

Honourable Adam van Koeverden, Secretary of Sport,
MP Burlington North-Milton West alongside City staff
and members of the Burlington Vipers Club.



2025 Accessibility Progress Report



Sweetgrass Park

Sweetgrass Park was developed in close consultation with the Indigenous Advisory Circle to the Mayor and celebrates Indigenous culture, teachings, and community connection to nature. The park features a ceremonial fire circle designed for full moon and other traditional ceremonies, as well as a contemplative area near Tuck Creek, both including “wisdom” stone seating, sweetgrass and cedar plantings, and pollinator gardens that reflect the City’s commitment to honouring Indigenous traditions and creating welcoming spaces for all visitors. As part of the project completed in 2025, accessible design considerations were thoughtfully incorporated throughout the site to support inclusive access, reflection, learning, and participation in the space.

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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.

2025 Accessibility Progress Report

Our 2025 Accessibility Progress Report is the City of Burlington's update on the measures taken to improve accessibility in our community and to report on the progress made to implement the activities introduced in our [2025 – 2028 Multi-Year Accessibility Plan](#).

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. Our 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, the goal of a barrier free province has not been achieved and will not be achieved without the development of new standards, greater compliance, and enforcement. The province needs renewed leadership in terms of both the AODA and the barrier-free regulations of the Ontario Building Code, in terms of removal of pre-existing barriers – both physical and attitudinal – that continue to persist throughout society. The City of Burlington [COB] must continue its actions to eliminate barriers to full participation by all people in our community regardless of legislation.

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.

The City has continued to align its 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:

- 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 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, meaning that even if an organization meets AODA standards, it may still be obligated 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 October 2024, 67 proposed changes to the Customer Service Standards were made available for public feedback. The City provided comments on Dec. 16, 2024.

The province has not communicated the timelines for the release of the reviewed standards.



Appleby Window to the Lake Accessible Ramp



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 Act 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
- information and communication technologies
- communication [other than information and communication technologies]
- the procurement of goods, services and facilities
- the design and delivery of programs and services
- transportation

For more information on the progress of these accessibility standards, please visit [Creating Accessibility Standards](#).

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 make Canada barrier-free by 2040.

2025 AODA/IASR Compliance Activities

General Requirements	Actions	2025 Results
- Develop accessibility policies and statement of organizational commitment - Make policies publicly available	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	- No changes to the Act and/or its regulations - No additional action required at this time
- 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	- City of Burlington 2025 – 2028 Multi-year Accessibility Plan developed and posted on COB website - Annual Status update posted on COB website each year	- 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 2024 Accessibility Progress Report posted to COB website in October 2025
Report compliance to the province	Report to the province bi-annually – 2019, 2021, 2023, 2025, 2027	Compliance Report to the province submitted on Feb. 24, 2023. Next Compliance Report is due no later than Dec. 31. 2027
Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so	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	- No changes to the Act and/or its regulations - No action required at this time
The City will incorporate accessibility features when it designs, procures or acquires self-service kiosks	Reviewed as required when self-service kiosks are being considered	The City will continue to include accessibility features when it designs, procures or acquires self-service kiosks

General Requirements	Actions	2025 Results
• Ensure that training is provided on the IASR and on the Human Rights Code as it pertains to persons with disabilities	• 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	• 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	2025 Results
• Develop, implement and maintain policies governing the provision of goods, services, facilities to people with disabilities	• 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	• No changes to the Act and/or its regulations • No action required at this time
• Use of service animals and support persons	• 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	• No changes to the Act and/or its regulations • No action required at this time

Customer Service	Actions	2025 Results
• Notice of temporary disruptions	• Procedure for service disruption notification is in place and will be reviewed and modified as required	• No action required at this time
• Train staff, volunteers and others who provide goods/services/facilities on behalf of the city about providing good and services to people with disabilities	• 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	• 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
• Establish a process for receiving and responding to feedback	• Procedure is in place for receiving and responding to feedback • To be reviewed and modified as required	• 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	2025 Results
• Provide or arrange for documents or information to be made available in accessible formats or with communication supports	• 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	• 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
• 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	• 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	• No changes to the Act and/or its regulations • No action required at this time

