

Members of Burlington Accessibility
Advisory Committee at Food for Feedback



2024

Accessibility Progress Report

Statement of Organizational Commitment

The City of Burlington strives to ensure that people of all ages and abilities enjoy the same opportunities as they live, work, learn, 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.

2024 Accessibility Progress Report

The 2024 Accessibility Progress Report is the City of Burlington's annual update on the measures and investments made to improve accessibility in our community by reporting the progress made to implement the activities completed in 2024.

The City's newly published [2025 - 2028 Multi-year Accessibility Plan](#) describes how the City will continue to remove barriers and improve accessibility to our goods, services and facilities over the next four years. This plan aligns with the [Burlington Strategic Plan 2015-2040](#), incorporates the legislative requirements of the [Accessibility for Ontarians with Disabilities Act, 2005 \[AODA\]](#) and provides the City's continuing approach to compliance with Ontario's accessibility legislation.

Accessibility Legislation in Ontario

The Accessibility for Ontarians with Disabilities Act and its regulations

It has been more than 20 years since all parties of the Legislature unanimously passed the [Accessibility for Ontarians with Disabilities Act \[AODA\]](#). AODA's timeline of the goal to make Ontario accessible for people with disabilities by 2025 has passed. While the AODA's regulated standards have had a positive effect, a barrier free province still remains a goal. It will mean the continued effort to develop new standards, greater compliance, and enforcement. The City of Burlington will continue its actions to eliminate barriers to full participation by all people in our community.

The City has emphasized integrating accessibility considerations into the planning and delivery of services, facilities, and communications, ensuring that accessibility is a foundational aspect of city operations. There is continued efforts to align initiatives with the AODA, ensuring that programs and services meet or exceed legislative requirements.

The City continues to encourage local businesses and organizations to meet accessibility requirements and prevent and remove barriers, however the City has no official role in enforcing these requirements. Ensuring these requirements are met is the responsibility of the Government of Ontario.

The AODA has created five standards to date. These standards are the rules that businesses and organizations in Ontario must follow to identify, remove and prevent barriers so that people living 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 standards apply to the City's business in the following areas:

1. Customer Service
2. Information and Communication
3. Employment
4. Transportation
5. Design of Public Spaces



Playground improvements at Millcroft Park include rubberized playground surface, communication board, new swing set, ramped play structure and accessible path connection.

The AODA and the Ontario Human Rights Code

The AODA and the [Ontario Human Rights Code](#) [the Code] work together to promote accessibility and reduce discrimination based on disability in Ontario, but they have distinct roles. The Code protects individuals from discrimination based on disability in five social areas: employment, housing, services, goods, and facilities, while the AODA sets mandatory accessibility standards in key areas of daily life, such as customer service, information and communication, employment, transportation, and the built environment. The AODA aims to identify, remove, and prevent systemic barriers to accessibility for people with disabilities. Organizations must comply with AODA standards, and there are mechanisms for enforcement and reporting.

If there is a conflict between the AODA and the Code, the Code prevails. This means that even if an organization meets AODA standards, it may still be required to provide additional accommodations under the Code to prevent discrimination and ensure full accessibility, even if it means exceeding the AODA requirements. Compliance with the AODA does not guarantee that an organization have fully met their obligations under the Code. The Code focuses on providing individualized responses to accommodation requests, considering the specific needs of the person with a disability to the point of undue hardship.



Legislated Reviews

Review of the Accessibility for Ontario with Disabilities Act, 2005

The province regularly reviews the AODA and its standards through its Standards Development Committees and provides stakeholders with an opportunity to comment on proposed changes.

The AODA and all its regulations are currently under reviews including the development of three new standards; Health Care Standards; Kindergarten to Grade 12 [K-12] Education Standards and Post-Secondary Education Standards.

In June 2024, 127 proposed changes to the Design of Public Spaces Standards were made available for public feedback. The City provided comments on Aug. 26, 2024.

In Oct. 2014, 67 proposed changes to the Customer Service Standards were made

available for public feedback. The City provided comments on Dec. 16, 2024.

The province is silent on the timelines for the release of the reviewed standards.

The specialist, accessibility continuously monitors any proposed changes to the AODA and its regulations and reviews other national and international resources to identify leading practices.

Playground upgrades at Tom Thomson Public School at Optimist Park. Added new transition curbs at each existing playground surface perimeter.



