



ACCESSIBILITY PLAN 2025





TABLE OF CONTENTS

Introduction	5
Accessibility Plan Mission Statement	6
Definitions.....	9
Legislative Background	10
Stakeholders.....	13
Actions	15
Responsibilities	25
Communication Plan	26





INTRODUCTION

The City of Mission has created this Accessibility Plan in accordance with the requirements of the *Accessible British Columbia Act*. The Plan was developed based on the advice of the City's Accessibility, Inclusion and Diversity Committee and incorporates feedback from the broader community.

The City of Mission's Accessibility Plan considers the principles of inclusion, adaptability, diversity, collaboration, self-determination, and universal design while providing specific goals and actions to support the identification, removal, and prevention of barriers to accessibility.



ACCESSIBILITY PLAN MISSION STATEMENT

Mission will be a community of acceptance, where all people are treated equitably, have barrier free access, and experience a sense of belonging.



COMMITMENT TO ACCESSIBILITY

The City of Mission is committed to:

- respecting the dignity, independence, and input of people with disabilities who inform and guide the City's accessibility efforts;
- identifying, removing, and preventing barriers to accessibility to benefit the community;
- working within its jurisdictional authority to deliver accessibility improvements in the community; and
- making Council members and staff aware of their roles related to influencing accessibility and striving to support positive community attitudes towards accessibility.







DEFINITIONS

ACCESSIBILITY:

Everyone, including people with visible and/or invisible disabilities, has the freedom and equal opportunity to access physical spaces, digital platforms, information, transit, resources, and support they need.

It involves removing barriers, providing accommodations, and adopting universal design practices to promote a welcoming and inclusive environment for everyone.

INCLUSIVITY:

The act or practice of accepting, including, and welcoming everyone and anyone who has been excluded within the greater community so there is a sense of belonging.

Inclusivity means bringing everyone into the whole, creating an environment where they can fully contribute and thrive.

DIVERSITY:

Recognizing and appreciating people's unique backgrounds, abilities, and differences, including accessibility needs, in order to provide the potential for greater innovation and creativity while ensuring equal opportunities for and acceptance of everyone.

Diversity is the inclusion of all people into a group, organization, or community.

LEGISLATIVE BACKGROUND

Disability is a complex phenomenon, reflecting an interaction between features of a person's body and mind and features of the society in which they live.

ACCESSIBLE BRITISH COLUMBIA ACT

An Accessibility Plan is required by the *Accessible British Columbia Act*, which became law in June 2021. Local governments were required to have an accessibility committee, accessibility plan, and a public feedback tool in place by September 1, 2023.

The accessibility plan should outline how the organization will identify, remove, and prevent barriers to people in the organization or those who interact with it. The plan must be reviewed and updated at least once every three years.

In developing or updating the plan, the local government must consult with its accessibility committee and consider the following principles:

- Inclusion,
- Adaptability,
- Diversity,
- Collaboration,
- Self-determination, and
- Universal design.



BC HUMAN RIGHTS CODE

The *BC Human Rights Code* protects people from discrimination and harassment, including on the basis of disability.

ACCESSIBLE CANADA ACT

The *Accessible Canada Act* came into force in 2019 and applies to a wide range of federally regulated entities, not including local governments. The Act has the overarching goal of realizing a barrier-free Canada by 2040 and focuses on seven priority areas:

- Employment,
- The built environment,
- Information and communication technologies,
- Communication other than information and communication technologies,
- The design and delivery of programs and services,
- The procurement of goods, services, and facilities, and
- Transportation.

UNITED NATIONS CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES (UNCRPD)

Canada has agreed to the United Nations Convention on the Rights of Persons with Disabilities, which guarantees human rights for individuals with disabilities around the world. The principles outlined in UNCRPD are:

- Respect for inherent dignity; individual autonomy, including the freedom to make one's own choices; and independence of persons,
- Non-discrimination,
- Full and effective participation and inclusion in society,
- Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity,
- Equality of opportunity, and
- Accessibility.





STAKEHOLDERS

The City of Mission's Accessibility Plan includes the following stakeholders:

- Mission residents,
- City Council,
- Accessibility, Inclusion and Diversity Committee,
- Community organizations and partners,
- First Nations,
- Mission businesses,
- Other public agencies in Mission, and
- City of Mission staff.





ACTIONS

The City of Mission's Accessibility Plan focuses on actions that address the six principles in the *Accessible British Columbia Act* of inclusion, adaptability, diversity, collaboration, self-determination, and universal design. These actions are organized in key focus areas informed by research and input from Mission's Accessibility, Inclusion and Diversity Committee.



BUILT ENVIRONMENT

The built environment is a key focus area for accessibility. It connects with each of the six principles in the *Accessible British Columbia Act* and impacts the everyday life of people with disabilities as they connect with the community. The built environment impacts an individual's independence, can accommodate their needs, and provides the basis for fostering engagement in the civic, economic, and social facets of the community.

Preventing and removing barriers in the built environment, including transportation infrastructure, public facilities, and public spaces is essential for promoting accessibility throughout Mission. The built environment can also include development and design; items for which the City's Accessibility, Inclusion and Diversity Committee can provide important input.