Information and Communication	Actions	2025 Results
• Accessible website and web content	• Continue to work towards achieving Web Content Accessibility Guidelines (WCAG) 2.0 Level AA compliance • Continue to educate staff on the requirement for accessible documents • Continue to ensure city produced videos are captioned	• 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
• Standards review	• Monitor changes to legislation and modify training materials as required	• No action required at this time • Awaiting release of new standards from the province

Employment	Actions	2025 Results
Recruitment, selection and notification	- 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	- 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
Accessible formats and communication supports for employees	Continue to consult with employees to provide or arrange for accessible formats and communications supports as requested	Our Human Resources Consultant Employee Health and Wellness supports all staff requests
Workplace emergency response information	Continue to provide employees with an individualized workplace emergency response plan upon request	Our Human Resources Consultant Employee Health and Wellness supports all staff requests for personalized emergency response requests
Documented individual accommodation plans	Continue to develop individual accommodation plans in consultation with the employee with a disability	Our Human Resources Consultant Employee Health and Wellness develops individual accommodations for each employee required, including any permanent or temporary accommodations

Employment	Actions	2025 Results
Return to work process	Continue to develop return to work processes that meet the needs of the recovery of the employee	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
Performance management, career development and redeployment	- 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	- 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
Standards review	Monitor changes to legislation and modify training materials as required	- No action required at this time - Awaiting release of new standards from the province

Transportation	Actions	2025 Results
Accessible equipment	Continue to make information about accessible equipment available using multiple formats of communication	- 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 General Transit Feed Specification [GTFS] feeds and Google Maps to enhance trip planning and provide service interruption information in real time

Transportation	Actions	2025 Results
• Procurement of equipment	• Continue to procure vehicles and equipment that meet the technical requirements of the regulation	• We continue to conduct the action stated for procurement
• Training	• Continue to provide AODA training to all new staff specific to their job duties • Monitor changes to legislation and modify training materials as required	• We continue to provide AODA training to all new staff pertaining to their job duties • No changes to the legislation at this time no action required
• Accessibility Plans	• 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	• Burlington Transit Accessibility Plan 2025-2026 developed and posted on COB website • Annual public meeting held on May 8, 2025
• Conventional Transportation Service	• Continue to meet the requirements of the regulation	• We continue to meet this requirement
• Specialized Transportation Service	• Continue to meet the requirements of the regulation	• One expansion specialized vehicle was budgeted for 2025 and expected to arrive late in 2026
• Taxi cabs	• 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	• The taxi by-law was temporarily amended in 2021 • Public engagement on current review and revision of the by-law was conducted in June, 2025 • A contract with Hamilton Rising Transportation LTD has been established to subsidize specialized transit demand
• Legislative review	• Review requirements for the Transportation Standards pending update to standards by the province • Modify materials as required	• No action required at this time • Awaiting release of new standards from the province

Design of Public Spaces (DOPS)	Actions	2025 Results
• Consultation	• Continue to consult the Burlington Accessibility Advisory Committee and the public and people with disabilities in the following areas: • Recreational Trails • Outdoor Play Spaces • Rest Areas on Exterior Paths of Travel • On-Street Parking	• Get Involved Public Engagement Consultation about the Downtown Parking Plan was conducted throughout 2025 • The new Community Trails Strategy consultation was conducted to receive feedback about the: • Mobility and connectivity • Accessibility and safety • Trail maintenance, surface, and width • Amenities and location • The Community Strategy Trails was presented to the committee in the June and feedback taken in the Fall; public engagement session was held on Oct. 28, 2025
• Recreational Trails and Beach Access Routes	• 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	• 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
• Outdoor Public Access Eating Areas	• Continue to ensure that a minimum of 20 per cent of outdoor tables are accessible	• We continue to include custom designed accessible tables at all our picnic and outdoor eating areas

