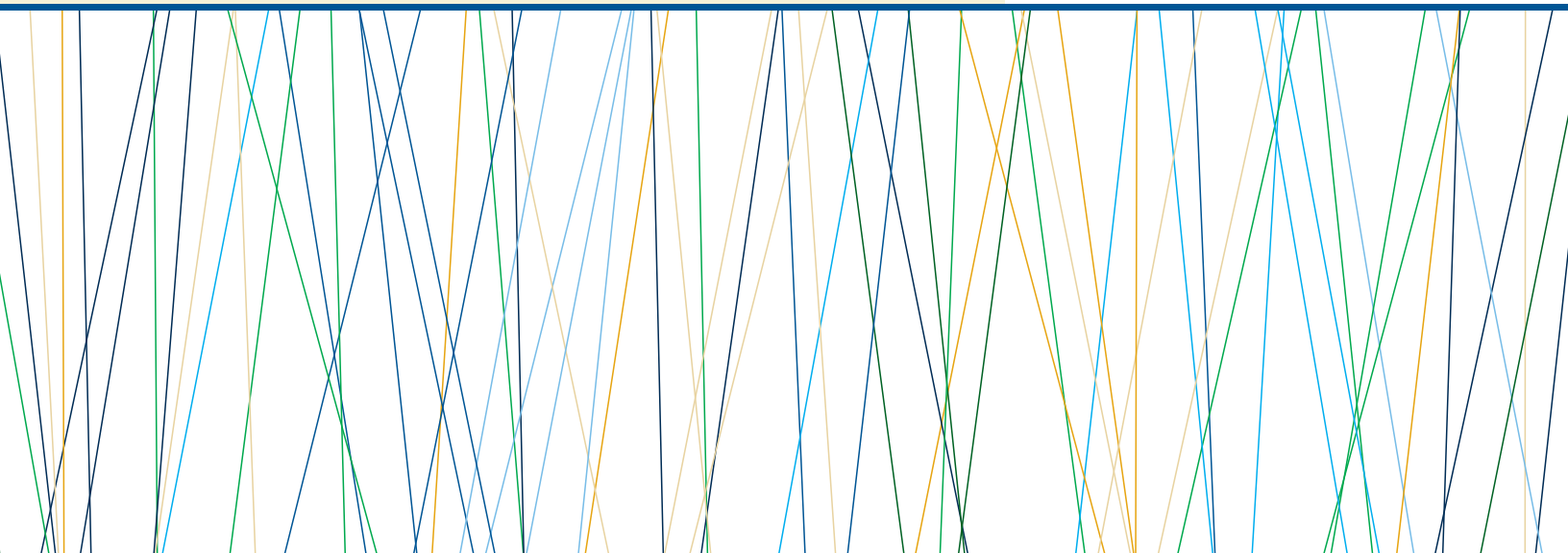


City of Burlington 2023 Accessibility Progress Report



cover photo - Central Park Accessible Multi-user Swing



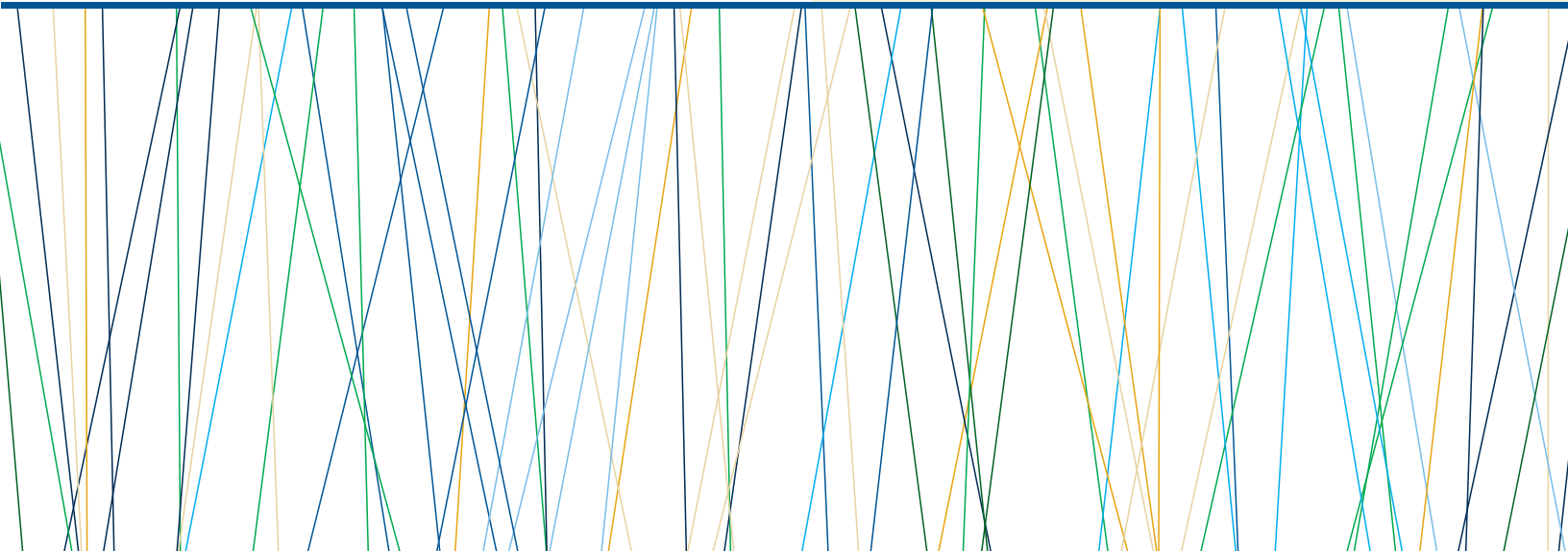
Statement of Organizational Commitment

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



Peart Park - Sign language alphabet



2023 Accessibility Progress Report

Our 2023 Accessibility Progress Report is the City of Burlington's update on the measures taken to improve accessibility in our community and reports on the progress made to implement the activities introduced in our [2019 – 2023 Multi-Year Accessibility Plan](#).

The city's 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 five 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 our approach to compliance with Ontario's accessibility legislation.



Lakeshore Public School - communication board

Accessibility Legislation in Ontario

The Accessibility for Ontarians with Disabilities Act and its regulations

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible for people living with disabilities by 2025 by creating, implementing and enforcing accessibility standards. 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. Currently, the IASR is made up of five standards and several general requirements that apply to the city's business in the following areas:

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

The AODA and the Ontario Human Rights Code

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

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

The AODA and the Ontario Human Rights Code work together to promote equality and accessibility.



Maple Community Garden - raised planting beds

Legislated Reviews

Review of the Accessibility for Ontario with Disabilities Act, 2005

The AODA requires a regular statutory review of the Act and its regulations. In February 2022, the Government of Ontario announced the appointment of Rich Donovan, a global expert in accessibility and economic value in the disability market, as the fourth legislative reviewer of the AODA.

Mr. Donovan provided his final report, with 23 recommendations, to the province in June 2023. After “careful review and consideration” the province silently released the report on December 14, 2023.

Review of existing accessibility standards

Each accessibility standard is required to be reviewed every five years after it becomes law to determine whether it works as intended and to adjust if required. The Transportation, Employment, Information and Communications, Customer Service and the Design of Public Spaces standards are currently under review.

Final recommendations for the Transportation Standards were submitted by the Standards Development Committee to the minister for consideration in May 2018.

Final recommendations for the Employment Standards were submitted by the Standards Development Committee to the minister for consideration in January 2019.

Final recommendations for the Information and Communications Standards were submitted by the Standards Development Committee to the minister for consideration in February 2020.

The Design of Public Spaces Standards are currently under review with minutes of the Standards Development Committee last posted in September 2023.