ACTIONS:

1. Ensure all City of Mission buildings and facilities are accessible by conducting a building and facility audit.

Key Buildings Include:

- City Hall
- Welton Common
- Misson Leisure Centre
- Fire Hall #1
- Mission Youth Centre
- Boswyk Seniors Centre

Key Facilities include:

- Clarke Theatre
- Centennial Park
- Fraser River Heritage Park
- Mission Rotary Sports Park
- Griner Park

2. Apply for available grant funding to support universal design improvements.
3. Prioritize timely snow and ice removal, particularly in public locations of concern for people with different abilities.
4. Prioritize the design and implementation of infrastructure that supports mobility and accessibility.
5. Pursue opportunities to partner with agencies, organizations, businesses, and residents to promote accessibility.
6. Seek the advice of the Accessibility, Inclusion and Diversity Committee on the design of key public building and facility projects.
7. Integrate an accessibility lens to transportation infrastructure projects and transportation plans.





GOVERNANCE AND SERVICES

The governance and services focus area addresses challenges that people with disabilities can face participating in local government and public life, accessing services, and being part of events and discussions that help shape Mission’s future. Ensuring people with disabilities are fully included in local governance and service delivery helps inform better and more inclusive decisions while allowing the City of Mission to learn from the diverse population of the community.

ACTIONS:

8. Apply an accessibility lens when developing, delivering, seeking input on, and promoting City services.
9. Develop, deliver, and promote inclusive and accessible recreation programming for the community.
10. Develop communication materials that support a variety of formats and mediums to ensure city information, communications materials, services, and programs are accessible.
11. Apply an accessibility lens to updates and renewals of major City of Mission master planning documents.
12. Provide training for City staff on delivering accessible customer service and best practices for serving and accommodating people with different abilities.
13. Engage people with disabilities, the public, local organizations, businesses, City staff, and members of the Accessibility, Inclusion and Diversity Committee in the design of new services and programs.
14. Work with accessibility-focused organizations to develop, deliver, and promote accessible services and programs.
15. Ensure that Council and public committee meetings continue to be inclusive and accessible.
16. Provide accessible bus services and infrastructure throughout the City of Mission.





LEADERSHIP AND COLLABORATION

The City of Mission is uniquely positioned in the community to act as a local leader on accessibility and to foster collaboration around accessibility issues.

Collaborating with individuals, agencies, organizations, and other stakeholders to improve the lives of people with disabilities can yield lasting positive impacts for the entire community.

The City of Mission is committed to educating its employees and service providers to develop skills and standards to identify, remove, and prevent accessibility barriers in programs, services, and projects.



ACTIONS:

17. Offer training opportunities to increase organizational knowledge and understanding about accessibility issues and how to foster a welcoming environment for people with disabilities.
18. Investigate, review, and implement resources and processes to support and coordinate corporate accessibility efforts, projects, and programs.
19. Engage and collaborate with local agencies and organizations working in the accessibility field to gather insights and lived experiences from people with different abilities to inform future work.
20. Work to increase public awareness about mobility and accessibility challenges through public awareness campaigns.
21. Seek to implement feedback and recommendations from the Accessibility, Inclusion and Diversity Committee on issues within the Committee's mandate through Council.
22. Annually report accessibility efforts and investments made by the City to lead by example and build awareness of accessibility.
23. Promote neighbours helping neighbours through initiatives and programs.





DIVERSITY, EQUITY, AND INCLUSION

Diversity, equity, and inclusion are concepts that embrace the entire community while amplifying the voices of minority and under-represented segments of the population. Including diversity, equity, and inclusion as a focus area for actions within this Accessibility Plan effectively addresses the six principles in the *Accessible British Columbia Act*.



ACTIONS:

24. Demonstrate diversity, equity, and inclusivity in City publications and materials.
25. Ensure representation from under-represented groups on the Accessibility, Inclusion, and Diversity Committee by proactively reaching out to diverse communities, removing barriers to participation, and implementing equitable recruitment practices.
26. Seek out and amplify diverse voices in the disability community to inform decisions and actions.
27. Actively seek out and amplify diverse voices within the disability community through consultations, partnerships, and outreach initiatives to ensure their perspectives inform decisions and actions.
28. Ensure City employees with different abilities receive the support they need.







RESPONSIBILITIES

The City of Mission's Accessibility Plan is overseen by Council and adhered to by City staff. The City Manager holds responsibility for the overall direction of staff in accordance with the Accessibility Plan and will operate at the direction of Council with input from the Accessibility, Inclusion and Diversity Committee. At their discretion, the City Manager may assign the responsibility for implementing various aspects of the Accessibility Plan to specific staff members.

COMMUNICATION PLAN

The City's Accessibility Plan will be reviewed and updated at least once every three years in accordance with the *Accessible British Columbia Act*. Updates will be informed by input from the Accessibility, Inclusion and Diversity Committee and the public through the Engage Mission platform or other means of public engagement. The Accessibility Plan will be a standing item on the Accessibility, Inclusion and Diversity Committee's agenda.



Communications on the City's Accessibility Plan will include the following:

- **Web Presence:** A dedicated City webpage for the AID Committee and Accessibility Plan.
- **Education:** Public education via a Frequently Asked Questions (FAQ's) page on the City's website.
- **Work Plan:** A work plan for each calendar year will be prepared to identify priority areas within the City the Committee should be addressing.
- **Annual Reporting:** Each year the Committee will provide Council with an Annual report on the updates and progress of the workplans.
- **Internal Engagement:** Internal engagement with City staff will occur via the City's internal online portals and in-person through various department meetings.
- **External Engagement:** Public input for the Accessibility Plan, work plans, and other major projects will primarily be via the City's engagement portal. In-person open house style engagement may be reserved for one-off type of projects.

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