

Legal Aid BC's
2026-2030
Accessibility Plan

September 2026

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Introduction

Territorial acknowledgement

[Legal Aid BC](#) (“LABC”) acknowledges the ancestral, unceded territories of Indigenous Peoples across British Columbia (“BC”), including over 200 First Nations, Métis, and Inuit communities. Our work towards Truth & Reconciliation starts with support of Indigenous justice that reflects the [United Nations Declaration on the Rights of Indigenous Peoples \(UNDRIP\) \(PDF\)](#) and BC’s provincial laws, aiming to provide culturally relevant legal support and address systemic inequalities.

About LABC

LABC is a provincial Crown corporation providing free legal information, advice, and lawyer representation for people living on low incomes in BC. It focuses on serious criminal, family, child protection, immigration and refugee issues, helping those who can’t afford lawyers through its mandate to support access to justice and to help resolve legal problems. LABC’s vision is to transform BC’s legal system into one that is more equitable and inclusive. Its mission is to strengthen client-centred legal help for British Columbians experiencing barriers accessing the legal system.

Acknowledgements

LABC’s 2026–2030 Accessibility Plan (the “Plan”) was developed in partnership with [Accessibility & Inclusion Matter Consulting](#), whose director, Melissa Lyon, has lived experience as a person with a disability. Melissa has been a key advisor in LABC’s early accessibility journey, delivering accessibility awareness training to all employees and conducting an accessibility audit of priority policies.

A special thank you to our Accessibility Committee members who have devoted their time and experiences to develop the Plan, advise on implementation, and champion initiatives to enhance accessibility and inclusion throughout LABC.

Accessibility Committee Members

- Sophie Radcliffe (Co-Chair)
- Sarah Khan (Co-Chair)
- Chanmi Yun
- Courtney So
- Harman Aujla
- HC Lee
- Nikolas Longstaff
- Ram Sidhu



Thank you to the LABC employees and leaders from various departments who provided valuable input to help create this Plan. We greatly appreciate the input about accessibility barriers that were received from LABC clients with disabilities and those with family members with disabilities.

Document accessibility statement

LABC is committed to providing accessible documents for people with disabilities and creating a positive navigation experience for all users. This document is in line with the [Web Content Accessibility Guidelines \(WCAG\) 2.2](#), Level AA, and PDF/UA (ISO 14289), including features such as proper tagging, screen reader compatibility, and text alternatives.

While we have implemented measures to meet those standards, some limitations may still exist. We [welcome your feedback](#) to help us improve. You can provide feedback anonymously or include your contact information if you'd like a response. All feedback is reviewed and helps inform LABC's ongoing accessibility efforts.

Inclusive language

LABC recognizes that accessibility is an emerging field with diverging perspectives about disability language. To honour both [person-first language preferences and identity-first preferences](#), we have incorporated both preferences in this document.



Message from the Executive: Plan Sponsor

LABC's Strategic Framework for 2026–2030 reflects our vision: BC's legal system transformed into one that is more equitable and inclusive.

We acknowledge that people with disabilities, especially those with mental health and cognitive disabilities, are overrepresented in the justice system, often compounded by racial, gender, and other inequities. We will continue to work toward our strategic goals by improving the client-centred legal help we provide, especially for clients with disabilities who face multiple barriers when trying to access the legal system.

In the 2023–2025 Accessibility Plan, we took our first steps to understand the issues we face when it comes to accessibility and inclusion at Legal Aid BC. We learned from experts with experience of being disabled and gained knowledge of the everyday challenges faced by our employees and legal aid clients with disabilities.

Actions taken in the first plan deepened our organization's commitment to accessibility. The 2026–2030 Accessibility Plan carries lessons learned from the work on the first plan to make sure we are investing in accessibility and inclusion at Legal Aid BC that will have lasting changes.

We invite you to be part of this work. Your feedback, support, and partnership are important as we reduce barriers within LABC and help create fairer outcomes for British Columbians living with disabilities.

Steven Vienot,

Vice President, Corporate Services & Chief Financial Officer
Accessibility Plan Executive Sponsor and Owner



Key Definitions

Accessibility

When barriers that hinder the participation of people with disabilities are intentionally and proactively identified, removed, and prevented. The UNDRIP defines accessibility as enabling people with disabilities to live independently and participate fully in all aspects of life, with equal access to society.

Accommodation

A modification or adjustment to a work environment, product, or process in response to a specific barrier.

