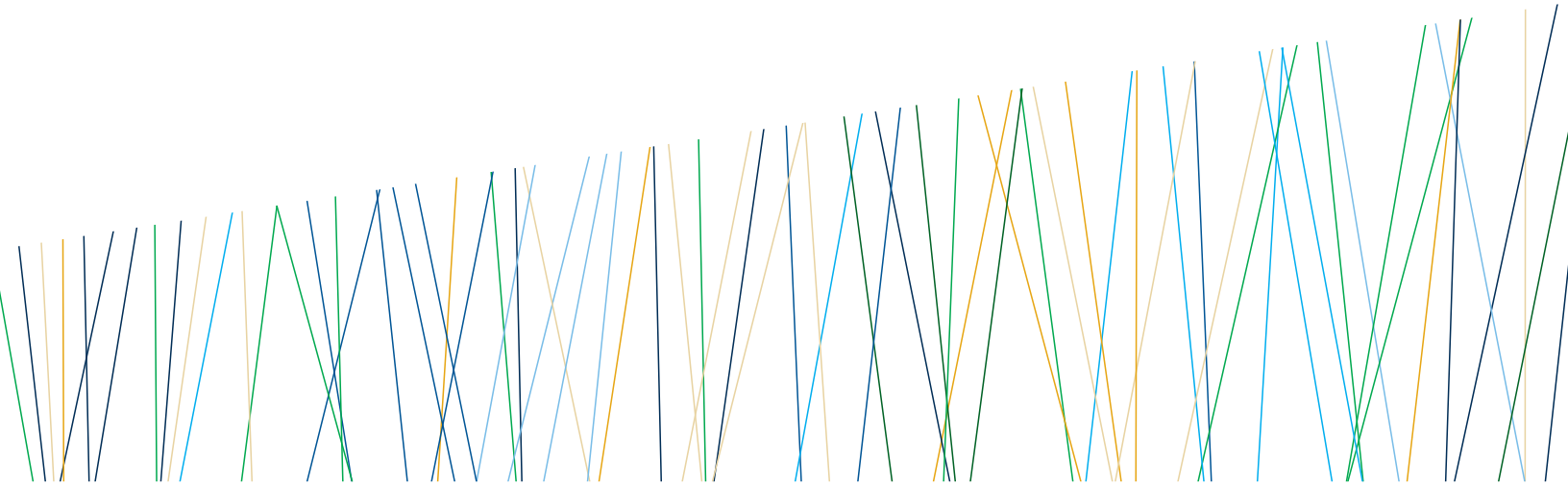
City of Burlington

2019 Accessibility Progress Report



burlington.ca/accessibility

CITY OF Burlington



Cover photo: Burloak Waterfront Park



Statement of Organizational Commitment

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

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

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

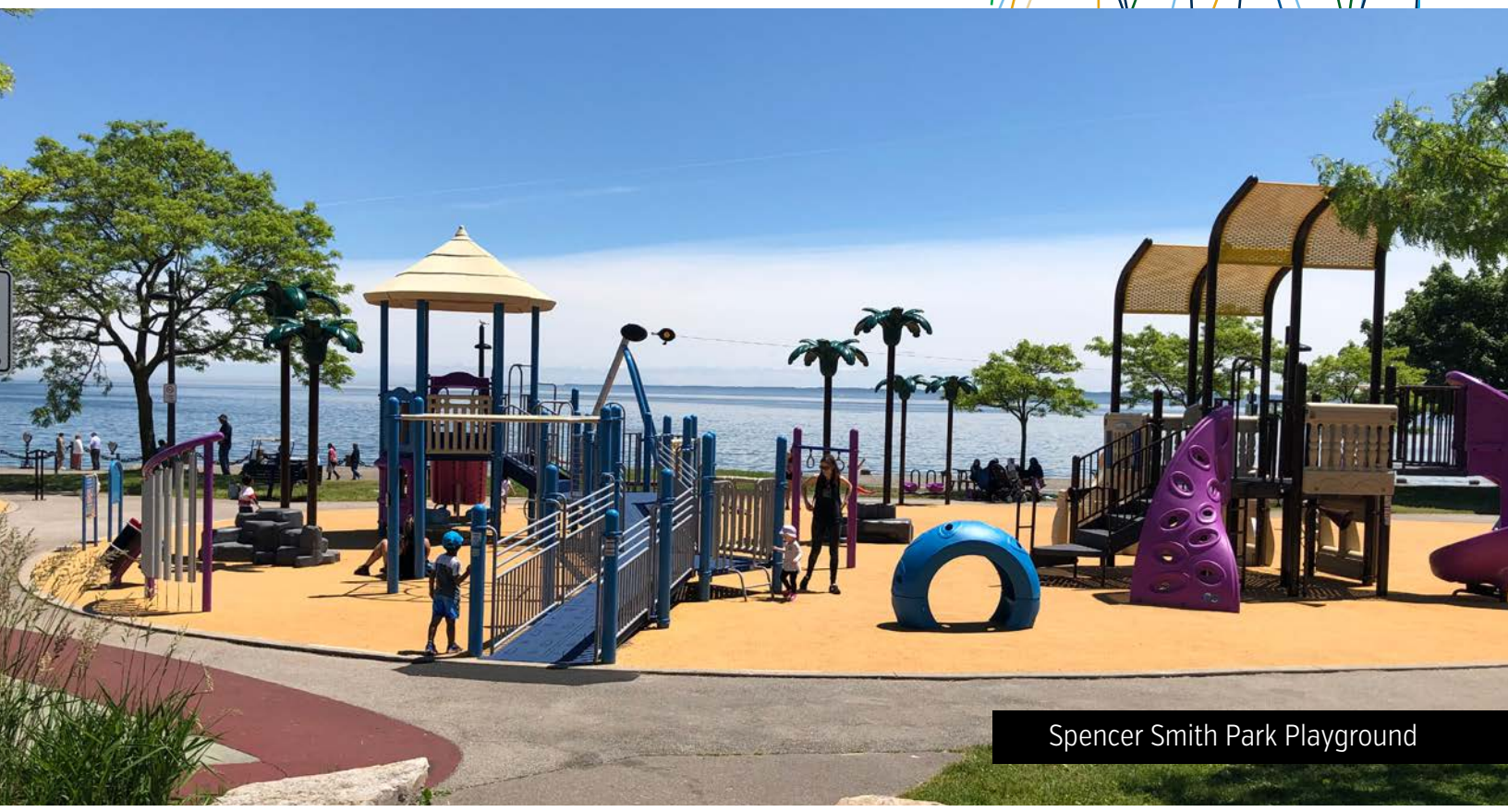
Contact accessibleburlington@burlington.ca

2019 Accessibility Progress Report

Our 2019 Accessibility Progress Report is the City of Burlington's annual update on the measures taken to improve accessibility in our community and to report on the progress made to implement the activities introduced in the multi-year plan.

The City of Burlington's 2019 – 2023 Multi-Year Accessibility Plan describes how the city will continue to remove barriers and improve accessibility to our city's 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 and provides our approach to compliance with Ontario's accessibility legislation.

The content of our plan was developed in consultation with the Burlington Accessibility Advisory Committee, staff, people living with disabilities and the public.



Spencer Smith Park Playground

Accessibility Legislation in Ontario

The AODA and The Code work together to promote equality and accessibility.



Access Aisle Decal

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 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.

Legislated Reviews

Review of the Accessibility for Ontarians with Disabilities Act, 2005

In February 2018, the province announced the appointment of the Honourable David C. Onley to conduct the third review of the Accessibility for Ontarians with Disabilities Act. The review included consultations with the public and an analysis of accessibility progress made in other jurisdictions. The Accessibility Coordinator and members of the Burlington Accessibility Advisory Committee participated in the consultations. The final report was tabled by the province in March 2019. The report provided 15 recommendations to improve the implementation of the AODA and its regulations. The province has yet to release their plan on the implementation of the Onley Report.

