



2013–2018 Multi-Year Accessibility Plan

2017 Progress Report



This document is available in alternative format or with communication supports upon request.

May 2018



2013–2018 Multi-Year Accessibility Plan

2017 Progress Report

Statement of Organizational Commitment

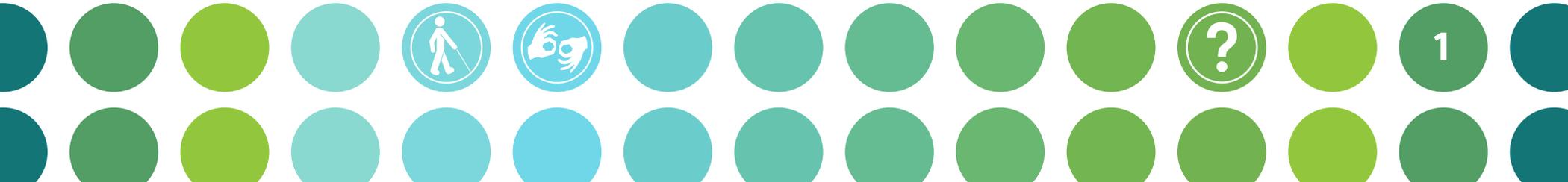
The City of Burlington is committed to ensuring that people of all ages and abilities enjoy the same opportunities as they live, work, play, visit and invest in our city.

We promote a caring, inclusive and respectful community where city programs, services and facilities are available to everyone, including people living with disabilities. Our goal is to ensure accessibility for the public we serve and our employees.

City of Burlington Progress Report

The City of Burlington’s 2013 – 2018 Multi-Year Accessibility Plan and Progress Report describe how the city will continue in its work to increase and improve accessibility to our city’s goods, services and facilities over the next five years. The plan builds on the good work done by the city to date, incorporates the legislative requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and provides our approach to compliance with Ontario’s accessibility legislation. Work will begin in 2018 to develop the 2019 – 2023 Multi-Year Accessibility Plan.

Our 2017 Progress Report is the City of Burlington’s annual update on the measures taken to improve accessibility in our community and to report on the progress made to implement the activities introduced in the multi-year plan.



Accessibility Legislation in Ontario

The Accessibility for Ontarians with Disabilities Act (AODA) and its regulations

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible for people with disabilities by 2025 by creating, implementing and enforcing accessibility standards.

These standards are rules that businesses and organizations in Ontario must follow to identify, remove and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life.

The standards are contained in one regulation called the Integrated Accessibility Standards Regulation, also known as the IASR. The requirements of the regulation apply to the city's business in the following areas:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Design of Public Spaces

The AODA and the Ontario Human Rights Code

The AODA and the Ontario Human Rights Code [the Code] work together to promote equality and accessibility. The Code states that people living with disabilities must be free from discrimination where they work, live and receive services, and that their needs must be accommodated.

Under the Code, the City of Burlington has a legal obligation to accommodate any person with a disability, regardless of whether they are an employee, volunteer, resident or visitor. The duty to accommodate means that wherever unequal treatment or discrimination exists, it must be remedied unless the remedy would cause undue hardship. The Code has primacy over the Accessibility for Ontarians with Disabilities Act legislation.



Recent changes to Accessibility Legislation

Legislative review of existing accessibility standards

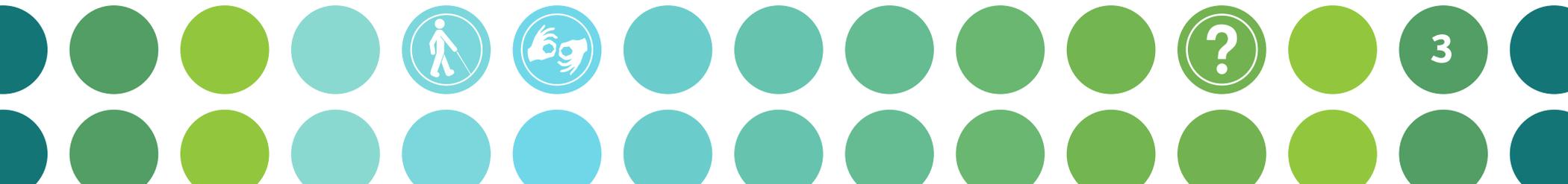
Each accessibility standard is required to be reviewed five years after it becomes law to determine whether it works as intended and to adjust, if required.

The Transportation Standards came into effect on July 1, 2011. In fall 2015, the province established a Transportation Standards Development Committee to undertake the legislated review of the Transportation Standards. The committee put forward 23 recommendations for public review. The recommendations focus on several areas, including:

- conventional transportation [e.g. buses, subways, streetcars]
- specialized transportation [e.g. paratransit vehicles]
- the duties of municipalities that license taxicabs
- long-term goals and other areas not covered by current Transportation Standards

The proposed recommendations were made available for public review in the spring of 2017. The City of Burlington provided comments in July 2017. Comments from the public review were considered by the Transportation Standards Development Committee when making their final recommendations to the minister. The province is silent on the timelines for the release of the new Transportation Standards.

In addition, the Employment Standards as well as the Information and Communications Standards are also under review at this time. A member of the Burlington Accessibility Advisory Committee sits on the Employment Standards Development Committee. The province is silent on when the recommended changes will be made available for public review.



**Recent changes to
Accessibility Legislation**

continued

New Standards

Two new standards are currently in development – Health Care Standards and Education Standards. The Health Care Standards Development Committee began meeting in spring 2017. Applications to serve on the Education Standards Development Committee were received in July 2017. The development of the news standards are in the early stages with a comprehensive public consultation to take place at a later date, to be determined, once the draft standards have been developed.

**Federal Accessibility
Legislation**

In November 2015, Prime Minister Justin Trudeau instructed Minister Carla Qualtrough to begin work on new legislation that would help remove existing barriers and prevent new barriers from being created for people living with disabilities.

In June 2016, the minister began to ask Canadians to think about what accessibility means to them and what it could mean for their communities through a series of public consultations across the country. Between June 2016 and February 2017, more than 6,000 Canadians and 90 organizations shared their ideas about what an accessible Canada must include.

Participants indicated that the meaning of “disability” should include a full range of disabilities and limitations, including “invisible” disabilities, such as learning disabilities or mental health issues, and episodic disabilities, such as multiple sclerosis or epilepsy.

Participants also indicated that anything that prevents or limits persons with disabilities from being fully included or able to do the same activities as persons without disabilities, should be considered a “barrier.”



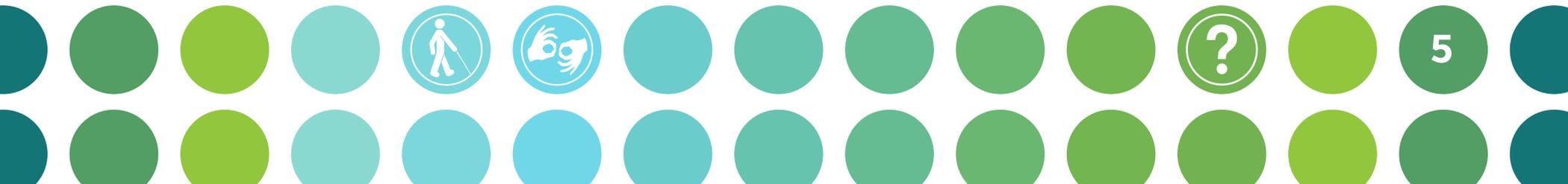
Federal Accessibility Legislation

continued

Through the August 2017 cabinet shuffle, Kent Hehr became the minister of sport and persons with disabilities. The new minister has stated that he intends to focus on the issues disabled Canadians identified as priorities during the consultation process, including high unemployment levels and accessibility of federally run buildings and services.

