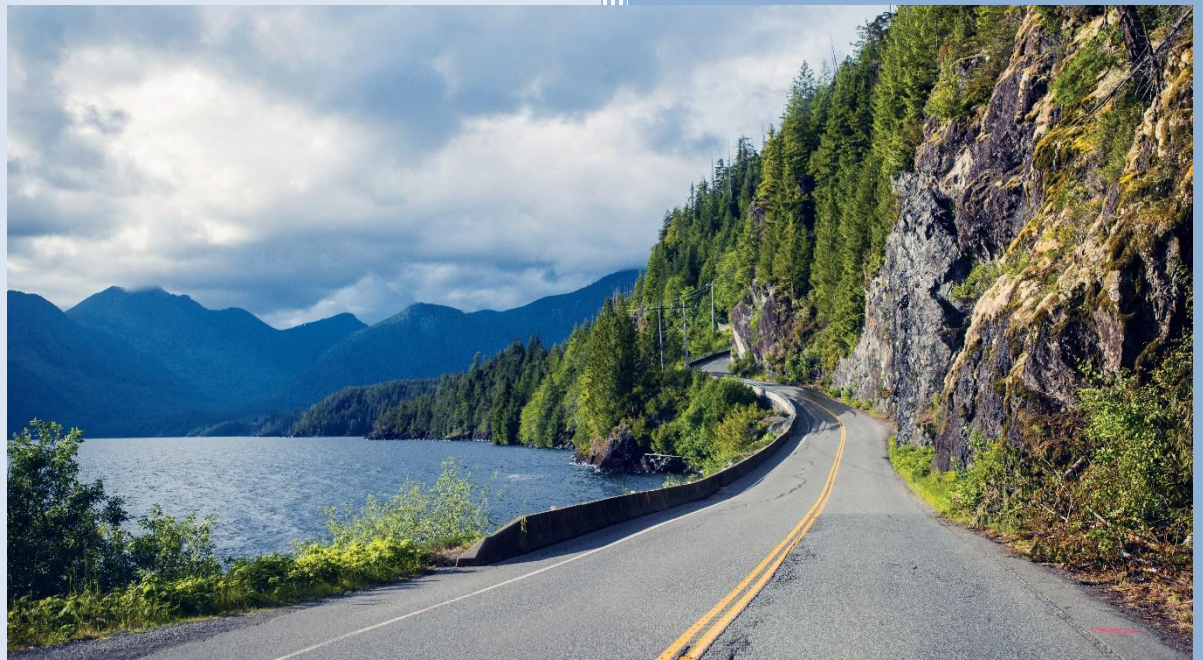




2026

# Accessibility Progress Report



*Figure 1: A winding coastal road curves alongside a deep blue lake, bordered by forested mountains and rocky cliffs. The scene is peaceful and scenic under a partly cloudy sky.*

Wilson's Transportation Ltd.

6/1/2026

## Table of Contents

<b>General</b> .....	3
Executive Summary .....	3
Your Input and Feedback .....	3
Public Communication Channels.....	3
The Accessibility Team.....	4
Our Accessibility Statement.....	4
Acknowledgements .....	4
Reporting Our Plan and Progress .....	4
<b>Addressing Areas Identified in the Accessibility Canada Act (ACA)</b> .....	5
Employment.....	5
The Built Environment.....	6
Information and Communication Technologies (ICT).....	7
Communication, other than ICT .....	8
Procurement of Goods, Services, and Facilities .....	9
Transportation .....	11
Culture .....	12
<b>Consultation</b> .....	14
<b>Feedback</b> .....	15
<b>Conclusion</b> .....	15
<b>Definitions</b> .....	15
.....	16
Appendix A .....	17

*Wilson's Transportation is grateful to be on the shared, unceded territory of the Lekwungen People, known in their language as Lək̓ʷəŋən represented by the Songhees and Esquimalt Nations and the W̱SÁNEĆ peoples represented by the Tsartlip, Pauquachin, Tsawout, Tseycum and Malahat Nations. We respect and commit to a deep consideration of their history, culture, stewardship, and voice.*

## General

### Executive Summary

At Wilson's Transportation Ltd. (aka Wilson's), our commitment to accessibility is rooted in our values, which guide us to include everyone. We will contribute to a barrier-free Canada for everyone by developing an accessibility framework that supports employees and the public we serve in having the best possible experience with our services, products, and facilities.