Federal Accessibility Legislation

Accessible Canada Act, Bill C-81

Enacted in 2019, the Accessible Canada Act is a federal law aimed at creating a barrier-free Canada for people with disabilities by identifying, removing, and preventing barriers to accessibility. The Act applies to the federal government and a wide range of federally regulated organizations. This includes:

- Industry sectors such as banking, telecommunications and transportation
- Government of Canada departments and agencies
- Parliament
- Crown corporations
- Canadian Armed Forces
- Royal Canadian Mounted Police, and
- First Nations band councils

The legislation established Accessibility Standards Canada to develop national accessibility standards. Technical committees have published or are developing standards in the following priority areas:

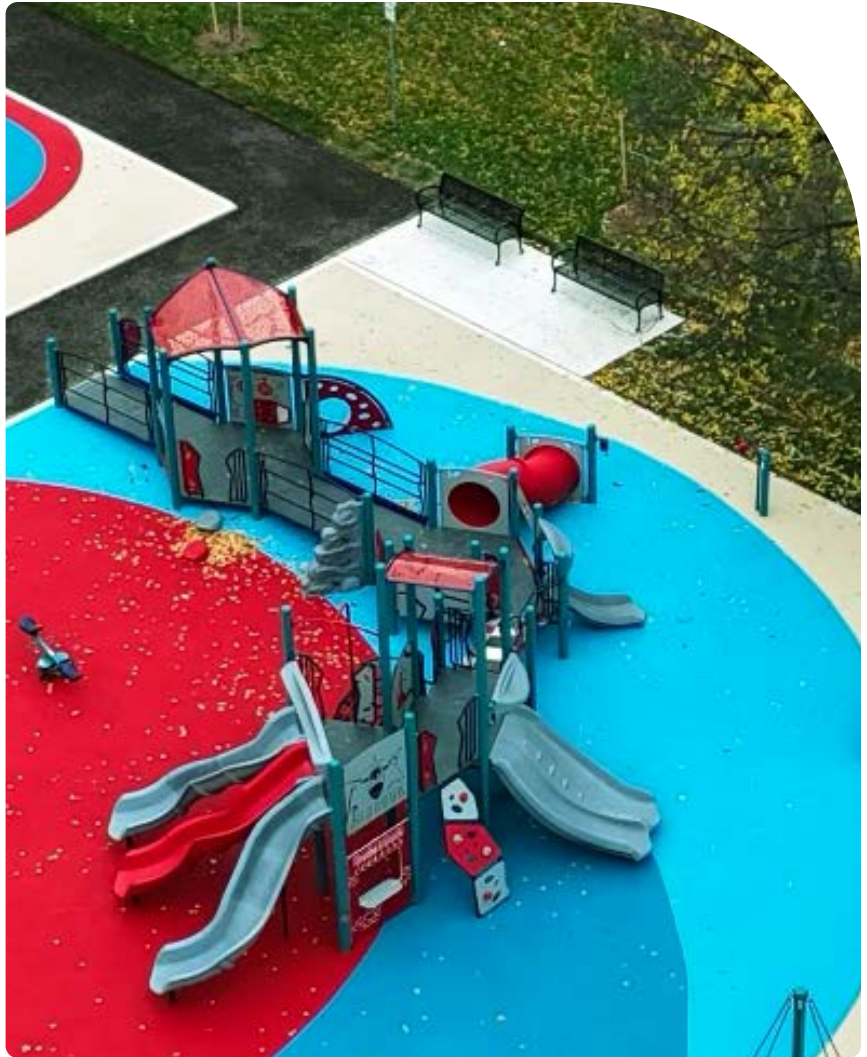
- employment
- the built environment (buildings and public spaces)
- information and communications technologies
- communication, other than information and communications technologies

- the procurement of goods, services and facilities
- the design and delivery of programs and services, and
- transportation (airlines, as well as rail, road and marine transportation providers that cross provincial or international borders)
- emergency egress

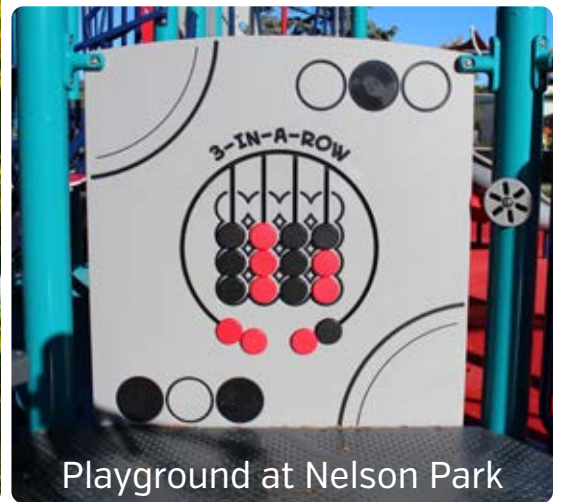
Like the relationship between the AODA and the Ontario Human Rights Code, the Accessible Canada Act recognizes and builds upon the existing human rights framework that supports equality for people with disabilities in Canada. This includes:

- the *Canadian Charter of Rights and Freedoms*
- the *Canadian Human Rights Act*, and
- Canada's commitments to the *United Nations Convention on the Rights of Persons with Disabilities*

The goal of the Act is to create a Canada without barriers by 2040.