Accessibility legislation passed by Parliament would govern areas that fall under federal jurisdiction, such as banks, telecommunications, and interprovincial transportation.

The law is expected to be ready in spring 2018 and will benefit people with disabilities, and their caregivers.



Ontario Regulation 191/11 Integrated Accessibility Standards - General Requirements

Procurement or Acquisition of Goods, Services or Facilities

COMPLIANT

Accessible Procurement Procedure and Checklist

An Accessible Procurement Procedure and an Accessible Procurement Checklist were developed to ensure accessibility criteria is incorporated into all purchases made by the City of Burlington.

The procurement Pre-Bid Requisition form has been updated with a checkbox to confirm understanding of the client department's personnel responsibility to consider and apply the appropriate accessibility criteria to their purchasing decisions. The checklist has been developed to help guide their actions.

The Pre-Bid Requisition is a key pre-bid document without which the procurement cannot proceed. The check-box is a mandatory field.

Staff who are authorized to procure on behalf of the city for non-RFP needs with a value less than \$25K are required to take the Procurement 101 course available through the city learning management system.

Procurement 101, and the Quick Quote quotation form which is included, address AODA procurement requirements.



Compliance Report

COMPLIANT

Planned Action:

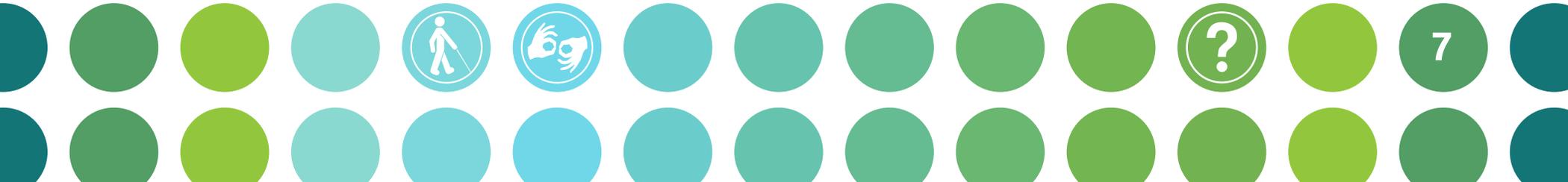
Mandatory compliance report to province was filed on December 8, 2017.

Multi-Year Accessibility Plan

IN PROGRESS

Planned Action:

Work will begin on the city's 2019 to 2023 Multi-Year Accessibility Plan.
The expected completion of this project is Q 4 2018.



Policies, Procedures and Training

COMPLIANT

Online IASR Training

A series of AODA e-learning modules was developed in 2017. The modules cover all of the current legislative training requirements of the AODA and its regulations and will provide employees and volunteers with the practical knowledge and skills they require to help create an inclusive and respectful community. There are 6 modules in total:

- General requirements of the Integrated Standards Regulation including the Ontario Human Rights Code, as it pertains to persons with disabilities
- Customer service standard
- Information and Communication standard
- Transportation standard
- Employment standard
- Accessibility for the built environment, design of public spaces

The modules are user friendly and Burlington focused, featuring images and accessibility resources specific to Burlington, including leading practices, corporate policies, procedures and standards.

Each module includes interactive knowledge checks and a pass/fail quiz to successfully complete the training.

The project was completion in Q2 2017 and made available to staff immediately upon completion.



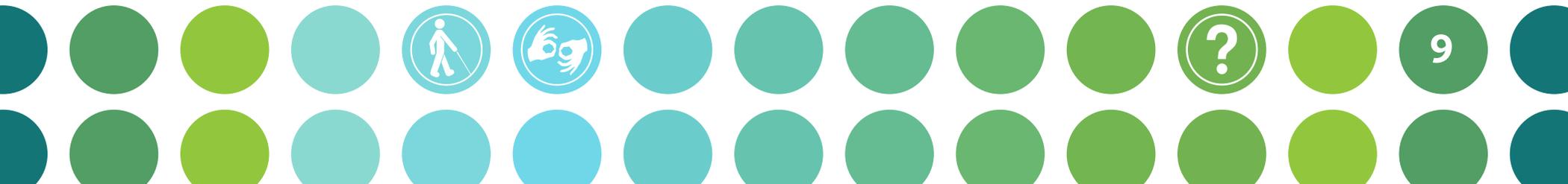
Ontario Regulation 191/11 Integrated Accessibility Standards - Information and Communication Standards

**Accessible Websites and
Web Content**

IN PROGRESS

In Progress:

Staff will continue to be trained on how to create accessible documents and existing electronic web documents will be migrated to the new site when made accessible.



Ontario Regulation 191/11 Integrated Accessibility Standards - Transportation Standards

Handi-Van reservation system

COMPLIANT

Handi-Van passengers have access to a new on-line feature and phone system that provides a way to book and manage their trips 24/7 instead of only during business hours. In addition, users now receive an automatic reminder of their booked trip.

Bus Shelter installations

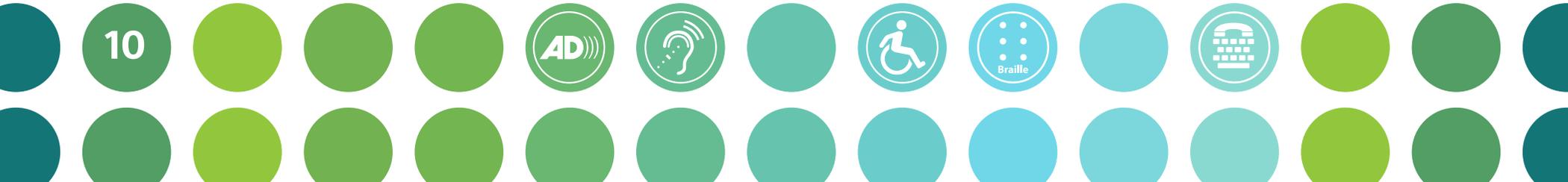
COMPLIANT

10 new bus shelters were installed in 2017.

New Buses

COMPLIANT

Four accessible conventional buses and 2 replacement Handi-Vans were added to the fleet in 2017. Funding for the additional vehicles was received through Public Transit Infrastructure Fund (PTIF).



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards (DOPS)

**Construction and
Redevelopment**
COMPLIANT

Features of DOPS continue to be incorporated into city design and construction projects. Where the technical requirements for accessibility as outlined in the 2016 City of Burlington Accessibility Design Standards (ADS) differ from the specifications in DOPS, the standards providing the highest level of accessibility will apply.

The regulatory requirements of DOPS are also being reviewed and applied through the site plan review process for the private sector. 59 site plans were reviewed for accessibility in 2017.

Parks and Open Spaces
COMPLIANT

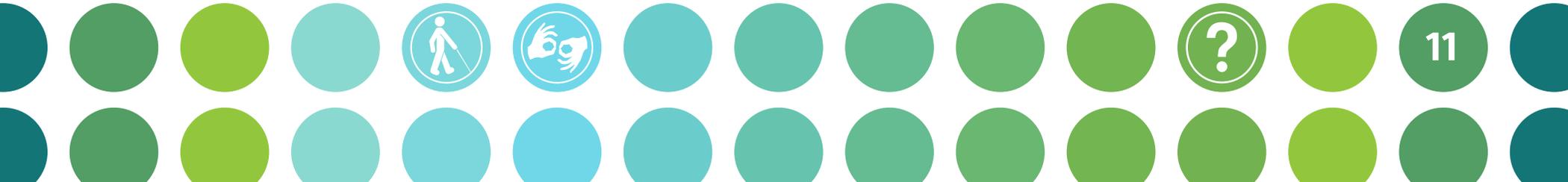
Spencer Smith Park Upgraded Gazebo, Pathway and Drainage Improvements

Phase 1 of the Burlington Beach Regional Waterfront Park Master Plan was completed in 2017. Improvements include the relocation and construction of a new accessible gazebo with a hard surface plaza and the addition of benches. A new hard surface pathway, with lighting, now connects the promenade, access to the gazebo and the Naval Ships' Memorial Monument. This project was funded through a Canada 150 grant.