Our efforts to achieve accessibility are deeply connected to and mutually reinforced by:

Wilson's priorities include ongoing work in support of equity, diversity, and inclusion legislation, such as the *Canadian Human Rights Act*, the *Canadian Charter of Rights and Freedoms*, the *Canadian Labour Code*, the *Employment Equity Act*, and the *Accessible Canada Act*.

We recognize that accessibility is a central and ongoing element of being an inclusive organization. That's why the plan we've developed to continue improving our accessibility builds on our inclusive mindset and practices.

Through the development of the initial Accessibility Plan published in 2024 we identified barriers and actions to improve accessibility in the priority areas under the *Accessible Canada Act*.

This publication is the second Progress Report, it outlines the progress made in the last year and how feedback and additional consultation have and will continue to shape the initiatives and priorities of Wilson's.

### Your Input and Feedback

Wilson's welcomes feedback on our Accessibility Plan and Progress Reports from the public, employees, clients, and all stakeholders. This feedback is valuable to us as it helps breakdown accessibility barriers and build on our commitment to accessibility and inclusion.

If you have any inquiries or feedback, please use one of the contact methods below. We will respond to all feedback promptly. If you require support while providing feedback, let us know, and we will do our best to accommodate your needs.

Email: [HR@gowilsonsgroup.com](mailto:HR@gowilsonsgroup.com)

Mail: 1925 Blanshard St, Victoria, BC V8T 4J2

Telephone: 778-405-0231

An alternate format of the Accessibility Plan and Progress Report can be requested through any of the above methods.

### Public Communication Channels

Wilson's participates in multiple forms of formal and informal communications, including websites, social media, face-to-face, phone, chat (website and social media), surveys, and newsletters. In all forms of communication, we strive to prevent and remove barriers to accessibility and can provide alternative formats upon request.

For a full list of public communication channels, see [Appendix A](#).

## The Accessibility Team

The accessibility leadership team includes managers and executives who play a key role in communicating with employees and the public regarding accessibility. This team is responsible for the oversight of accessibility in all aspects of the business and ensuring the execution of the Accessibility Plan and the prevention of new barriers when possible.

**Chelsea Crowther, Vancouver Island Operations Manager** (receives/distributes feedback and primary accessibility contact)

**Travis Wilson, Chief Operating Officer**

**Jeremy Vu, Vancouver Operations Management**

## Our Accessibility Statement

At Wilson’s Transportation Ltd., we are committed to making our organization and the services we provide accessible to all, including persons with disabilities. All individuals have the right to benefit from our services equally, and those who work with us have the right to perform their jobs free of barriers.

## Acknowledgements

We want to thank everyone who participated in our consultations and provided feedback. Without learning about those lived experiences, we wouldn’t be able to reach our goal of being barrier-free by 2040.

## Reporting Our Plan and Progress

As required by the *Accessible Canada Act*, we will publish a status report annually that measures our progress against our commitments. We will also review and update our Accessibility Plan every three years.



*Figure 2: A large white coach bus drives past a green lawn with historic buildings in the background. The sky is dramatic with clouds, and the scene is framed by modern geometric cutouts.*

## Addressing Areas Identified in the Accessibility Canada Act (ACA)

### Employment

Accessibility is integrated throughout all stages of the employment lifecycle, including recruitment, onboarding, training, career development, and ongoing employment. Wilson's is committed to providing accommodation upon request, where reasonably possible, and ensuring that accessibility considerations are embedded in the development, review, and implementation of all employment-related policies, procedures, and practices.

During this reporting period, the Company experienced significant operational changes resulting from the sale of business units and a restructuring of scheduled service operations. As a result, the workforce was reduced, with a shift away from in-person customer-facing roles, toward a more centralized focus on phone-based sales and service delivery. This transition also resulted in an overall reduction in headcount and a corresponding adjustment to previously planned employment-related accessibility initiatives outlined in the prior reporting periods.

