Township of Langley

Accessibility Plan

2026-2030

Township of Langley

June 2026

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Land Acknowledgement

The Township of Langley is on the traditional territories of the Coast Salish People, and wishes to acknowledge its growing relationships with the q'ʷɑ:n'ƛ'ən'(Kwantlen), q'ic'əy'(Katzie), Máthxwi (Matsqui), and se'mya'me (Semiahmoo) First Nations

1.0 Introduction

On June 17, 2021, the Province of British Columbia enacted the *Accessible BC Act* creating a legal framework to identify, remove and prevent barriers to full and equal participation for people with disabilities. The *Accessible BC Act's* regulations require "prescribed organizations," including local governments, to meet accessibility obligations. As a prescribed organization, the Township of Langley must:

- establish an accessiblity committee
- develop an accessiblity plan
- provide a public feedback mechanism on accessiblity

On April 17, 2023, Council approved the terms of reference for an Accessibility Committee and the development of an accessibility plan in alignment with the *Accessible BC Act.*

In fall 2024, the Township formally established its Accessibility Committee which held its first meeting on October 30, 2024. The Committee meets approximately four times per year with a two-year term for members who can reapply for future terms. The Committee's responsibilities include:

- identifying barriers faced by those interacting with the Township
- advising on strategies to remove and prevent barriers
- supporting the development and review of the Township's Accessiblity Plan

Following both the Act and Council direction, the Township has prepared an Accessibility Plan. The Plan aims to identify, remove and prevent accessibility barriers and must be developed in consultation with the Accessibility Committee and reviewed at least every three years.



Acknowledgement of Key Contributors

The Township's Accessibility Plan 2026-2030 is the result of a collaborative effort made by community members, including people with disabilities, their family members and caregivers, community organizations that support people with disabilities, the Accessibility Committee, Advisory Committees, and community groups. Thank you to everyone who participated in the development of this Plan by sharing their valuable stories, insight and expertise.

The following committees played a key role in the creation of the Plan, helping to guide and inform its development.

1 Accessibility Committee

The Township's Accessibility Committee played a central role in shaping this Plan and will continue to help monitor its implementation and inform future updates.
In accordance with the *Accessible BC Act* , at least half of the members identify as persons with disabilities or represent disability-serving organizations. The committee also strives for diverse representation, including Indigenous members.

The Committee's responsibilities include:

- reviewing and advising on Township policies, programs and facilities
- recommending actions to remove or prevent barriers
- reviewing annual progress reports and future Plan updates

Members are supported through accessible meeting formats and compensated for their time and expertise in recognition of their lived experience contributions.

2 Seniors Advisory Committee

3 Recreation, Culture and Parks Advisory Committee

4 Interdepartmental Technical Working Group

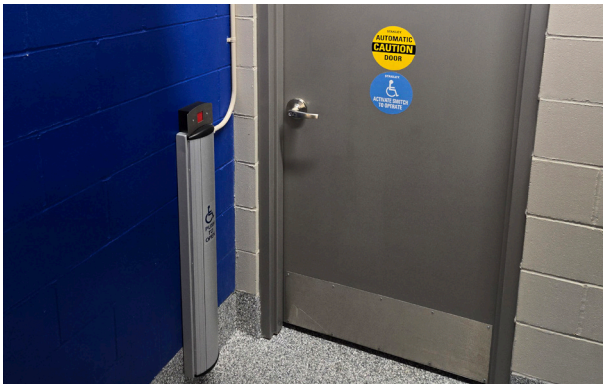
- Community and Policy Planning
- Corporate Administration
- Corporate Projects
- Engineering and Public Works
- Facilities
- Human Resources
- Recreation, Arts and Culture

Township's Commitment to Accessibility

The Township strives to identify, remove and prevent barriers to services, programs and buildings to provide residents with inclusive and accessible experiences.

Snapshot of Early Achivements

Aldergrove Community Centre



Installation of an automatic door opener in the universal changeroom to enhance accessibility for all users.



