



Civil Resolution Tribunal Accessibility Plan 2026

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Message from the Chair

The Civil Resolution Tribunal (CRT) is committed to making its services accessible, inclusive, and useable by everyone we serve. No one should be prevented from accessing a service because of a disability. We aim to be barrier-free.

The *Accessible British Columbia Act* (ABCA) is BC legislation that sets out a framework for the identification, removal, and prevention of barriers for people with disabilities who engage with organizations like the CRT.

In this initial accessibility plan, we explain how the ABCA applies to the CRT and how our committee developed this plan. We have initially focussed on our public-facing processes and have identified some accessibility goals. In future years we expect to expand the plan to continue to improve accessibility for staff members.

At the end of this plan, we set out how we expect to achieve our goals, including asking for feedback from the public and CRT participants. We commit to updating this plan every 3 years, and will explain our achievements in our annual report.

If you have difficulty using the CRT's website or services due to a disability, or have feedback about this plan, please email us at communications@crtbc.ca.

Shelley Lopez

Territorial Acknowledgement

The CRT gratefully and respectfully acknowledges that our work spans across the ancestral territories of over 200 First Nations. Our work also impacts members of 39 Chartered Communities of the Métis Nation of BC.

We recognize that the historic relationship between Indigenous peoples and the land continues today, and we are thankful our work can reach people across all these lands. The CRT is committed to pursuing reconciliation with First Nations, Métis, and Inuit Peoples. We acknowledge the historical and ongoing impacts of systemic racism, colonialism, and the residential school system on Indigenous peoples. We also recognize the resulting trauma, limited access to justice, and barriers to Indigenous representation. See the [CRT's Reconciliation Plan](#) to learn more.

This document was inspired, created and published on the ancestral territory of the Coast Salish peoples including the territories of the Songhees, Esquimalt, WSÁNEĆ, xʷməθkʷəyəm (Musqueam), Sk_wx_wú7mesh (Squamish), and səliíwətaʔt (Tsleil-Waututh) Coast Salish peoples.

About the CRT

The CRT is an independent online tribunal operating under the authority of B.C.'s *Civil Resolution Tribunal Act* (CRTA). We're part of the British Columbia justice system. We offer an accessible, affordable way to resolve many types of civil law disputes without needing a lawyer or attending court.

The CRT can resolve certain claims about motor vehicle accidents, disputes involving strata property, societies cooperative associations, and small claims \$5,000 and under. We also resolve claims about the non-consensual sharing or threatened sharing of intimate images.

Under our mandate, our goal in everything we do is to ensure our dispute resolution services are timely, flexible, accessible, affordable, efficient, and fair. Proportionality is part of achieving this goal.

While the CRT can't give legal advice, we encourage a collaborative, problem-solving approach to dispute resolution, rather than the traditional courtroom model. We do this by providing timely access to legal information, self-help tools, and dispute resolution services to help resolve claims as early as possible. If participants can't reach an agreement by negotiation or facilitation, an independent and neutral tribunal member makes a binding decision, which can be enforced by a court.

The Accessible British Columbia Act

Under the *Accessible British Columbia Act* (ABCA), over 750 public sector organizations are required to establish an accessibility committee, an accessibility plan, and methods to receive feedback on their accessibility.

The ABCA sets out definitions for disability, impairment, and barrier. We've considered these definitions, along with guidance from other sources, in developing this accessibility plan.

Disability

Means an inability to participate fully and equally in society because of an impairment or barrier.

Impairment

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

Barrier

Is anything that hinders a person with an impairment from fully and equally participating in society. Barriers can be caused by environments, attitudes, practices, policies, information, communications or technologies. Barriers can worsen when types of discrimination intersect or overlap.

Disability is an evolving concept. Disability results from the interaction between persons with impairments and barriers.

Guiding Principles

Under the *Accessible British Columbia Act* (ABCA), the CRT must develop this plan in accordance with the following principles.

Inclusion

All British Columbians must be able to participate fully and equally in their communities.

Adaptability

Accessibility plans must be flexible, as how we accommodate disability and accessibility may need to change as services, technology, and attitudes change.

