











Accessible entrance at LaSalle Park pavilion

2025 - 2028

Multi-year Accessibility Plan

CITY OF Burlington

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.

Introduction

In Burlington, we have made progress towards identifying, preventing and removing barriers for people with disabilities, and we know ongoing progress is needed. The City's new 2025 – 2028 Multi-year Accessibility Plan outlines how we will continue to remove barriers and improve accessibility to our city's goods, services and facilities over the next four years. The plan builds on our accomplishments introduced through our 2019 – 2023 Multi-year Accessibility Plan.

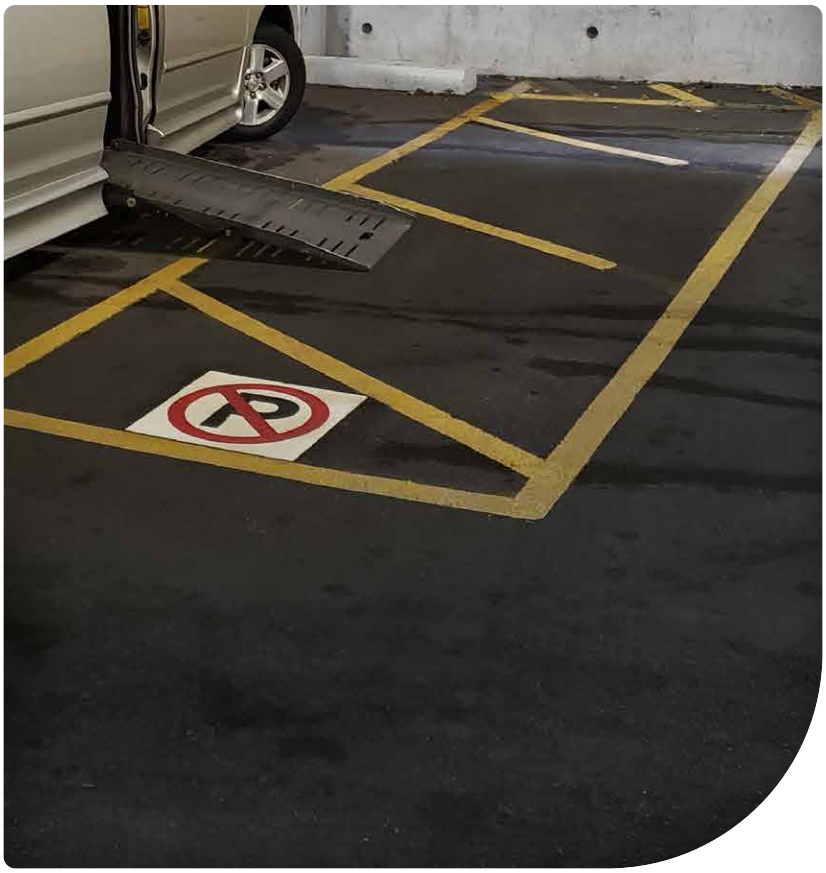
The plan aligns with Burlington's Vision 2040 Strategic Plan, through the Strategic Direction "An Engaged City," incorporates the legislative requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and provides our approach to meet or exceed compliance obligations with Ontario's accessibility legislation by identifying barriers to accessibility and seeking solutions to prevent or remove them.

To ensure equitable access for all residents and visitors, our plan is based on leading practices in accessibility, including digital accessibility, plain language and alternative formats of communication. The content of the plan was developed in consultation with the Burlington Accessibility Advisory Committee, staff, people living with disabilities and the public. We will continue to work towards a truly barrier-free community by incorporating emerging accessibility principles and community feedback.









Accessible parking space with a No Parking decal in the access aisle

Disability in Canada and Halton Region

Twenty-seven per cent of Canadians aged 15 and older, or 8 million people had at least one or more disabilities limiting their daily activities according to findings from Statistics Canada 2022 Canadian Survey on Disability (CSD). This represents an increase of five percentage points from the previous survey conducted in 2017.