Design of Public Spaces (DOPS)	Actions	2025 Results
Outdoor Play Spaces	The city has an ongoing commitment to ensure that our playgrounds meet or exceed the most current Canadian Standards Association (CSA) safety standards as well as the Accessibility for Ontarians with Disabilities Act, Design of Public Spaces Standards	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
Exterior Paths of Travel	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	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
Accessible Parking	- 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	- 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
Obtaining Services	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	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

Design of Public Spaces (DOPS)	Actions	2025 Results
Maintenance Planning	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	Procedures for preventative, emergency maintenance and temporary disruptions of accessible elements are in place. Communications about disruptions continue to be provided through several methods
Legislative review	- Review requirements for the Design of Public Spaces Standards pending update to standards by the province - Modify materials as required	- No changes to the Act and/or its regulations - No action required at this time

Built Environment & Public Spaces Initiatives

Parking

The #RespectTheSpace accessible parking campaign was renewed in 2025. Tickets were issued for 414 accessible parking infractions in 2025 using the new automated issuing management system [AIMS].

In Parking Lot 4 [421 John St.], accessible parking spaces were relocated to the corners of the lot, enhancing connections to sidewalks at controlled intersections or crossings. In addition, barrier-free electric vehicle (EV) spaces were implemented, enabling individuals who use electric vehicles and have mobility requirements to park in accessible spaces.

Skyway Community Centre
accessible features



City Facilities

Skyway Community Centre and Park

The Community Centre is a rebuild of a former arena and is an entirely new, one-level, near carbon-zero building that is accessible throughout both the building and the site. It was completed last fall and opened to the public on Sept. 20, 2025. It features NHL arena compatible for sledge hockey, a 140 metre, three lane multi-use indoor track, lobby with customer service area and offices and two community rooms with kitchenettes for programs, meetings, and pickleball. Skyway Park includes, a 275-foot baseball diamond with accessible bleachers and dugouts, a natural playground with wood play features and accessible pathways and shaded gathering areas.

Accessibility Features

- Accessible corridors and entrances
- All millwork and counters are at accessible heights with opening under sink to accommodate patrons in a wheelchair
- All six dressing rooms and referee room have a barrier free showers and washrooms
- Every public area within the facility is accessible
- Public crosswalks are accessible with tactile and curb depressions
- Warm Viewing area has accessible benches and room for wheelchairs
- Cold viewing area with accessible bench
- Universal washrooms

- Accessible washroom with adult change table
- Accessible water fountains
- Frit (markings to increase visibility) used on all glass doors to make the glass more visible to people with sight loss
- Hearing loop installed in the program rooms for people that are hearing impaired
- Accessible playground is under shade structure
- Ample accessible parking featuring high colour/tonal contrast and accessible signage to support, safe, independent and intuitive wayfinding

Robert Bateman Community Centre

With sustainability and community-building in mind, the City of Burlington repurposed the existing Robert Bateman High School into a City-owned, multi-purpose, community-focused asset that aligns with the City's objective of being net-zero carbon by 2040.

The transformative multi-use facility will serve as a vibrant hub for education, recreation, and community engagement. The facility features an elevator and accessible spaces throughout. Phase 1 is complete with tenants Brock University, Burlington Public Library, Halton District School Board, TechPlace and the City offering services to the community.

Accessibility Features

- Two universal washrooms
- Eight accessible washrooms

- Over 45 new all gender washrooms
- Infra-red activated faucets and toilets
- Colour contrasting decals installed on all interior windows and glass doors
- Interior wayfinding with braille
- Accessible zoom/hoteling spaces
- Tactile indicators located at stair transitions
- Tactile indicators located at all curb depressions
- 12 new accessible parking spaces

Drury Lane Pedestrian Bridge

This is a new, accessible bridge crossing the Lakeshore West rail line, replacing a 53-year-old structure. It opened for service to the public in Fall 2025. Key accessibility features include fully accessible ramps for easier navigation, 6.5-foot-wide walkways, and transparent sides and walls, allowing for better sightlines and safety.