#### **Our Desired Outcome:**

- Wilson's attracts qualified candidates with disabilities according to their availability on the labour market for our occupations.
- Ensure that employees with disabilities feel respected and treated equally to all other employees.
- Ensure employees and job seekers are aware of accommodation and face minimal barriers during the employee lifecycle with no stigma or trepidation present when asking for accommodation.
- Provide employees with regular training to support awareness of and responsiveness to the evolving accessibility needs of team members, passengers, and members of the public.

#### **What We've Achieved This Year:**

- Reviewed potential new dispatch and point-of-sale (POS) systems and gathered user feedback on required features for a future system. The current legacy application is outdated and does not provide sufficient accessibility features, resulting in employment-related barriers due to system rigidity and limited flexibility.
- Increased organizational focus on accessible staff training. Training was delivered using verbal instruction, written materials, and hands-on demonstrations to better accommodate different learning styles and information-processing needs.
- Staff training materials were updated using plain language, larger font sizes, and visual supports, including pictures where appropriate, to improve accessibility and understanding for employees.
- The Operations Manager received accessibility training to strengthen awareness and understanding of barrier-free hiring practices, workplace inclusion, and the duty to accommodate employees and applicants.

- Changes to dispatch policy increased notice periods for drivers reporting to work, providing greater predictability in scheduling beyond what is required under the collective bargaining agreement. This supports accessibility by allowing employees who require accommodation, have mobility or health considerations or rely on alternative transportation, additional time to plan and access the workplace safely and effectively.
- Continued use and evaluation of onboarding and recruitment protocols established through feedback from previous accessibility reporting periods, ensuring that accessibility considerations remain embedded in hiring and onboarding processes.

#### **Next Steps:**

- Provide employee and management training related to workplace psychological safety to help foster a respectful, inclusive, and supportive work environment.
- Continue monitoring employment related barriers to ensure barrier-free hiring and workplace accommodation processes remain in place and effective.

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## **The Built Environment**

The built environment includes human-made structures, features, and facilities, and the physical spaces where people interact with services and the workplace.

During this reporting period, several changes were made to Wilson's operational locations. Operations at the Capital City Station in downtown Victoria ceased, and the operational and dispatch team was relocated from Sidney to Langford, BC. The move to Langford improved accessibility for employees by providing easier access to the workplace, reducing commute times, decreasing traffic challenges, and increasing access to public transportation. Additionally, the central location has expanded the candidate pool for recruitment.

It is important to acknowledge that, prior to its closure, significant improvements were made to the Capital City Station to enhance accessibility for individuals with visual and mobility impairments. These upgrades included physical modifications and accessibility features designed to create a safer and more navigable environment for all employees, passengers, and members of the public.

As a transportation company focused on scheduled and charter services, public access to many of Wilson's operational and administrative facilities is limited. As a result, this section focuses primarily on the accessibility needs of employees, drivers, and other individuals who regularly access these operational spaces.

While these operational changes have not altered the overall accessibility objectives for the built environment, they have influenced the approaches and processes used to achieve these outcomes, ensuring spaces remain functional, safe, and accessible for all users.

**Our Desired Outcomes:**

- All Wilson Transportation buildings and other components of the built environment that we lease or own are easy for employees, visitors, and customers to access and pose limited barriers.
- Provide a built environment which accommodates those with visible and invisible accessibility barriers.

**What We Have Achieved This Year:**

- Throughout the relocation process, steps were taken to ensure that walkways remained clear both inside and outside the facilities. Accessibility needs of current staff were also considered to help ensure that the location changes did not increase built environment accessibility barriers for current employees.

**Next Steps:**

- Conduct a built environment accessibility audit and gather feedback from employees and stakeholders who access Wilson's facilities to help identify accessibility barriers and prioritize future accessibility improvements.
- Renovations are underway at the Langford BC building to accommodate additional administrative, sales, customer service and accounting teams in one location. This move improves accessibility by reducing the need for staff to travel between sites and enhances communication and interpersonal connections among employees.
- In the new Langford, BC operational location, an additional bathroom will be added to provide increased washroom access, supporting the comfort and needs of employees and stakeholders.