Diversity

Every person is unique. People with disabilities are individuals with varied experiences and backgrounds. Individual characteristics including race, gender, sexual orientation, religion, and lived experience greatly inform each individual's experience. Membership in historically marginalized communities, such as First Nations, Métis and Inuit, adds another unique factor. Accessibility plans should acknowledge the disability community's diversity, and the fact people can face more than one kind of barrier at the same time (the principle of intersectionality).

Collaboration

Promoting accessible communities is a shared responsibility and everyone has a role to play. Accessibility plans should create opportunities for organizations and communities to work together to promote access and inclusion.

Self-Determination

Accessibility plans should seek to empower people with disabilities to make their own choices and pursue the lives they wish to live.

Universal Design

Universal Design requires environments to be barrier-free and accessible to as many people as possible regardless of their age, size, ability, or disability. An accessibility plan should be designed to meet the needs of all people who wish to interact with the organization.

The CRT Accessibility Committee

We invited CRT staff and tribunal members with lived and learned accessibility experience to join the CRT's Accessibility Committee. We looked for members who represent the diversity of British Columbians including those who are Indigenous (First Nations, Métis, and Inuit Peoples).

We asked each applicant:

- Why do you want to be part of this committee?
- What related skills, knowledge, or experiences do you have that may benefit this committee?
- What accommodations do you require, if any?
- What group(s) do you represent including:
 - A person with a visible or invisible disability including physical, cognitive, perceptual, and/or mental health disabilities
 - A member of a disability-serving organization
 - A parent or guardian supporting someone with a disability
 - A person with Indigenous background
 - A person from another equity-deserving group

The CRT Accessibility Plan

The goal of the *Accessible British Columbia Act* (ABCA), is to identify, prevent, and remove barriers so that British Columbians, First Nations, Métis, and Inuit Peoples can participate fully and equally in society.

We identified 4 ways the CRT can improve its accessibility:

- 1) Built environment
- 2) Information and communications
- 3) Delivery of services
- 4) Monitoring and evaluation of feedback

1. The Built Environment

As the CRT is an online tribunal, our built environment is the technology used by the public and CRT participants, as well as by CRT staff and tribunal members. For the general public, technology includes the CRT's website, online Solution Explorer for free legal information and filing a claim, and digital tools. Each participant in a CRT dispute

creates a CRT Account online to participate in the CRT process, including uploading evidence and arguments.

Services are also available by mail, phone, and videoconferencing.

Review and Improve	Details
Optimize for assistive technologies	<ul style="list-style-type: none"> • Identify assistive technologies that the public uses, such as screen readers, voice-to-text, and text-to-voice software • Review and improve the website, Solution Explorer, forms, CRT Account, and emails for compatibility with screen readers and other assistive technologies • Explore the possibility of adding more vision and hearing accessibility options
User testing	Conduct user testing of any new accessibility features or improvements with the public and participants.

2. Information and Communications

The CRT provides information to the public through its website, social media, and YouTube channel. Communication with individuals is primarily by email but services are also available by mail, phone, and videoconferencing.

The CRT offers information and self-help tools in a variety of formats, including information sheets, flow charts, infographics, videos, guided forms, and worksheets.

The CRT is committed to reviewing written materials, communication templates, forms and multi-media information to improve accessibility for the CRT's users. We try to write using plain language at a grade 6-8 reading level. Words and phrases that are familiar make it easier to understand complex information or steps in a process.

Review and Improve	Details
<p>CRT communication standards</p>	<ul style="list-style-type: none"> • Review current Web Content Accessibility Guidelines (WCAG) for websites, email, forms, and other information and communications. • Establish best practices to address visual, reading, and comprehension barriers. • To learn more about the WCAG standards, see the criteria for success at https://digital.gov.bc.ca/design/wcag/ <p>Create standards and provide staff training for:</p> <ul style="list-style-type: none"> • Effective telephone communication • Plain language writing at a grade 6-8 reading level, using accessible and inclusive language • Use of fonts, contrast, and formatting in emails and documents • Creating materials that are compatible with screen readers and other assistive technologies <p>To inform our standards, we will continue to ask participants what accommodation they need</p>
<p style="text-align: center;">Apply the communication standards when reviewing all of the following:</p>	