Installed slider doors in the second floor vestibule area to support improved accessibility and user circulation.

Bell Neighbourhood Park



Addition and replacement of equipment to ensure more inclusive use, along with upgrading the playground surface to be more conducive and accessible for all users.

Northeast Latimer Park



New park with an accessible rubberized embankment zone, accessible swing, and communication board.

Civic Facility



Installation of an automatic door opener on the second floor staff washroom to enhance accessibility.



Delivered general accessibility improvements to the Fraser River Presentation Theatre to support a more inclusive environment.

Snapshot of Early Achivements

salishan Place by the River



Installation of tactile signage with braille to enhance navigability and accessibility for all users.

Noel Booth Community Park



Paved trails and pathways to improve accessibility for all users.

Walnut Grove Community Centre



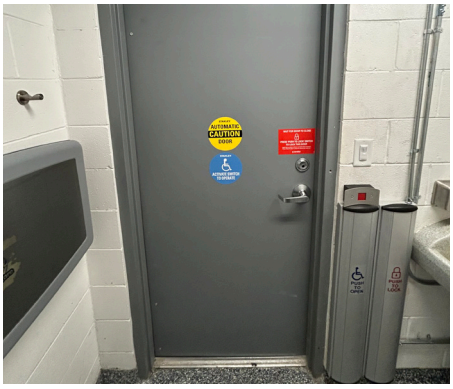
Fitness room doors – sliding doors installed to improve accessibility and ease of use.

Transportation and Mobility



Curb let downs, and tactile transitions to improve accessibility at transit stops.

McLeod Athletic Park



Installation of an automatic door opener in the westside universal washroom to enhance accessibility.

Willoughby Community Park



Replacing existing equipment with more inclusive options to enhance play opportunities for all users.

Snapshot of Early Achivements

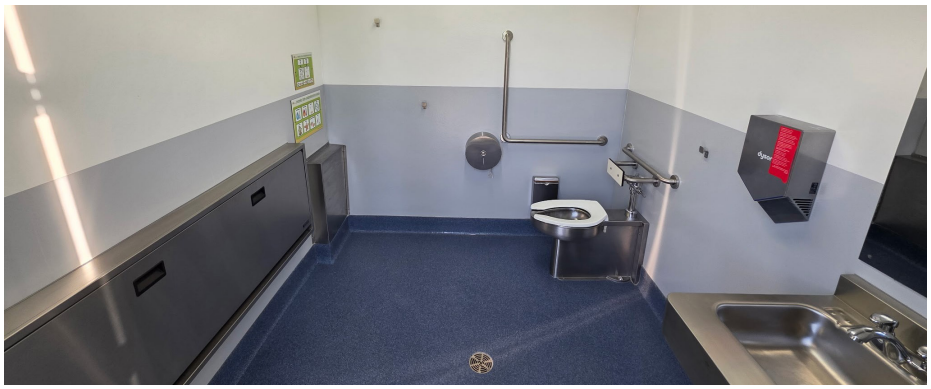
Yorkson Community Park







New playground that features unique sensory and tactile elements, accessible climbing opportunities, and equipment that supports motor skills, social development, and imaginative independent play.



Installation of a change table in the universal park washroom to enhance accessibility for all users.

2.0 The Guiding Framework

The purpose of the Accessibility Plan is to identify, remove and prevent barriers to individuals in or interacting with the Township. The guiding framework explains the principles, legislation, policies and approach that shape the Plan. The Plan builds on legislation specific to accessibility which includes the *Accessible British Columbia Act* and the *Accessible Canada Act* and acknowledges and aligns with other legislation and frameworks that support inclusion and accessibility, including:

- *Accessible Canada Act*
- *Accessible BC Act*
- BC Human Rights Code
- Canadian Charter of Rights and Freedoms
- United Nations Convention on the Rights of Persons with Disabilities