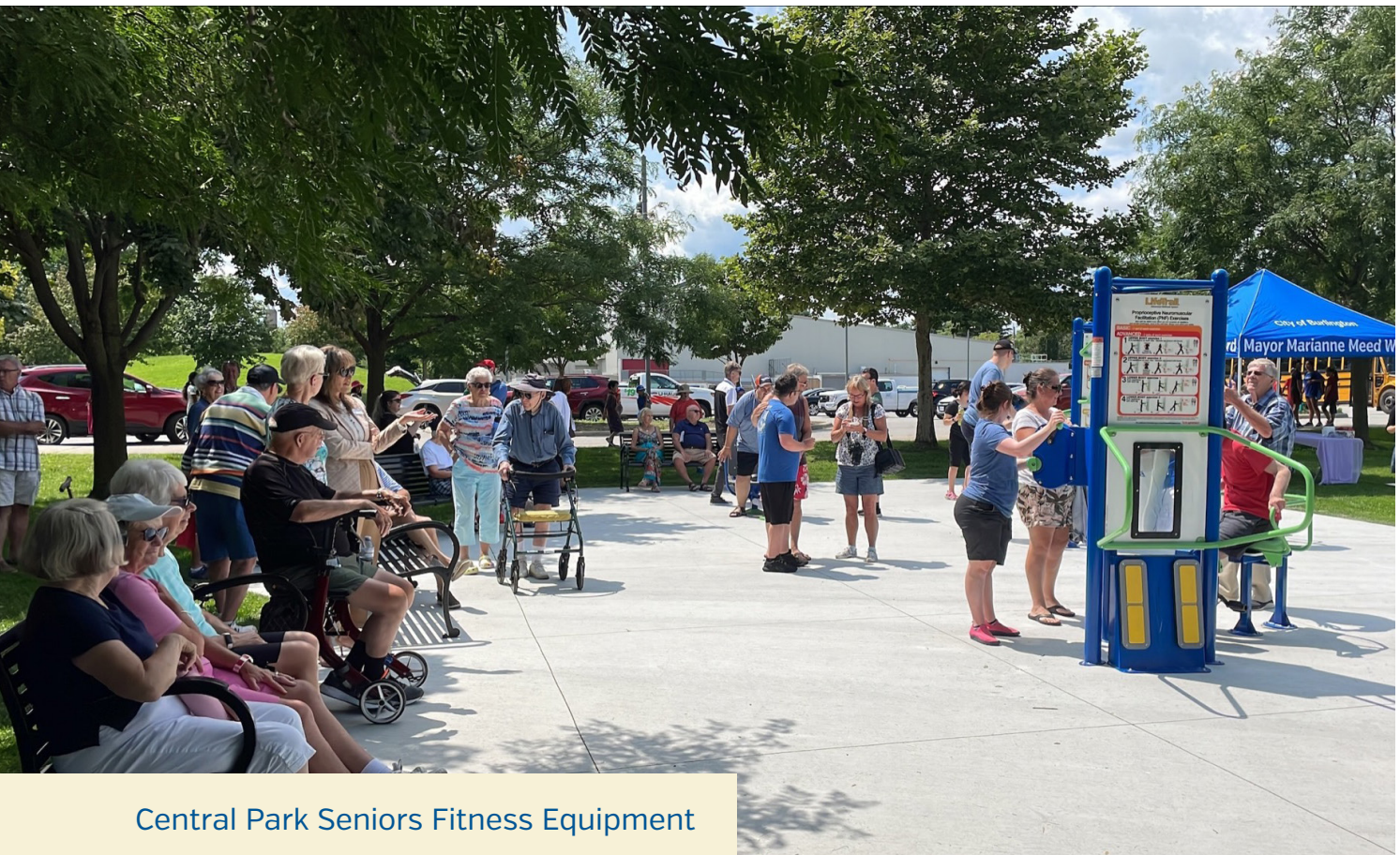
The second review of the Customer Service Standards began in October 2023. Initial recommendations for the Standards Development Committee are anticipated in spring 2024.

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

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

New Standards

Three new standards are in development – Health Care Standards, Kindergarten to Grade 12 (K-12) Education Standards and Post-Secondary Education Standards. Public consultations with respect to the initial recommendations for all 3 standards have been completed and the Standards Development Committee submitted their final recommendations to the minister in Q1 2022. The province is silent on timelines for the release of the new standards.



Central Park Seniors Fitness Equipment

Federal Accessibility Legislation

Accessible Canada Act, Bill C-81

The Accessible Canada Act: An Act to Ensure a Barrier-Free Canada came into force in 2019. The Act's stated purpose is to identify, remove and prevent accessibility barriers in areas that apply to a wide range of federally regulated jurisdictions. 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

As federal, provincial, and territorial governments develop policy there is potential to establish a collaborative approach.

The legislation established Accessibility Standards Canada to develop national accessibility standards. Several technical committees are actively 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.