The 2022 CSD data show that 23 per cent of residents of Halton or approximately 111,000 individuals, reported one or more disabilities. The rate of disability in Halton has increased by four percentage points since 2017, when 19 per cent of Halton's residents, or about 80,000 people, reported they had one or more disabilities.

According to Statistics Canada, the increase can be partially attributed to both the aging population and the large increase in mental health-related disabilities among youth and working-age adults. In 2022, the rate of disability was higher among women (25 per cent) than men (21 per cent), following the same pattern as 2017.

Since 2017, the rate of disability has increased to 23 per cent of residents in Halton or approximately 111,000 individuals reporting one or more disabilities.

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 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 causes undue hardship. The Code has primacy over the Accessibility for Ontarians with Disabilities Act and its regulations. This means that even though the requirements established in the AODA and the Ontario Building Code are met the city could still be at risk for a human rights violation.

Review of existing and newly created accessibility standards

Each accessibility standard is reviewed every five years by the Provincial Standards Development Committee to determine whether it works as intended and to adjust to make improvements, if necessary. The Transportation, Employment, Information and Communications, Customer Service and the Design of Public Spaces standards are currently under review.

The second review of the IASR Customer Service Standards began in October 2023. The initial recommendations report from the Standards Development Committee were made available by the Minister of Seniors and Accessibility (the minister) on Oct. 10, 2024. Comments were provided by the City on Dec. 16, 2024 prior to the deadline Jan. 9, 2025.

The IASR Design of Public Spaces Standards are currently under review. The initial recommendations report from the Standards Development Committee were made available by the minister on June 5, 2024 and comments were provided by the City prior to the deadline of Aug. 29, 2024.

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

Final recommendations for the IASR 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 province is silent on the timelines for the release of the reviewed standards.

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 three standards have been completed and the Standards Development Committee submitted their final recommendations to the minister in Q1 2022. The province has not announced timelines for the release of the new standards.











Washroom facilities and
covered picnic area at
Sherwood Forest Park pavilion

Federal Accessibility Legislation

Accessible Canada Act

The Accessible Canada Act came into force in 2019. Its stated goal is to achieve a barrier-free Canada by 2040. The Accessible Canada Act identifies seven 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 boarders)

The Act applies to federally regulated sectors such as banking, telecommunications, transportation industries and the federal civil service. There are twelve standards being developed under the Accessible Canada Act. While it is unlikely that the federal standards will impact the municipal sector directly, staff will continue to monitor their development for leading practices.

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*



Playground at
Spencer Smith Park







Consultation

In keeping with the requirements of the AODA and its regulations, the City began consultation with people with disabilities to develop the 2025-2028 Multi-year Accessibility Plan in the Fall of 2023. The involvement of persons with disabilities, their caregivers, friends, family members and the general public in the development of the of the plan is critical to ensure the plan effectively addresses the barriers and discrimination that people with disabilities face in their daily lives.

The purpose of public consultation was to:

- document and gain an understanding of barriers experienced with City programs, services and facilities;
- document and gain an understanding of areas where the City is doing a good job in removing and preventing barriers with city programs, services and facilities;
- document and inform the City about gaps and barriers that currently exist for people with disabilities in City programs, services and facilities and provide ideas on how to reduce and/or eliminate them; and,
- document and gain an understanding of barriers experienced in the private sector and provide ideas on how to reduce and/or eliminate them. This information will be share with BIAs and the Chamber of Commerce.

Opportunities to provide feedback included participating at a booth at the City's Food for Feedback public engagement forum in September 2023. Burlington's accessibility specialist and members of the Burlington Accessibility Advisory Committee (BAAC) interacted and received comments from many residents. Seventy-five paper surveys were distributed and returned.

The survey was then transferred to an electronic format and made available through the City's online engagement portal, Get Involved Burlington. The survey was opened to receive feedback from Oct. 12 to Nov. 27, 2023. The survey attracted 142 visitors and 93 responses to the survey were received.