Parks and Open Spaces
COMPLIANT

Spencer Smith Park Promenade Improvements

Accessibility improvements included the replacement of stamped asphalt surface of the existing promenade with smooth asphalt and the construction of a new shade structure at the west end of the promenade.



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

Parks and Open Spaces COMPLIANT

Benches

In Burlington, all benches are installed on concrete pads and pads are immediately adjacent to a barrier-free path of travel. The concrete pads are sized to allow clear space for mobility aids, service animals or strollers to move out of the path of travel

Memorial Benches are installed under the Recognition and Celebration Program and they have a plaque to honour specific persons. Memorial Benches were installed in the following locations:

- LaSalle Park
- Nelson Park
- Lowville Park [2 benches]
- Millcroft Park

Public Benches were installed in the following locations:

- Plains Road and Daryl Drive
- Walkers Line Window to the Lake
- Zimmerman Park – parking lot
- New Street north side just west of Burloak along sidewalk in front of Senior Residence
- Fisher Avenue – across from Mount Forest along sidewalk
- Nelson Park – adjacent to basketball court near the swimming pool



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

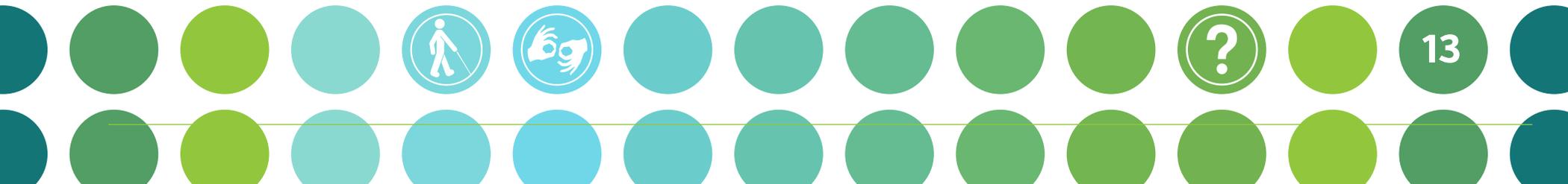
Parks and Open Spaces **COMPLIANT**

Playground Improvements

Improvements were completed in 2017 at the following playgrounds:

- Clarksdale Public School
- Frontenac Public School
- Iroquois Park
- King's Road Public School
- Lion's Park
- Ryerson Public School
- Sheldon Park
- Tecumseh Public School

Improvements included: the removal of existing play equipment, installation of new playground equipment and swing sets, asphalt pathways, new site furnishings, protective surfaces and transition curbs in playground spaces, additional accessible parking spaces and minor landscape improvements.



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

Parks and Open Spaces
COMPLIANT

Bolus Gardens Parkette

Park improvements included the removal of existing play equipment and swings, placement of asphalt pathways including new accessible route into site, installation of new site furnishings, protective surfaces, and minor landscape improvements.

Simultaneously, the new playground equipment at the parkette was built by a volunteer community group coordinated through the non-profit American company, KaBOOM! Supported by funding from Foresters Financial and donations from several local businesses, KaBOOM! led a community Design Day in June and Build Day in August.

Parks and Open Spaces
COMPLIANT

John W. Boich Parkette

The newly constructed John William Boich Parkette is located beside John William Boich Public School. Features include an open lawn area, swings and playground equipment, a paved loop trail and connection to the school, shaded seating areas, and new trees.

Parks and Open Spaces
COMPLIANT

Accessible Swings

A request was received for the installation of a particular accessible swing seat type for both Norton and Palladium Parks. They were installed in October. In addition to the swing seats, a detachable head rest was sourced and made available to the family who made the request.

Accessible swing seats were also installed upon request at: Frontenac PS and Iroquois Park.



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

Parks and Open Spaces
COMPLIANT

Ireland Park Community Garden

A new community garden was constructed at Ireland Park in 2017. The garden features 39 ground plots and 3 raised accessible plots. In addition to the concrete pad where the accessible garden plots are located, reinforced mesh planted with low lying groundcover was installed to provide firm level access to at least 50 percent of the pathways throughout the garden.

Parks and Open Spaces
COMPLIANT

Bayview Park Improvements

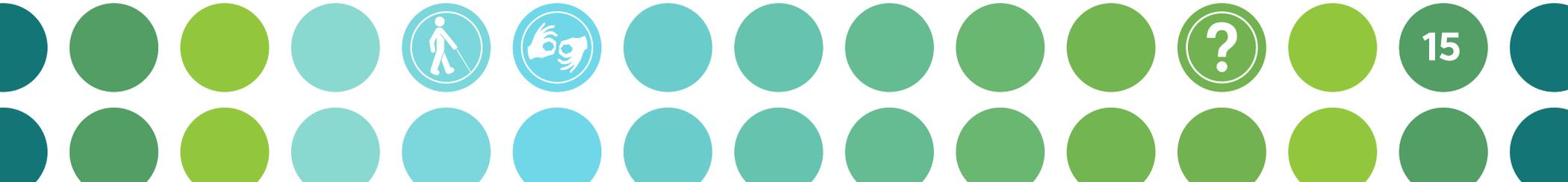
The city received Canada 150 Community Infrastructure funding to complete improvements at Bayview Park. The improvements include: new fence and increased area of the existing leash free area, new small dog leash free area, accessible access to leash free areas, pavilion renovations, additional trails and existing trail improvements, seating, and interpretive signs

Parks and Open Spaces
COMPLIANT

Sherwood Forest Phase 1 Master Plan Implementation

Parking lot with accessible parking

- Ball Diamond Dugout – larger dugout to accommodate wheelchair, wheelchair space between players benches
- Accessible bleachers – bleacher has a cutout for wheelchair accommodation right in the center front row

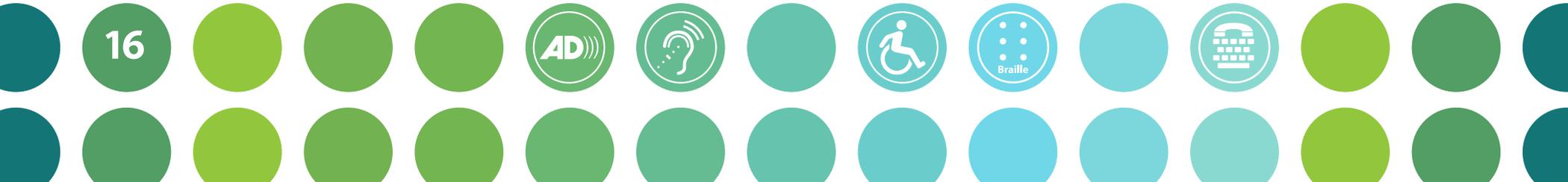


Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

Parks and Open Spaces **COMPLIANT**

Burloak Regional Waterfront Park

Construction of Phase 1 of the Burloak Regional Waterfront Park Master Plan was completed. Improvements to accessibility in Phase 1 include an accessible waterfront pathway, shade pavilion and plaza with seating and a pedestrian guardrail. A portable accessible washroom unit with ramp, flush toilet and hand wash basin was also brought in to enhance park use.