Playground improvements at Nelson Park include rubberized playground surface, communication board, new swing set with generational swing, ramped play structure and accessible path connection with benches and bike racks.



Playground at Nelson Park

2024 AODA/IASR Compliance Activities

General Requirements	Actions	2024 Results
<ul style="list-style-type: none"> Develop accessibility policies and statement of organizational commitment Make policies publicly available 	<ul style="list-style-type: none"> Existing Corporate Accessibility Policy, procedures and other related documents will be reviewed and modified as required to reflect any changes to the Act and/or its regulations 	<ul style="list-style-type: none"> No changes to the Act and/or its regulations No additional action required at this time
<ul style="list-style-type: none"> Develop a multi-year accessibility plan in consultation with people with disabilities and the accessibility advisory committee Post plan in an accessible format on website Prepare an annual status report 	<ul style="list-style-type: none"> City of Burlington 2025 – 2028 Multi-year Accessibility Plan developed and posted on COB website Annual Status update posted on COB website each year 	<ul style="list-style-type: none"> Public consultation for the 2025 – 2028 multi-year accessibility plan began in 2023 and continued during 2024 at the Farmers' Market in June and September and Food for Feedback in September 2024 2023 Accessibility Progress Report post to COB website in June 2024
<ul style="list-style-type: none"> Report compliance to the province 	<ul style="list-style-type: none"> Report to the province bi-annually – 2019, 2021, 2023, 2025 	<ul style="list-style-type: none"> Compliance Report to the province submitted on Feb. 24, 2023. Next Compliance Report is due no later than Dec. 31, 2025
<ul style="list-style-type: none"> Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so 	<ul style="list-style-type: none"> Existing by-law, procedures and other related documents will be reviewed and modified as required to reflect any changes to the Act and/or its regulations 	<ul style="list-style-type: none"> No changes to the Act and/or its regulations No action required at this time

General Requirements	Actions	2024 Results
<ul style="list-style-type: none"> The City will incorporate accessibility features when it designs, procures or acquires self-service kiosks 	<ul style="list-style-type: none"> Reviewed as required when self-service kiosks are being considered 	<ul style="list-style-type: none"> The City will continue to include accessibility features when it designs, procures or acquires self-service kiosks
<ul style="list-style-type: none"> Ensure that training is provided on the IASR and on the Human Rights Code as it pertains to persons with disabilities 	<ul style="list-style-type: none"> New staff and volunteers will continue to be trained as soon as possible as part of their orientation process Training records continue to be maintained as required through regulation Monitor changes to legislation and modify training materials as required 	<ul style="list-style-type: none"> New staff and volunteers continue to be trained as soon as possible as part of their orientation process Training records continue to be maintained as required through regulation No changes to the Act and/or its regulations No action required at this time

Customer Service	Actions	2024 Results
<ul style="list-style-type: none"> Develop, implement and maintain policies governing the provision of goods, services, facilities to people with disabilities 	<ul style="list-style-type: none"> Existing Corporate Accessibility Policy, procedures and other related documents will be reviewed and modified as required to reflect any changes to the Act and/or its regulations Procedures relating to accessible customer service are in place and will be reviewed and modified as required 	<ul style="list-style-type: none"> No changes to the Act and/or its regulations No action required at this time

Customer Service	Actions	2024 Results
<ul style="list-style-type: none"> Use of service animals and support persons 	<ul style="list-style-type: none"> Existing Corporate Accessibility Policy, procedures, By-law and training materials include requirements regarding service animals and support persons Materials will be reviewed and modified as required to reflect any changes to the Act and/or its regulations 	<ul style="list-style-type: none"> No changes to the Act and/or its regulations No action required at this time
<ul style="list-style-type: none"> Notice of temporary disruptions 	<ul style="list-style-type: none"> Procedure for service disruption notification is in place and will be reviewed and modified as required 	<ul style="list-style-type: none"> No action required at this time
<ul style="list-style-type: none"> Train staff, volunteers and others who provide goods/services/facilities on behalf of the city about providing good and services to people with disabilities 	<ul style="list-style-type: none"> New staff and volunteers will be trained as soon as possible as part of their orientation process. The city maintains a record of training as required through regulation Continue to offer additional training opportunities to educate about a range of disabilities, barriers and solutions Monitor changes to legislation and modify training materials as required 	<ul style="list-style-type: none"> New staff and volunteers continue to be trained as soon as possible as part of their orientation process Training records continue to be maintained as required through regulation No changes to the Act and/or its regulations No action required at this time
<ul style="list-style-type: none"> Establish a process for receiving and responding to feedback 	<ul style="list-style-type: none"> Procedure is in place for receiving and responding to feedback To be reviewed and modified as required 	<ul style="list-style-type: none"> No changes to the Act and/or its regulations No action required at this time Continuation of the knowledge base Corporate Customer Relationship Management (CRM) system to improve customer experience