Staff and members of BAAC participated again at Food for Feedback in September 2024. No survey was administered during this event however conversations were noted and residents were invited to provide additional comments on a white board. These comments have been included with the survey results.

A draft 2025 – 2028 Multi-year Accessibility Plan was made available for community consultation from Jan. 16, 2024 to Feb. 7, 2025 on Get Involved Burlington. At the same time, notice was provided to the city's advisory committees including the Accessibility Advisory Committee, Seniors' Advisory Committee, Inclusivity Advisory Committee, Integrated Transportation Advisory Committee, Cycling Committee and the Downtown Parking Advisory Committee informing them directly that the draft plan was available, and their comments welcomed.

Burlington created its first accessibility plan in 2003, ahead of the introduction of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirement for accessibility plans established through regulation.

2025 – 2028 AODA/IASR Compliance Activities

The development of accessibility plans is a requirement of Ontario Regulation 191/11, Integrated Accessibility Standards. The City of Burlington created its first accessibility plan in 2003, ahead of the introduction of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirement for accessibility plans established through regulation.

The target date for the AODA to create an accessible province is January 2025. To date, the City has met or exceeded the prescribed regulatory requirements. Our new multi-year accessibility plan sets out how the city will continue to monitor the completed requirements under the IASR for the years 2025 to 2028 to ensure the City remains compliant. The plan also highlights additional actions the City will undertake to prevent and remove barriers to people with disabilities when creating or renewing the City's programs, services, and facilities. The legislative requirements and the corresponding actions for 2025 to 2028 are set out in Table 1 on the following pages.

Table 1

Legislative Requirements General	Actions
• 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 • The Corporate Accessibility Policy is available on the City website
• 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 2025 – 2028 Multi-year Accessibility Plan developed and posted on the City's website • Annual status update posted on the City's website each year (2025, 2026, 2027, 2028)
• Report AODA compliance to the province	• Report to the province submitted bi-annually – 2025, 2027, 2029
• Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so	• Existing by-laws, procedures and other related documents will be reviewed and modified as required to reflect any changes to the Act and/or its regulations
• The City will have regard to accessibility if it designs, procures or acquires self-service kiosks	• The City will have regard as required when self-service kiosks are being considered
• 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 must complete training as part of their orientation process • Training records continue to be maintained by our Human Resources Department as required through regulation • The specialist, accessibility will monitor changes to legislation and modify training materials as required

Legislative Requirements Customer Service	Actions
• 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
• 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
• Notice of temporary disruptions	• Service Disruption Procedure: a service disruption procedure is in place and will be reviewed and modified as required
• Train staff, volunteers and others who provide goods/services/facilities on behalf of the City about providing goods 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
• Establish a process for receiving and responding to feedback	• Customer Service Feedback Procedure: a procedure is in place for receiving and responding to feedback for comments received in person, in writing, by telephone, by email or any other reasonable method • To be reviewed and modified as required

Legislative Requirements Customer Service	Actions
• Provide or arrange for documents or information to be made available in accessible formats or with communication supports	• Alternative Formats and Communications Support Procedure: a procedure is in place for the public to request alternative formats and communications supports • To be reviewed and modified as required

Legislative Requirements Information & Communication	Actions
• Establish a process for receiving and responding to feedback	• Customer Service Feedback Procedure: a feedback procedure is in place for receiving and responding to feedback • To be reviewed and modified as required
• Provide or arrange for documents or information to be made available in accessible formats or with communication supports	• Alternative Format and Communication Support Procedure: a procedure is in place for request accessible documents and communication supports • Accessible Format and Communication Supports request form is available on the City's website • Staff to ensure that the statement "accessible formats available upon request" is made available on all print documents • To be reviewed and modified as required
• 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 to request accessible documents and communication supports • Accessible Format and Communication Supports request form is available on the City's website • To be reviewed and modified as required
• Accessible website and web content	• Maintain WCAG 2.0 Level AA compliance • Continue to educate staff on the requirement for accessible documents • Continue to ensure City produced videos are captioned