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## Information and Communication Technologies (ICT)

Information and communication technologies play an important role in how Wilson's delivers services, communicates with passengers, and supports employees in their daily work. Wilson's recognizes that accessible technology can help reduce barriers, improve communication, and create a more inclusive experience for both employees and customers.

During this reporting period, the Company continued reviewing opportunities to improve the accessibility, usability, and functionality of its digital systems, websites, and communication tools. Accessibility considerations remain an important factor in future technology planning and system improvements.

**Our Desired Outcomes:**

- An increase in available self-serve technology and accessibility features enhance employee independence and participation.
- Persons with accessibility challenges have full access to using our technology, as reasonably possible.

- An increase in accessibility features for both employees and customers, including translation, visual aids, and more.

#### **What We've Achieved This Year:**

- Updates to the [BC Ferries Connector website](#) included improving the accessibility of the frequently asked questions (FAQ) section and adding a booking widget to simplify this process. Visual aids were also added to assist passengers in identifying stops more easily.

#### **Next Steps:**

- A review of potential changes to the dispatching and charter sales software is underway. The current legacy system does not support real-time communication or automated messaging and has limited communication options for dispatching. In addition, the existing system presents accessibility barriers for many individuals due to increased training/onboarding requirements and a lack of accessible features. The review will consider opportunities to improve communication, usability, and accessibility for employees and charter clients.
- A review is being planned to assess potential changes to the ticketing system and point-of-sale (POS) processes for scheduled service products. As electronic ticketing becomes increasingly important within operations, consideration will be given to ensuring the system is clear, accessible, and easy to use for all passengers, including those who may experience challenges with technology due to accessibility barriers.
- Add language features to all websites making website content available in: Afrikaans, Albanian, Amharic, Arabic, Armenian, Azerbaijani, Basque, Belarusian, Bengali, Bosnian, Bulgarian, Catalan, Cebuano, Chichewa, Chinese (Simplified), Chinese (Traditional), Corsican, Croatian, Czech, Danish, Dutch, English, Esperanto, Estonian, Filipino, Finnish, French, Frisian, Galician, Georgian, German, Greek, Gujarati, Haitian Creole, Hausa, Hawaiian, Hebrew, Hindi, Hmong, Hungarian, Icelandic, Igbo, Indonesian, Irish, Italian, Japanese, Javanese, Kannada, Kazakh, Khmer, Korean, Kurdish (Kurmanji), Kyrgyz, Lao, Latin, Latvian, Lithuanian, Luxembourgish, Macedonian, Malagasy, Malay, Malayalam, Maltese, Maori, Marathi, Mongolian, Myanmar (Burmese), Nepali, Norwegian, Pashto, Persian, Polish, Portuguese, Punjabi, Romanian, Russian, Samoan, Scottish Gaelic, Serbian, Sesotho, Shona, Sindhi, Sinhala, Slovak, Slovenian, Somali, Spanish, Sudanese, Swahili, Swedish, Tajik, Tamil, Telugu, Thai, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Welsh, Xhosa, Yiddish, Yoruba, Zulu.

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## **Communication, other than ICT**

Wilson's recognizes that people access and understand information in different ways and that accessible communication is an important part of creating an inclusive experience for employees, passengers, and the public. This includes printed materials, signage, schedules, forms, tickets, and other non-digital communications used throughout operations and customer service.

During this reporting period, efforts continued to improve the readability, clarity, and accessibility of printed and physical communication materials. Wilson's remains committed to providing information in accessible formats and reducing communication barriers wherever reasonably possible.

**Our Desired Outcomes:**

- Ensure the accessibility of key documents, internally and externally, for people who request them in an alternative format.
- Respond to requests for key resources or publicly available documents in an accessible format in the same amount of time as for other document requests, or as directed by applicable legislation.

**What We Have Achieved This Year:**

- Updating the BC Ferries Connector with downloadable PDF and printed schedules to increase ease of use and readability.
- Physical tickets for the BC Ferries Connector were updated in response to feedback indicating that some older passengers found previous ticket formats difficult to read. Improvements were made to enhance readability and ease of use.
- Advertising efforts for the BC Ferries Connector shifted toward increased radio advertising to promote the service as a safe and accessible mode of transportation. This approach helps ensure information reaches individuals who may not access web-based advertising.
- Ensure safety and employment related materials (hard copies) were reposted in the new locations.
- Continued to work on updates to safe operating practices and safety programs to provide documentation that includes pictures, diagrams and plain language.

