

# BC Securities Commission's Accessibility Plan

2023



## Accessibility Plan

### 1. Message from the Board Chair and CEO about the BCSC and Accessibility

The BC Securities Commission (BCSC) is the independent provincial government agency that enforces B.C.’s *Securities Act*, which regulates how businesses raise money and how securities, such as stocks, bonds and mutual funds, are bought and sold. By making rules, enforcing those rules, and educating investors, we foster an investment market that is both fair and dynamic, so companies have access to funding and investors are protected. Ensuring access to our services, publicly-shared information, and our work environment for all people, including people with disabilities, is a priority for our organization.

The BCSC’s commitment to accessibility is set out in our three-year Accessibility Plan, which presents a roadmap for meeting our obligations under the *Accessible British Columbia Act* (the “Act”), and our policies with respect to diversity, equity and inclusion. As a Crown agency, the BCSC has an important role to play in building an accessible future for all British Columbians.

The 2023-2026 Accessibility Plan is a framework to improve accessibility standards at the BCSC and will guide us on a journey to becoming a more inclusive organization. It will reinforce our commitment to identify, remove, and prevent barriers, in conjunction with our goal to strengthen market integrity and public confidence so British Columbians can thrive.

I am grateful for the work of the Accessibility Committee and all BCSC staff in helping us continue to be accountable for identifying and removing barriers to accessibility and ensuring no one is left behind. I look forward to implementing this important plan.

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Brenda M. Leong  
Chair and Chief Executive Officer

### 2. Message from the Accessibility Committee

We are pleased to represent a diverse group of individuals who bring a broad range of skills, experiences, and perspectives on accessibility matters. In 2023, the BCSC established an Accessibility Advisory Committee to assist and advise the BCSC (through its recommendations to the Chair of the Committee) on how to identify, remove and prevent barriers to individuals in or interacting

with the BCSC.

We have developed the Accessibility Plan with the following principles in mind:

- Inclusion
- Adaptability
- Diversity
- Collaboration
- Self-determination
- Universal design

We are thankful to the management, staff and partners for their support and commitment to achieving the goals and the objectives of this three-year plan.

BCSC Accessibility Committee

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Angela Chirinian  
Chair of the BCSC Accessibility Committee

### 3. Our Plan

The BCSC's three-year Accessibility Plan outlines the actions we plan to take to advance accessibility linked to one or more of the accessibility standards described in the Act. These actions are in addition to complying with our existing policies that inform our accessibility plan, including our DEI Policy and Respectful Workplace policies.

#### **Education and Awareness**

Expand on the work already underway to improve, advance, and support accessibility and inclusion at the BCSC, including through training and education efforts.

*How we will advance this priority:*

- Educate and engage the Board, BCSC Executive leadership and management to champion accessibility work at the Commission.
- Increase BCSC staff's general knowledge, skills, and understanding of accessibility through training.

#### **Policies, Practices, and Procedures**

The BCSC is committed to identifying and removing barriers and increasing inclusion and representation of employees with diverse abilities at all levels and areas of the organization.

*How we will advance this priority:*

- Update existing BCSC policies and procedures to align with accessibility and diversity goals.
- Design and implement recruitment strategies, processes, interviews and onboarding with accessibility needs in mind that better address diverse abilities.
- Design and implement procedures and processes to improve accessibility for the public who attend at BCSC offices, including during hearings.

### **Information and Communication**

We strive to make the BCSC's external and internal communications more accessible to the public and ensure that staff are supported through the BCSC's digital transformation journey.

*How we will advance this priority:*

- Identify and address digital accessibility barriers within organizational communications, including channels such as public websites and staff intranet.
- Research options for providing BCSC documents and information to the public in alternate formats upon request.
- Provide digital accessibility support to staff to enhance their digital accessibility competence.

### **Built Environment**

The BCSC is committed to providing accessible spaces for the public and employees at 701 West Georgia Street.

*How we will advance this priority:*

- Work with the building property management to seek opportunities to incorporate, where possible, universal design principles to provide a more inclusive space for staff and visitors.
- Update facilities-related information on the BCSC internal website and add signage where possible to indicate accessible areas and/or services.
- Review fire alarm procedures and drills.
- Bring forward suggestions and requests for changes to physical barriers to building property management when identified.

## 4. Feedback Mechanism

### Feedback Mechanism Development

We invite you to provide feedback on our Plan or share with us the barriers you experience when dealing with the BCSC that will help inform updates to our Accessibility Plan.

Feedback may be provided using any of the following methods:

Mail	BC Securities Commission 701 West Georgia Street P.O. Box 10142, Pacific Centre Vancouver, BC V7Y 1L2
Telephone	BCSC Inquiries Group 604-899-6854 or 1-800-373-6393 (toll free across Canada)
Email	<a href="mailto:accessibility@bcsc.bc.ca">accessibility@bcsc.bc.ca</a>
X (formerly known as Twitter) <i>Send us a direct message via X</i>	<a href="https://twitter.com/BCSCInvestRight">@BCSCInvestRight</a>
Facebook <i>Send us a direct message via Messenger</i>	<a href="https://www.facebook.com/BCSCInvestRight">@BCSCInvestRight</a>
LinkedIn <i>Send us a direct message using LinkedIn</i>	<a href="https://www.linkedin.com/company/bc-securities-commission">BC Securities Commission</a>
Instagram <i>Send us a direct message on Instagram</i>	<a href="https://www.instagram.com/BCSC_InvestRight">@BCSC_InvestRight</a>
Via the feedback form	<a href="#">Accessibility Feedback Form</a>

Feedback that contains personal information is collected by the BCSC under s. 26(c) of the *Freedom of Information and Protection of Privacy Act* and used for the purposes of improving our accessibility efforts. For more on our privacy policy and use of information, view our [Legal page](#). If you have questions about the collection of personal information, please contact the Privacy Officer at [FOI-Privacy@bcsc.bc.ca](mailto:FOI-Privacy@bcsc.bc.ca).

You may submit feedback without providing your name or contact information. However, anonymity cannot be guaranteed, as the information provided elsewhere in your feedback may reveal your identity indirectly.

If you share your name and contact information in your feedback, they will be handled carefully and not used or disclosed more broadly than needed.

## **5. Alternate Formats**

A description of our Plan and/or feedback mechanism will be provided in the following formats upon request:

- Print
- Large print
- Braille
- Audio Format
- American Sign Language
- Other electronic formats
- Other languages

## **6. Evaluation**

The BCSC will conduct a review and evaluation of the accessibility plan every three years from adoption. This plan will be made public on our website January 17, 2024.