Accessibility & Equity Accommodations Program for BC Housing employees.

Support an inclusive and stigma-free work culture.

- 2.3. Enhance the accessibility of organization-led volunteer opportunities.
- 2.4. Initiate a phased, multi-year approach to assess accessibility of:
 - a) BC Housing corporate spaces; and
 - b) Store fronts

3. Information and Communication Technologies

Our goal:

To improve accessibility to our online and digital platforms for applicants, tenants, BC Housing employees, members of the public, and external partners.

Our actions:

Improve ways for clients and the public to offer feedback about accessibility at BC Housing.

- 3.1. Incorporate accessibility enhancements to the BC Housing online Accessibility Feedback Form.

Increase accessibility of online, print, and telephone environments.

- 3.2. Continue implementation of recommendations from the User Experience (UX) Discovery Report 2024 on BC Housing priority webpages in the areas of:
 - a) Continued Accessibility Web Content Accessibility Guidelines (WCAG) compliance;
 - b) Plain language; and
 - c) Usability.
- 3.3. Develop a Multilingual Inclusion Service Delivery Mechanism to increase real-time access to multilingual supports, including ASL, for users accessing telephone systems.

4. Procurement of Goods and Services

Our goal:

To exercise purchasing practices that are inclusive of vendors that are disability serving, and organizations that are led by people with disabilities.

Our actions:

- 4.1. Apply social and sustainable evaluation criteria in competitive solicitations. This includes applicable evaluation criteria around accessibility.

5. Program and Service Delivery

Our goal:

To increase accessibility of BC Housing programs and services.

Our actions:

Incorporate accessibility into programming and planning processes.

- 5.1. Include accessibility considerations into program development and reviews of select programs and program frameworks.

Ensure maintenance procedures are responsive to changing tenant accessibility needs in directly managed buildings.

- 5.2. Develop maintenance procedures and processes to respond to the accessibility request for:
 - a) Accessibility modifications or accommodations identified in on-demand maintenance requests and/or during Annual Unit Inspections that may not require capital renewal or major renovation;
 - b) Tenant relocation from an inaccessible unit to an accessible unit; and
 - c) Connecting tenants with an acquired disability to appropriate community supports.

6. Education and Training

Our goal:

To be a knowledgeable, stigma-free, and inclusive workforce prepared to address accessibility needs in everyday work.

Our actions:

- 6.1. Develop and implement Phase 2 of the Equity Learning Framework. This includes education on disability for leadership and employees. This will include anti-ableism and disability awareness learning led by people with disabilities.

7. Accountability

Our goal:

To strengthen internal accountability to our accessibility commitments within our organization and among sector partners.

Our actions:

Ensure accessible, safe and confidential tenant complaint processes to address concerns raised by disabled people.

- 7.1. Ensure consistent implementation of the internal Complaint Resolution Policy and Procedure across BC Housing business areas.

BC Housing Resources

- [BC Rebate for Accessible Home Adaptations | BC Housing](#)

The BC Rebate for Accessible Home Adaptations (BC RAHA) program provides financial help in the form of rebates to eligible low-income households to complete home adaptations for independent living. Homeowners can get the BC Rebate for Accessible Home Adaptations if someone in the household has a disability or permanent loss of ability and meets all other program requirements. Tenants and landlords may also apply to the BC RAHA program if the tenant has a disability or permanent loss of physical ability and all other requirements are met.

- [Housing Assistance | BC Housing](#)

This page includes a list of helpful links to estimate eligibility for BC Housing programs, subsidized housing options, rental assistance programs, and other programs at BC Housing.

- [How to Apply for Rental Housing](#)

Learn how to search and apply for subsidized housing, market rentals, and housing co-operatives. This page includes eligibility criteria, tools to search for rental buildings across BC, and a link to an online application form.

- [BC Housing Program Finder](#)

Program Finder gives a quick estimate on eligibility for BC Housing programs. It can include getting help with paying the rent, subsidized housing, or adapting the home. The tool gives instant advice, is simple and easy, and secure and confidential.

BC Housing programs are for people who live in British Columbia only.

External Resources

- [Accessible Employers - Leaders Creating Accessible Employment](#)

Accessible Employers offers a catalogue of free accessibility courses on topics such as how to Create an Accessible Workplace, how to Support Self-Disclosure, and how to Develop Your Accessibility Action Plan.

- [Accessible Social](#)

Accessible Social is a free resource and education hub that shares best practices for creating accessible and inclusive social media content.

- [BC Disability](#)

BC Disability is a community-developed website that provides a directory of disability related supports and resources.

- [Digital Accessibility Foundations | W3C Web Accessibility Initiative \(WAI\)](#)

The W3C Web Accessibility Initiative offers a free Introduction to Web Accessibility online course.

- [Disability Alliance BC](#)

The Disability Alliance BC is a cross-disability organization supporting people with all disabilities to live with dignity, independence, and as equal and full participants in the community.

- [Glossary | BC Accessibility HUB](#)

The BC Accessibility Hub offers a glossary of terms related to accessibility.

- [Inclusion BC](#)

Inclusion BC is a federation working to build community and to enhance the lives of children, youth, adults with intellectual and developmental disabilities, and their families by building awareness, inspiring action, and advancing rights, responsibilities, and social justice.

- [The Homeless Hub | Library of Resources on Homelessness](#)

Curated by the Canadian Observatory on Homelessness, the Homeless Hub is a library of over 30,000 resources.

- [The Right Fit | Accessibility Housing for Wheelchair Users](#)

The Right Fit is a multi-partner service designed to address the crisis in wheelchair accessible housing by matching affordable, accessible homes and independent living supports with people who need them in the Metro Vancouver region of British Columbia.

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Attention: Manager, Reconciliation and Equity Strategies



BC HOUSING