



ACCESSIBILITY ADVISORY COMMITTEE (AAC)

Thursday, September 3, 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 September 3, 2026, agenda.

2. **MINUTES**

Adoption of the minutes of the Accessibility Advisory Committee meeting held June 4, 2026.

3. **FOR DISCUSSION/INFORMATION**

- a) Review of the Accessibility Plan recommended actions
- b) Communication Boards and Low Sensory Weight Room Hours

4. **2026 WORKPLAN DISCUSSION**

- a) Develop an Accessibility Plan - completed
- b) Education – promotion at events and social media – ongoing (staff)
- c) Advocacy
- d) Indigenous Consultation
- e) Communication Strategy – ongoing (staff)

5. **ROUNDTABLE**

6. **ADJOURNMENT**

2026 Meeting Dates
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, June 4, 2026
AT 4:30 PM

- Present: Councillor Delaney Mack, 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
- Staff: Kim Hilton, Director of Recreation, Culture & Community Services
Beckett Zeller, Manager, Human Resources
Michele Payne, Recreation Supervisor
- Regrets: Councillor Leith White, Co-Chair; Wendy Rachwalski, 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 June 4, 2026 agenda be adopted as circulated.

CARRIED

2. **MINUTES**

It was MOVED and SECONDED

THAT the March 5, 2026, and May 7, 2026, Accessibility Advisory Committee minutes be approved as circulated.

CARRIED

3. **DISCUSSION/INFORMATION**

a. Request for Service Portal

Councillor Mack reviewed the Request for Service Portal with the committee. From an accessibility perspective; the following comments and suggestions were made:

Ms. Castro entered at 4:33pm

- The page does not support the accessibility features of the website as it is hosted by a third party; in this case, Tempest. As there are no accessible features available, there is a barrier to those who need page enhancements.
- The page looks old and dated compared to the rest of the website.
- The titled on the website "Service Request" does not describe what the user may be searching for and seems to be more of an internal description. Using plain language such as "Report a Problem" is suggested. For example, would the public know to select "Service Request" if they were reporting a pothole.
- Suggest connecting with Tempest to inquire about accessibility features as well as page improvements such as adding the after-hours number, giving the hours of City Hall to report a problem in person/phone, change the title 'Incident Civic' to "Address of Problem" and Incident Location to "Where".

b. National Indigenous Peoples Day.

National Indigenous Peoples Day will be held on June 21st at Douglas Park from 11am to 3pm. There is an opportunity to have a table at the event to connect with the community. Staff will forward an email to see if there is enough interest in having a table.

4. **2026 WORKPLAN** (update as needed)

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

The committee reviewed the workplan and as a result of that discussion, made the following motion.

It was MOVED and SECONDED

THAT the Accessibility Advisory Committee recommend that council approve the 2026 Accessibility Advisory Committee Workplan.

CARRIED

ADJOURNMENT

It was MOVED AND SECONDED

THAT the meeting adjourns at 5:30pm

CARRIED

CHAIR

Certified Correct:
mlp

RECREATION SUPERVISOR