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 and Information and Communications standards are currently under review.

Public feedback was received for the Transportation Standards in July 2017 and the final recommendations were submitted to the minister for consideration in May 2018. The province is silent on the timelines for the release of the new Transportation Standards.

The Employment Standards are currently under review. A member of the Burlington Accessibility Advisory Committee sits on the Employment Standards Development Committee. The province released the recommended changes for public review in the spring of 2018 and submitted its recommendations to the minister in January 2019. The province is silent on the timelines for the release of the new Employment Standards.

The Information and Communications Standards are currently under review. Proposed recommendations were made available for public review in the summer 2019. The City of Burlington provided comments. Comments from the public review will be considered by the Information and Communications Standards Development Committee when making their final recommendations to the minister. The province is silent on the timelines for the release of the new Information and Communications Standards.

New Standards

Two new standards are currently in development – Health Care Standards and Education Standards. Comprehensive public consultation will take place at a date, to be determined once the draft standards have been developed. The province is silent on timelines for the new standards.

Federal Accessibility Legislation

Bill C-81 Accessible Canada Act

Bill C-81, the Accessible Canada Act: An Act to Ensure a Barrier-Free Canada, received Royal Assent on June 21, 2019 and is currently in force. The Act's stated purpose is to identify, remove and prevent accessibility barriers in areas that fall under federal jurisdiction in:

- the built environment (buildings and public spaces);
- employment (job opportunities and employment policies and practices);
- information and communication technologies (digital content and technologies used to access it);
- the procurement of goods and services;
- the delivery of programs and services; and
- transportation (by air, rail, ferry and bus carriers that operate across provincial, territorial or international borders).

The Government of Canada will require organizations under federal jurisdiction to identify, remove and prevent barriers.



Sherwood Forest Park

2019 – 2023 AODA/IASR Compliance Activities

General Requirements	Actions	2019 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 action required at this time
• 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	• City of Burlington 2019 – 2023 Multi-year developed and posted on COB website • Annual Status update posted on COB website each year	• City of Burlington 2019 – 2023 Multi-year developed and posted on COB website in an accessible format • 2019 Annual Progress Report presented to Committee of the Whole on December 2 and Council on December 16 • Print copies available upon request
• Report compliance to the province	• Report to the province bi-annually – 2019, 2021, 2023, 2025	• Compliance Report to the province submitted on or before December 31, 2019
• 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
• 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	2019 Results
• Develop, implement and maintain policies governing its provision of goods, services, facilities to persons 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
• 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 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	• 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	2019 Results
• 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 • Introduction of a new knowledge base Corporate Customer Relationship Management (CRM) system to improve customer service, queries, requests and issues

Information & Communication	Actions	2019 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 • Document 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 accessible format or 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 & Communication	Actions	2019 Results
• Accessible website and web content	• 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	• Web and web content continue to be made accessible • Staff education on accessible documents continues • Videos continue to be captioned
• Standards review	• Monitor changes to legislation and modify training materials as required	• Draft recommendations from the Information on Communication Standards Development Committee were made available for review and comment on July 24, 2019 • Comments were provided to the province on September 5, 2019

Employment	Actions	2019 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 interview 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. Over 2020-2021 an in-depth review will occur as we undertake a new ERP system • Continue to include statement about disability-related accommodation • • On every email sent to candidates they are notified of accommodations available • • Continues to cite that the Corporation is pleased to accommodate individual needs of employees with disabilities

Employment	Actions	2019 Results
• 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
• 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 to run and support tuition reimbursement for external educational pursuits
• Standards review	• Monitor changes to legislation and modify training materials as required	• No changes to the Act and/or its regulations • No action required at this time