Legislative Requirements Information & Communication	Actions
• Standards review	• Monitor changes to legislation and modify training materials as required

Legislative Requirements Employment	Actions
• 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 accommodation is available • Candidates selected for interviews will continue to be advised that disability-related accommodation is available • Offer of Employment letters will advise that disability-related accommodations are available
• Accessible formats and communication supports for employees	• Continue to consult with employees to provide or arrange for accessible formats and communications supports as requested
• Workplace emergency response information	• Continue to provide employees with an individualized workplace emergency response plan upon request
• Documented individual accommodation plans	• Continue to develop individual accommodation plans in consultation with the employee with a disability
• Return to work process	• Continue to develop return to work processes that meet the needs of the recovery of the employee

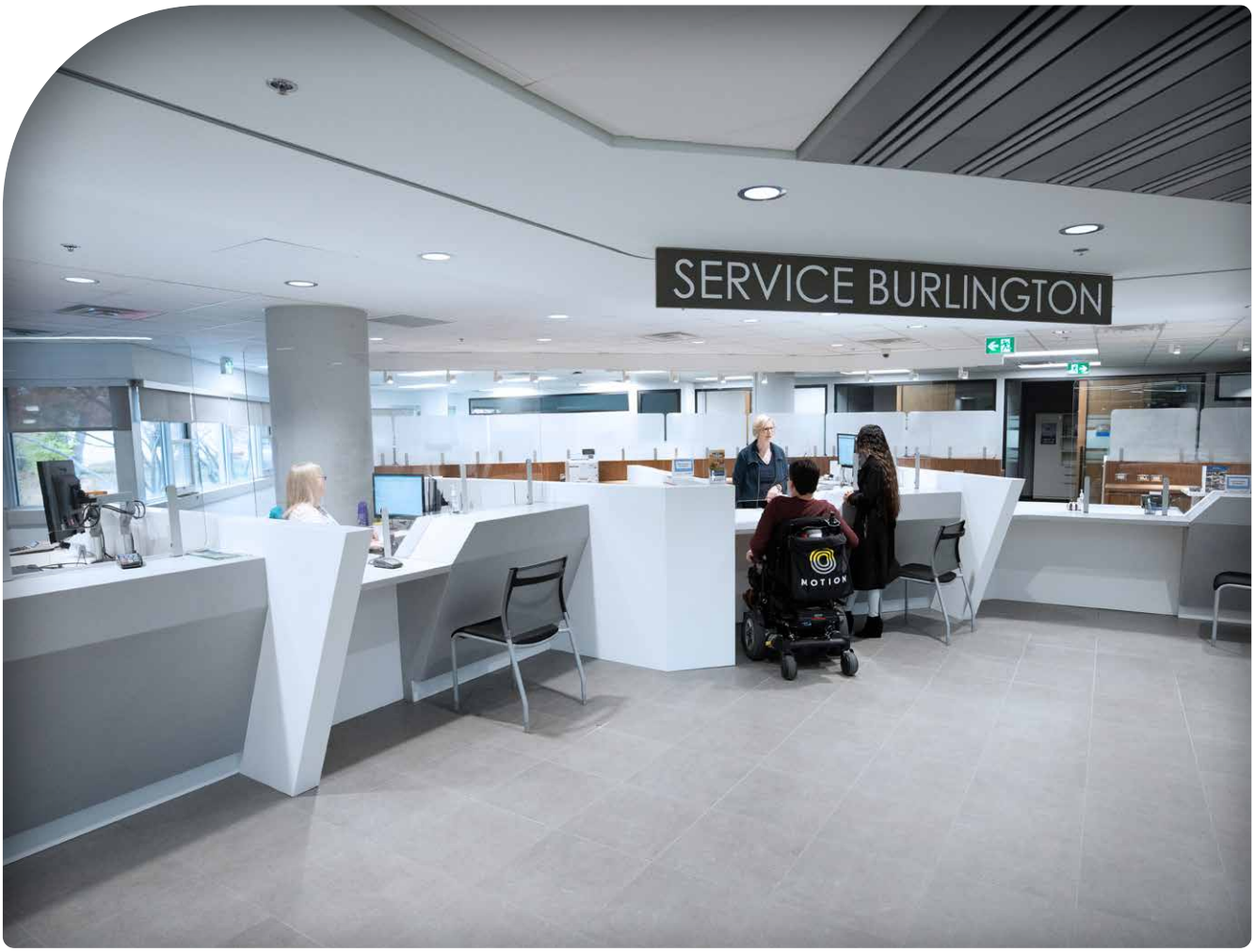
Legislative Requirements Employment	Actions
• Performance management, career development and redeployment	• Continue to support employee development through a variety of learning opportunities: in-class courses, E-learning modules, leadership development, corporate teams, job rotations, conferences, webinars and through the Grow, Learn and Discover Team • Continue to offer the tuition reimbursement program to assist with external educational pursuits
• Standards review	• Monitor changes to legislation and modify training materials as required