Additional Accessibility Upgrades

- Electric Vehicle Charging Stations are installed at Paletta Mansion Estate and Sherwood Forest Park, with accessible parking provided.
- Fire Station 2- Washrooms were renovated and all windows replaced as part of accessibility upgrades. Renovations included installing hygienic shower surrounds, replacing millwork and sinks, and upgrading toilets and urinals with automatic flush features to improve usability and accessibility for all users.
- Roads, Parks and Forestry Administration Building Office Renewal- Phases 1 and 2 of the project have been completed, with Phase 3 currently under construction. The renovations focused on enhancing accessibility and inclusive use throughout

the administration building. Completed work included updates to the first floor, creation of administrative and command centre spaces with supervisor offices, and accessibility improvements such as universal washrooms, a women's changing room, a renovated workout area, and collaborative office spaces designed to support accessibility for all staff.

- Permit for City Hall 5th and 6th floor washroom renovations received. Washrooms will have the following upgrades: widened doorway with automatic door operator, removal of the single stall to increase the overall area in the washroom
- Installation of two new grab bars, comfort height toilets, accessory mounting height per the Burlington BADS and all four washrooms to be all gender.

Drury Lane Pedestrian Bridge



Parks and Refreshed Outdoor Spaces

Sweetgrass Park consultation with the Indigenous Advisory Circle was completed, informing the inclusion of the following accessibility elements constructed in 2025:

- Two-metre-wide asphalt pathway connecting Makwendam School parking lot to Centennial Trail, providing access to the Ceremonial Fire Circle and Sweetgrass Contemplation Area
- Two red moccasin identifier benches along the pathway, each with armrests and space for a mobility device
- Ceremonial Fire Circle seating arrangement with 13 wisdom stones spaced to allow space for a wheelchair or other mobility device between seating areas
- three interpretive signs installed on large concrete pads adjacent to the pathway to allow safe viewing for people using mobility devices
- accessible viewing and tactile planting areas (medicinal plants, pollinators, and sweetgrass) located around interpretive signage pads
- Sweetgrass Contemplation Area near Tuck Creek including space adjacent to a wisdom stone for a mobility device, interpretive signage, and sweetgrass plantings

Cavendish Park renewal project was completed in 2025 following public consultation. The project created a new open community space to complement the existing playground and swing area and includes the following accessibility features:

- three benches located along the new pathway, each with armrests and adjacent space for a mobility device

- low stone seating walls providing additional seating and rest opportunities for people with mobility needs
- accessible shade tables
- high-contrast painted line games providing accessible play opportunities

Pinemeadow Park renewal project was completed in 2025, with the following accessibility features:

- existing pathway regraded from 11% to 4.7% slope, providing accessible use of the playground
- stone retaining walls along the new pathway, providing additional seating and rest opportunities for people with mobility needs
- accessible picnic table
- accessible swing and play equipment with transfer stations
- bench at the park entrance with space for a mobility device

Port Nelson Park renewal project was completed in November 2025. The renewal enhances inclusive, multi-sensory experiences by offering varied textures and engagement for children of all abilities. The new accessibility features include:

- paved pathways throughout the park
- accessible path and paved seating area at water's edge
- repaved parking lot with accessible parking spot and ramp with Tactile Walking Surface Indicator (TWSI)
- multiple accessible seating opportunities
- natural playground with tactile play features:

- wood, rope, sand, water feature
- two shade structures with seating
- accessible drinking fountain and bottle filler

Green Street Window-to-the-Lake (WTTL)

project was completed in Oct 2025. The project offers an accessible experience through the following key features:

- accessible path and paved seating area at the water's edge
- flush curb from the street into the site with Tactile Walking Surface Indicators (TWSIs)
- low decorative fence at the end of the path, providing an accessible opportunity to lean, hold, and enjoy views of the lake, while also enhancing safety by preventing mobility and wheeled devices from rolling down the slope
- pedestrian guard along the shoreline

Appleby Place Window-to-the-Lake (WTTL)

project was completed in May 2025. The project offers an accessible experience through the following key features:

- accessible ramp with handrail
- Tactile Walking Surface Indicators (TWSIs) at the bottom of the ramp
- seating at the water's edge
- interpretive signage along the path

- pedestrian guard along the shoreline
- Corten steel ramp edge, providing a durable, visually defined boundary for safety

Spencer Smith Park ramp improvements at the western end of the park were completed in July 2025. The project included curb and railing replacement at the existing ramp connecting the upper and lower promenade, maintaining an accessible connection between promenade levels where a longer ramp accommodates the elevation difference.