Transportation	Actions	2019 Results
• Accessible equipment	• Continue to make information about accessible equipment available using multiple formats of communication	• BT continues to have accessible equipment on our vehicles and makes the information available in our printed information booklets and online. In 2019, we added more detailed information online as to the accessibility features on our conventional buses
• 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 for their job duties • We modify training as required by any legislative changes
• 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	• Public meeting held in September 2019 • The Transit Accessibility Plan was published October 2019 for the year (October 1, 2019 to September 30, 2020)
• Conventional Transportation Service	• Continue to meet the requirements of the regulation	• We continue to do so
• Specialized Transportation Service	• Continue to meet the requirements of the regulation	• 4 replacement specialized vehicles and 1 expansion specialized vehicle in 2019
• Taxi cabs	• Continue to monitor taxi owners and operators in Burlington to ensure they are meeting the requirements of the regulations • Continue to encourage taxi cab owners to add accessible taxi cabs to their operating fleet	• A review of the Taxi By-law is currently underway. Completion Q2 2020.

Transportation	Actions	2019 Results
• Legislative review	• Review requirements for the Transportation 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

Design of Public Spaces (DOPS)	Actions	2019 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	• Love My Playground Public Consultation was launched in Q4 to receive feedback about the types of equipment users would like to see at local playgrounds when equipment is replaced. The responses received will inform the selection of new playground equipment in 16 parks and school sites due for replacement from 2020-2021 • Skyway Playground • Francis Bikeway community trail • Heathfield Trail
• 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 • •

Design of Public Spaces (DOPS)	Actions	2019 Results
• Outdoor Public Access Eating Areas	• Continue to ensure that a minimum of 20 per cent of outdoor tables are accessible	• We continue to include accessible tables at all our picnic and outdoor eating areas
• Outdoor Play Spaces	• 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	• We continue to meet or exceed the most current CSA 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 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 spaces	• 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 • There are no accessible on-street parking spaces at this time
• 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	2019 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, notices in City Update 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



BAAC at the Farmers' Market

Additional Accessibility Projects 2019

Achievements of Note

Selected technical drawings from the 2016 City of Burlington Accessibility Design Standards have been proposed to be included in the Royal Architectural Institute of Canada new curriculum on universal design, currently in development.

The City of St. Albert, Alberta has adopted the 2016 City of Burlington Accessibility Design Standards as the city's primary reference document of future application and technical requirements for universal accessibility. An article from St. Albert TODAY, Equal access for every child references City of Burlington Accessibility Design Standards.

There has been great interest in the #RespectTheSpace accessible parking campaign. The Accessibility Coordinator was invited to present the program on 2 occasions in 2019. Presentations were given at the Ontario Network of Accessibility Professionals conference in May and again in September by webinar to the Accessibility Advisory Committees across Ontario through the Ontario Ministry of Seniors and Accessibility. The city's Respect the Space brochure has been shared as a fillable form so that other municipalities can use it in their community. Several municipalities have rolled out or are about to roll out the campaign. An article from Bradford TODAY, Bradford accessibility champions target local 'vessels for change' cites the Burlington #RespectTheSpace project.

Professional Development and Membership

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

Ontario Network of Accessibility Professionals, an information sharing network with more than 180 participants, including municipalities, hospitals, school boards, 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.

Local Municipal & Regional Accessibility Working Group (Halton Region Accessibility Coordinators Working Group) whose membership includes staff from the City of Burlington, the Town of Halton Hills, the Town of Milton, the Town of Oakville, the Region of Halton, the Halton Regional Police Service and the Sheridan College Institute of Technology and Advanced Learning.

The City of Burlington hosted the 2019 Annual Joint Meeting of the Halton Accessibility Advisory Committee in November 2019, with keynote speaker Alf Spencer, Director of Public Education and Outreach, Ontario Ministry of Seniors and Accessibility.