Barrier

Anything that hinders the full and equal participation in society of a disabled person (a) caused by environments, attitudes, practices, policies, information, communications, or technologies, and (b) affected by intersecting forms of discrimination.

Disability

An inability to participate fully and equally in society as a result of the interaction of an impairment and a barrier.

Impairment

Includes physical, sensory, mental, intellectual or cognitive impairment; whether permanent, temporary or episodic.

Intersectionality

Kimberlé Crenshaw defines [intersectionality](#) as the complex, cumulative way in which the effects of multiple forms of oppression (such as racism, sexism, and classism) combine, overlap, or intersect especially in the experiences of marginalized individuals or groups.



Context for LABC’s 2026–2030 Accessibility Plan

In BC, [28.6% of residents aged 15 and older](#) live with at least one disability. By extension, this means that more than one in four employees and people who use LABC’s services will likely have a disability. [Statistics Canada](#) notes that disabled people are twice as likely to experience serious legal problems and multiple issues compared to those without disabilities.

Research on accessibility issues in the justice sector shows the overrepresentation of disabled people, especially those with mental health and cognitive disabilities, in the justice system, often compounded by racial, gender, and other inequities. To move from a medical model of disability to a person-centred model, accessibility industry experts cite the need for more disability data collection and intersectional analysis to find community solutions that centre on those with lived experience of disability.

Disability barriers of LABC employees and clients

Data on disability-related barriers experienced by LABC clients and employees supported the research. LABC gives clients and employees the choice to confidentially share in their profile any disabilities they may be experiencing. Looking at the data shared to date, here are the findings: In terms of data shared by employees to date, 20% of the current full-time LABC staff disclosed having a disability. Of those with a disability, 68% identified as also being a woman, non-binary, transgender, Two-Spirit, or gender-diverse (Source: LABC HR Information System).



LABC clients with disabilities (Source: LABC Client Information System)



LABC's commitment to accessibility

LABC is committed to providing an accessible and inclusive organization that is welcoming, safe, and respectful to everyone. We aim to identify, remove, and prevent barriers so that people with disabilities and everyone can fully and equally access our services and interact with our organization. We respect and uphold the requirements, principles, and standards that are outlined in the [Accessible British Columbia Act](#).

We are working to increase the accessibility of our spaces, policies, and practices. We strive to remove negative attitudes and intersecting forms of discrimination that have traditionally created barriers for disabled people. We acknowledge that by limiting or removing barriers, everyone benefits.

LABC's commitment to accessibility and inclusion furthers its strategic goals, namely:

- **Goal 1:** To provide better outcomes for LABC's clients.
- **Goal 2:** To have engaged employees by creating a work environment that strengthens commitment and develops future leaders.
- **Goal 4:** To be a responsive organization by assessing and demonstrating our impact to continuously improve our services.
- **Goal 5:** To embed a culture of Truth and Reconciliation and Equity, Diversity, and Inclusion throughout every aspect of LABC.

For more information, read LABC's full [Statement of commitment to accessibility](#).

LABC's Accessibility Committee

In 2022, LABC formed its first Accessibility Committee, consisting of staff (some with lived experience of a disability), to increase awareness on issues relating to accessibility and to help identify, prevent, and remove barriers that people with disabilities encounter at the organization.

The Committee ensures that the implementation of the Accessible British Columbia Act at LABC is informed by the lived experience of disabled people.



The Committee's roles include:

- Support LABC in recognizing barriers to accessibility and promote inclusion of people with disabilities.
- Help develop an Accessibility Plan for LABC.
- Provide guidance on eliminating and preventing barriers for people with disabilities engaging with the organization.
- Promote greater awareness of accessibility and inclusion for people with disabilities.

In 2023, the Accessibility Committee developed the [2023–2025 Accessibility Plan](#) to identify, remove, and prevent barriers to individuals within LABC or who interact with the organization.

Since then, LABC has engaged subject matter experts with lived experience of disabilities, collaborated with community organizations, and engaged clients and employees to assess where the organization is and where it needs to improve accessibility. To learn more about LABC's accessibility progress, challenges, and lessons learned, see [Legal Aid BC Accessibility Plan: Report on Progress 2023–2025](#).



Defining Ongoing & New Accessibility Priorities

Guided by key frameworks that define the rights of British Columbians with disabilities and the responsibilities of service delivery organizations to uphold those rights (further described in Appendix A in this report), LABC conducted a review of remaining accessibility gaps and consulted with those with lived experience of disability and organizational knowledge to prioritize next steps in our accessibility journey.