Information and Communication	Actions	2024 Results
<ul style="list-style-type: none"> • Provide or arrange for documents or information to be made available in accessible formats or with communication supports 	<ul style="list-style-type: none"> • Procedure is in place for accessible documents and communication supports • Accessible Format and Communication Supports request form is available on the COB website • Staff to ensure that “accessible formats available upon request” is made available on all print documents • To be reviewed and modified as required 	<ul style="list-style-type: none"> • No changes to the Act and/or its regulations • No action required at this time • Documents and information made available in accessible formats or with communication supports upon request
<ul style="list-style-type: none"> • Where emergency procedures, plans and/or public safety information is available to the public, provide in an accessible format or with communication supports upon request 	<ul style="list-style-type: none"> • Procedure is in place for accessible documents and communication supports • Accessible Format and Communication Supports request form is available on the COB website • To be reviewed and modified as required 	<ul style="list-style-type: none"> • No changes to the Act and/or its regulations • No action required at this time

Information and Communication	Actions	2024 Results
<ul style="list-style-type: none"> • Accessible website and web content 	<ul style="list-style-type: none"> • Continue to work towards achieving WCAG 2.0 Level AA compliance • Continue to educate staff on the requirement for accessible documents • Continue to ensure city produced videos are captioned 	<ul style="list-style-type: none"> • The City's website continues to meet compliance. Actions are taken to ensure the site is maintained and reviewed for accessibility effectively. • Acquia Optimize accessibility reviewing tools provide the ability to scan and monitor for remediation if necessary • Content development access to the public website is limited to trained communications and engagement staff only • Corporate communications policies have been enacted to ensure that videos are only shared if they are closed captioned
<ul style="list-style-type: none"> • Standards review 	<ul style="list-style-type: none"> • Monitor changes to legislation and modify training materials as required 	<ul style="list-style-type: none"> • No action required at this time • Awaiting release of new standards from the province

Employment	Actions	2024 Results
<ul style="list-style-type: none"> Recruitment, selection and notification 	<ul style="list-style-type: none"> Regularly review our human resources policies to prevent or remove systemic employment barriers Burlington's Career Opportunities web page and job postings will continue to include wording advising that disability-related accommodations are available Candidates selected for interviews will continue to be advised that disability-related accommodations are available Offer of Employment letters will advise that disability-related accommodations are available 	<ul style="list-style-type: none"> We continue to review our policies to prevent and remove systemic discrimination. Continue to include statement about disability-related accommodations in our communications Each email sent to candidates includes a notification of accommodations available The Corporation continues to accommodate the individual needs of employees with disabilities
<ul style="list-style-type: none"> Accessible formats and communication supports for employees 	<ul style="list-style-type: none"> Continue to consult with employees to provide or arrange for accessible formats and communications supports as requested 	<ul style="list-style-type: none"> Our Human Resources Consultant Employee Health and Wellness supports all staff requests
<ul style="list-style-type: none"> Workplace emergency response information 	<ul style="list-style-type: none"> Continue to provide employees with an individualized workplace emergency response plan upon request 	<ul style="list-style-type: none"> Our Human Resources Consultant Employee Health and Wellness supports all staff requests for personalized emergency response requests
<ul style="list-style-type: none"> Documented individual accommodation plans 	<ul style="list-style-type: none"> Continue to develop individual accommodation plans in consultation with the employee with a disability 	<ul style="list-style-type: none"> Our Human Resources Consultant Employee Health and Wellness develops individual accommodations for each employee required, including any permanent or temporary accommodations

Employment	Actions	2024 Results
<ul style="list-style-type: none"> Return to work process 	<ul style="list-style-type: none"> Continue to develop return to work processes that meet the needs of the recovery of the employee 	<ul style="list-style-type: none"> Each employee returning to work will work with human resources to develop an appropriate return to work plan with advice from the primary care physician
<ul style="list-style-type: none"> Performance management, career development and redeployment 	<ul style="list-style-type: none"> Continue to support employee development through a variety of learning opportunities: in-class courses, E-learning modules, leadership development, corporate teams, job rotations, conferences, webinars and through the Grow, Learn and Discover Team Continue to offer the tuition reimbursement program to assist with external educational pursuits 	<ul style="list-style-type: none"> The Corporation continues to support employees through many avenues with continuous evaluation and changes to support a variety of learning needs The SEAB/SEAF committee continues support tuition reimbursement for external educational pursuits
<ul style="list-style-type: none"> Standards review 	<ul style="list-style-type: none"> Monitor changes to legislation and modify training materials as required 	<ul style="list-style-type: none"> No action required at this time Awaiting release of new standards from the province