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

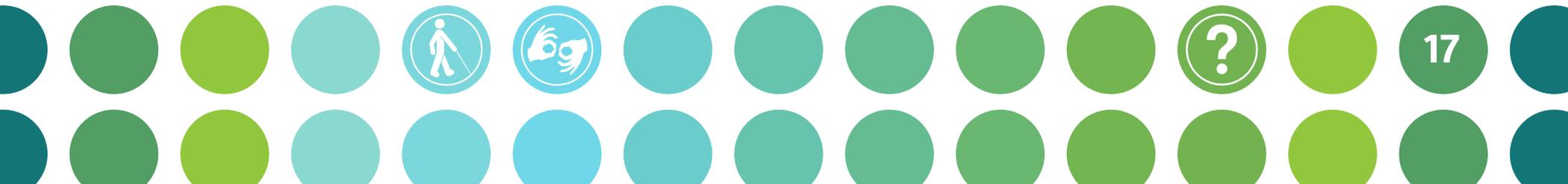
Street Crossings and Accessible Pedestrian Signals (APS)

COMPLIANT

Many intersections were reconfigured to add ladder style crosswalks and Tactile Walking Surface Indicators (TWSIs). Locations include:

Ladder markings and TWSIs installed at:

- New Street at Drury Lane.
- Drury Lane at Prospect Street
- Harvester Road at South Service Road/ Laurentian Drive
- Harvester Road at Cumberland Avenue
- Harvester Road at Harrington Court
- Harvester Road at South Service Road (west of Walkers Line)
- Harvester Road at Walkers Line
- Harvester Road at Fraser Drive / Fraser Drive at Lakeshore Public School
- Lakeshore Road at Hampton Heath
- Stonehaven Drive to John Boich Parkette / Public School



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

Street Crossings and Accessible Pedestrian Signals (APS)

Continued

COMPLIANT

TWSIs were installed in the Parkway Drive area:

- Parkway Drive at Meadowbrook Road
- Parkway Drive at Niels Avenue
- Parkway Drive at Jefferson Road
- Parkway Drive at Innswood Drive
- Parkway Drive at Moss Glen Road
- Parkway Drive at Mountain Grove Avenue
- Niels Avenue at Mount Royal Avenue
- Moss Glen Road at Meadowbrook Road
- Moss Glen Road at Innswood Drive



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

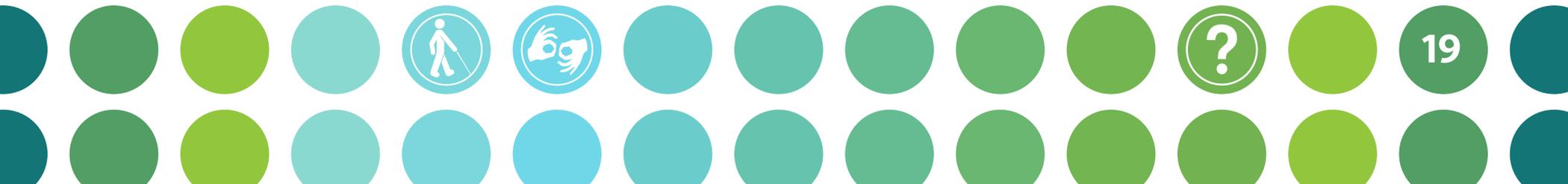
Street Crossings and Accessible Pedestrian Signals (APS)

Continued

COMPLIANT

TWSIs were installed in the Malcom Crescent area:

- Malcom Crescent at Arnold Crescent/Kirkburn Drive
- Malcom Crescent at Torquay Court
- Malcom Crescent at Blackwood Drive
- Malcom Crescent at Whittaker Drive
- Malcom Crescent at Gillingham drive
- Kirkburn Drive at Abbotsbury Street
- Arnold Crescent at Gillingham Drive
- Arnold Crescent at Gilbert Court



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

**Street Crossings and
Accessible Pedestrian Signals
(APS)
Continued
COMPLIANT**

TWSIs were installed in the Jordan Drive area:

- Cleaver Avenue at Headon Forest Drive
- Cleaver Avenue at Kathleen Drive
- Cleaver Avenue at Springvale Court
- Cleaver Avenue at Hydro Corridor
- Cleaver Avenue at Heidi Avenue
- Cleaver Avenue at Marc Lane
- Cleaver Avenue at Jordan Avenue
- Cleaver Avenue at Chrisdon Road
- Cleaver Avenue at Upper Middle Road
- Ella at Heidi Avenue
- Jordan Avenue at Headon Road
- Jordan Avenue at Heidi Avenue
- Jordan Avenue at Marc Lane
- Jordan Avenue at Donald Road
- Jordan Avenue at Tina Road
- Jordan Avenue at Chrisdon Road
- Jordan Avenue at Walkers Line
- Michelle Court at Marc Lane



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

**Street Crossings and
Accessible Pedestrian Signals
(APS)
Continued**
COMPLIANT

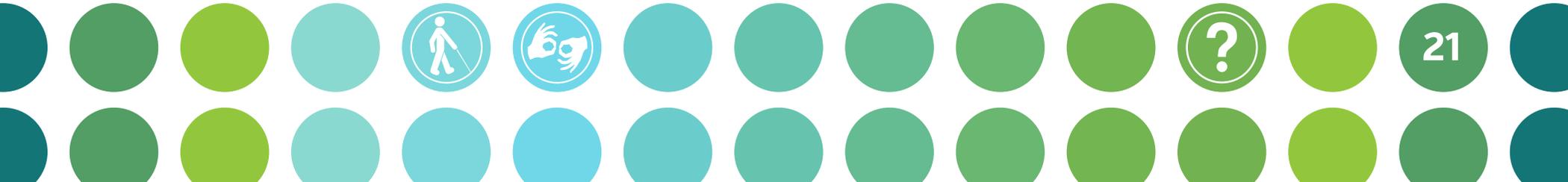
TWSIs were installed in the Woodward Ave. area:

- Woodward Avenue at Oxford Road
- Woodward Avenue at Arlington Boulevard
- Woodward Avenue at Tecumseh Drive
- Woodward Avenue at Dynes Road
- Woodward Avenue at Donna Court
- Woodward Avenue at Castleguard Crescent
- Woodward Avenue at Florence Court

**Street Crossings and
Accessible Pedestrian Signals
(APS)
Continued**
COMPLIANT

TWSIs were installed in the Wilene Drive area:

- Wilene Drive at Walkers Line
- Wilene Drive at Wilene Court
- Wilene Drive at Flemish Drive
- Flemish Drive at Walkers Line
- Flemish Drive at Artreva Crescent
- Flemish Drive at Artreva Crescent
- Flemish Drive at Auburn Crescent



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

Street Crossings and Accessible Pedestrian Signals (APS)

Continued

COMPLIANT

TWSIs were installed in the Glencrest Road area:

- Glencrest Road at Claridge Road
- Glencrest Road at Arlington Boulevard
- Glencrest Road at Rosedale Crescent
- Glencrest Road at Dynes Road

Street Crossings and Accessible Pedestrian Signals (APS)

Continued

COMPLIANT

TWSIs were installed in the Lakeshore Road area:

- Lakeshore Road at Omaha Street
- Lakeshore Road at Willow Avenue
- Lakeshore Road at pathway crossing
- Lakeshore Road at Lakeshore Court
- North Service Road and John Lucas Drive
- Mainway and Sutton Drive



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

**Street Crossings and
Accessible Pedestrian Signals
(APS)
Continued
COMPLIANT**

Planned Action:

The city’s traffic services group places a high priority on accessibility projects. APS continue to be installed when new pedestrian crossing signals are constructed or when existing pedestrian crossing signals are replaced.