Legislative Context

Accessible British Columbia Act

The *Accessible BC Act,* adopted in 2021, provides the provincial framework for improving accessibility and removing barriers for people with disabilities in British Columbia. The *Accessible BC Act* regulations came into effect on September 1, 2022, and requires prescribed organizations to meet the following requirements:

- establish an accessibility committee
- develop an accessibility plan, reviewed and updated every three years
- create a mechanism for public feedback about barriers encountered by people with disabilities

Accessible Canada Act

The *Accessible Canada Act*, federal legislation passed in 2019, aims to achieve a barrier-free Canada by 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
- Transportation

Create an Accessibility Committee

The Accessibility Committee was officially formed in the fall of 2024. The inaugural meeting was held on October 30, 2024, and the Committee convenes approximately four times a year.

Consistent with the *Accessible BC Act*, the purpose of the Accessibility Committee is to:

- assist the Township in identifying barriers to individuals in or interacting with the organization
- advise the Township on how to remove and prevent barriers to individuals in or interacting with the organization
- support the development and review of an accessibility plan

The role of the Accessibility Committee is to provide guidance and input. As such, the Committee is non-voting and selecting a chair and establishing quorum is not necessary. For certainty, the Accessibility Committee is not a Committee of Council, Commission, or other body under the *Community Charter* or the *Local Government Act.*

Developing an Accessibility Plan

An Accessibility Plan should outline how it will identify and prevent barriers for people interacting or working with the Township.

The following guiding principles, drawn from the *Accessible BC Act*, shape how the Township approaches accessibility:

Inclusion

All residents of the Township, including the person with disabilities, should be able to participate fully and equally in their communities.

Adaptability

The Accessibility Plan should reflect that disability and accessibility are evolving concepts and will adjust to meet the diverse needs and attitude change as we evolve.

Diversity

Reflect the varied experiences, abilities and perspectives within the community.

Collaboration

Work together with people with lived experience and partners.

Self-Determination

Empower individuals to define their own accessibility needs.

Universal Design

Plan spaces, services and information that work for all people, regardless of ability.

These principles are woven throughout the Accessibility Plan's focus areas and actions.

Create a Public Feedback Mechanism

The Township must create a process for receiving public comments on its Accessibility Plan and on the barriers individuals face when interacting with and working within the organization.

The Township values input and feedback by providing various channels for residents to submit their feedback including online forms, emails and phone.



Guiding Documents

- **Official Community Plan (OCP)** – setting policies for universal access and inclusive public spaces
- **Age- and Dementia-friendly Action Plan** – helping people age in the right place and be connected and active for as long as they choose
- **Social Sustainability Strategy** – establishes a clear vision for our future—a connected, inclusive and resilient community where everyone can enjoy and contribute to a great quality of life—and sets out a course to get there

Our Approach

The Accessibility Plan aims to guide the Township in continuing to support accessibility in all that we do. The Accessibility Plan is organized into five key focus areas:

Inclusive Service Design and Delivery

Accessible Communication and Engagement

Built Environment and Public Spaces

Transportation and Mobility

Accessible Procurement and Employment Practices

These five key focus areas are aligned with the *Accessibility Canada Act* and the *Accessible BC Act.* Each key focus area has an overarching goal, associated actions and examples of those actions to provide clarity on what working towards the goals may look like.

3.0 Community Engagement

Between April and July 2025, the Township conducted a series of engagement activities to inform the community about the upcoming Accessibility Plan and gather feedback to gain a broad understanding of accessibility barriers and opportunities within Township services, facilities and the broader community.

The engagement activities included:

- an external stakeholder workshop with community organizations and advocacy groups
- pop-up events were held at community hubs to raise awareness and promote participation
- discussions with the Accessibility Committee and other Township Council Advisory Committees
- 370 responses to our community survey

Over 1,000 participants
shared their experiences, challenges and ideas for improving accessibility.

Participants identified both successes and ongoing challenges across key areas such as buildings and public spaces, transportation and mobility, communication and information, employment and community participation.