SERVICE BURLINGTON



City Hall Modernization Project - Accessible Counter

2023

AODA/IASR Compliance Activities

General Requirements	Actions	2023 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 multi-year accessibility plan in consultation with persons 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 2019 – 2023 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"> 2020 – 2022 Progress Report presented to Environment, Infrastructure and Community Services Committee on May 16, 2023, and posted to COB website Public consultation for the 2024 – 2028 multi-year accessibility plan began in 2023: Farmers' Market – June 2023 Food for Feedback – Sept 2023 Get Involved – Oct 12 to Nov 27, 2023
<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 February 24, 2023
<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
<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

General Requirements	Actions	2023 Results
<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
<ul style="list-style-type: none"> Develop, implement and maintain policies governing its provision of goods, services, facilities to persons 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
<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 through a variety of staff Lunch and Learns 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 Continued roll out of the knowledge base Corporate Customer Relationship Management [CRM] system to improve customer experience

Information & Communication	Actions	2023 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

Information & Communication	Actions	2023 Results
<ul style="list-style-type: none"> Where emergency procedures, plans and/or public safety information is available to the public, provide in 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
<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"> Our redeveloped website, launched in 2022 continues to meet compliance. Actions taken at that time ensure the site is maintain and reviewed for accessibility effectively. Monsido 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	2023 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 interview 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 accommodation Each email sent to candidates include 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	2023 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	2023 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"> BT continues to have accessible equipment on our vehicles and makes the information 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
<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

Transportation	Actions	2023 Results
<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 	<ul style="list-style-type: none"> We continue to provide AODA training to all new staff for their job duties No changes to the legislation at this time
<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"> 2023 Transit Progress Report is in development. A public meeting to receive feedback is planned for June 2024
<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"> One expansion specialized vehicle and FTE operator was added to the fleet in 2023.
<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 will perform a complete review to create a new by-law prior to Dec 31, 2023. A contract with local taxi company has been established to subsidize specialize demand
<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	2023 Results
<ul style="list-style-type: none"> Consultation 	<ul style="list-style-type: none"> Continue to consult the Burlington Accessibility Advisory Committee, 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"> Love My Playground Public Consultation took place in 2023 to receive feedback about the types of equipment users would like to see at local playgrounds when equipment is replaced. In 2023, 13 playgrounds were replaced tailored to local community feedback
<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 7 additional Mobi-Mats® were installed for public use on Burlington Beach in 2023
<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 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

