

Accessibility Advisory Committee

Terms of Reference

This advisory committee is established in accordance with the [Accessible British Columbia Act](#) (ABCA) to assist Consumer Protection BC (the Authority) in identifying, removing, and preventing barriers to individuals in their interactions with the Authority. The terms “accessibility plan”, “barrier”, “disability”, “impairment”, and “Indigenous peoples” shall be interpreted as defined in the ABCA.

Purpose

The role of the committee is to consider the principles of inclusion, adaptability, diversity, collaboration, self-determination and universal design to:

- assist in identifying accessibility and inclusion barriers that employees and community members experience or may experience while interacting with Consumer Protection BC in the following areas:
 - information, technology and communication
 - hiring and employment
 - director and employee bias identification
 - the built environment
- advise on the process for receiving and responding to comments or feedback from the community on the accessibility plan and barriers to inclusion.
- advise on the evolution of the accessibility action plan.
- undertake a review of the accessibility action plan at least once every three year and recommend to the Authority any changes or updates.

Composition

Committee members will strive to reflect the diversity of the community, with experience, knowledge, and expertise applicable to the purpose of the committee.

The committee will be comprised of three to five authority employees and include at least one committee member from each office location and will have no more than one member appointed from a team or department. The committee chair and committee secretary will serve as ex officio members by virtue of their positions and will not count toward the five-member limit.

Committee members will be selected by the advisory committee chair from a pool of candidates who show:

- an interest in participating on the committee,
- a desire to learn more about accessibility, and
- a willingness to act as a corporate accessibility advocate.

The committee chair will be a vice president as assigned by the CEO. The committee secretary will be the People and Culture Administrator.

To support the purpose of the committee, formal relationships will be established and maintained with relevant organizations who can provide subject-matter expertise on issues of accessibility.

Administration

Committee meetings will constitute work time. The committee chair is responsible for setting meeting times and the agenda, ensuring committee advice is accurately documented and overseeing the execution of actions identified in the accessibility plan.

The committee secretary is responsible for booking meetings, completing minutes, writing meeting action items, providing administrative support to the committee and supporting the chair in overseeing the execution of actions identified in the accessibility plan.

Conduct

Committee members are expected to meet high standards of conduct and are expected to:

- act with integrity, good faith, honesty and due diligence.
- be prepared and well informed on relevant issues, through education and research as required.
- bring their own experience, wisdom, judgement and influence to bear constructively on issues.
- interact with others in a respectful, constructive manner, free from any discrimination or harassment.
- practice the proper handling and protection of personal or confidential information.
- speak and act independently while remaining a team player.
- express points of view for consideration even if they may seem contrary to other opinions previously expressed.
- ask probing questions when appropriate.
- listen to and demonstrate tolerance for other's perspectives.
- be adaptable, flexible and open-minded.
- exercise a logical, rational approach to problem solving, and
- analyze issues from many perspectives, considering the impact of decisions on the internal and external environment.

Meetings

The advisory committee will meet periodically at the call of the chair. Meeting agendas and materials shall be distributed in advance to allow ample time for review and preparation. The committee shall meet at least twice per year.

Accountability

The advisory committee is accountable through the chair to the CEO, and through the CEO to the Board of Directors for ultimate compliance with the ABCA.

Reporting

The committee chair will provide periodic reports to the CEO and the Board of Directors on the work of the advisory committee and the execution of the accessibility plan. An annual accessibility progress update will be included in the Consumer Protection BC annual report.

Duration

The advisory committee will be persistent with members remaining for a term of their discretion, or at the discretion of the chair.

Review

From time to time the chair will ensure that these terms of reference and the committee's effectiveness are reviewed and to make any necessary adjustment.

Version

This version of the advisory committee terms of reference was adopted on August 13, 2025.