- Continued collaboration with people with lived experience in shaping future accessibility initiatives.
- Transportation and mobility barriers, like limited accessible transit and sidewalk connectivity.
- Increased public awareness about accessibility.
- The value of inclusive community programs and increased public awareness about accessibility.
- The need for improved physical accessibility in public buildings, parks and pathways.
- Importance of clear, accessible communication and digital content.

Community input played a central role in shaping the Accessibility Plan, helping ensure that accessibility actions reflect real lived experiences and that the priorities of participants are identified.

4.0 Actions and Implementation

The Accessibility Plan is organized into five key focus areas. The principles of inclusion, adaptability, diversity, collaboration, self-determination and universal design were at the forefront when creating the actions.

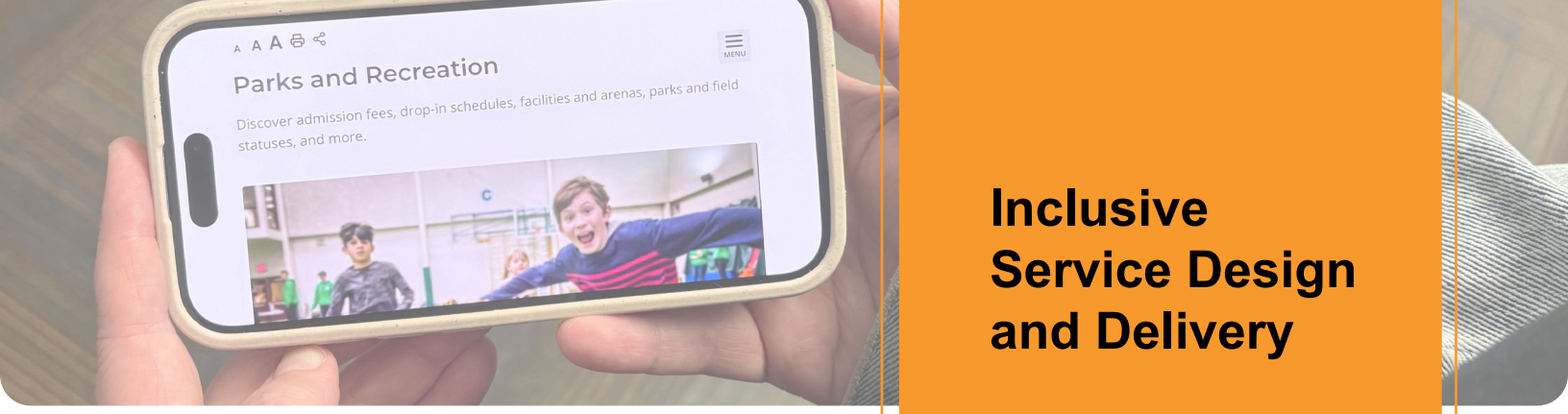
The five key focus areas are:

- **Inclusive Service Design and Delivery**
- **Accessible Communication and Engagement**
- **Built Environment and Public Spaces**
- **Transportation and Mobility**
- **Accessible Procurement and Employment Practices**

Each key focus area has an overarching goal, associated actions and examples of those actions to provide clarity on what working towards the goals may look like.

Prioritization of Actions

O	**Ongoing** actions are the practices and commitments that continue indefinitely as part of regular operations requiring consistent attention, monitoring, and resourcing over time.
S	**Short- term** actions can move forward quickly using existing capacity, subject to available funding.
M	**Medium-term** actions require longer planning horizons and coordination and are subject to available funding resources.
L	**Long-term** actions represent significant investments in resources or infrastructure over an extended period, and/or major funding requirements.



Inclusive Service Design and Delivery

Goal: To provide programs and services that are accessible to all.