**On and Off Street Parking
COMPLIANT**

Parking in the Downtown Core

Parking Lot 4

Increased the number of accessible parking spaces from 3 to 5, with the addition of 2 Van spaces.

Parking Lot 1

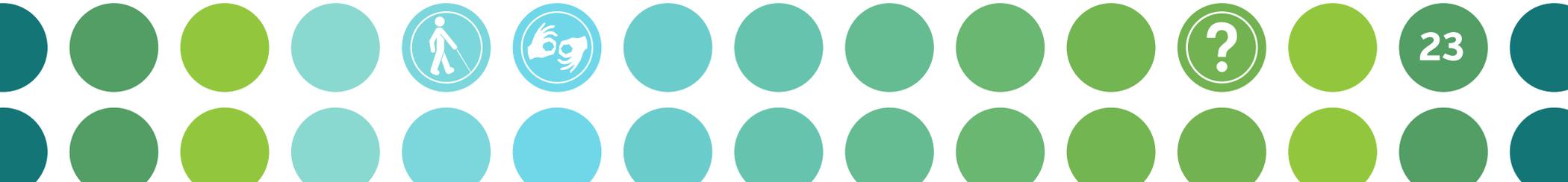
This lot was redesigned and 2 accessible spaces were moved closer to the building entrance.

Parking Lot 5

Increased the number of accessible parking spaces from 2 to 4, with the addition of 2 Van spaces.

Blairholm Avenue

At the request of St. John’s Roman Catholic Church, 2 additional accessible on-street spaces were added, increasing the number of spaces to 6 in total. Painted hatched areas were provided at the front and rear of each space and curb cuts for each hatched area will be completed in the spring of 2018.



Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards *continued*

Maintenance

COMPLIANT

Preventative and Emergency Maintenance Procedures

Communication regarding preventative and emergency maintenance procedures and temporary disruptions to accessible parts of the city's public spaces is provided through a number of methods, including the city's website, notices in the Burlington Post published in City Update, through social media including Facebook and Twitter and through Councillor's Ward News Updates. Signage is provided at locations where appropriate.

The city's Roads, Parks and Forestry Department provides preventative and emergency maintenance through regular inspections which is documented through their Level of Service Manual for parks, playgrounds, trail maintenance, sidewalks, parking and other exterior corporate assets.

Our corporate Service Disruption Procedure is available to staff through the city's intranet.

The following online processes are in place:

[Road and Sidewalk Maintenance](#)

[Traffic Signal Maintenance](#)

[Snow Removal](#)

[Windrow Clearing Program for Persons with Disabilities](#)

In addition, the public are encouraged to notify the City of Burlington if a function or maintenance issue occurs in a public space by submitting a [Service Request](#).



Ontario Regulation 191/11 Integrated Accessibility Standards - Customer Service Standards

**Policies, Practices,
Procedures, Training and
Communication**

COMPLIANT

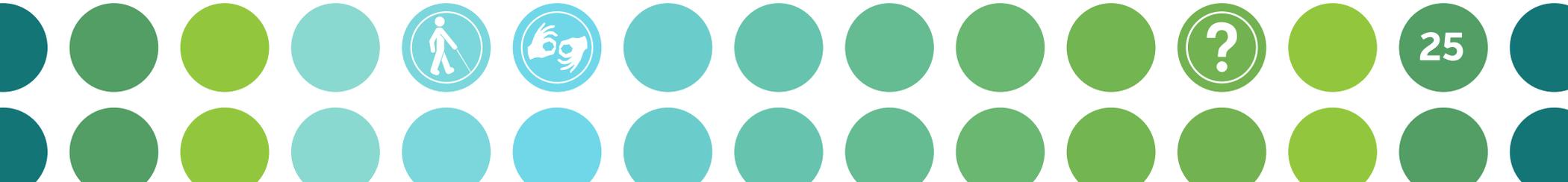
Additional Training

A Lunch and Learn training session titled “Customer Service for an Aging Population” was provided to staff during Customer Service Week in Nov. 2017. The session provided an overview of dementia, its mechanisms and impact, tips for staff to optimize customer experience for those affected by dementia. The session was sponsored by the Burlington Seniors’ Advisory Committee.

COMPLIANT

Licenses for Service Dogs and Service Dogs in Training

The city has waived dog license fees for service dogs and service dogs in training. The city wants people to license their dogs, support accessibility, and support those families and people in our city who are giving of their time to help a service dog start their training.





Nelson Pool
Photo Credit Aquaplans



Burlington Animal Shelter
Service Counter



Burloak Park - Shade Pavillion
with seating options

Other ways we have improved accessibility in 2017

In addition to our progress to meet the requirements of Ontario's accessibility legislation, the City of Burlington is committed to continuous improvement to city programs, services and facilities as part of our regular business practices, regardless of legislation. The following activities highlight these improvements:



Information and Communication

Amplifying Loop

As part of a sound system improvement project in City Hall meeting room 247, a Small Room Amplifier Loop has been installed to provide a better experience for participants who use hearing aids or cochlear implants.

Built Environment

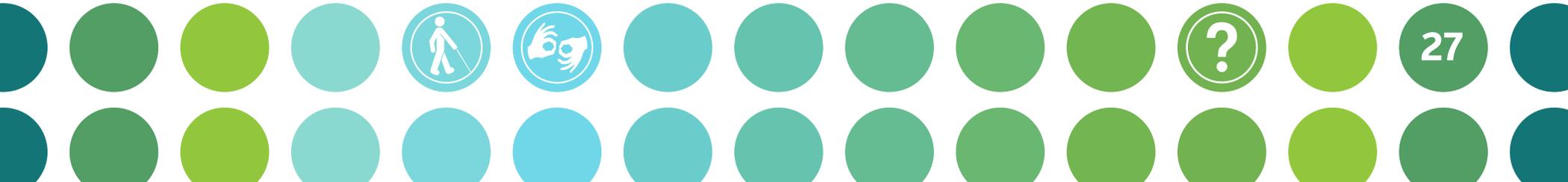
Ireland Park, Lowville Park, Millcroft Park, Orchard Community Park, Hidden Valley Park and Central Park Washrooms

Existing washroom facilities in six parks throughout Burlington were renewed and upgraded to meet or exceed current accessibility requirements.

Improvements include creating barrier free paths of travel to washroom building, adding ramps (where necessary), power door operators, retrofitting washroom with accessible toilet stalls, grab bars, plumbing fixtures, installation of visual alarms and accessible signage and wayfinding. Funding for the washroom improvements was made available through the Canada 150 Community Infrastructure Program.

Mainway Arena

Elevator installation is currently underway to provide independent access to the second level of the public spectator area. The project is currently at 30 percent completion. Funding was made available through the Canada 150 Community Infrastructure Program.



Built Environment continued

Central Arena

Elevator installation is currently underway to provide independent access to the second level of the public spectator area. The project is currently at 55 percent completion. Funding was made available through the Canada 150 Community Infrastructure Program.

Nelson Pool

A new 50-metre pool opened in July 2017. The pool features eight swim lanes, an accessible ramp into the pool and a new beach-entry wading pool. A new splash pad was also constructed to engage children of all ages and abilities. Other features include amenities such as seating areas, shade, diving boards and play equipment.