Central Public School playground and swing renewal project was completed in September 2025. The playground renewal includes the following accessibility features:

- transition curb added to the existing perimeter curb
- high-back accessible swing seat
- playground transition platforms

King's Road Public School playground renewal project was completed in September 2025.

The renewal included replacement of the existing play structure. The project includes the following accessibility feature:

- playground transition platforms incorporated into the new play structure



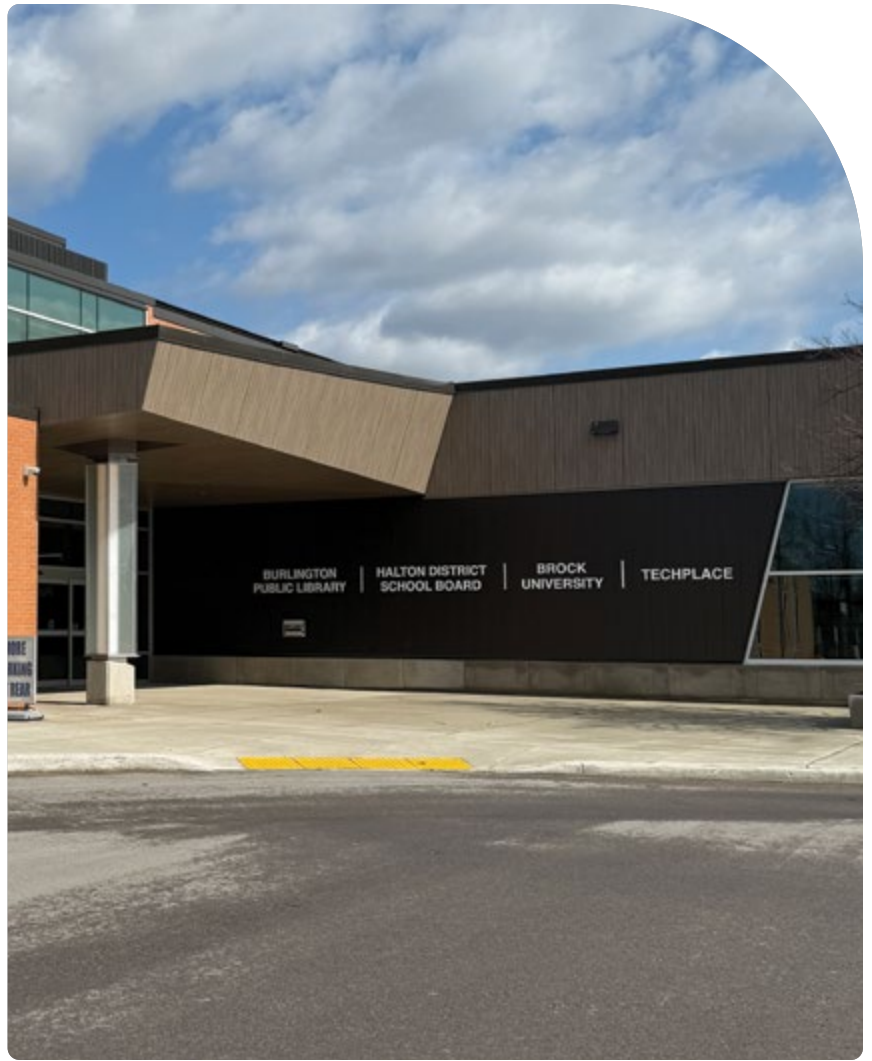
Green Street
Window to the Lake

Roads, Sidewalks and Pedestrian Signals

- Ongoing roadway reconstruction and resurfacing with the addition of Tactile Walking Surface Indicators (TWSIs), ladder-style crosswalks and Audible Pedestrian Signals when adding new or replacing existing Pedestrian Signals
- Ongoing curb cut and sidewalk ramp upgrades, enhancing access and safety in accordance with AODA Standards
- Pedestrian signal button relocation, supporting accessible pedestrian use

