

ACCESSIBILITY



FROM THE DESIGN OF OUR FACILITY TO ALL AREAS OF OPERATION, WE ARE COMMITTED TO PROVIDING AN OPEN, INCLUSIVE AND ACCESSIBLE ENVIRONMENT FOR OUR GUESTS

It is our priority to meet all our guests' needs to ensure they have a positive experience at the Vancouver Convention Centre. The Convention Centre is designed to provide an environment free of barriers, with accessible doorways, open spaces, low grade ramps and passenger elevators throughout to create easy access for guests using wheelchairs, other mobility devices and strollers.

Our facility complies with all federal, provincial and local regulations and laws governing accessibility and the rights of persons with disabilities.

For more information:

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vancouverconventioncentre.com

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If you have any special requirements, please contact your [Event Manager](#) or speak with any member of our team onsite.

ACCESS

- Main entrances are all wheelchair accessible and equipped with automated doors.
- All floors within the facility are accessible by passenger elevator, including the concourse that connects the East and West buildings.
- All routes from onsite parking to the facility are accessible and equipped with automated doors and passenger elevators, where applicable.
- Accessible parking stalls are available in both buildings.

MEDICAL CARE AND SAFETY

- Complimentary wheelchair services are available.
- 24-hour security and first aid personnel are trained as first responders in fire/safety and first aid emergencies.
- Fully-equipped first aid rooms in both buildings include portable AED defibrillators, which facility first aid personnel are fully trained on.
- All floor plans are reviewed by our Director of Fire and Safety to ensure adequate access and emergency egress for all attendees.

COMMUNICATION AND SIGNAGE

- Teletypewriter (TTY) payphones are available in both buildings.
- Meeting room and restroom entrances have tactile and braille signage.
- Passenger elevators have tactile and braille signs, as well as call buttons inside and out.
- Audible fire alarms are accompanied by strobe lights for the hearing impaired. In the event of an evacuation, designated Floor Wardens will search all floors and provide specialized assistance to safely evacuate people with differing abilities.

SPECIAL ROOMS, SPACES AND ELEMENTS

- All restrooms have accessible stalls and amenities. We offer 16 fully accessible private restrooms featuring an automated door, an infant changing station, and a duress alarm pull station.
- Each of our buildings has comfortable nursing rooms with infant changing stations, providing additional convenience and privacy.
- Drinking fountains throughout the facility comply with the Americans with Disabilities Act (ADA) guidelines.
- Our stages may be equipped with an adjustable wheelchair ramp that can accommodate heights from 8" to 48" or a wheelchair lift adjustable from 12" to 60" with a passenger load of up to 750 lbs.