



ACCESSIBILITY ADVISORY COMMITTEE (AAC)

Thursday, June 4, 2026 at 4:30pm

Council Chambers (2nd floor)
Langley City Hall 20399 Douglas Crescent

AGENDA

The land on which we gather is the traditional unceded territory of the Katzie, Kwantlen, Matsqui and Semiahmoo First Nations.

Welcome and Introductions

1. **AGENDA**

Adoption of the June 4, 2026, agenda.

2. **MINUTES**

Adoption of the minutes of the Accessibility Advisory Committee meeting held March 5, 2026, and May 7, 2026.

3. **FOR DISCUSSION/INFORMATION**

- a) Request for Service Portal – Councillor Mack
- b) National Indigenous Peoples Day – June 21st – Kim Hilton

4. **2026 WORKPLAN – UPDATE AS NEEDED**

- a) Develop an Accessibility Strategy
- b) Public Feedback – inclusion@langleycity.ca
- c) Education – promotion at events
- d) Advocacy
- e) Indigenous Consultation
- f) Communication Strategy

5. **ROUNDTABLE**

6. **ADJOURNMENT**

2026 Meeting Dates

July 2, September 3, October 1, November 5, December 3

Please notify Michele Payne at mpayne@langleycity.ca if you are unable to attend the meeting.



MINUTES OF THE ACCESSIBILITY ADVISORY COMMITTEE

HELD IN COUNCIL CHAMBERS
20399 Douglas Crescent

Thursday, May 7, 2026
AT 4:30 PM

- Present: Councillor Delaney Mack, Chair
Councillor Leith White, Co-Chair
Kirsten McKitterick, Representative of a Person with Disabilities
Ron Bergen, Senior Representative
Ty Ankerholm, Inclusion Langley Representative
Steven Chappell, Representative of a Person with Disabilities
Robert Bordt, Representative of a Person with Disabilities
Kevin O'Coin, Support of a Person with Disabilities
Andrea Castro, Support of a Person with Disabilities
Wendy Rachwalski, Member at Large
- Staff: Kim Hilton, Director of Recreation, Culture & Community Services,
Michele Payne, Recreation Supervisor
- Guests: Michelle Gagnon-Creeley, Happy Cities; Marco Pasqua, Meaningful Access Consulting
- Regrets: Carolina Morales, Member at Large; Beckett Zeller, Manager, Human Resources

The Chair began by acknowledging that the land on which we gather is on the traditional unceded territory of the Katzie, Kwantlen, Matsqui and Semiahmoo First Nations.

1. AGENDA

It was MOVED and SECONDED

THAT the May 7, 2026 agenda be adopted as circulated.

CARRIED

2. **MINUTES**

It was MOVED and SECONDED

THAT the March 5, 2026, Accessibility Advisory Committee minutes be deferred to the next meeting.

CARRIED

3. **PRESENTATION**

A PowerPoint presentation was jointing made by Michelle Gagnon-Creeley, Happy Cities, and Marco Pasqua, Meaningful Access Consulting on the draft Accessibility Plan.

Ms. Castro entered at 4:37pm

The Committee received the draft plan and made the following comments and/or recommendations:

Cleanliness of the washrooms was brought up as being an actual accessibility barrier, and if it should be included in this report. The committee discussed and concluded that cleanliness can be a barrier as the appearance of the washrooms may make users feel unsafe. It was also noted that 50% of respondents mentioned that cleanliness is a barrier.

Contractors need to be accountable to ensure there are accessible pathways around their sites as some do it well and others do not.

It was suggested that the City's design manual, which specifies the size and ratio of accessible parking spaces, be reviewed on a continuous basis to ensure that we are keeping up with best practices and standards.

It was suggested that we include recreation programs for those who are deaf and not just blind or visually impaired.

It was suggested that the city ensure that outside event organizers consider those with diverse needs such as a recent easter event at Douglas Park that had an egg hunt that was not accessible to those in wheelchairs, or those who may take longer to participate.

It was suggested that the city research HR software that asks applicants if they require any accommodation during the application process. The software would also support accessibility such as those with visual impairments, motor control limitations and cognitive differences.

A committee member suggested using the terminology diverse abilities instead of disabilities which lead to the following motion.

THAT the Accessibility Advisory Committee direct staff to amend the language in the accessibility plan to diverse abilities from disabilities.

Seconded by Mr. Chappell

Discussion ensued regarding the language. It was noted that the use of euphemisms can have unintentional harm. Mr. Pasqua stated that he prefers using person-first language, or identity-first language that acknowledges the individuals lived experience. Ms. Castro suggested that diverse abilities is more inclusive.

It was clarified that committee members cannot direct staff.

The timeline for the council to receive the Draft Accessibility Plan does not permit the change of language.

It was suggested that this topic be discussed further at a future meeting.

No vote occurred on the motion

5) **DISCUSSION/INFORMATION**

- a. GOHERE Washroom Access Program.
Staff confirmed that Timms Community Centre has been registered and published on the app, as a GOHERE washroom.
- b. 2026 AccessAbility Week May 31 to June 6.
Staff provided a list of activities available during the week.
- c. Request for Service Portal – deferred to the next meeting.

6) **2026 WORKPLAN** (update as needed)

- a. Develop an Accessibility Strategy
- b. Education
- c. Advocacy
- d. Indigenous consultation
- e. Communication strategy

7) **ROUNDTABLE**

Committee members shared updates including Ms. Castro Andrea who has been recognized with the BC Achievement Community Award for her initiative, Forever Kind, which focuses on creating inclusive communication tools in public spaces.