**Next Steps:**

- Increase alternative formats available for internal and external documentation without the need for a special request.
- Catalogue and store documents and materials requested in alternative formats.

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## Procurement of Goods, Services, and Facilities

The *Accessible Canada Act* requires us to consider accessibility requirements for procurement and include accessibility as part of the provision of goods, services, and facilities, where appropriate (e.g., accessible technology, materials, and amenities).

As a small company with operational changes that took place to the physical operating locations during this reporting period, limited procurement activities took place this year.

**Our Desired Outcome:**

- Accessibility becomes a part of our procurement expectations, and the goods and services we purchase are accessible from the beginning.

- The procurement process allows us to reduce current barriers and prevent new barriers from forming.

#### **What We Have Achieved This Year:**

- Purchased two 2019, 56-passenger coaches to replace older vehicles in the fleet. These vehicles are equipped with seat belts, enhanced seating comfort, onboard washroom facilities, PA systems, and DVD players. These accessibility features support passengers who may require more frequent washroom access, additional seating comfort during travel, and access to both visual and audio tour narration.
- Procured parts and equipment necessary to maintain and enhance accessibility features across the fleet, supporting the continued delivery of safe, reliable, and accessible transportation services. This included but was not limited to maintaining lift equipped vehicles for charter and scheduled services.
- Introduced smaller cleaning and vehicle maintenance product containers to improve workplace accessibility and safety for employees who had trouble handling larger bottles and containers.

#### **Next Steps:**

- Continue using the Accessible Procurement Checklist to help ensure accessibility considerations are incorporated into purchasing decisions.
- Procure step stools for use on coaches to improve their ability to safely assist passengers experiencing accessibility challenges.
- Increase availability of lift equipped vehicles in the fleet.

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## **The Design and Delivery of Programs and Services**

Accessibility is highly considered when designing and delivering Wilson's programs & services. Our main services include:

[Charter services](#), Wilson's has a wide range of fleet vehicles which provide large and small groups with a variety of features that decrease accessibility barriers, such as audio narration, video screens, and wheelchair lifts.

[BC Ferries Connector](#), provides scheduled service bus transportation from Victoria to downtown Vancouver, Vancouver International Airport and Canada Place. To decrease barriers and support those with accessibility challenges this service aligns policies and accessibility features with those of BC Ferries and other provincial programs. For example, matching the discounted fare offered to disabled passengers by BC Ferries, working with the Travel Assistance Program operated by Health BC, and ensuring specific procedures are in place for mobility aids and guide dogs.

### **Our Desired Outcomes:**

- Collaborating with staff, the public and other external stakeholders to identify and implement the delivery of programs and services that go beyond our legislated requirements are beneficial, user-friendly and increase productivity.

### **What We Have Achieved This Year:**

- Increased person to person customer support by expanding phone availability through employees located on Vancouver Island, improving access to assistance for customers requiring additional support.
- Continued to promote and utilize wheelchair lift-equipped buses on both Charter Services and the BC Ferries Connector service to support accessible transportation options for passengers with mobility needs.
- During this reporting period, the downtown Victoria location previously used for in-person BC Ferries Connector ticket sales was closed. To continue supporting individuals who may experience barriers with online or telephone purchases, partnerships were established with the Fairmont Empress and Destination Greater Victoria to provide in-person ticket sales.
- Drivers received training to support the safe and respectful onboarding and disembarking of passengers with physical mobility barriers.
- A staff training video was created on the proper and safe use of a coach wheelchair lift.

### **Next Steps:**

- Increase awareness training to support frontline staff in promoting and providing accessible services (this was requested during the employee feedback process).
- Collaborate with agencies to support persons with accessibility changes in gaining access to our services.
- Implement annual Customer Service Training to decrease barriers to accessing transportation services due to staff interactions.

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## **Transportation**

As a transportation provider serving communities throughout **BC**, Wilson's recognizes that accessible transportation plays a critical role in supporting independence, employment, healthcare access, education, and community participation. Accessibility considerations remain an important part of how we evaluate and deliver our transportation services, including scheduled routes, charter operations, employee access to workplaces, and customer support systems.