Built Environment and Public Spaces Consultations

- Burlington Community Trails Strategy engagement was conducted in two rounds to gather public feedback on the updated strategy. The engagement helped establish a trail system strategy that reflects modern needs, best practices, and community values while significantly advancing trail accessibility through:
 - mobility and connectivity
 - improved safety and inclusive design
 - trail maintenance, surface, and width
 - amenities and location
- City View Park improvement project consultation was conducted to gather public feedback on accessibility improvements, including ramps and handrails, pathway upgrades with accessible connections to key amenities, and accessible parking and drop-off locations.
- The Civic Square Renewal project consultation with the Burlington Urban Design Advisory Panel (BUD) was conducted, with accessibility considerations reviewed in parallel, including flattening grades, optimizing canopy and pathway layouts, enhancing lighting and tactile cues, and planning for inclusive seating and bike infrastructure.



Robert Bateman
Community Centre



Port Nelson Park



Spencer Smith Park



Appleby Window to the Lake

Customer Service Initiatives

Recreation Services

Accessible Sport and Art Fair was hosted on May 31, 2025, at Tansley Woods Community Centre to showcase accessible sports, recreation, and arts opportunities in Burlington. The event provided interactive demonstrations, try-it sessions, and information for residents of all ages and abilities. Features included wheelchair basketball, karate, chair yoga, inclusive arts activities, sensory swims, and a sensory-friendly space, along with information tables highlighting community programs, fee assistance, and accessible recreation opportunities.

Adaptive aquatic program was launched in the fall session of 2025. A total of 14 participants and 14 caregivers took part in the program, which is designed to support children with diverse physical, developmental, or sensory needs in a safe, inclusive, and engaging water environment. With a parent or caregiver in the water, each child receives personalized attention, comfort, and encouragement as they build water confidence and foundational swimming skills. Led by swimming instructors, the program focuses on promoting mobility, coordination, sensory integration, and social interaction through fun, structured activities. The presence of a familiar adult helps reduce anxiety and fosters a supportive atmosphere where children can thrive at their own pace.

Accessible Sport and Art Fair



Accessible Youth Recreation Programs

Recreation Services continued to strengthen inclusion supports within youth recreation programs to enhance participation by children and youth with disabilities.

- 50 new participants accessed inclusion supports across Winter, Spring, and Fall programs, with individualized intake processes and recreation plans completed
- 518 inclusion program registrations were supported
- Eight specialized instructors were trained to support inclusive Summer Camps
- Recreation planning processes were updated to incorporate family feedback, with specialized instructors assisting in updating

recreation plans, contacting families, and reviewing participant support information prior to the start of camps

Additional improvements were undertaken to strengthen inclusion program processes and consistency of service delivery:

- discussions initiated with the Business Services team to review opportunities to improve the intake process and explore system capabilities within the Xplor registration platform
- new documentation and tools introduced through participation in the Greater Toronto Area (GTA) Inclusion Programming Group, including a behaviour tracking code chart, updated program wording for the website and camp brochure, and development of a list of support agencies providing inclusion supports
- a Strengths, Weaknesses, Opportunities, and Threats (SWOT) analysis conducted with Specialized Instructors, with support from the Community Development Team, to identify opportunities to strengthen the intake process and enhance service delivery

Accessible Recreation Program Expansion

- Continued growth of accessible fitness options, including Chair Yoga, Chair Zumba, and gentle movement classes tailored for individuals with limited mobility
- Enhanced instructor training to support safe modifications, adaptive equipment use, and inclusive teaching practices
- Increased program promotion targeted toward older adults and individuals requiring low impact or seated exercise options

Accessible Community Garden

- Added easy grip tools and adaptive gardening equipment to support participants with limited strength or dexterity.
- Delivered staff supported programming to ensure a welcoming and inclusive environment for seniors with varying abilities.