Legislative Requirements Transportation	Actions
• Accessible equipment and features of their vehicles, routes and services	• Continue to make information about accessible equipment and features of their vehicles, routes and services available using multiple formats of communication including Burlington Transit website and Ride Guides and public education events
• Procurement of equipment	• Continue to procure vehicles and equipment that meet the technical requirements of the regulation
• 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
• Accessibility Plans	• Develop a transportation accessibility plan and hold at least one public meeting each year involving people living with disabilities so that they may review the plan and provide feedback
• Conventional Transportation Service	• Continue to meet the requirements of the regulation
• Specialized Transportation Service	• Continue to meet the requirements of the regulation

Legislative Requirements Transportation	Actions
• Taxi cabs	• By-law compliance will continue to monitor taxi owners and operators in Burlington to ensure they are meeting the requirements of the regulations • Continue to encourage taxi owners to add accessible vehicles to their operating fleet • Taxi by-law will be updated
• Legislative review	• Review requirements for the Transportation Standards pending update to standards by the province • Modify materials as required

Legislative Requirements Design of Public Spaces (DOPS)	Actions
• 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
• 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 continue to incorporate the requirements of the regulation • Other medias that provide information about the trail, beyond advertising will incorporate the requirements of the regulation
• Outdoor Public Access Eating Areas	• Continue to ensure that a minimum of 20 per cent of outdoor tables are accessible

Legislative Requirements Design of Public Spaces (DOPS)	Actions
• 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
• 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
• Accessible Parking	• The City will continue to apply to 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
• 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
• 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, email, notices in City Update, through social media including Facebook, X and Instagram. Signage will be provided at locations where appropriate
• Legislative review	• Review requirements for the Design of Public Spaces Standards pending update to standards by the province • Modify materials as required





Accessible features in City Hall lobby

Burlington Accessibility Advisory Committee

Established in 1994, the Burlington Accessibility Advisory Committee (BAAC) provides advice on the identification, removal and prevention of barriers, including the implementation of the Accessibility for Ontarians with Disabilities Act, 2005 and its regulations and other matters for which staff and Council may seek advice or consultation.

The BAAC includes twelve citizen members and one member of Council acting in the role of Council Liaison. Recruitment for members takes place each fall, and some membership may change each year. The Council Liaison is in place for the term of Council.

In addition to their legislated requirements, BAAC participates in public education activities each year to help advance accessibility in our city.

Some of those activities include annual events to mark National AccessAbility Week and the United Nations International Day of Persons with Disabilities. The committee may attend community festivals and events, and the local Farmers' Market at Burlington Centre.

BAAC promotes Treat Accessibly, a grassroots movement that promotes accessible Trick or Treat activities by distributing free lawn signs for residents at the Farmers' Market. An information sheet has been developed to accompany the signs with tips on how to best create an accessible experience.

BAAC is consulted on many new construction and facility renewal projects. Their workplan and budget is developed each year and provided to Council through Legal and Legislative Services.