No.	Actions	Priority
1.	Advocate to senior government for increased resources to support residents with disabilities.	O
	Example: Explore opportunities to submit joint advocacy letters with neighbouring municipalities requesting expanded provincial funding for accessible housing, transportation and community support services.	
2.	Consider sensory elements in public spaces and services when planning programs.	O
	Example: Evaluate and adjust lighting and sensory elements in public spaces to avoid overstimulation for neurodiverse users.	
3.	Expand adapted programs for children and adults, especially for those with physical, cognitive, or sensory disabilities.	O
	Example: Improve scheduling sensitivity by reserving rehab-friendly or adaptive program times during the day.	
4.	Incorporate accessibility considerations into Township plans, reports and strategies.	O
	Example: Ensure accessibility is considered in the Official Community Plan.	



Accessible Communication and Engagement

Goal: To provide communication and information in a way that is accessible to all.

No.	Actions	Priority
1.	Explore opportunities to raise public awareness of accessibility and foster relationships with the accessibility community. *Example: Continue creating connections with local accessibility organizations and lived-experience groups to share updates, gather feedback and collaborate on emerging accessibility needs.*	O
2.	Explore creating digital tools that help residents identify accessible features and understand potential barriers across the Township. *Example: Develop a GIS mapping system highlighting searchable amenities and barriers in the Township.*	O
3.	Enhance digital accessibility and accessible information formats. *Example: Explore improving Township digital platforms and offering information in a wider range of accessible formats to support inclusive communication.*	O
4.	Implement inclusive communication supports. *Example: Pilot virtual ASL interpreting services at Township facilities.*	L
5.	Increase awarness of accessible Township features, programs and services. *Example: Explore adding an accessibility landing page on the Township website that provides support, contact information and a searchable database of accessible programs.*	O



Built Environment and Public Spaces

Goal: To ensure buildings and public spaces are accessible, following universal design guidelines.

No.	Actions	Priority
1.	Ensure principles of universal design are considered as part of upgrades, and future planning and design of parks, trails and Township facilities.	O
	Example: Ensure new trails and retrofits meet minimum width requirements to accommodate canes, walkers, mobility devices and guided walking.	
2.	Utilize the Rick Hansen Foundation Accessibility Certification guidelines and other expert resources as required.	O
	Example: Achieve Rick Hansen Foundation Accessibility Certification™ for all new Township facilities.	
3.	Conduct accessibility assessments of facilities.	S
	Example: Evaluate stall size, grab bars, turning radius, and sink accessibility.	
4.	Explore opportunities to improve accessibility throughout Township facilities.	S
	Example: Install visual and auditory alarms.	
5.	Create a set of standardized guidelines specifying the required materials and equipment to ensure consistency across all spaces.	S|L
	Example: Develop a signage toolkit with templates for tactile, braille, and high-contrast signs.	

No.	Actions	Priority
6.	Identify opportunities to add shade and rest features throughout parks and trails. *Example: Add shaded benches or leaning rails, or both, along key park trails and long walking routes.*	O
7.	Ensure new and improved playgrounds include accessible and inclusive equipment, where feasible. *Example: Upgrade existing playgrounds with accessible, inclusive equipment such as disc swings, sensory stations and wheelchair-friendly features.*	L
8.	Identify opportunities to improve park and trail entry points. *Example: Install tactile indicators at trail entrances, fence lines and transitions.*	O
9.	Encourage and support accessible work environments through collaboration within the organization on design best practices for Township facilities and workspaces. *Example: Conduct workstation assessments for accommodations.*	O



Transportation and Mobility

Goal: To make transportation safer, more inclusive, equitable and accessible across the community.

No.	Actions	Priority
1.	Improve pedestrian safety and sidewalk maintenance. *Example: Create and implement a priority snow/ice removal plan for sidewalks and trails, focusing on key pedestrian corridors, residential areas and transit stops.*	O
2.	Assess and upgrade sidewalks, trails and curb infrastructure. *Example: Conduct an accessibility audit of sidewalks, push-button placements and trail curb letdowns to identify barriers and prioritize repairs.*	L
3.	Improve transit stop accessibility. *Example: Increase safety for people using transit by improving bus stop accessibility and amenities.*	M
4.	Implement parking and curb-space accessibility improvements. *Example: Implement the recommendations of the 2016 Township Wide Parking Study and Bylaw Review to manage curb space.*	S
5.	Expand accessible wayfinding and navigation supports in pedestrian environments. *Example: Explore implementation of tactile and colour-coded wayfinding features for individuals with vision loss.*	S



Accessible Procurement and Employment Practices

Goal: To ensure the Township is an inclusive and accessible organization by designing accessible goods, services and workplaces and by equipping staff with the training needed to advance accessibility.