To identify and prioritize accessibility barriers at LABC, the following inputs helped:

- Priority recommendations from internal accessibility assessments and accessibility audits.
- Insights from analysis of disability data of LABC clients and employees.
- Consultations with LABC employees, management, and Accessibility Committee members.
- Client Accessibility Survey results.

For further details about the consultation and survey results, please see Appendix B in this report.

We have highlighted key findings below from these inputs to inform the identification and prioritization of barriers to accessibility.

Identified Priorities

1. Information, technology, and communication

Information and communication barriers can be created or removed by the ways the information is shared, whether it be verbally, in writing, or digitally.

Themes:

- **Plain and inclusive language:** Information that is wordy or difficult to understand, often due to legal terminology, creating difficulties for clients with disabilities to access LABC programs and services.
- **Website and technology:** Difficult navigation of LABC's website when clients are applying for services, and access to assistive technologies (including video accessibility, integrated software, and the availability of accessibility software).
- **Emails and documents:** Text size, clarity, and colour contrast in documents, as well as a lack of alternate formats, that is inaccessible clients and employees with disabilities.



2. Policies and practices

This refers to accessibility gaps in service delivery and the policies and procedures in place.

Themes:

- **Mental health support:** Employee mental health concerns that could be improved by communicating flexible work options, mandatory mental health training for managers and staff, mental health apps and resources, and an open and positive work environment.
- **Accommodation processes:** Lack of policy and communication about available accommodations, while needing a plan to remove any perceived stigma about disclosing one's disability and asking for such accommodations.

3. Built environment

The built environment includes both indoor and outdoor areas. It includes physical barriers within the environment, as well as those that can't be seen, such as smells or sounds.

Themes:

- **Number of locations and building ownership in the service and workspaces where LABC operates:** Barriers to cost and people power since LABC leases its buildings. There are nine locations spread across BC, making it difficult to make major changes to the built environment.
- **Emergency procedures and equipment:** Inaccessible emergency equipment and procedures, and a lack of disability-related emergency training.
- **Wayfinding and signage:** Inaccessible signage and wayfinding throughout the organization, particularly in elevators and navigation of buildings.
- **Sanitary facilities:** Lack of accessible washrooms, as well as lack of automatic doors, taps, and dispensers.
- **Outdoor areas and vehicular access:** Inaccessible parking and walkways, and a lack of automatic door openers in all locations.
- **Interior rooms:** Barriers causing sensory issues relating to lighting, smells and noise, as well as barriers related to furniture and desk placement.
- **Elevators, stairwells, lobbies, and hallways:** Inaccessible stairwells, hallways, and counters.



4. Organizational culture

Barriers within the organization's culture to advance accessibility for those with disabilities affect the overall well-being of staff and clients. It also impacts the effectiveness of the organization. This includes attitudinal barriers, which are created by the assumptions held about people with disabilities and how they are treated.

Themes:

- **Disability confidence, resources, and accessibility awareness:** Lack of confidence or knowledge of employees in implementing accessibility initiatives.
- **Accountability and ownership of accessibility:** Lack of accountability and ownership in addressing accessibility barriers, often caused by limited time, staff, and funding.
- **Assumptions and unconscious bias:** Lack of awareness about decreasing negative stereotypes of people with disabilities and having their representation at all levels of the organization.

Based on the accessibility barriers identified during consultation and survey, priorities emerged and suggested actions were developed with input from LABC's Accessibility Committee.

The final action items that appear in the 2026–2029 Accessibility Plan were prioritized according to:

- The impact the action could have on disabled employees and clients, with consideration of intersecting identities.
- The prevalence of the barrier being identified as an issue during consultation and survey results.
- The relationship of the action to the Accessible British Columbia Act guidelines.



The 2026–2030 Accessibility Plan

LABC's 2026–2030 Accessibility Plan demonstrates the organization's ongoing commitment to creating an accessible and inclusive environment for LABC employees and clients with disabilities.

The Plan aims to:

- Affirm LABC's dedication to identifying and removing barriers for people with disabilities while advancing accessibility across all areas of operations.
- Identify existing accessibility barriers and set out the actions LABC will take to reduce or eliminate them over the next three years.
- Acknowledge how intersecting identities, such as gender and Indigeneity, can create additional barriers for people with disabilities.
- Apply learnings from the progress made and challenges faced by LABC on its accessibility journey to date.