In addition to legislated requirements, BAAC participates in public education activities each year to advance accessibility in our city.

Actions to be advanced during 2025 to 2028

*** NOTE: The following actions are listed as part of the forecasted budget only. Actions may be impacted by shifting budget priorities and/or condition assessments.**

Activities

- Undertake policy and procedure review as per changes to the AODA and its regulations
- Publish the 2025, 2026, 2027 and 2028 Accessibility Progress Reports
- Update the City of Burlington Accessibility Design Standards
- 2025 and 2027 AODA Compliance Reports to Province
- Complete the Community Trails Strategy update
- Update Next Generation 911 (NG911) refers to the 911 service infrastructure to improve emergency communications services
- Hold the 2026 Municipal Election
- Conduct a new Accessibility Facilities Audit
- Enhance emergency notification and communications plan to incorporate the needs of vulnerable populations through a Climate Resilient Action Item

Facilities

The following facilities will be renewed or renovated. Features that will improve accessibility will be integrated as part of the project scope:

- 847 Cumberland Ave. – full interior renovation
- Burloak Regional Waterfront Park – new washroom and maintenance facility
- City Hall – Civic Square & City Hall Facade revitalization project
- City Hall – washroom renovations on floors 5 and 6
- City Hall – core elevator replacement, including foot activated call buttons
- Electric Vehicle Charging Station – accessible parking spaces and charging stations at Sherwood Park and Paletta Mansion
- Fire Station 2 – washroom updates and window replacements
- Fire Station 9 – new facility to be constructed downtown
- Locust Parking Garage – elevator replacement
- Roads, Parks and Forestry Administration Building – office renewal
- Robert Bateman Community Centre, Phase 1 and 2 – complete interior revitalization for tenants
- Rotary Youth Centre – entrance ramp replacement
- Skyway Community Centre and Park – new facility completion
- Tansley Wood Community Centre Social Hub – public social room
- Transit Headquarters – maintenance and storage expansion

Parks Design and Construction

The following parks and open spaces will be renewed or renovated. Features that will improve accessibility will be integrated as part of the project scope:

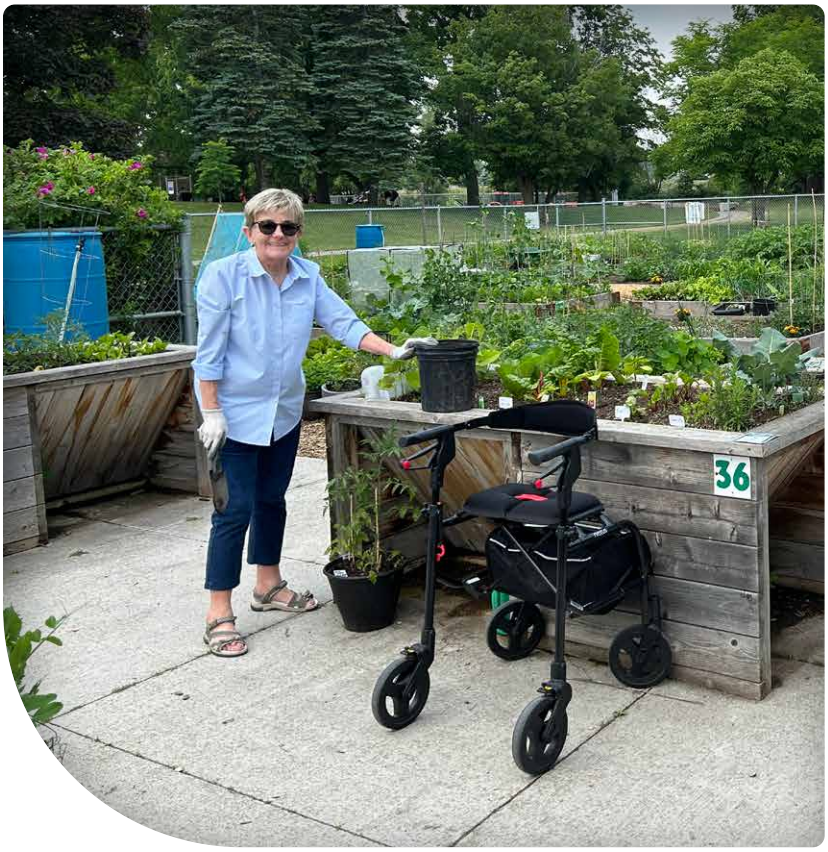
- Aldershot Park – park renewal
- Amherst Park – playground renewal
- Bayshore Park – park renewal
- Berton Park – park renewal
- Bolus Gardens Parkette – court renewal
- Brant Hills Park – park renewal
- Burloak Park – playground renewal
- Central Park – sports field renewal
- City View Park – sports field development
- City View Park – playground renewal
- Cleaver Park – playground renewal
- Earl Court Park– playground renewal
- Fairfield Parkette – playground renewal
- Fothergill Woods Park – park renewal
- Greenwood Park – park renewal
- Hidden Valley Park – ball diamond renewal
- Ireland Park – playground renewal
- Kerns Park – playground renewal
- Kinsmen Park – playground renewal
- Leighland Park – park renewal
- Lowville Park – playground renewal
- Millcroft Park – park renewal
- Mountainside Park – east playground renewal
- Nelson Park – park renewal
- Newport Park – park renewal
- Norton Park – park renewal
- Orchard Park – playground renewal
- Port Nelson Parkette – park and playground renewal
- Sherwood Forest Park – west side renewal
- Spencer Smith Park – pathway renewal
- Sweetgrass Park – construction
- Thorpe Park – park renewal
- Tyandaga Golf Course – trail network construction
- Westbury Park – playground renewal
- 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