Transportation	Actions	2024 Results
<ul style="list-style-type: none"> Accessible equipment 	<ul style="list-style-type: none"> Continue to make information about accessible equipment available using multiple formats of communication 	<ul style="list-style-type: none"> The entire Burlington Transit fleet is accessible and makes information related to the accessible features of our vehicles available in our printed information booklets and online Improvements using GTFS feeds and Google Maps to enhance trip planning and provide service interruption information in real time

Transportation	Actions	2024 Results
<ul style="list-style-type: none"> Procurement of equipment 	<ul style="list-style-type: none"> Continue to procure vehicles and equipment that meet the technical requirements of the regulation 	<ul style="list-style-type: none"> We continue to conduct the action stated for procurement
<ul style="list-style-type: none"> Training 	<ul style="list-style-type: none"> Continue to provide AODA training to all new staff specific to their job duties Monitor changes to legislation and modify training materials as required 	<p>We continue to provide AODA training to all new staff pertaining to their job duties</p> <p>No changes to the legislation at this time no action required</p>
<ul style="list-style-type: none"> Accessibility Plans 	<ul style="list-style-type: none"> Hold at least one public meeting each year involving people living with disabilities so that they may review the transportation accessibility plan and provide feedback on the plan 	<ul style="list-style-type: none"> 2024 Transit Progress Report is in development. A public meeting to receive feedback was planned for June 2025.
<ul style="list-style-type: none"> Conventional Transportation Service 	<ul style="list-style-type: none"> Continue to meet the requirements of the regulation 	<ul style="list-style-type: none"> We continue to meet this requirement
<ul style="list-style-type: none"> Specialized Transportation Service 	<ul style="list-style-type: none"> Continue to meet the requirements of the regulation 	<ul style="list-style-type: none"> Four expansion specialized vehicles were added to the fleet in 2024
<ul style="list-style-type: none"> Taxi cabs 	<ul style="list-style-type: none"> Continue to monitor taxi owners and operators in Burlington to ensure they are meeting the requirements of the regulations Continue to encourage cab owners to add accessible taxi cabs to their operating fleet 	<ul style="list-style-type: none"> The taxi by-law was temporarily amended in 2021. Staff to review and request public engagement to present a new draft by-law in fall 2025. A contract with local taxi company has been established to subsidize specialize transit demand

Transportation	Actions	2024 Results
<ul style="list-style-type: none"> Legislative review 	<ul style="list-style-type: none"> Review requirements for the Transportation Standards pending update to standards by the province Modify materials as required 	<ul style="list-style-type: none"> No action required at this time Awaiting release of new standards from the province

Design of Public Spaces (DOPS)	Actions	2024 Results
Consultation	<ul style="list-style-type: none"> Continue to consult the Burlington Accessibility Advisory Committee and the public and people with disabilities in the following areas: <ul style="list-style-type: none"> Recreational Trails Outdoor Play Spaces Rest Areas on Exterior Paths of Travel On-Street Parking 	<ul style="list-style-type: none"> Get Involved Public Engagement Consultation about Park improvements was conducted in 2024 to receive feedback about the types of equipment users would like to see at local playgrounds when equipment is replaced.
<ul style="list-style-type: none"> Recreational Trails and Beach Access Routes 	<ul style="list-style-type: none"> Continue to apply all technical requirements of DOPS and the current Burlington Accessibility Design Standards to trails and beach access routes including boardwalks and ramps Trail head signage will incorporate the requirements of the regulation Other medias that provide information about the trail, beyond advertising will incorporate the requirements of the regulation 	<ul style="list-style-type: none"> The technical requirements of DOPS are met or exceeded when constructing trails, beach access routes, boardwalks and ramps Trail head signage is designed to meet or exceed the regulation

Design of Public Spaces (DOPS)	Actions	2024 Results
<ul style="list-style-type: none"> Outdoor Public Access Eating Areas 	<ul style="list-style-type: none"> Continue to ensure that a minimum of 20 per cent of outdoor tables are accessible 	<ul style="list-style-type: none"> We continue to include custom designed accessible tables at all our picnic and outdoor eating areas
<ul style="list-style-type: none"> Outdoor Play Spaces 	<ul style="list-style-type: none"> The city has an ongoing commitment to ensure that our playgrounds meet or exceed the most current CSA safety standards as well as the Accessibility for Ontarians with Disabilities Act, Design of Public Spaces Standards 	<ul style="list-style-type: none"> We continue to meet or exceed the most current CSA Z614 safety standards as well as the Accessibility for Ontarians with Disabilities Act, Design of Public Spaces Standards when designing outdoor play spaces
<ul style="list-style-type: none"> Exterior Paths of Travel 	<ul style="list-style-type: none"> The city will continue to apply all technical requirements of DOPS and the current Burlington Accessibility Design Standards when constructing new or redeveloping existing exterior paths of travel, including depressed curbs, curb ramps and accessible pedestrian signals 	<ul style="list-style-type: none"> We continue to apply or exceed all technical requirements of DOPS and the current Burlington Accessibility Design Standards when constructing new or redeveloping existing exterior paths of travel
<ul style="list-style-type: none"> Accessible Parking 	<ul style="list-style-type: none"> The City will continue to apply the requirements of Type A and Type B accessible parking spaces that are on an accessible path of travel and on the shortest distance to the accessible entrance The city will consult regarding the need, location and design of accessible on-street parking spaces 	<ul style="list-style-type: none"> We continue to apply the requirements of Type A and Type B accessible parking spaces that are on an accessible path of travel and on the shortest distance to the accessible entrance[s] There are no accessible on-street parking spaces in Burlington currently