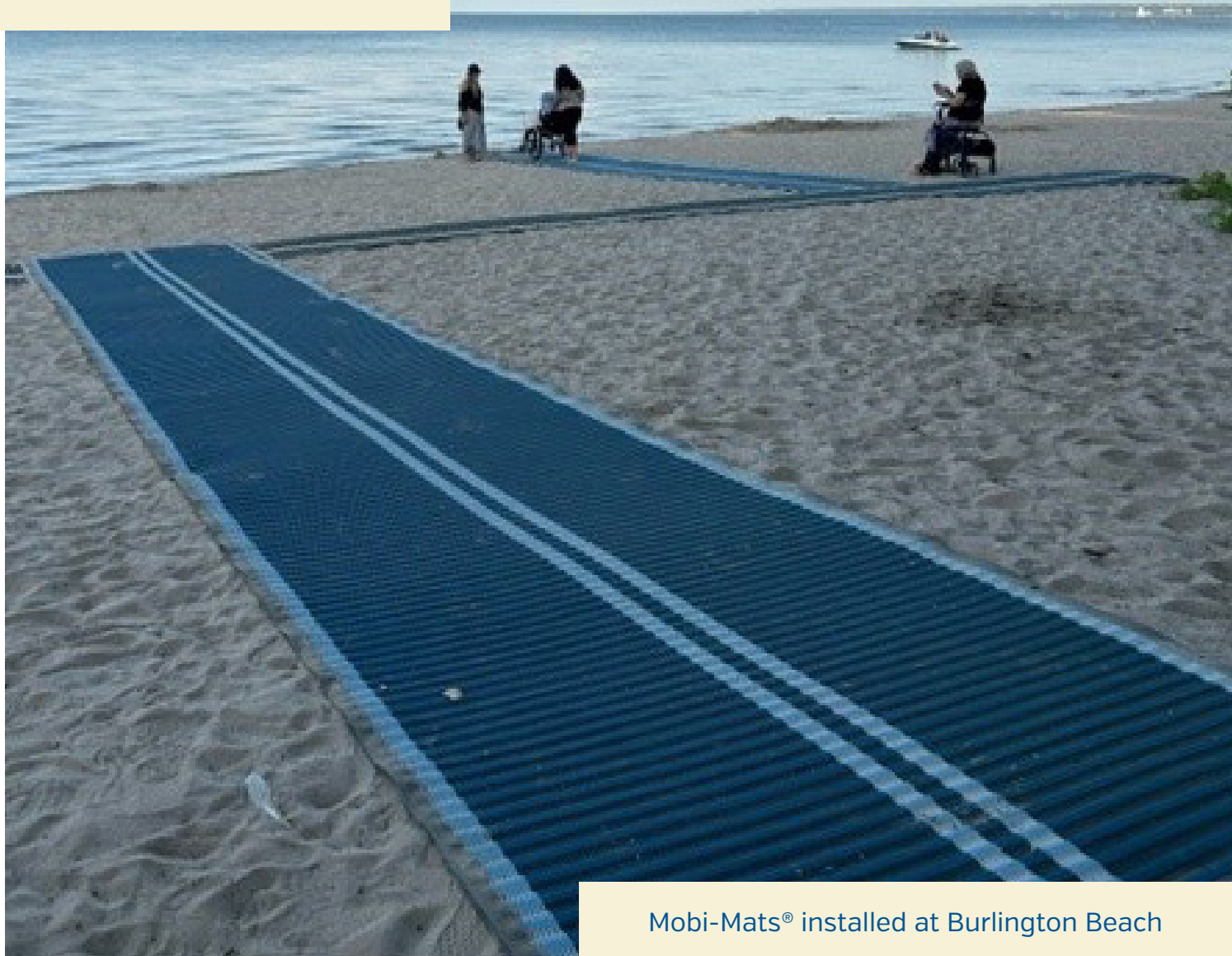
Design of Public Spaces (DOPS)	Actions	2023 Results
<ul style="list-style-type: none"> Exterior Paths of Travel 	<ul style="list-style-type: none"> The city will continue to apply all technical requirements of DOPS and the current Burlington Accessibility Design Standards when constructing new or redeveloping existing exterior paths of travel, including depressed curbs, curb ramps and accessible pedestrian signals 	<ul style="list-style-type: none"> We continue to apply 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 at this time
<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

Design of Public Spaces (DOPS)	Actions	2023 Results
<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, notices in City Update 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



Walkers Line Window to the Lake

**Love My Playground
Public Consultations
took place in 2023
to receive feedback
about the types of
equipment users
would like to see at
local playgrounds
when replaced.**



Mobi-Mats® installed at Burlington Beach

Additional Accessibility Projects 2023

Achievements of Note

All staff now have access to M365 Office with accessibility review and remediation tools, as well as access to accessibility training resources for Word and Acrobat PDF documents.

Restricting publication access to the City of Burlington website to trained and knowledgeable corporate communications and engagement staff only ensures greater compliance with AODA Information and Communications Standards.

Successful Inclusive Communities Grant application for the installation of additional Mobi-Mats® at Burlington Beach. Seven additional Mobi-Mats® were installed at Beachway Park in 2023.

Staff participated in several consultation opportunities with Mr. Rich Donovan for the 4th review of the Accessibility for Ontarians with Disabilities Act and its regulations.

Professional Development and Membership

The Accessibility Specialist continues to participate in networking and information sharing opportunities through:

Ontario Network of Accessibility Professionals, an information sharing network with more than 275 participants, including municipalities, hospitals, school boards, public libraries, colleges and universities and police services across the province.

Rick Hansen Foundation Accessibility Professional Network, a membership network of accessibility professionals including RHFAC Professionals, accessibility consultants, and experts in the built environment.

Conferences, Webinars and Professional Development, 2023

Rick Hansen Foundation Accessibility Professional Network

- Conference – Vancouver, March 2023
- Webinar – Renovation and Expansion
- Webinar –What’s new in CSA/ASC B651-23, Accessible design for the built environment
- Webinar –Informing Standards for Acoustics and the Built Environment

Ontario Network of Accessibility Professionals

- ONAP Spring Conference – Waterloo, April 2023
- ONAP Fall Conference – Brampton, October 2023
- ONAP meeting with Stephanie Cadieux, Chief Accessibility Officer of Canada, November 2023