During this reporting period, feedback from passengers, employees, and community stakeholders continued to highlight the importance of reliable, flexible, and affordable transportation options for individuals experiencing accessibility barriers. In response, Wilson's continued evaluating opportunities to improve service availability, review accessibility considerations at bus stops and operational locations, and enhance employee access to the workplace.

The Company recognizes that accessible transportation needs continue to evolve and remains committed to identifying barriers, improving service delivery, and supporting transportation options that are safe, inclusive, and responsive to the needs of the communities we serve.

#### **Our Desired Outcomes:**

- Better understand gaps in transportation services and schedules provided by Wilson's.
- Study barriers to affordable transportation and how they can impact equity groups in Canada.
- Have all coach operators well trained in the operation of assistive equipment and other barriers they can support in preventing for clients.

#### **What We Have Achieved This Year:**

- Feedback received through the previous reporting period identified limited transportation options on Vancouver Island for individuals experiencing accessibility barriers. In response, the company initiated a trial expansion of services, including Monday to Friday scheduled runs between Nanaimo and Vancouver, and increased winter departure times for the Victoria to Vancouver route to improve service accessibility and flexibility.
- Conducted a review of stops used by both charter and schedule service offerings to review accessibility needs of passengers.
- In the previous reporting period, Wilson's operated a work location in Sidney, BC. This location was identified as a barrier for employees and job candidates who rely on public transportation to access work. In response, operations were relocated to Langford, BC, which offers improved access to public transit, cycling routes, and closer proximity to schools and daycare facilities, helping to improve workplace accessibility and employment opportunities.

#### **Next Steps:**

- Implement carpool and another ride-sharing program, promote the use of alternative transportation forms to get to work.
- Continued to evaluate opportunities to expand BC Ferries Connector services, including increased service frequencies and additional route options, to improve accessibility and transportation availability for passengers.

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## **Culture**

As a family-owned and operated business with close ties to the community where we live and work, culture and upholding community values rooted in diversity and inclusion for everyone are a core mandate at Wilson's. One of our core values is community, and as an organization we pride ourselves on giving back the community in which we operate.

**Desired Outcome:**

- Fosters an inclusive, respectful, and barrier-free organizational culture where accessibility is embedded in everyday practices, decision-making, and interactions. With a workplace environment that supports open communication, psychological safety, and equitable participation, ensuring that all employees feel valued, supported, and able to perform their roles effectively regardless of disability or accessibility needs.
- Contribute positively to the broader community by supporting accessible community programs and charitable organizations.

**What We Have Done This Year:**

- Provided support to the following community initiatives and charities: Health and Homecoming, SKAL, Westshore Wolves, Peninsula Panthers, Times Columnist 10 km, Victoria Mile, Westshore Rebels and, Spinal Cord Injury BC.

**Next Steps:**

- To make Wilson's more culturally accessible, we would like to create a policy that allows those who wish to substitute a federally recognized statutory holiday for a religious holiday or a day of their choosing. (For example, if an Australian employee who wanted to celebrate Anzac Day instead of Victoria Day, they would work on Victoria Day at a regular rate and on Anzac Day they would be paid as if it were Victoria Day.)
- Increase the internal and external celebration of cultural events.
- Maintain community giving initiatives with a cultural mandate.



*Figure 3: A group of smiling adults is seated on a bus, enjoying the view through large side windows.*

## Consultation

The Company recognizes that ongoing engagement with persons with disabilities, as well as organizations and stakeholders that support accessibility, is essential to reaching our goal of a barrier-free 2040. As part of this reporting period, the Company continued its consultation efforts to gather feedback on accessibility initiatives, identify ongoing barriers, and help inform future improvements.

The consultation process included the distribution of surveys to collect feedback on accessibility improvements implemented since the previous reporting period, as well as to identify any new or continuing barriers. To support accessibility and encourage participation, surveys were made available in multiple formats, including online, print, and telephone options. Feedback was sought from persons with disabilities, passengers, employees, members of the public, and other stakeholders.

