



Accessibility Plan Progress Report

June 2026

CityWest is committed to building an inclusive and accessible organization for all.



CityWest is committed to identifying, removing and preventing barriers under the *Accessible Canada Act*.

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General

Introduction

CityWest has prepared this Progress Report to meet our obligations under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR).

This Progress Report provides updates on the progress CityWest has made in implementing our 2024–2027 Accessibility Plan, including actions taken to identify, remove, and prevent barriers for employees, customers, and members of the public.

CityWest remains committed to creating an inclusive and accessible environment for everyone. We recognize that accessibility is an ongoing process and that continuous improvement is essential to ensuring equitable access to our workplace, services, facilities, and communications.

How to provide feedback

Please send your feedback to our Human Resources Manager.

You can send your feedback by email, phone, or mail using the contact information listed below.

For more information on how you can send your feedback, please visit our Accessibility Webpage.

How to Request Alternate Formats

You can use the contact information listed below to ask us for a copy of our feedback process description or this Progress Report in the following alternate formats:

- Print
- Large print
- Braille
- Audio
- Electronic formats compatible with adaptive technology

We will provide the format you request as soon as possible.

Braille and audio formats may take up to 45 days.

Print, large print, and electronic formats will be provided within 20 days.

Contact Us

Email: hr@cwct.ca

Phone: 250-624-7009

Mail:

Human Resources Manager
248 3rd Avenue West
Prince Rupert, BC V8J 1L1

Feedback

CityWest received feedback related to accessibility through employee discussions, direct communication, and internal accessibility conversations.

The feedback received generally related to the following areas:

- Clarity and accessibility of communication materials
- Awareness of accommodation processes and available supports
- Accessibility of physical entry points and signage
- Accessibility awareness among employees and managers

CityWest reviewed all feedback received and took the following actions in response:

- Updated onboarding materials to include accessibility resources and accommodation information
- Increased communication to employees regarding the accommodation process
- Continued management education regarding accessibility and accommodation obligations
- Continued review of workplace accessibility practices and policies

CityWest is committed to reviewing all feedback in good faith and encourages employees, customers, and members of the public to share their experiences, including anonymous submissions, through our accessibility feedback process.

Consultations

In developing this Progress Report, CityWest engaged in a consultation process involving individuals with disabilities and groups of employees involved in understanding the needs of the public and other staff.

Consultations were conducted throughout the 2025–2026 reporting period through online focus group discussions and individual interviews, allowing us to gather feedback on barriers experienced and potential improvements to our accessibility practices.

Compared to last year, we were able to broaden our consultations to include individuals representing mobility, vision, and hearing disabilities. We will continue to expand our consultation efforts to include a wider range of lived experiences in future reporting periods.

Areas in section 5 of the Accessible Canada Act (ACA)

Employment

This priority area encompasses the entire employee experience at CityWest, beginning with recruitment and onboarding and continuing through to the end of employment. It also includes accommodations and disability-related absences.

We have made the following progress in the key action areas identified in our accessibility plan:

Action 1: Applicants may not be aware that accommodations are available in our recruitment and hiring process.

- **Progress Update: Year 2 Complete**

CityWest continues to include accessibility and accommodation statements in all job postings. Applicants are informed that accommodations are available throughout the recruitment and hiring process. These practices were implemented during Year 1 of the Accessibility Plan and continue to be maintained.

Action 2: Review and update policies and procedures and practices related to accessibility in emergency situations, workplace accommodations, and return to work.

- **Progress Update: Year 2 – Complete**

CityWest has accessibility-related policies and procedures and established practices that educate new managers regarding accommodation obligations and return-to-work practices.

Action 3: New hires may not be fully informed of available communication accommodations or how to access them after starting work.

- **Progress Update: Year 2 – Completed**

Accessibility information is now included in onboarding materials and orientation discussions which includes accommodation information, accessibility contacts, and available support resources.

Action 4: Training materials and delivery methods may not accommodate all employees with disabilities, limiting learning opportunities.

- **Progress Update: Year 2 – In Progress**

Work on this action continued from the prior year. The training needs assessment for new hires with disabilities and manager education on barrier identification remain active priorities.