Activities

- "Love My Playground" Public Consultation launched in October 2019
- 2019 Accessibility Progress Report – completed December 2019
- AODA Compliance Report to Province – submitted December 2019
- Consultations with Sound of Music Festival to improve accessibility at the 2019 festival
- Consultations with Joseph Brant Museum for exhibit design, signage and wayfinding strategy
- Consultations with Burlington Transit to develop Bus Stop Design Standards
- Handi-Van Process Review Team
- Corporate Volunteer Action Team

Facilities

- Angela Coughlan Pool, under construction, completion June 2020
- Beachway Pavilion, decking replacement, ramp extension and installation of Mobi-mats – completion Spring 2020
- City Hall Facility Revitalization – currently in progress, ongoing 2020 – 2026
- City View Park Pavilion – in design
- Drury Lane Theatre improvements – under construction, completion November 2019
- Mainway Recreation Centre, auditorium washroom improvements – completed October 2019
- Music Centre, exterior ramp to band shell – completion December 2019
- Sherwood Forest Park, Washrooms and Pavilion, completed 2019
- Seniors' Centre, Reception Counter and Office upgrades – completed 2019
- Skyway Community Centre and Park – in design



Council Chambers

Parks and Open Spaces

- Ontario St. to Graham's Lane Multi-Use Trail – completed 2019
- Brada Woods Park, renewal of playground, pathway and site furniture – completed 2019
- Breckon Park, renewal of playground, pathway and site furniture – completed 2019
- Desjardines Park, renewal of playground, swings, site furnishings, walkway, splash pad and shade structure – in design
- Lowville Park, parking lot renewal and information centre – in design
- Maple Park, playground, ball diamond, lit pathways – under construction
- Maplehurst Public School Playground, playground renewal – completed 2019
- Francis Road Bikeway, design and construction – completed 2019
- Multi-use trail, hydro corridor (Heathfield to Upper Middle) – completed 2019
- Tansley Woods Park, playground renewal – full park renewal including new lit pathways – under construction
- Sheraton Park, renewal of playground, pathway and site furniture – completed 2019
- Sherwood Forest Park, bleacher replacements at rugby field – in design
- Sherwood Forest Park West, park improvements – completed 2019
- Spencer Smith Park, renewal of playground, swings and safety surface – completed 2019
- Burloak Regional Waterfront Park, Masterplan Implementation Phase 2 – completed 2019
- 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

- 1 additional Handi-van

Notable activities by the Burlington Accessibility Advisory Committee (BAAC) in 2019

The AODA requires that the city have an accessibility advisory committee and that 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 2019:

- Burlington Transit 2019 Accessibility Plan and Bus Shelter Standards
- City Wide Parking Study
- Pop-up Patios pilot project
- Angela Coughlan Pool renovation project
- New Skyway Community Centre and Park
- Civic Square revitalization project
- Tansley Woods Park renewal project
- Francis Road Bikeway renewal
- Heathfield Drive to Upper Middle Road Multi Use Trail
- Public education opportunities

The BAAC participated in several public education activities throughout the year to create awareness on issues relating to people living with disabilities.

BAAC presented ReadAbility during National AccessAbility Week at three Burlington Public Library branches. Three members of the committee, each with a different disability, read a book about their disability during Storytime. The children, parents and caregivers were very interested in the stories and asked many questions. Each library had a selection of books available about a variety of disabilities, and every book was borrowed after each ReadAbility event.

BAAC had a booth at the Burlington Farmers' Market once a month throughout the summer and early fall. Members of the committee volunteer at the market each month, educating the public about the work of the committee, and getting feedback for improvements to accessibility from the public. This is a way to let Burlington residents know the BAAC is here for them and take their comments seriously.

In October, the BAAC promoted Accessible Trick or Treat, by distributing free lawn signs for residents at the Farmers Market. Residents were asked post the sign a few days before Halloween, so children and caregivers with disabilities would know which houses they can trick or treat at without barriers. An information sheet was developed to accompany the sign with tips on how to best create an accessible location.