Design of Public Spaces (DOPS)	Actions	2024 Results
<ul style="list-style-type: none"> Obtaining Services 	<ul style="list-style-type: none"> The city will continue to apply all technical requirements of DOPS and the current Burlington Accessibility Design Standards when constructing new or renovating existing service counters, fixed queuing guides and waiting areas 	<ul style="list-style-type: none"> We continue to apply the Accessibility for Ontarians with Disabilities Act, Design of Public Spaces Standards when constructing new or renovating existing service counters, fixed queuing guides and waiting areas
<ul style="list-style-type: none"> Maintenance Planning 	<ul style="list-style-type: none"> Communication regarding preventative and emergency maintenance procedures and temporary disruptions to accessible parts of the city's public spaces will continue to be provided through several methods, including the city's website, subscription notification services and through social media including Facebook and Twitter. Signage will be provided at locations where appropriate 	<ul style="list-style-type: none"> Procedures for preventative, emergency maintenance and temporary disruptions of accessible elements are in place. Communications about disruptions continue to be provided through several methods
<ul style="list-style-type: none"> Legislative review 	<ul style="list-style-type: none"> Review requirements for the Design of Public Spaces Standards pending update to standards by the province Modify materials as required 	<ul style="list-style-type: none"> No changes to the Act and/or its regulations No action required at this time



Renovations to the city's Roads, Parks and Forestry Headquarters include a universal washroom, roll-in shower and upgrades to the kitchenette including a roll-under kitchen sink and a pull out shelf below the microwave oven.

Additional Accessibility Projects in 2024

Achievements of Note

The #RespectTheSpace accessible parking campaign was renewed in 2024. Tickets were issued for 1019 accessible parking infractions in 2024. This is a noteworthy increase from the 620 tickets issued the previous year.

The [Public Lands Seasonal Patio Guidelines](#) were approved and made available to the public in 2024. The guidelines include significant requirements regarding accessibility.

Low Income Property Tax Rebate Program was expanded to include eligible homeowners of low-income persons with disabilities in receipt of ODSP. April 8, 2024, COW, April 16, 2024 Council – Report F-03-24.

The Accessibility Specialist was a co-author of the paper “[Identifying priorities and developing collaborative action plans to improve accessible housing practice, policy, and research in Canada](#)” by the Canadian Institute of Health Research and Accessibility Standards Canada.



Communication board at Lakeshore Public School was added at the request of the community.



2024 Conferences and Webinars

Rick Hansen Foundation Accessibility Professionals Network

- Virtual Conference – Vancouver, March 2024
- Webinar – Rating pre-consultation using RHF Accessibility Certification
- Webinar – Accessible Housing: A CSA B652 Perspective
- Webinar – Autism 101
- Webinar – Autism 101 - Part 2

Ontario Network of Accessibility Professionals (ONAP)

- ONAP Spring Conference – Region of York, May 2024
- ONAP Fall Conference – London, October 2024
- ONAP meeting with Stephanie Cadieux, Chief Accessibility Officer of Canada, November 2024
- ONAP in collaboration with the City of Waterloo and Toronto Metropolitan University – Understanding Ableism: Understanding the impacts

DEI Training – Canadian Centre for Diversity and Inclusion

- Neurodivergent Inclusion: Understanding Neurodivergence in the Workplace

Playcore Continuing Education Webinars

- From Needs to Nature: Crafting Effective Early Childhood Outdoor Environments
- Beyond the Minimums: Part 3: Disability Park Awareness Panel
- Standards for the Accessible Design of Outdoor Play and Recreation Destinations
- Dive into Creating Accessible Aquatic Facilities
- From Needs to Nature: Crafting Effective Early Childhood Outdoor Environments