The Built environment

This priority area focuses on CityWest's physical spaces. It involves evaluating and incorporating accessibility features such as automatic door openers, accessible washrooms, adequate lighting, clear signage, and appropriate noise levels.

We have made the following progress in the key action areas identified in our accessibility plan:

Action 1: Some areas of company buildings may not meet accessibility standards, limiting independent access for employees or customers with disabilities

- **Progress Update: Year 2 – Complete**

CityWest completed accessibility reviews of key facilities and implemented improvements, including enhanced lighting and installation of an automatic door at one location.

Action 2: Employees and visitors may not be aware of CityWest's accessibility efforts or how to request assistance.

- **Progress Update: Year 2 – Complete**

CityWest continued providing guidance to customer-facing staff regarding accessibility support and responding to accessibility-related requests.

Updated signage remains in place to support accessibility awareness and customer service.

Information and communication technologies

CityWest is committed to ensuring that all forms of communication whether digital or non-digital are accessible to individuals with disabilities. Upon request, accessible formats and communication support will be provided promptly and without unnecessary delay.

We have made the following progress in the key action areas identified in our accessibility plan:

Action 1: Address accommodations for communication materials (e.g., brochures, emails, web content) for accessibility in formats such as large print, audio, Braille, or screen-reader compatible digital files.

- **Progress Update: Year 2 – Complete**

Alternative communication formats remain available upon request.

CityWest continues to communicate the availability of accessible formats to employees and stakeholders.

Action 2: Address technology accommodation needs for new and existing staff.

- **Progress Update: Year 2 – Complete**

CityWest continued communicating accommodation processes to management and employees.

CityWest continues to respond to technology accommodation needs as they arise.

Communication, other than information and communication technologies

CityWest recognizes that accessible communication extends beyond digital platforms. To ensure all employees and customers can effectively engage, CityWest is committed to making verbal, printed, and interpersonal communication accessible to people with a variety of disabilities.

We have made the following progress in the key action areas identified in our accessibility plan:

Action 1: Standard print materials may not be usable by individuals with visual impairments, cognitive disabilities, or low literacy. People who are deaf, hard of hearing, or have speech or cognitive disabilities may be excluded or disadvantaged in spoken conversations and meetings.

- **Progress Update: Year 2 – Complete**

Plain language and large print materials continue to be available upon request.

Action 2: Some employees may be unaware of how to communicate effectively with individuals with different communication needs.

- **Progress Update: Year 2 – In progress**

Training was provided to existing staff, and the company is developing training material to be part of the employee onboarding experience.

The procurement of goods, services and facilities

CityWest is committed to embedding accessibility considerations into the procurement of goods, services, and facilities. Our goal is to ensure that all procured items and vendor relationships support an inclusive experience for employees, customers, and visitors with disabilities.

We have made the following progress in the key action area identified in our accessibility plan:

Action 1: Update procurement procedures to improve accessibility and provide awareness training for procurement staff on how to include accessibility in procurement strategy.

- **Progress Update: Year 2 – Completed**

CityWest updated its procurement procedures to incorporate accessibility considerations into the purchase of goods, services, and facilities. Awareness training was also provided to procurement staff on how to include accessibility requirements in procurement strategy.

The design and delivery of programs and services

CityWest is committed to ensuring that all programs and services are inclusive, equitable, and accessible to individuals of all abilities. We recognize that designing and delivering services with accessibility in mind from the outset helps remove barriers and supports a positive experience for all customers and employees.

We have made the following progress in the key action area identified in our accessibility plan:

Action 1: Provide training to employees responsible for accessibility, including reviewing the Accessible Canada Act and updates.

- **Progress Update: Year 2 – Complete**
Accessibility awareness discussions and training continued.

Transportation

Transportation does not apply to Citywest operations.

Conclusion

CityWest is pleased to report meaningful progress in our 2024–2027 Accessibility Plan. We have completed several key actions across employment, the built environment, information and communication technologies, communication, procurement, and the design and delivery of programs and services, while continuing work on the actions that remain in progress.

We remain committed to identifying, removing, and preventing barriers for our employees, customers, and the public. We welcome feedback through our accessibility feedback process and encourage all stakeholders to share their experiences and suggestions as we continue this work.