DEI Training – Canadian Centre for Diversity and Inclusion

- Understanding Privilege
- Unlocking the Power of Inclusion

Government of Canada Accessible Canada Act

- Accessible Standards Canada
- annual public meeting, June 1, 2023

Parks Accessibility Conference 2023

- KITE Research Institute,
- University Health Network, July 2023

Activities

- “Love My Playground” Public Consultation conducted in 2023
- AODA Compliance Report to Province – submitted February 2023
- New prototype for raised community garden plots created and piloted at Ireland Park community garden in 2023

Facilities

- Mountainside Pool Revitalization, July 2023 – features include a new pool with beach access and accessibility ramps, water spray and waterslide, shade structures and a climbing wall
- City Hall Modernization Phase 1, July 2023 – newly renovated space includes wider doors at Locust Street entrance with automatic sliding doors
- City Hall Modernization Phase 2 – pre-design and public engagement began in 2023. Construction to begin in 2025
- Robert Bateman Community Centre – construction began in Q2 2023
- Skyway Community Centre and Park – under construction, completion in Q3 2024
- Orchard Community Hub, Feb 2023 – includes casual seating, kitchenette, fridge, microwave, washroom with adult change table, projector and screen
- Roads, Parks and Forestry Department Phase 1 office renovation project – new accessible walkway, new universal washroom and the addition of automatic door openers to access the newly renovated spaces
- Improved Accessible Parking Signage at Brant Hills Community Centre
- Raised toilet and grab bars installed in washrooms at the Music Centre

Parks and Open Spaces

- Bridgeview Park – expansion and replacement of playground equipment and swings, addition of transition curbs, new engineered wood fibre safety surface and path improvements. Completed December 2023
- Central Park accessible swing and communication board – an interactive, multi-user wheelchair accessible swing without the need to transfer. Funding for this project was received from the Patrick J. McNally Charitable Foundation. Completed May 2023
- Central Park Seniors Fitness Equipment and Social Space – a donation for this project was made by the Burlington Seniors Community Initiatives. Completed August 2023
- City View Park, design in 2023 – new baseball diamonds, bleachers, parking lot, lighting, irrigation and pathway connections. Construction in 2024
- Councillor Benches, 2023 Program – 5 new benches and new concrete pads along walkways in various parks and open spaces
- Florence Meares Public School – renewal of playground. Completed in 2023
- Hamilton Radial Electric Railroad Plaque – installation of an interpretative display along the Elgin Street Promenade in conjunction with the Burlington Historical Society to commemorate the historic railway. Completed 2023
- Lakeshore Public School – renewal of playground. Completed in 2023
- Lansdown Park improvements – public engagement in 2022, design completed and construction in began in 2023 to include new water service with drinking fountain, bottle filler and pet bowl, new soccer field, new splash pad, installation of shade structure, accessible picnic tables, exercise equipment stations, new asphalt pathways with walking-loop, winter neighbourhood ice rink. Completion of construction in 2024
- Lampman Park – replacement of playground equipment, new transition curbs, new engineered wood fibre safety surface, larger basketball court and winter neighbourhood ice rink, path improvements, new water fountain and water service upgrades. Design and construction completed in 2023
- Leighland Park – renewal of ball diamond with added accessible spectator seating, outdoor fitness equipment, leash-free dog park, tennis court, basketball and ball hockey. Completed in 2023
- Maple Park – new sports field lighting and drainage improvements. Completed December 2023
- Peart Park – renewal of playground. Completed in 2023
- Port Nelson Park renewal – public engagement survey about park playground and park design undertaken spring 2023. Construction in 2024
- Recognition Celebration Benches, 2023 Program – 22 new benches and new concrete pads along walkways in various parks and open spaces
- Rolling Meadows Public School – new playground equipment and communication board. Completed in 2023
- Windows to the Lake, Appleby Place – design completed in 2023. Construction in 2024
- Windows to the Lake, Green Street – design completed in 2023. Construction in 2024
- Windows to the Lake, Walkers Line – construction completed in 2023

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

- One additional specialized transit vehicles and 1 additional FTE operator added to the fleet



National AccessAbility Week Flag

Notable activities by the Burlington Accessibility Advisory Committee (BAAC) in 2000 to 2022

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 provides advice to staff and Council on accessibility issues, not only to help remove existing barriers but also to prevent new barriers from being created. The BAAC was consulted on the following projects in 2023:

- Robert Bateman Community Centre
- Recreation Department Learning Forums
- Active Ageing Plan Update
- Community Engagement Charter Update
- Lansdowne Park Renewal
- #RespectTheSpace Campaign Update through Parking Services
- Downtown Business Association – StopGap Program discussion
- Civic Square Renewal Project
- Update to Display Signage on Transit Fleet

In 2023, the BAAC participated in Town Hall opportunities with Mr. Rich Donovan for the 4th review of the Accessibility for Ontarians with Disabilities Act and its regulations.

