Strategic Pillar 2: An Inclusive Organization

Applying an accessibility lens to the policies, practices and processes that determine how an organization operates and makes decisions is important for addressing barriers at a systemic level. Integrating accessibility into the organizational structure supports an inclusive, diverse and equitable workplace and corporate culture. Sustaining and expanding accessibility-related training and development opportunities strengthens organizational capacity to advance accessibility within all areas of planning and service delivery and respond to the requirements of the Accessible British Columbia Act.

Recommended Actions

2.1 Review policies, procedures, processes and bylaws with an accessibility lens to identify opportunities to support barrier-free access and update as required. Examples include customer service procedures, permit and licence application processes, needs assessments and procurement requirements. ~ Ongoing

2.2 Develop and implement a comprehensive corporate training program to increase organizational awareness and capacity regarding identifying, preventing and removing accessibility barriers. ~ Short-term

2.3 Further the organization’s commitment to advancing diversity, equity and inclusion by incorporating an accessibility focus into corporate culture. ~ Short-term

2.4 Develop and implement an inclusive employment strategy to continue fostering a workplace that reflects the diverse community, including the evaluation of recruitment and hiring practices. ~ Medium-term

2.5 Promote awareness of the BC Human Rights Code, including awareness of the employer’s duty to accommodate, and provide resources to facilitate access to supports and accommodations when required. ~ Ongoing