To advance LABC's Commitment to Accessibility and its Strategic Goals, the organization will work towards implementing the following actions over the next years (2026–2030):

Priority One: Information, Technology, and Communication

Goal: Proactively assess and address accessibility gaps and unimplemented standards in LABC electronic communication, technology, and documents.

Action 1.1 — Electronic communication and technology improvement

- **1.1.1** – Explore and implement feasible best practices for adding a website accessibility tool, where clients with disabilities can choose font size, language, and colour contrast.
- **1.1.2** – Review options for accessing website information for clients with disabilities and provide information in a variety of formats, including audio, video, and print.

Action 1.2 — Accessible language, accessible documents, and program review and improvement

- **1.2.1** – Expand guidelines, templates, informational videos, and checklists for employees to follow on the topics of plain and inclusive language, accessible documents, and accessible emails.



- **1.2.2** – Integrate accessibility prompts or statements (for example, reminders for alternative text, and colour contrast checks) into templates for documents, presentations, and social media.

Action 1.3 — Running inclusive training, events, and meetings for people with disabilities

- **1.3.1** – Develop and implement organization-wide standards on running inclusive trainings, events and meetings for people with disabilities.

Goal: Continue to improve the accessibility of communication and service to our clients with disabilities.

Action 1.4 — Client information, processes, and service environments

- **1.4.1** – Assess accessibility and ease of use when designing and testing the required client online application forms to be accessible on mobile phones for people with disabilities. Make changes as necessary.
- **1.4.2** – Investigate and implement ways of supporting clients with disabilities who don't have access to (or cannot use) technology or phones, to improve service outcomes.

Action 1.5 — Client service delivery and outcomes

- **1.5.1** – Assess LABC client service locations for the feasibility of implementing onsite access to computers (for clients to fill out necessary applications, documents, or resources). Explore the feasibility of having disability software loaded into on-site computers.
- **1.5.2** – Develop and standardize LABC's approach to supporting lawyers with identifying and serving clients with disabilities (including training in best practices and lowering any barriers to disability assessments for eligible clients). Focus on the barriers faced by disabled clients who are also Indigenous, women and gender-diverse peoples, many of whom experience family legal problems.

Action 1.6 — Employee mental health gap assessment

- **1.6.1** – Clarify existing internal practices to identify and address employee mental health needs, to identify misalignments with LABC's Statement of Commitment to Accessibility and implement steps to monitor and continuously improve alignment with the Statement.



Priority Two: Improve Integration of Accessibility into LABC Policies and Practices

Goal: Provide a clear and accessible pathway for sharing the client and employee accommodation process.

Action 2.1 — Employee accommodation policy and practices

- **2.1.1** – Explore development of an accommodation policy for clients and employees with disabilities.
- **2.1.2** – Provide training for managers and employees on the topics of client and employee disability accommodation and lowering barriers to disclosing one’s disability.
- **2.1.3** – Create an accessible information resource page for all employees (including supervisors and managers) to gain a better understanding of the disability accommodation process, including frequently asked questions and accommodation options.
- **2.1.4** – Purposefully create connections with disability-serving organizations and explore available resources (such as grants that support people with disabilities who need accommodation).

Priority Three: Lower Accessibility Barriers in LABC’s Built Environments

Goal: Further identify and remove or limit barriers in the built environment.

Action 3.1 — Priority actions from accessibility site audit reports

- **3.1.1** – Implement all high- and medium-priority items outlined in the Rick Hansen Foundation audit reports and recommended by the Accessibility Committee for LABC’s various service locations, including:
 - Ensure that all plexiglass barriers have intercom systems installed.
 - Investigate the feasibility of installing new signs that include braille, large print, and symbols. Based on the assessment, implement new signage so that clients and employees with vision disabilities can access the information.



- **3.1.2** – Keep LABC websites updated to communicate known and recently improved accessibility features, to clearly communicate to staff, job candidates, board members, legal aid lawyers and clients what to expect when visiting LABC service locations in terms of accessibility features (such as whether locations have accessible parking, washrooms, and ramps).
- **3.1.3** – Ensure there are accessible client service spaces, including waiting rooms, meeting rooms, or an equivalent accessible option at LABC service locations

Goal: Consider the needs of people with disabilities for emergency equipment, planning, procedures, and policies.

Action 3.2 — Emergency equipment and responses

- **3.2.1** – Design emergency equipment, planning, procedures and policies to meet the needs of people with disabilities.
- **3.2.2** – Provide all employees and clients with information about disability emergency safety, planning, equipment, and procedures.
- **3.2.3** – Provide accessibility training to employees as it relates to emergency response preparedness.