Review and Improve	Details
Website	<p>Easy to navigate website, such as ensuring:</p> <ul style="list-style-type: none"> • Keyboard navigation can interact with menus and buttons • Headings have a structure for screen readers • Good contrast for text and elements • The CRT website has info about all stages of the CRT dispute resolution process • The CRT website explains the accommodations and resources available to participants
Solution Explorer	<p>Review and update information sheets to meet communication standards. Ensure information is written in plain language at a grade 6-8 reading level.</p>
Communication templates	<p>Update email/mail templates used for communicating with the public and CRT participants to meet communication standards, including accessible fonts, spacing, contrast, and descriptive links.</p>
Communication by phone and videoconferencing	<p>Ensure staff communicating by phone and videoconference use the same plain language terms and phrases as the website and communication templates.</p> <p>Continue to provide access to free telephone interpretation services in over 200 languages (including many Indigenous languages).</p>

Review and Improve	Details
Forms	Ensure all online and pdf forms are designed for accessibility such as using a keyboard to navigate and fill out.
CRT decisions	Continue training tribunal members to write decisions in plain and inclusive language, and format their decisions to be compatible with assistive technology such as screen readers.
Multi-media materials	<p>To assist those with different learning styles, cognitive abilities, and levels of literacy:</p> <ul style="list-style-type: none"> • Continue to create infographics and flowcharts to communicate information or processes • Expand library of videos to include step-by-step instructional videos

3. Delivery of Services

For most claims, the CRT process has 4 main stages: apply or respond to a claim, negotiation, facilitation, and CRT decision. If participants aren't able to reach an agreement during negotiation, a case manager helps participants try to settle the claim. If participants can't reach an agreement, an independent tribunal member makes a binding decision, which can be enforced by a court. Intimate images claims have a streamlined process.

While the CRT is an online tribunal by design, we also offer services by mail and by phone. The application and response processes can be done online or using paper forms. Participants who don't have access to a computer can call us to request that we send them paper forms by mail.

The public can also get in-person assistance with CRT services through Service BC which has 65 offices located throughout BC. They can get a paper form, submit the form for filing with the CRT, and pay filing fees or a submit a fee waiver request form. They can also use one of the Service BC computers (Citizen Access Terminals) to use the CRT's Solution Explorer and make a claim online.

Review and Improve	Details
Identify barriers in the CRT process	Learn about any barriers experienced through: <ul style="list-style-type: none"> • Staff surveys and team meetings • CRT participant surveys offered at each stage of the CRT process • Identify barriers that the CRT has flexibility to change and improve processes to reduce barriers
User testing	Conduct user testing or pilot programs to test new processes and instructional materials.
Staff and tribunal member training	Provide staff and tribunal member training to: <ul style="list-style-type: none"> • Continue to provide anti-racism, cultural safety, and trauma-informed training and resources • Effectively interact and communicate with people with different types of disabilities • Use Microsoft or other accessibility tools
CRT Navigator	<ul style="list-style-type: none"> • For those who self-identify as Indigenous, continue to offer to connect them with a CRT Navigator. A Navigator can help them understand the CRT's dispute resolution process and guide them through it. • Explore expanding the program to non-Indigenous participants, subject to funding.

Review and Improve	Details
Service BC	Collaborate with Service BC to ensure that CRT and Service BC staff have training and awareness of accessibility options available in both organizations.

4. Monitoring and Evaluation

We'll monitor and evaluate our progress and provide updates in our Annual Reports and blog posts on our website.

The CRT's accessibility plan is a first step. Our committee will develop an operational plan to set out how we'll accomplish the goals and actions.

As we continue our work, we may revise our priorities above to reflect ongoing discussions and feedback from staff, participants, and the public. We plan to update the CRT Accessibility Plan every 3 years.

How to Give Us Feedback

We welcome feedback on this accessibility plan, and about barriers the public and CRT participants experience while accessing our services.

To provide us with feedback, please contact us:

Email: communications@crtbc.ca

Phone: 1-844-322-2292 (toll-free in North America)

Mail: Civil Resolution Tribunal
 Box 9239 Stn Prov Govt
 Victoria, BC V8W 9J1

Visit our website at civilresolutionbc.ca