Portable Ramps

A need was identified for the installation of a portable ramp in two locations in the city. One ramp was installed in Civic Square at City Hall. This ramp provides for independent access to the upper level of Civic Square that is often used as a stage for public events. The second ramp was installed at Nelson Arena to provide an accessible viewing platform to the ice area.



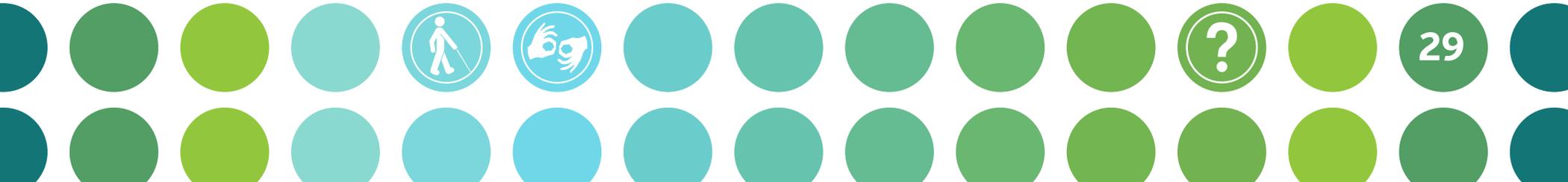
Elgin Street Promenade

Construction work for the first phase of the new pathway was completed in June 2017 and included the installation of a concrete multi-use pathway, lighting, bollards and resurfacing of Parking Lot No. 1 [Pearl Street Lot]. Decorative elements in this section [e.g. fencing, bike racks, and benches] are to be added in spring 2018.

Construction of Phase 3 between Brant and John Streets is currently underway and includes 2 resurfaced parking areas, a new wider multi-use pathway, new trees, planting, electric vehicle charging station and LED lighting. The location will feature a 300m2 public space that will provide additional areas for seating, and entertainment. New benches, bus shelter, a bike shelters, the installment of a public art piece and the addition of decorative crosswalks will take place in the spring.

Phase 2, between John and Elizabeth Streets is currently under construction and is expected to be completed in spring 2018. Phase 4, between Martha Street and Pearl Street is forecasted for construction in 2019. The Elgin Street Promenade project has received funding through the Canada 150 Community Infrastructure Program and the Public Transit Infrastructure Fund [PTIF].

The project, when completed will connect Pearl Street to Brant Street via a multi-use path.



**Consultations,
Professional
Development and
Membership**

The Accessibility Coordinator participated in the following consultations and professional development opportunities:

Federal Accessibility Legislation

- Karina Gould’s Accessible Town Hall – Burlington
- Alliance for Inclusive & Accessible Canada – Burlington
- Canadian Accessibility Legislation Consultation – Toronto
- Disability Experts Conference webinar

Accessibility Directorate Forums

- Community Accessibility Forum in Toronto



Consultations, Professional Development and Membership

continued

Ontario Network of Information Professional Conference – Ottawa Oct 2017

2017 Accessibility Leadership Forum – Hosted by the Rick Hansen Foundation

ServiceOntario – consultation relating to accessible parking permits

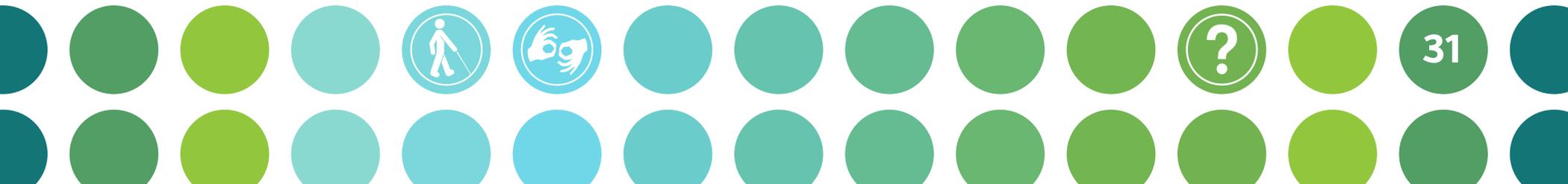
International Interior Design Exposition (IIDEX Canada) – Accessibility Summit

IIDEX Canada– Accessible Play Spaces for All

IIDEX Canada– National Building Code Changes for Functionality and Accessibility

Webinars

- AODA Webinar – Recreational Trails and Beach Access Routes
- AODA Webinar – Outdoor Play Spaces
- AODA Webinar – Getting Read to Report: Business and Not for Profits
- AODA Webinar – Creating Accessible MS Word Document



Consultations, Professional Development and Membership

continued

Annual Joint Meeting

Burlington hosted the Annual Joint Meeting of the Accessibility Advisory Committees of Halton in October 2017 at the Art Gallery of Burlington. Participants included members of the Accessibility Advisory Committees from Halton Hills, Oakville and the Region, with the Burlington ACC as host. Thea Kurdi, Accessibility and Universal Design Specialist from DesignABLE Environments provided the keynote about the importance of universal design in housing. Each committee provided an update about the work they are doing in their community to improve accessibility.

Membership

The City of Burlington's Accessibility Coordinator is a member of the Ontario Network of Accessibility Professionals [ONAP] and the Halton Region Accessibility Coordinators Working Group.

Other Projects

Burlington Active Aging Plan [BAAP]

The [Burlington Active Aging Plan](#) was adopted this summer by Council. The plan includes an array of strategies to help keep older adults active, healthy and engaged in their community. The plan identifies the priorities as identified by the community and actions that the city will undertake to enable Burlington to become an increasingly more age-friendly city each year. Parks and Recreation is the corporate lead for this initiative and will continue to champion all departments to work towards the objectives of the plan.

Over the next year, staff will continue to incorporate accessibility into the city's capital improvements to support the strategies in the Active Aging Plan.



Other Projects

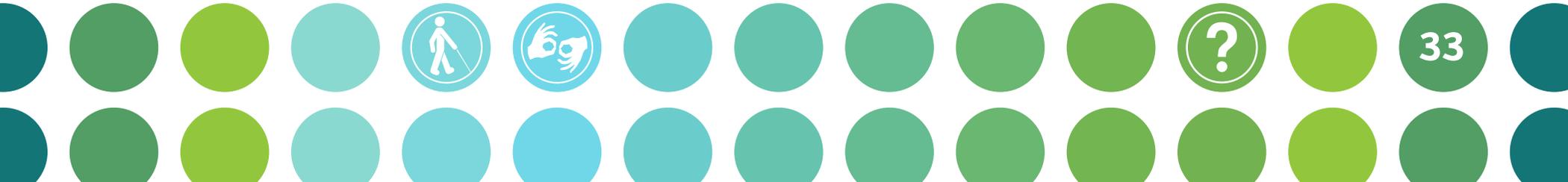
continued

GIS

Data about accessible assets in our infrastructure, for example Tactile Walking Surface Indicators [TWSIs] and Accessible Pedestrian Signals [APS] are being collected and will be included as a GIS layer in the corporate database [open data, interactive maps]

Rick Hansen Accessible Cities Award

The Rick Hansen Foundation launched the Accessible Cities Award in the fall of 2016 to recognize municipalities for creating and building accessible places and spaces for people with disabilities. The City of Burlington's submission to the award was the Community Garden Program. While our project was not selected as the winning submission, the city did receive an honourable mention "for their overall efforts towards creating accessible and inclusive community spaces."