Accessible Recreation Programs: 2025 Participation and Ongoing Initiatives

Participation Highlights

- Sensory Swims: 778 participants, providing accessible aquatic opportunities for participants with sensory sensitivities
- Adult Services Programs:
 - Chair Yoga: 622 participants
 - Chair Pilates: 384 participants
 - Zumba Gold / Gentle: 58 participants
 - Gentle Movement Classes: 1,905 participants
 - Accessible Community Garden Project: Nine participants

Ongoing Initiatives

- Continued commitment to offering diverse adaptive recreation experiences for all abilities
- Ongoing review of program spaces to enhance physical accessibility and participant comfort

Information & Communication Initiatives

Corporate intranet redevelopment was completed in June 2025, improving content organization and addressing platform accessibility issues to support an accessible internal website platform for employees. Accessibility standards consistent with the

City's public website were applied, advancing the City's commitment to accessible and digitally inclusive communications. Governance processes were also introduced to support the ongoing accessibility of intranet content.

Transit Initiatives

New seating design has been introduced on the newest conventional bus fleet to better highlight the priority and accessibility seating area, supporting passengers with mobility or other accessibility needs. Standard priority seating

decals continue to be displayed on the window above the seating area.



Burlington Transit Accessible Seating

Notable Activities by Burlington Accessibility Advisory Committee (BAAC) in 2025

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 2025:

- Burlington Community Trails Strategy
- City View Park Improvement Project
- Burloak Regional Waterfront Park Improvement Project
- Transit Accessibility Plan
- Burlington Library Multi Year Accessibility Plan
- City's Multi-use Path strategy
- Accessible Parking requirements in the draft Zoning By-law amendment
- Downtown Parking Project
- Public Vehicle By-law- Accessible Taxi

Beyond its advisory work, BAAC actively engaged in community outreach and awareness initiatives throughout 2025. On May 23, they joined elected officials at City Hall for the National AccessAbility Week flag raising, welcoming members of the Burlington community to recognize the importance of accessibility and inclusion. During National AccessAbility Week, a BAAC member served as a guest storyteller in the ReadAbility program

in partnership with Burlington Public Library, reading stories, sharing personal experiences of living with a disability, and answering questions from children. On May 31, as part of National AccessAbility Week, BAAC members presented a booth at the Accessible Sport and Art Fair at Tansley Woods Community Centre, where Burlington art and sport program providers showcased accessible programs to residents and BAAC members collected feedback on accessibility to find common themes for future initiatives.

Additionally, in June, BAAC submitted a proposal to partner with the Burlington Art Gallery on the Generator Project. In August, BAAC hosted a booth at the Burlington Centre Farmers' Market, and in September, members participated in the Food for Feedback community engagement event, speaking with residents, answering questions, and receiving requests for additional accessibility information. In October, members supported the Accessible Halloween initiative, handing out 15 accessibility signs at the Burlington Public Library and six signs at City Hall. They spoke with many families during the event to raise awareness about accessible and inclusive Halloween activities. On Dec. 3, BAAC members participated in the International Day of Persons with Disabilities (IDPD) flag raising at City Hall.

What's Next

Planned Initiatives for 2026

Building on the progress and community engagement achieved in 2025, key accessibility initiatives have been identified for 2026. These initiatives aim to continue removing barriers,

enhancing accessibility across city facilities and programs, and promoting inclusion throughout the community.

Built Environment & Public Spaces Initiatives

Parking

- Locust Street Parking Garage (414 Locust St.) - elevator replacement.
- Parking Lot 17 (390 Brant St.) - new pavement markings and installation of accessible parking spaces, with plans for a full parking lot renewal including additional accessible spaces, barrier-free EV charging spaces and multi-modal transportation connections.