BAAC had a booth at the Burlington Centre Farmers' Market in June, 2023 during National AccessAbility Week to seek input from the community to inform the 2024 – 2028 Multi-year Accessibility Plan. They also had a booth in October to distribute Treat Accessible signs for

Halloween as a part of their ongoing commitment to public education.

BAAC members toured Burlington Public Library Central Branch for a demonstration of the many accessibility improvements that have been made to the built environment and additions to assistive technologies.

BAAC also participated in Food for Feedback community engagement opportunity in September 2023. Members were on hand to answer questions from the public and distribute surveys to inform the 2024 – 2028 Multi-year Accessibility Plan. More than 70 completed surveys were received at the event.

In 2021, BAAC designed and purchased a flag for the International Day of Persons with Disabilities [IDPD]. The community was invited to the flag raising event in December 2023. BAAC was delighted to welcome many members of Special Olympics Burlington. Students from Halton District School Board and Halton Catholic District School Board created displays that were made available at City Hall for the public to view during the week including IDPD.

A National AccessAbility Week flag was designed by the Rick Hansen Foundation in 2023 for all to use to raise awareness about accessibility. The community was invited to the flag raising at City Hall with the BAAC and elected officials.

Hon. Raymond Cho, Ontario Minister of Seniors and Accessibility, visited Burlington in March 2023 to acknowledge two Inclusive Community grants received by the city and to announce a new round of grant funding for the program. Minister Cho met with councillors, city staff and members of the BAAC and the Seniors' advisory committees. Burlington MPP Natalie Pierre joined the minister in celebrating the successful projects implemented through the grants to improve accessibility in the community.

BAAC chair and staff were interviewed as part of a three-part series titled Focus on Accessibility, which examined issues related to accessibility in Halton. ['EVERYONE BELONGS': Halton making progress toward universal accessibility](#), reports on the measures being taken by local municipalities to address accessibility issues throughout the community.



Civic Square at Burlington City Hall

Goals and Targets 2024

Activities

- 2024 Progress Report
- 2024 – 2028 Multi-Year Accessibility Plan
- 2024 City of Burlington Accessibility Design Standards

Facilities

- City Hall Modernization Project Phase 2
- Robert Bateman Community Centre
- Skyway Community Centre

Parks and Open Spaces

- Greenwood Park
- Sherwood Forest Park – west side
- Sioux Lookout Park
- Bayview Park Pavilions
- Pauline Johnson Public School playground
- Port Nelson Park renewal
- Teal Greenway Park
- Tyandaga Golf Course
- Spencer Smith Park

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

- Transit Accessibility Plan to be created and public meeting held in 2024

Established in 1994, the BAAC provides advice to staff and Council on accessibility issues, to help remove existing barriers and prevent new barriers from being created.



City of Burlington - a community for everyone

Feedback

We welcome your feedback.