Mountainside - ramp into pool



Burloak Park - Playground with poured in place surface



Hidden Valley Park - Playground

2018 Goals and Targets



2018 Goals and Targets

- 2018 Municipal Election
 - 2018 Burlington's Best Awards
 - Develop AODA training material for volunteer youth
 - 2019 - 2023 Multi-Year Accessibility Plan
-

Capital Projects

Construction:

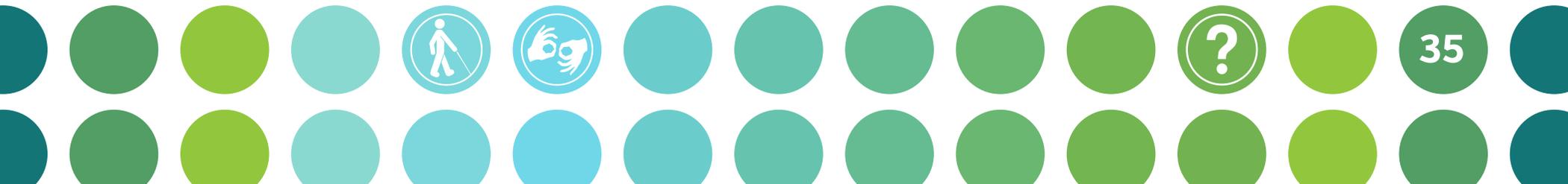
Central Arena

Accessibility improvements to include barrier free access to the ice pad, the addition of a universal washroom and the installation of power door operators. Construction to begin in June 2018.

Joseph Brant Museum Transformation Project

The expansion of Joseph Brant Museum will add more than 12,000 square feet to its current size. The current 5,000-square-foot museum will be expanded to provide barrier-free space for gallery displays, interactive programming, the storage of collections and community outreach,

Including a conference room, library, exhibit spaces, classroom and an elevator to the offices contained in the original museum building and to the green roof.



Capital renewal projects
continued

Sherwood Forest Park Pavilion

A new park pavilion will include washroom facilities as well as a universal washroom.

Council Chambers

Renovations to Council Chambers

Design:

Angela Coughlan Pool

Accessibility improvements to the pool deck as well as to the change rooms and the addition of new bleachers.

Tansley Woods Community Centre Indoor Play Space

Replacement of existing play equipment with new components

Pre-Design

City View Park Pavilion

A new, four season pavilion will be constructed to support the existing and future park uses. The pavilion will be accessible and include public washrooms, a universal washroom, change rooms, kitchenette, an office and a large lobby that can be used for events.



Construction

Burloak Regional Waterfront Park Masterplan Implementation – Phase 2

Benches to be installed at all features such as lookouts, pathways, demonstration garden. Construction of pathways throughout the park, with tactile walking surface indicators at key locations. Installation of accessible picnic tables, complete with concrete pad and concrete path connection. Addition of a demonstration garden with elevated planters. Lookout plazas complete with accessible ramp to connect upper and lower levels. Parking lot with accessible parking. Construction to begin in Fall 2017 and continue to late summer 2018.

Kerns Park and Newport Park pavilion renewal

Design underway for replacement of existing shade structures to incorporate accessibility. Construction expected in 2018.

Sycamore Park

Design and construction expected to include replacement of playground equipment and swings, site furnishings, improvements to walkways, tennis court and site drainage.

Brittany Park

Playground and ball diamond replacement

LaSalle Park

Playground renewal

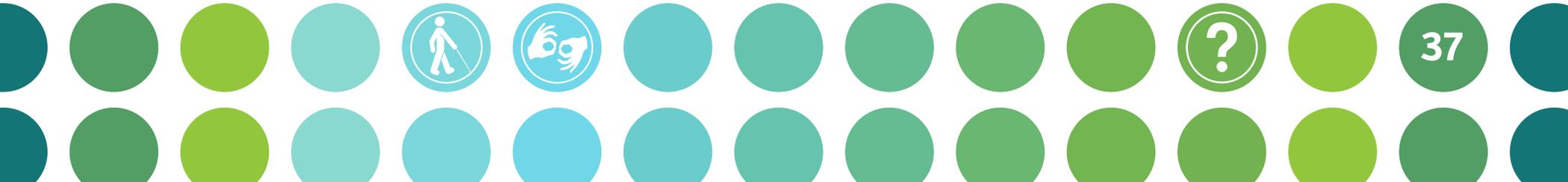
Sheldon Ball Diamond

Sherwood Forest Park

Phase 2

Bolus Gardens Parkette

Installation of a water play area, accessible picnic table and shade pavilion



Parks and Open Spaces continued

Beachway Park Dune Crossing Renewal

The existing dune crossing that provides a defined entry point and access to the beach was constructed in 1999 and requires replacement of all wooden components including decking, railings, stairs and benches. New features include a ramp providing accessible access to the beach.

This project was scheduled for construction in 2017, however due to extreme weather events; the project was put on hold. We'll be reviewing the beach conditions in spring of 2018 to determine new design requirements and timing. If conditions permit, we will plan to construct the stairs and ramp in fall 2018.

Hydro Corridor Paved Multi-Use Path

a paved multi-use path along the hydro corridor, from Ontario Street to Graham's Lane, will be constructed in 2018.

Berwick Green Park

Improvements will include new accessible seating areas, transition curbs at new playground and swing areas, new asphalt pathways and improvements to accessible parking. Construction to begin end of November and continue to Spring 2018.

Pathfinder Park

Improvements will include the installation of new playground equipment and swing set, the removal of unit paving to be replaced with concrete pathway, new accessible seating. Construction to begin end of November and continue to Spring 2018.



Parks and Open Spaces
continued

Lakeshore Public School

Phase 1 of accessibility improvements to playground space include the replacement of wood curbing with concrete and the addition of a transition curb, replacement of pea gravel with engineered wood fibre. Construction to begin end of November and continue to Spring 2018.

Fairfield Parkette – replacement of sand safety surfacing with engineered wood fibre.

Design

Tansley Woods Park – project includes park repair and renewal of the multi-use court, playground, swings, site furnishings, drainage and subsurface infrastructure.

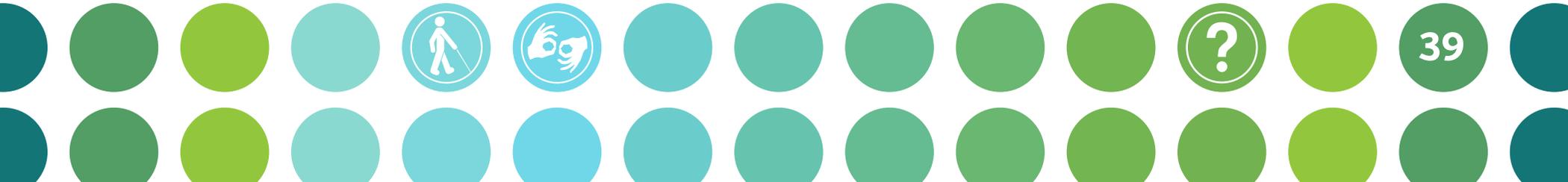
Park & Playground improvements:

- Brada Woods Park
- Breckon Park
- Cumberland Park
- Optimist Park
- Sheraton Park
- Maplehurst School
- Champlain Park
- Tuck Park
- Teal Greenway

Burloak Park Phase 2 Master Plan Implementation – phase 2 includes the installation of accessible benches at all features such as lookouts, pathways and the demonstration garden and the continuation of accessible pathways with TWSIs at key locations. Accessible picnic areas on concrete pads will be provided throughout the park with concrete connections to the paths. Phase 2 also includes a demonstration garden with elevated planters, lookout plazas complete with accessible ramp to connect upper and lower levels and a parking lot with accessible parking.