In addition, the Company conducted informational interviews with organizations that support persons with disabilities, including the Rick Hansen Foundation, to obtain further insight on accessibility priorities, current best practices, and areas for continued improvement.

### Consultation Results

- 30% of external stakeholders who participated in the consultation identified as someone with accessibility challenges, a decrease of 14% from the previous reporting period.
- 18% of external stakeholders notice an improvement in accessibility in the past 12 months. This is a decrease from 25% during the previous reporting period, this is likely due to the change in operations which took place in this same period.
- 23% of external stakeholders indicated they were aware of the accessibility features offered by Wilson's; this represented no change from the previous reporting period.
- 46% of external stakeholders indicated they were very satisfied or satisfied without existing accessibility features, and 46% indicated a neutral response, with only 7% indicating they are dissatisfied or very dissatisfied. This is a marked increase over the previous reporting period with only 18% indicating satisfaction.
- Of the 87 people employed by Wilson's, 13 participated in the consultation process, none of which identified as a person with accessibility challenges. 38% noticed improvement/changes to accessibility in the last 12 months, and 77% are aware of the features already offered with none rating these features as dissatisfactory.
- Consultations with two individuals from the Rick Hansen Foundation provided valuable insights that supported many of the achievements completed to date and confirmed that planned next steps are aligned with accessibility and best practices. In addition, the individuals consulted provided positive feedback regarding the company's progress and ongoing commitment to accessibility.

The feedback and results gathered through the consultation process directly informed this Progress Report and many of the achievements identified throughout each section of the report. For example, following consultation in the previous reporting period the company identify a demand for

increased accessible scheduled services transportation and has increased departure times and added new trial routes.

The Company recognizes that gaps and barriers remain and has incorporated actions to address these areas within the applicable “Next Steps” sections of this report as part of its ongoing commitment to improving accessibility. Examples of planned next steps include increased employee training, continued improvements to communication and awareness initiatives, and technology enhancements intended to further reduce barriers and improve accessibility for employees, passengers, and stakeholders.

## Feedback

While the Company did not receive formal feedback through the processes outlined in the 2024 Accessibility Plan or the 2025 Progress Report, informal accessibility feedback was received through other communication channels during this reporting period.

Feedback received through the Company’s sales, marketing and other communication channels resulted in many of the changes implemented this year in the [Information and Communication Technologies](#) and [Communications other than ICT](#) sections for this report.

## Conclusion

Wilson’s remains committed to identifying, removing, and preventing barriers to accessibility across all areas of our organization. Throughout this reporting period, we continued to make progress toward creating a more inclusive and accessible experience for employees, passengers, customers, and members of the public.

Operational changes during the year created new challenges and opportunities; however, accessibility remained a key consideration in decision-making, service delivery, workplace practices, and future planning. Feedback and consultation continued to play an important role in shaping our priorities and guiding improvements, including enhancements to transportation services, communication methods, employee training, and customer support.

Wilson’s recognizes that accessibility is an ongoing process requiring continuous evaluation, collaboration, and improvement. We remain committed to working with employees, passengers, community organizations, and stakeholders to advance accessibility initiatives and support the goal of a barrier-free Canada by 2040.

## Definitions

*Accessibility* – Refers to the needs of persons with disabilities being intentionally and thoughtfully considered when products, services, and facilities are built or modified so they can be used and enjoyed by persons of all abilities.

*Barrier* – The Accessible Canada Act defines a barrier as “anything – including anything physical, architectural, technological, or attitudinal, anything that is based on information or communications or anything that is the result of a policy of a practice – that hinders the full and

equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment or a functional limitation.

*Disability* – The Accessible Canada Act defines a disability as “any impairment including anything physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or a functional limitation, whether permanent, temporary, or episodic, or evident or not, that, interaction with a barrier, hinders a person’s full and equal participation in society.



*Figure 4: A woman and man share a happy hug beside a BC Ferries Connector bus on a sunny street. The bus doors are open, and a blue suitcase is on the ground nearby.*

*Even small changes can have huge impacts.*

# Appendix A

## **Websites:**

<https://bcfconnector.com/>

<https://wilsonstransportation.com/>

## **Instagram:**

@bcf.connector.bus

## **Facebook**

<https://www.facebook.com/bcferriesconnector>