ADJOURNMENT

It was MOVED AND SECONDED

THAT the meeting adjourns at 6:30pm

CARRIED

CHAIR

Certified Correct:
mlp

RECREATION SUPERVISOR



MINUTES OF THE ACCESSIBILITY ADVISORY COMMITTEE

HELD IN COUNCIL CHAMBERS
20399 Douglas Crescent

Thursday, March 5, 2026
AT 4:30 PM

- Present: Councillor Delaney Mack, Chair
Councillor Leith White, Co-Chair
Kirsten McKitterick, Representative of a Person with Disabilities
Ron Bergen, Senior Representative
Wendy Rachwalski, Member at Large
Ty Ankerholm, Inclusion Langley Representative
Steven Chappell, Representative of a Person with Disabilities
Robert Bordt, Representative of a Person with Disabilities
Kevin O'Coin, Support of a Person with Disabilities
- Staff: Kim Hilton, Director of Recreation, Culture & Community Services,
Beckett Zeller, Manager of Human Resources
Michele Payne, Recreation Supervisor
- Guests: Chris French, Translink, Area Transport Planner
Drew Ferrari, Translink, Senior Advisor, Stakeholder and Community Relations
- Regrets: Andrea Castro, Support of a Person with Disabilities; Carolina Morales, Member at Large

The Chair began by acknowledging that the land on which we gather is on the traditional unceded territory of the Katzie, Kwantlen, Matsqui and Semiahmoo First Nations.

1. **AGENDA**

It was MOVED and SECONDED

THAT the March 5, 2026 agenda be adopted as circulated.

CARRIED

2. **MINUTES**

It was MOVED and SECONDED

THAT the February 5, 2026, Accessibility Advisory Committee minutes be adopted as circulated.

CARRIED

3. **PRESENTATION**

A PowerPoint presentation was made to provide an overview of the South of Fraser East Area Transport Plan including scope, timeline, and engagement strategy to gather feedback on opportunities and issues.

Ms. McKitterick entered at 4:43pm

Committee members provided the following feedback:

- The need for paper bus schedules as not everyone has a phone
- Narrowing the sidewalk in front of bus shelters makes accessibility difficult for those using mobility devices.
- The need for paper or in-person surveys as not everyone has a computer.
- Providing information on where washrooms can be located
- Having options to reserve seating
- Heated bus shelters
- The need for safety analysis along routes and at stations
- Wayfinding and language accessibility
- Consider the first and last mile of a journey, particularly as our population ages
- Expand RFID card reader to all stations to accommodate those riders who cannot use their hands

Mr. Bergen exited at 5:05pm

It was shared that Translink has a TravelSmart program that provides both virtual and in-person workshops to help newcomers, seniors and school groups navigate the transit system, making it easier for them to use public transit.

Ms. Rachwalski entered at 5:15pm

4. **PROPOSED ACCESSIBLE EVENT GUIDELINES**

Councillor White presented a PowerPoint on his desire to have an Accessible Events Framework created to establish policies and accessibility guidelines for events held in the City of Langley.

The Director of Recreation, Culture and Community Services advised that the City has an event policy, and we will request Tera Edell, Recreation Supervisor, Events, attend the next meeting to discuss the work we are already doing.

5) **2025/2026 WORKPLAN**

The committee discussed the progress of the 2025 workplan and updated the priorities for 2026.

- a. Develop an Accessibility Strategy. This is currently underway.
- b. Public Feedback- inclusion@langleycity.ca –this has been completed and can be removed from the workplan.
- c. Education. Retain for 2026.
- d. Advocacy. Discussed that the Citizen’s Assembly will be focusing on practical options to deliver affordable housing in Langley City and this would be a potential duplication. Dena Kae Beno, Manager of Social Planning Services, to be invited to a future meeting to discuss. Housing is not a municipal level mandate, making this item is less actionable.
- e. Indigenous consultation – City staff continue to build relationships. Dena Kae Beno, Manager of Social Planning, to be invited to a future meeting to speak on the work that is underway.
- f. Communication Strategy. The committee discussed that further conversations should be had on this topic. Some suggestions were to review where the rack cards are located; place information on wayfinding and key signage spots; add a QR code for the public to give feedback; promote at community events.

IT was MOVED and SECONDED

THAT the committee request that council approve the Accessibility Advisory Committee 2026 workplan as presented.

CARRIED

6) **DISCUSSION/INFORMATION**

- a. Accessibility Plan update. Focus Groups are completed and the survey has been extended to March 16th.
- b. 2026 AccessAbility Week. May 31-June 6. Staff have reached out to our partner groups that attended last year and staff are working on event details.
- c. Resilient Neighborhood Network. Information on this initiative was shared.
- d. Inclusive signage and Go Here App. Councillor Mack demonstrated the Go Here® Washroom Access App that helps locate available washrooms.

It was MOVED and SECONDED

THAT the Accessibility Advisory Committee direct staff to investigate the cost to register with the Go Here® Washroom Access App.

CARRIED

- e. Baffle Gates. Staff advised the committee that the city has no plans to retrofit or replace baffle gates, nor is there an alternative design approved. This information will be sent to the consultants for consideration in our strategy.
- f. Request for Service Portal. Deferred to the next meeting.
- g. Developer Guidelines Review. After a discussion, it was decided not to continue with this review and to dissolve the Task Group.

ADJOURNMENT

It was MOVED AND SECONDED

THAT the meeting adjourns at 6:27pm

CARRIED

CHAIR

Certified Correct:
mlp

RECREATION SUPERVISOR