Additional Continuing Education

- Webinar – Let's Talk About It – Canadian Accessibility Network
- Webinar – A Higher Level of Inclusive Play – Ontario Association of Landscape Architects
- Webinar – Natural Playgrounds: The Science and Irony behind an Obvious Climate Solution – 8 80 Cities
- Webinar – How a Blind Person Uses a Website – UsableNet
- Webinar – Enhancing Accessibility with Digital Experiences and the Future of AI in Government – Zoom product update
- Webinar – Things Playground Surfacing Would Say (if it could speak) ... - PlayPower
- Community Data Watch – Disability in Halton: Community Development Halton
- House of Commons Standing Committee on Human Resources, Skills and Social Development and Status of Persons with Disabilities
- Equity in Transportation Symposium – Transportation Association of Canada

Activities

- Get Involved Public Engagement Consultation about Park improvement conducted in 2024
 - 2023 Accessibility Progress Report approved by Council and posted to the City's website in June 2024
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Facilities

- Norton Park Washrooms Upgrade – new plumbing fixtures and accessories. Completed.
- Roads, Parks and Forestry Administration Building Phase 1, Office Renewal – new universal washroom. New walkway to provide safe and accessible path of travel to the control room, supervisors offices, and sign shop. New accessible pass-through windows for the control room. New power door operators. New kitchenette with accessible clearance under sink. Completed.
- Roads, Parks and Forestry Administration Building Phase 2, Office Renewal – new barrier free gender-neutral change room. New accessible kitchenette. New power door operators. New female change room with accessible washroom stall. In construction.
- Tyandaga Golf Club Washrooms Updates – new plumbing fixtures, power door operators and emergency call system. Completed.
- Tyandaga Golf Club – new ramp to front entrance and parking lot renewal. Completed.
- Fire Station 2 – washroom updates and window replacement. New plumbing fixtures and accessories. In construction.
- 847 Cumberland – Full interior renovation including accessible washrooms. In design.
- City Hall – core elevator replacement. Including foot activated call buttons. Design completed.
- Burloak Washroom Building – Region of Halton is responsible for design and tender of this project however Burlington staff are involved in project management. New washroom to incorporate accessible design requirements. In design.
- Transit Headquarters – maintenance and storage expansion to accommodate existing and growing fleet. Features will include locker rooms and new washrooms. In design.
- Rotary Youth Centre Entrance Ramp Replacement – In design.
- Skyway Community Centre – new facility. In construction.
- Robert Bateman Community Centre, Phase 1 - Complete internal revitalization for tenants, including accessible features. In construction. Phase 2 – Public engagement for greenspace and indoor space took place in 2024
- Tansley Wood Community Centre Social Hub – public social room. In design.
- Civic Square and City Hall Facade Revitalization. In design.
- Locust Parking Garage – Elevator Replacement. In design.
- Electric Vehicle Charging Stations – Accessible parking spaces and charging stations located at Sherwood Forest Park and Paletta Mansion. In design.

Parks and Open Spaces

- Appleby Place Window to the Lake – ramp and handrail added for accessibility
- City View Park, design in 2024 – new baseball diamonds, bleachers, parking lot, lighting, irrigation and pathway connections. Construction in 2027
- Lakeshore Public School playground renewal – addition of a communication board at the request of the community
- Lansdown Park – full park renewal with accessible features added such as splash pad, paved access from both Palmer Drive and Hannibal Road entrances, paved trail around park with exercise stations, many seating opportunities, new shade structure with accessible picnic tables, and drinking fountain/bottle filler
- Millcroft Park playground – fully accessible with rubber safety surfacing and the addition of a communication board
- Nelson Park playground – fully accessible with rubber safety surface, includes a generational swing and the addition of a communication board
- Pinemeadow Park – playground renewal with new equipment, added transition curbs to existing curb perimeters
- Queensway Park – new playground with shade structure and benches
- Recognition Celebration Benches, 2024 Program – five new benches and new concrete pads along walkways in various parks and open spaces. Ten existing benches with new plaques.
- Spencer Smith Park - splash pad resurfacing. Construction completed in 2024
- Sweetgrass Park Ceremonial Circle and Contemplation Area – design completed in 2024. Construction in 2025
- Tom Thomson PS playground – playground renewal with new equipment, added transition curbs to existing curb perimeters
- Windows to the Lake, Appleby Place – ramp and handrail added to improve accessibility. Design in 2023. Construction completed in 2024
- Windows to the Lake, Green Street – design in 2023. Construction in 2025

Roads, Sidewalks and Pedestrian Signals

- Ongoing roadway reconstruction and resurfacing with the addition of Tactile Walking Surface Indicators (TWSI's), ladder-style crosswalks and Audible Pedestrian Signals when adding new or replacing existing

Pedestrian Signals

- Curb Cuts – each year, sidewalk ramps are constructed to improve access and safety in accordance with AODA Standards – ongoing

Transit

- Four additional specialized transit vehicles added to the fleet
- Improvement to 10 bus stop locations,

including concrete work, signage, shelters where applicable and/or outdoor furniture

BAAC member, Debbie Strum participates at ReadAbility during National AccessAbility Week. She read stories and answered questions about people with disabilities during storytime in partnership with Burlington Public Library.