City Facilities

- Civic Square, City Hall Façade and Streetscaping Project Construction - the preferred design emphasizes accessibility, functionality, and enhanced site character. The new space will be barrier-free, accommodating all mobility devices, with accessible concrete paving and seating.
- City Hall – Washroom renovations on Floors 5 and 6. Two of the four washrooms will include the following upgrades:
 - Widened doorway with an automatic door operator
 - Removal of the single stall to increase the overall washroom area
 - Installation of two new grab bars
 - Comfort-height toilets

- Accessory mounting heights in accordance with the City of Burlington's Accessibility Design Standards (ADS)
- Conversion of all four washrooms to all-gender washrooms
- Road, Parks and Forestry Administration Building – office renewal. Phase 2 completed; Phase 3 currently under construction

Parks and Refreshed Outdoor Spaces

- Burlington Community Trails Strategy – ongoing trail planning and accessibility improvements. Work will continue in 2026 to refine trail classifications, including accessibility, amenities, and maintenance details, and to apply these classifications to new and existing trails. The project will also continue to receive input from the Accessibility Advisory Committee and engage with the public.
- Burloak Regional Waterfront Park – splash pad and washroom facility construction. Site landscape elements will include accessible bench pads and picnic tables. Accessibility Considerations include:
 - Parking Lot: accessible parking spaces located close to main amenities, with two per cent maximum slope and accessible signage

- Pathways: wide, firm, stable, and slip-resistant surfaces with minimal slopes to ensure barrier-free circulation throughout the site
- Universal Washroom: designed to meet City of Burlington Accessibility Design Standards and Ontario Building Code standards, including barrier-free access, power-operated doors, and accessible fixtures
- Splash Pad: inclusive water play features, level surfaces, and accessible routes from pathways
- Shade Structure and Seating: accessible routes to seating areas; some seating designed with adjacent clear space for mobility devices
- City View Park - implementation of accessibility features identified in the 2025 design review. Accessibility improvements include ramps, handrails, and pathway upgrades. Additional features include:
 - Accessible parking: Type A and B spots per the City's Accessibility Standards
 - Accessible drop-off location: painted surface and signage, with depressed curbs and tactile plates
 - Pathways: hard surface access from both proposed diamonds and proposed parking lot to the pavilion, washrooms, and water filling station; includes a new asphalt connection to the existing playground; all pathways include depressed curbs and tactile plates where required
 - Seating: bleachers with accessible spots incorporated into the design
- Ireland Park – lighting, water service, and new steel pedestrian bridge installation
- Millcroft Park – replacement of fencing at the ball diamond D2

- Lowville Park playground renewal- In design
- Sherwood Forest Park west side renewal- In design

Roads, Sidewalks and Pedestrian Signals

- Ongoing roadway reconstruction and resurfacing with the addition of Tactile Walking Surface Indicators (TWSIs), ladder-style crosswalks and Audible Pedestrian Signals when adding new or replacing existing Pedestrian Signals
- Ongoing curb cut and sidewalk ramp upgrades, enhancing access and safety in accordance with AODA Standards

Feedback

The [2025 - 2028 Multi-year Accessibility Plan](#) is the result of consultation with the City's [Accessibility Advisory Committee](#), staff members, people with disabilities and the public. The City will revisit this plan regularly in the years ahead and provide annual reports to share updates on progress, helping to foster communication, transparency and accessible service delivery. The City welcomes questions, thoughts and constructive feedback and encourages residents and visitors to share their input.

Please email accessibility@burlington.ca with any feedback or inquiries, or to request an accessible format of this report.

For more information on the AODA, contact:

Ministry for Seniors and Accessibility
777 Bay St., Suite 601A
Toronto, ON M7A 2J4

Telephone: 416-849-8276
Toll Free: 1-866-515-2025
TTY: 416-326-0148
TTY Toll Free: 1-800-268-7095
Fax: 416-325-9620

accessibility@ontario.ca

[Ministry for Seniors and Accessibility Webpage](#)



Flag raising for National AccessAbility Week 2025 featuring Councillors Paul Sharman and Rory Nisan along with members of Burlington Accessibility Advisory Committee and residents.