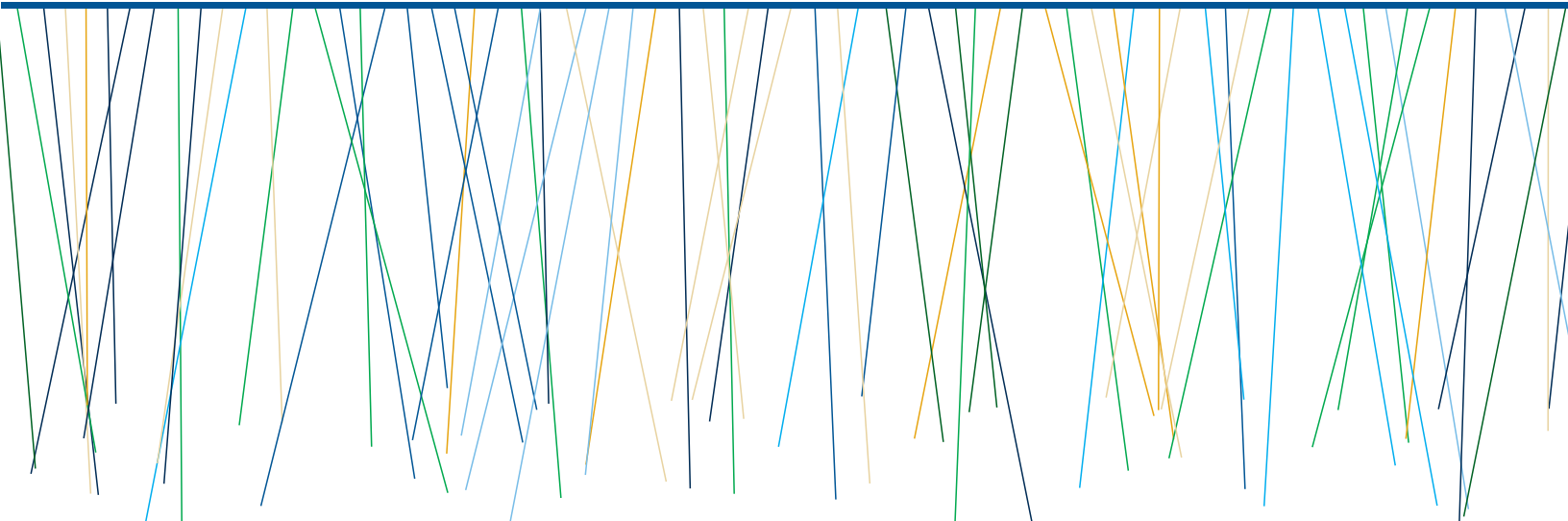
Please let us know if you have questions about our 2023 Accessibility Progress Report or our [2019 – 2023 Multi-Year Accessibility Plan](#).

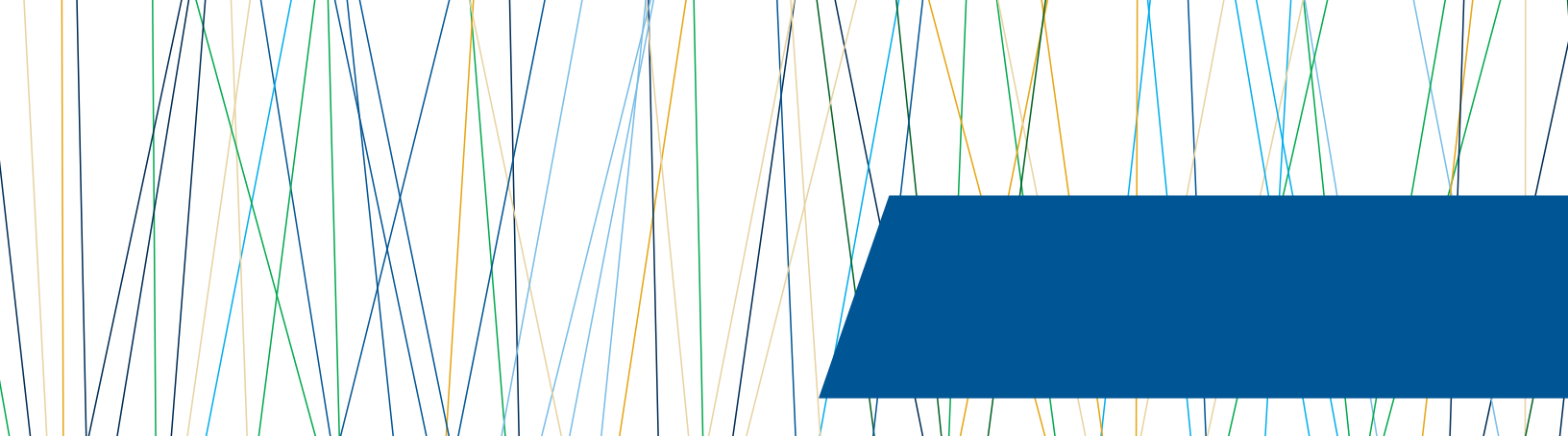
If you have suggestions to help us identify and remove barriers or improve accessibility to our programs, services and facilities, we'd like to hear from you.

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

Please contact:

Judi Lytle, specialist, accessibility
accessibleburlington@burlington.ca
www.burlington.ca/accessibility





Mountainside Pool - accessible entry