



People travelling on the exterior connector between the Vancouver Convention Centre's East and West buildings

- The Vancouver Convention Centre is focused on offering an open and inclusive environment. It aims to be accessible for all attendees. Our goal is to make sure guests enjoy a comfortable and positive experience.
- Our facility aims for barrier-free access. It features wide doorways, open public areas, low ramps, and elevators. These features assist guests with wheelchairs, mobility devices, strollers, or other abilities.
- Our organization follows all federal, provincial, and local accessibility laws. This includes regulations that protect the rights of people with disabilities.
- If you have specific accessibility needs or questions, please contact your Event Manager or speak with any member of our on-site team.

Access

- All main entrances are wheelchair accessible and equipped with automated doors.
- Accessible routes lead from all parking areas to the facility. This includes automated doors and elevators when needed.
- Accessible parking stalls are available in both the East and West Buildings.
- In the event of an evacuation, designated Floor Wardens will assist guests with differing abilities. Evacuation chairs are available at Levels 2 and 3 refuge areas and on the East Meeting Room Level

All event floor plans are reviewed by the Director of Health and Safety to ensure safe access and emergency egress for all attendees.

Medical Care and Safety

- A limited number of wheelchairs are available on-site to assist individuals with mobility needs. These wheelchairs are for short-term use only. They are meant for moving between locations on the premises, not for full-day use. Availability is on a first-come, first-served basis and cannot be reserved in advance.
- Security and first aid personnel are on-site 24 hours a day and are trained as first responders for fire, safety, and medical emergencies.
- Fully equipped first aid rooms are located in both buildings and include portable AED defibrillators.

Communication and Signage

- The Vancouver Convention Centre participates in the Hidden Disabilities Sunflower Program. This program is a well-known symbol for non-visible (hidden or invisible) disabilities. This program helps people quietly show they might need extra help, understanding, or time. A sticker or lanyard is available at the Guest Information Desks in the West and East buildings for anyone to voluntarily signal that they may need extra assistance, time, or understanding in navigating our buildings.
- Hearing loop systems are available in both the East and West Buildings' Information desks.
- Meeting room and restroom entrances in the West Building feature tactile and braille signage.



A Guest Experience ambassador wears the Hidden Disabilities Sunflower Program lanyard while on duty.



A sign at the Vancouver Convention Centre West Information Desk shows that hearing loops are installed in this location.

Elevators

- Passenger elevators serve all floors. They connect the concourse between the East and West Buildings.
- Passenger elevators have tactile and Braille signs. They also feature accessible call buttons inside and outside the elevator cabs.

Alarm Systems

- Audible fire alarms in the West Building are accompanied by strobe lights to support guests who are deaf or hard of hearing.
- A duress alarm is available in our Universal and Family Washrooms.

Washrooms & Quiet Spaces

- All public washrooms include accessible stalls and amenities.
- Private universal washrooms are fully accessible. They have automated doors, infant changing stations, and duress alarm pull stations.
- Multipurpose Quiet Rooms are in the West Building, Harbour Concourse Public Connector and East Building. These spaces provide a calm and comfortable environment suitable for rest, prayer, nursing, or sensory breaks. They are situated next to a fully accessible universal washroom with a baby changing station.

Special Amenities

- A service animal relief area with a combination of pea gravel and pavement is located on the West Pacific Terrace. Waste bags and disposal bins are provided, and temporary relief stations can be arranged upon request.
- Drinking fountains in the facility meet the Americans with Disabilities Act (ADA) guidelines.
- Stages can have an adjustable wheelchair ramp. It fits heights from 8” to 48”. Alternatively, a wheelchair lift can be used. This lift adjusts from 12” to 60” and supports up to 750 lbs.



The animal relief station overlooks Jack Poole Plaza. It includes a waste disposal receptacle and provides a designated space for guests and their pets.