Priority Four: Organizational Culture

Goal: Improve disability confidence, access to accessibility resources, and accessibility awareness.

Action 4.1 — Disability awareness, training, and evaluation

- **4.1.1** – Create a plan for improvement of existing mandatory disability awareness and confidence by exploring mental health training and practical hands-on and role-specific accessibility training.
- **4.1.2** – Develop evaluation mechanisms to measure the impact of training on LABC's capacity to meet the needs of employees and clients with disability barriers. This could include pre- and post-evaluation of training.



Action 4.2 — Accessibility assessments for managers and service providers

- **4.2.1** – Encourage all management to take an accessible employer assessment and use the recommendations provided to make accessibility improvements in their departments.
- **4.2.2** – Support staff to have a better understanding of how one’s disability affects their employment, workplace, communication and service needs to be able to maintain an inclusive workplace and deliver accessible services that are disability specific.

Goal: Improve accountability and ownership of accessibility.

Action 4.3 — Designated responsibility for different aspects of accessibility as appropriate

- **4.3.1** – Designate responsibility for accessibility at the Vancouver Regional Centre and at all LABC offices.
- **4.3.2** – Clarify the responsibilities of dependent organizational functions for advancing LABC’s Statement of Commitment to Accessibility.

Action 4.4 — Track, report, and improve disability data

- **4.4.1** – Explore initiatives designed to help track, report, and improve workplace disability inclusion, with a focus on employees who identify as disabled, Indigenous, women, and gender-diverse.
- **4.4.2** – Develop an actionable measurement framework for employee and senior leader self-disclosure data, accessibility plan impacts, outcomes and challenges to be used for making the working environment more transparent, equitable, and accessible.
- **4.4.3** – Develop and track disability and accessibility key performance indicators to confirm and validate employees’ awareness, confidence, and skills in applying accessibility in their respective roles to meet the needs of colleagues and clients with disabilities.
- **4.4.4** – Increase communication with employees about disability metrics and accessibility findings (for example, Rick Hansen Foundation audit, and surveys), with a focus on employees and clients with disabilities who also identify as Indigenous, women, and gender-diverse. Provide information about how this data will affect LABC policies and procedures.



- **4.4.5** – Explicitly include questions that identify accessibility barriers in employee engagement and client feedback surveys. Include questions about experiences of intersecting identities (such as Indigenous and gender identity). Make changes based on feedback.

Action 4.5 — Accessibility budgets and accountability

- **4.5.1** – Work towards creation and maintenance of an annual accessibility budget overseen by the executive who holds accountability for advancing accessibility.
- **4.5.2** – Until permanent resources are in place, the Manager, EDI should bring forward investment opportunities to advance the actions of this Plan, and incorporate any lessons learned into the creation of an annual accessibility budget.
- **4.5.3** – Develop the required resources and capacity to increase LABC’s ability to effectively and efficiently meet the needs of clients and employees with disabilities.

Action 4.6 — Accessibility commitment, recognition, and leadership

- **4.6.1** – In an equitable and transparent way, recognize employees and legal aid lawyers who demonstrate strong commitment and leadership in advancing accessibility in the organization.



Monitoring & Reporting

All employees will work to identify, prevent, and remove accessibility barriers. LABC departments will monitor and assess accessibility progress of the action items that pertain to their department.

As new accessibility issues arise, employees will alert the Accessibility Committee so that a plan to remove or limit the barrier can be created.

The Accessibility Committee will continue to have the primary responsibility of reviewing the actions that have been taken to monitor the progression of our Plan.

Once per year, the Accessibility Committee will prepare a progress report for LABC's Senior Executive and Board of Directors.

Based on the input that's received from employees and clients about the Plan, updates will be made and incorporated, after the Accessibility Committee reviews and approves them.

The Committee will provide updates internally to all employees, and to the public via LABC's corporate website, to report on work that has been completed for the Plan.

This Plan is a living document that will shift and adapt over time based on input received.

Conclusion

By putting this Plan into action, LABC reinforces its commitment to an accessible and inclusive workplace and organization. LABC values diversity and sees accessibility as essential to our success. It will continue to identify, remove, and prevent barriers so everyone can fully access our facilities, services, and programs, ensuring justice is a right for all British Columbians.



How to Provide Feedback

LABC wants to hear from you!

LABC invites you to provide feedback on this Accessibility Plan and on any barriers to accessibility and inclusion that you or someone you know has experienced in the organization's services and offices.