Goals and Targets 2020

Activities

- Parks Master Plan to identify community needs and priorities for parks services in the future
- GIS accessibility layer
- 2020 Accessibility Progress Report

Facilities

- Skyway Community Centre and Park – construction
- Angela Caughlin Pool – construction completion June 2020
- City Hall Facility Revitalization – currently in progress, ongoing 2020 – 2026
- City View Park Pavilion – construction to begin Spring 2020

Parks and Open Spaces

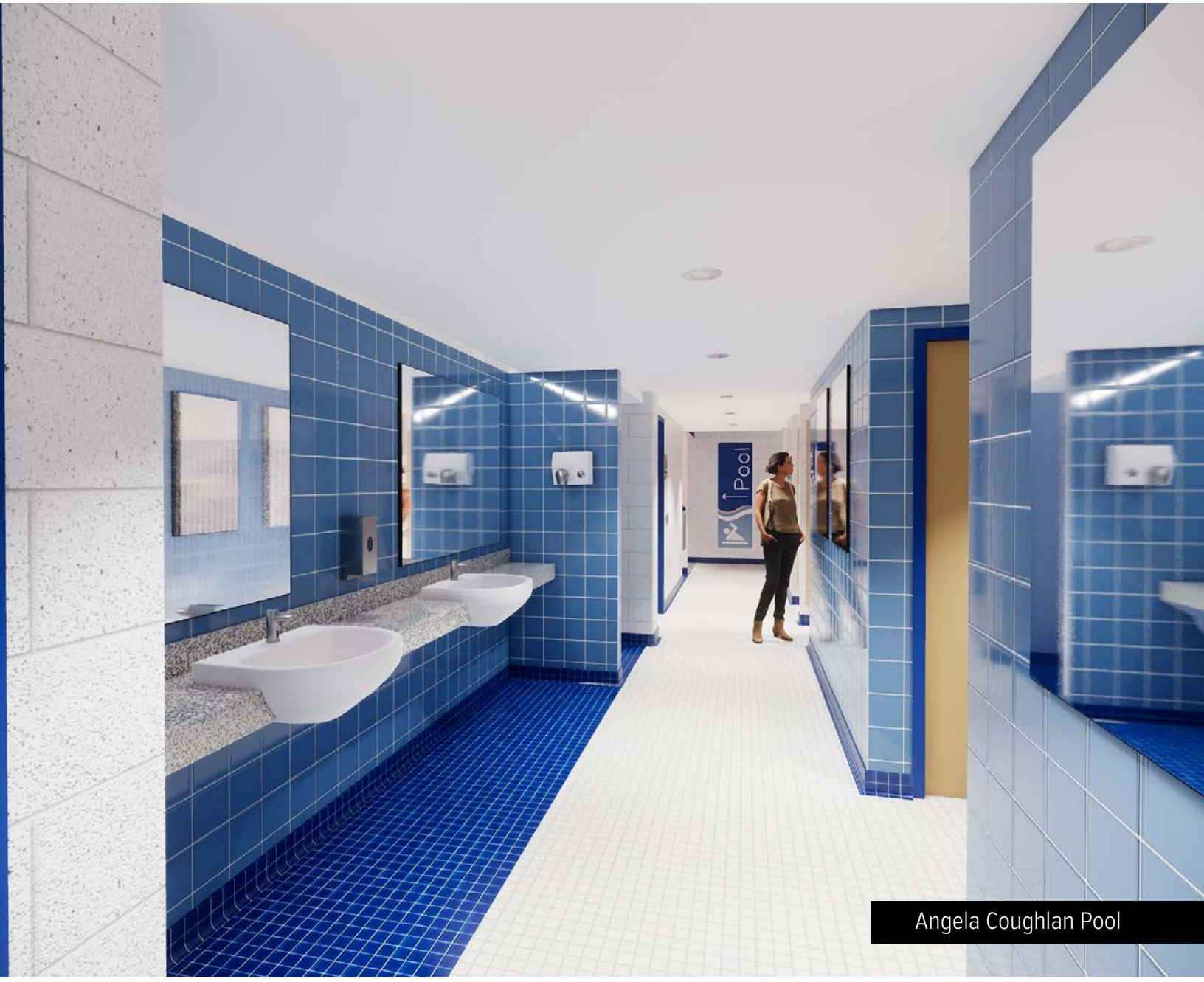
- Elgin Street Prominade, Pearl Street to Martha Street – construction
- Trailhead Signage, design and installation Ontario Street to Graham's Lane Multi-Use Trail
- Trailhead Signage, design and installation Healthfield Multi-Use Trail
- Trailhead Signage, design and installation Francis Road Bikeway
- Lowville Park, parking lot renewal and information centre – construction
- Sherwood Forest Park, bleacher replacements at rugby field – construction
- Desjardines Park, renewal of playground, swings, site furnishings, walkway, splash pad and shade structure – construction
- Amherst Park, pathway, shade structure – construction
- Brant Hills Public School, playground renewal – construction
- Central Park, renewal of pathway, playground and rubber safety surfacing – construction
- Cavendish Park, ball diamond replacement – in design
- Cumberland Park, renewal of playground, swings, soccer goal posts, site furnishings and pathway – construction
- Ireland Park, renewal of tennis and basketball courts – construction
- Leighland Park, removal of playground – construction
- Kiwanis Park, renewal of playground, swings and site furniture
- Community Garden, planning future site T.B.D.