No.	Actions	Priority
1.	Investigate grant funding opportunities to support accessibility initiatives. *Example: Monitor federal programs for grant applications and submissions.*	S
2.	Evaluate and implement opportunities for accessibility and inclusion training for Township staff. *Example: Create training modules on accessible customer service, communication, and facility navigation.*	S|L
3.	Consider and/or prioritize equipment that has accessible features when purchasing new or replacement fitness equipment. *Example: Increase availability of adaptive gym equipment in recreation centres (e.g., resistance bands, arm ergometers, adjustable benches).*	O
4.	Review and revise policies and resources to meet legislative requirements and best practices. *Example: Continue to follow applicable legislation for accommodation and return to work processes.*	O
5.	Review and update recruitment process and resources to incorporate accessibility and inclusion of best practices. *Example: Continue to review and update resources provided to candidates to assist with the application process.*	O

5.0 Monitoring and Evaluation

Monitoring Us

The Township is committed to identifying, preventing and removing barriers for our residents and visitors. Accessibility is constantly evolving and it is the Township's responsibility to stay informed and shift priorities as diverse needs emerge. The Township will monitor progress made towards the Actions identified in this Plan and report out on their status annually. In addition, as legislated, the Township will update the Accessibility Plan every 3 years, while considering changing legislation, shifting priorities, evolving best practices and progress made over time.

Receiving Feedback

As a Plan informed by and impacting the community, the Township will continue to rely upon residents and visitors sharing their lived experiences with us, through a variety of feedback channels.



Online feedback form

Via Accessibility Webpage



Email

Directly with the Community and Policy Planning Division (cpp@tol.ca).



Phone calls

Directly to the Community and Policy Planning Division (604-533-6034)



In-person visits

At the Civic Facility to meet with a representative from the Community and Policy Planning Division to share feedback and receive help filling out the feedback form (if desired).



Mailed written correspondence

To the Community and Policy Planning Division (20338 – 65 Ave, Langley, BC V2Y 3J1).

Glossary of Terms

Language in the accessibility field continues to change as our understanding and best practices develop. This Accessibility Plan uses person first language such as “people with disabilities” to align with the *Accessible BC Act*. Some individuals prefer identity first language such as “disabled person”. The most respectful approach is to ask people which terminology they prefer and use the language they choose.

Accessibility – enabling persons with disabilities to live independently and participate fully in all aspects of life, having access to all aspects of society on an equal and equitable basis with others as per Accessibility Standards Canada.

Council Advisory Committee – a Council-appointed body made up of Township residents and individuals who possess knowledge and expertise relevant to the Committee’s mandate.

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
- affected by intersecting forms of discrimination

Disability – an inability to participate fully and equally in society as a result of the interaction of an impairment and a barrier.

Impairment – an impairment includes a physical, sensory, mental, intellectual or cognitive impairment, whether permanent, temporary or episodic.

Inclusion – all British Columbians, including persons with disabilities, should be able to participate fully and equally in their communities.

Lived Experience – the personal knowledge, insights and perspectives that people with disabilities gain from navigating barriers in their daily lives. It highlights the value of firsthand understanding in shaping decisions, policies and practices that support accessibility.

Procurement – how the Township buys things or works with others. Examples include buying equipment or hiring consultants.

Self-determination – accessibility legislation should seek to empower people with disabilities to make their own choices and pursue the lives they wish to lead.

Universal Design – process of creating services and environments that are accessible to people with a wide range of abilities, disabilities and other characteristics.