The Accessibility Committee and LABC are committed to carefully considering your suggestions and concerns, working toward a more accessible and inclusive environment.

To provide feedback, fill out this [online form](#). Your input is essential to LABC's mission!

Contact us

Reach out to the Accessibility Committee at:

accessibility@legalaids.bc.ca

By Phone: **604-601-6000**



Appendix A: Frameworks Guiding the Work

We support laws that safeguard the rights of disabled people, including the [BC Employment Standards Act](#), the [BC Labour Relations Code](#), and the [Canadian Charter of Rights and Freedoms](#).

In developing the Plan, the following legislation served as important guides:

The Accessible Canada Act

The goal of the [Accessible Canada Act](#) is to create an accessible Canada by 2040. The Act incorporates the principle of [Nothing About Us Without Us](#), which promotes including people with disabilities in all aspects of planning for change.

The Accessible British Columbia Act

The [Accessible British Columbia Act](#) requires that all public sector organizations create an accessibility committee, an Accessibility Plan, and a feedback mechanism to help limit barriers to accessibility and inclusion.

The Act includes the following principles that informed the development of the Plan:

- **Inclusion:** All British Columbians, including people with disabilities, should be able to participate fully and equally in their communities.
- **Adaptability:** Disability and accessibility are evolving concepts that change as services, technology, and attitudes change.
- **Diversity:** Individual characteristics, including race, gender, sexual orientation, and other lived experiences, greatly inform the experiences of individuals with disabilities.
- **Collaboration:** Promoting accessible communities is a shared responsibility, and everyone has a role to play.
- **Self-determination:** Seek to empower people with disabilities to make their own choices and pursue the lives they wish to live.
- **Universal Design:** Proactively design environments that benefit both people with disabilities and others, while creating equal and meaningful access.



Appendix B: Consultations, Survey Findings & Evaluation

To create the 2026–2030 Accessibility Plan, LABC consulted employees, management, clients, and Accessibility Committee members.

The goals of the consultations were to:

- Review the past Plan actions and gain insight into where LABC is with the progress and challenges in limiting or removing these barriers.
- Learn about further accessibility barriers at LABC and suggestions for actions to remove these barriers.

Consultation

Accessibility Committee: The Committee was engaged as key reviewers of the Plan from early development to completion. The goal was to ensure that the key priorities, goals, and actions reflect LABC's organizational priorities to remove barriers for people with disabilities.

Interviews and consultation with key personnel at LABC: Input on accessibility achievements and ongoing barriers was received from leaders in the following departments:

- Communications
- Strategic Planning and Partnership
- General Counsel
- Intake and Referrals
- Parents Legal Centres
- Family Law Centres
- Human Resources
- Information and Technology
- Corporate Services
- Lawyer Services
- Family Law Advice Services
- Legal Strategy



Surveys

Employee Accessibility Survey (February 2026)

- 26% of respondents identified as having a disability.
- 35% of respondents identified as being racialized.
- 52% of all respondents work at the Vancouver Regional Centre (head office).
- Among employees with disabilities or employees who are caregivers, friends, or family members of someone with a disability, the most common disability type they have (or support a person with) is mental health/psychological disabilities, at 17%.
- 33% of respondents were uncomfortable or neutral in discussing accessibility needs and barriers at work.
- 33% of respondents were neutral or uncomfortable in requesting a workplace accommodation or modification.
- Virtual meetings were identified as the most frequent barrier.

Client Accessibility Survey (February and March 2026): From the total respondents to the Client Accessibility Survey, 40% identified as having a disability.

Of those respondents with a disability:

- 13% identified as Indigenous.
- 7% identified as 2SLGBTQIA plus.
- 9% identified as being racialized.

Of all respondents who identify as having a disability or being a family member, friend, or caregiver to a person with disability, or both:

- 48% experience family legal problems, which can include matters of intimate partner violence, child protection, and spousal support.
- 54% identified phone and online services as the main channel of accessing legal aid services.
- 82% responded that LABC’s website and educational resources are “somewhat / often/ always accessible.”



20% of respondents identified as both disabled and as a woman, transgender, non-binary, Two-Spirit, or another gender-diverse identity.

Of the respondents who identified as women with disabilities and gender-diverse:

- 50% experience family legal problems, which can include matters of intimate partner violence, child protection, and spousal support.
- 47% identified phone and online services as the main channel of accessing legal aid services.
- 80% experienced some barriers when moving through an LABC service location.

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