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

- 1 additional Handi-van



Angela Coughlan Pool

Feedback

We welcome your feedback.

Please let us know if you have questions about our 2019 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.

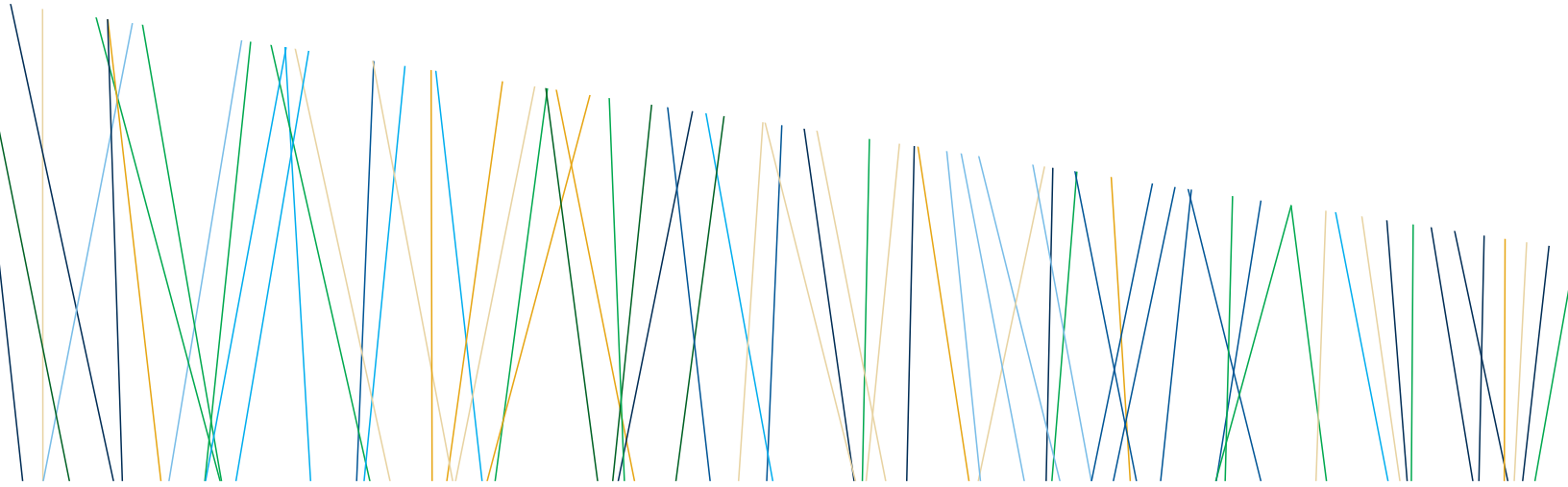
Please contact:

Judi Lytle, accessibility co-coordinator

905-335-7600, ext. 7865

accessibleburlington@burlington.ca

www.burlington.ca/accessibility





Sherwood Forest Park Pavillion

2019 Accessibility Progress Report

January 2020

burlington.ca/accessibility

CITY OF Burlington