Notable activities by Burlington Accessibility Advisory Committee (BAAC) in 2024

The AODA requires that the city have an accessibility advisory committee and a majority of members be people with disabilities. Established in 1994, the BAAC is a volunteer committee who provides advice to staff and Council on accessibility issues, not only to help identify and remove existing barriers but also to prevent new barriers from being created. The BAAC was consulted on the following projects in 2024:

- Civic Square renewal project (design)
- Accessible Parking Standards that are part of the recommended Community Planning Permit (CPP)
- Accessible Parking requirements in the draft Zoning By-law amendment
- Downtown Parking Project
- 2025 – 2028 Multi-year Accessibility Plan
- Port Nelson Park and Playground renewal
- #RespectTheSpace Campaign Update
- Review of design guidelines for seasonal patios

BAAC provided an information booth at the Burlington for Accessible Sustainable Transit (BFAST) event on May 4, 2024, at Burlington Public Library – Central Branch.

In 2023, a National AccessAbility Week (NAAW) flag was designed by the Rick Hansen Foundation for all to use to raise awareness about accessibility. The Burlington community was invited to the flag raising at City Hall with the BAAC and elected officials on May 24, 2024.

Also, during NAAW, a BAAC member was a guest storyteller for ReadAbility in partnership with Burlington Public Library. They read stories, shared their own personal experiences living with a disability and answered questions from the children during a special Relax, Listen and Draw Storytime.

BAAC had a booth at the Burlington Centre Farmers' Market in June 2024 during NAAW to seek input from the community to inform the 2025 – 2028 Multi-year Accessibility Plan. They also had a booth in September to distribute [Treat Accessibly](#) signs for Halloween as a part of their ongoing commitment to public education.

On Aug. 15, 2024, BAAC and the Art Gallery of Burlington hosted a workshop to discuss accessibility in the AGB's collaborative programming space. Members and allies of the Burlington Accessibility Advisory Committee and the Seniors Advisory Committee were invited to participate and contribute to the installation. Participants work with artist [Atanas Bozdarov](#) to create objects that were added to the evolving installation in the *Living Lab*.

BAAC participated at the Food for Feedback community engagement opportunity in September 2024. Members were on hand to answer questions from the public and receive requests for additional information.



Appleby Place Window-to-the-Lake is a small park and pollinator garden with accessible improvements of a gently sloped concrete ramp with handrail and bench seating to provide open views to the lake.

Goals and Targets 2025

Activities

- 2025 Progress Report
 - 2025 – 2028 Multi-Year Accessibility Plan
 - Bi-annual Compliance Report to the province, December 2025
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Facilities

- City Hall Modernization Project Phase 2
 - City Hall – Washroom renovations on floors 5 and 6. Enlarge doors and install power door operators. Install new plumbing fixtures and accessories. In construction.
 - Rotary Youth Centre Entrance Ramp. In design
 - Bateman Community Centre – fall grand opening
 - Skyway Community Centre and Park – fall grand opening
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Parks and Open Spaces

- Burloak Park Splashpad. In design
 - Central Park Community Garden renewal. In construction
 - Central Public School playground renewal. In construction
 - Community Trails Strategy Update. In progress
 - Green Street Window to the Lake. In construction
 - King Road Public School playground renewal. In construction
 - Lowville Park playground renewal. In design
 - Sherwood Forest Park west side renewal. In design
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Roads, Sidewalks and Pedestrian Signals

- Curb Cuts – each year, sidewalk ramps are constructed to improve access and safety in accordance with AODA Standards – ongoing
 - Ongoing roadway reconstruction and resurfacing with the addition of Tactile Walking Surface Indicators (TWSI's), ladder-style crosswalks and Audible Pedestrian Signals when adding new or replacing existing Pedestrian Signals
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Transit

- Transit Accessibility Plan to be created and public meeting held in 2025

Feedback

We welcome your feedback.

Please let us know if you have questions about our 2024 Accessibility Progress Report or the [2025 - 2028 Multi-year Accessibility Plan](#).

If you have suggestions to help us identify and remove barriers or improve accessibility to our programs, services and facilities, we'd like to hear from you.

This document is available in alternative formats or with communication support upon request.

Please contact:

Judi Lytle, specialist, accessibility

accessibleburlington@burlington.ca

burlington.ca/accessibility



Flag raising for International Day of People with Disabilities 2024, featuring Mayor Marianne Meed Ward along with City staff, members of Burlington Accessibility Advisory Committee and residents.



burlington.ca/accessibility