Colin Alton Parkette – public engagement and design for new parkette in Alton community.

Standards Development – Downtown Streetscaping Standards project.





Terry Fox Run 2017 - Photo credit Pat Broughton snapd



Terry Fox Run - Photo Credit Graham Paine

Burlington Accessibility Advisory Committee (BAAC)

40



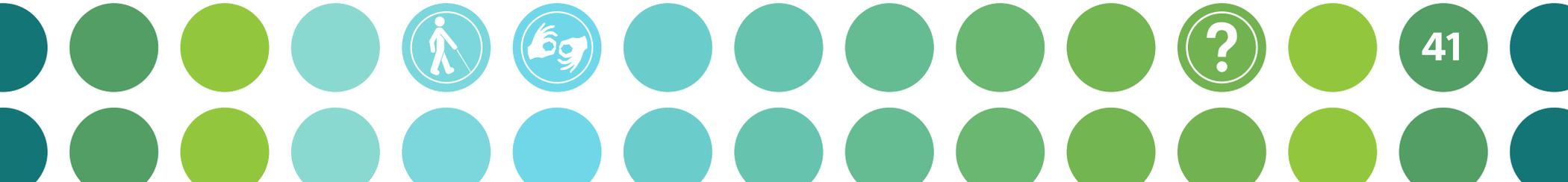
Burlington Accessibility Advisory Committee (BAAC)

continued

Established in 1994, the Burlington Accessibility Advisory Committee provides advice on the identification, removal and prevention of barriers, including the implementation of the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations and other matters for which staff and Council may seek advice or consultation.

BAAC Members 2017

- Tricia Pokorny, Chair
- Adam Spencer, Vice Chair
- Brenda Agnew
- Ron Baliko
- Doug Benton
- Tania Dowhaniuk
- April Goodis (Burlington Seniors Advisory Committee Representative)
- Jennifer Miller
- Atif Rashid
- Vera Zlataric
- Councillor John Taylor, Council Liaison



Burlington Accessibility Advisory Committee (BAAC)

continued

2016 achievements

Public Education

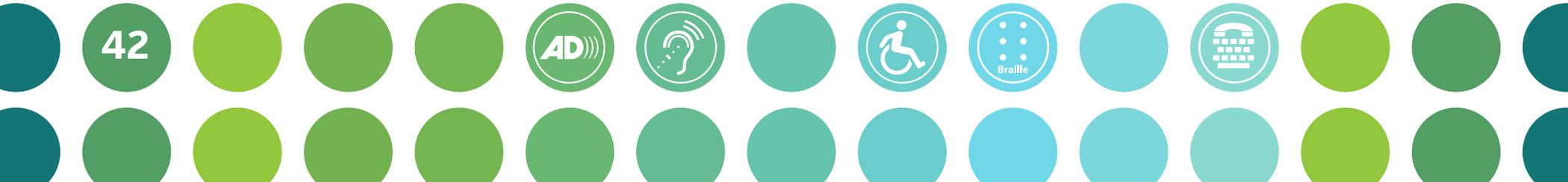
The BAAC participated in public education activities throughout 2016 including the organization of an awareness event to celebrate the United Nations International Day of People with Disabilities on December 3. The activity was hosted at the Central Library and included a film about guide dogs and a guide dog demonstration.

Accessibility Awards

In 2016, the Burlington Accessibility Advisory Committee worked to organize the 5th annual awards ceremony that was to be held in November. The awards celebrated individuals, business owners, service providers and community groups that made significant steps toward improving accessibility for people with disabilities in Burlington. During the organization of this event the committee concluded that the goal of reaching out to new areas of the community was not being achieved and they re-evaluated the awards process. As a result, an Accessibility Award category was created as part of Burlington's Best in June 2017.

Site Plans

The committee reviewed 12 site plans and developed a formal review process for the site plan subcommittee to use while evaluating each plan.



2016 achievements

continued

Involvement with other Citizen Committees

Throughout the year BAAC had representation on the following committees:

- Inclusivity Advisory Committee
- Seniors Advisory Committee
- Integrated Transportation Advisory Committee (ITAC)

Consultations

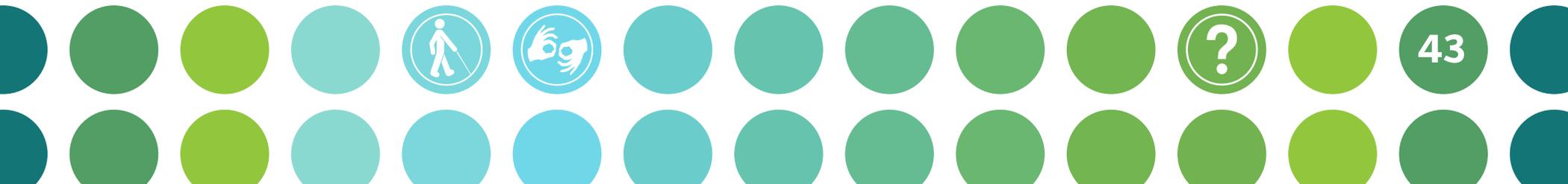
As part of our mandate, BAAC is invited to consult on projects to provide input about improvements to accessibility. Recent consultations included:

- Ireland Park
- Downtown Streetscaping Project
- Iroquois Park
- Central Arena
- Spencer Smith and Burloak Waterfront Parks
- Participation in Canada 150 events through Parks and Recreation

Other Activities

In addition to the above, BAAC was involved in a number of other activities:

- Participated in Festivals and Events Strategy Meeting
- A member participated in the Burlington Age-Friendly Community Action Plan Project (Active Aging Project)
- Participated in the Burlington Transit Users Forum
- Reviewed the Seniors' Transit Paper
- A member received the Ontario Volunteer Service Award in 2016



Burlington Accessibility Advisory Committee (BAAC)

continued

2017 Work Plan

New and Continuing Initiatives:

- Public education through participation in trade shows and resource fairs, submissions to appropriate newsletters
- Provide advice to Council on City of Burlington by-laws, policies programs and services
- Review and provide input on the City's Accessibility Multi-Year Plan, Transit Master, and Plan Official Plan Review
- Liaise and participate with other citizen advisory and staff committees
- Review and comment on site plans
- Participate/consult on new construction and renovation/renewal projects when requested
- National Access Awareness Week [May 29 to June 4] – BAAC to develop activities throughout the week to mark NAAW
- Terry Fox Run [Sept 23] – BAAC to promote committee by organizing an activity at event
- International Day of Persons with Disabilities [December 3] – BAAC to organize an event in order to promote an understanding of disabilities
- Work with city staff to develop a BAAC specific orientation package and ensure presentation to new members before their first meeting
- Sponsor Burlington Accessibility Award as part of Burlington's Best Awards





Terry Fox Run 2017 - Photo credit Pat Broughton snapd



Terry Fox Run - Photo Credit Graham Paine

We welcome your feedback.

Please let us know what you think about our 2017 Progress Report, our 2013 - 2018 Multi-Year Accessibility Plan and on the accessibility of our programs, services and facilities. If you have ideas or suggestions to help us identify barriers or suggests improvements to our programs, services and facilities, please let us know.

Please contact:

Judi Lytle, accessibility coordinator
905-335-7600, ext. 7865
accessibleburlington@burlington.ca
www.burlington.ca/accessibility



2013–2018 Multi-Year Accessibility Plan

2017 Progress Report

This document is available in alternative format or with communication supports upon request.

May 2018