Transit

- Additional specialized and conventional transit vehicles added to fleet
- Construction of additional bus pads and bus shelters
- 2025, 2026, 2027 and 2028 Transit Accessibility Plans
- Public meeting to be held in 2025, 2026, 2027 and 2028

Recreation, Community and Culture

- Live and Play Plan
- Increase sensory-friendly swim opportunities
- Accessible Sport and Art Fair
- Launch of additional adaptive aquatics program





Raised planting bed at Maple Park community garden

Fenced playground with communication board at Hidden Valley Park, lower area











Preventative and Emergency Maintenance Procedures

Communication regarding preventative and emergency maintenance procedures and temporary disruptions to accessible parts of the city's public spaces is provided through several methods, including the City's website, through social media including Facebook, Instagram and X and through Councillor's Ward News Updates. Signage is provided at locations where appropriate.

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

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

The following online processes are in place:

- Road and Sidewalk Maintenance
- Traffic Signal Maintenance
- Snow Removal
- Windrow Clearing Program for Persons with Disabilities

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

The public are encouraged to notify the City of Burlington if a maintenance issue occurs in a public space.

Emergency Preparedness for Residents and Businesses

Emergency Notifications

Burlington's Fire and Emergency Services recently discontinued local emergency notifications for residents through Alert Burlington.

In its place, emergency alerts for life-threatening incidents will be issued through the national Alert Ready system. Residents can learn more at alertready.ca.

In addition, residents looking to stay informed during an emergency should visit burlington.ca/subscribe to subscribe to newsfeeds, calendars, and webpages for the latest information.

Text with 9-1-1 (T9-1-1) is a service available to people who are part of the Deaf, deafened, hard of hearing or speech impaired (DHHSI) community. A DHHSI person wanting the ability to use the T9-1-1 service must register with their wireless service provider.

Emergency Preparedness

Halton Region has created comprehensive emergency management plans and programs in place to keep you and your family safe.

The region has developed a series of tools to help residents prepare for emergencies. The tools include how to make an emergency plan, including plans specific to older adults, people with disabilities and service animals.

Feedback

We welcome your feedback.

Please let us know if you have questions about our 2025 – 2028 Multi-Year Accessibility Plan.

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

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

Please contact:

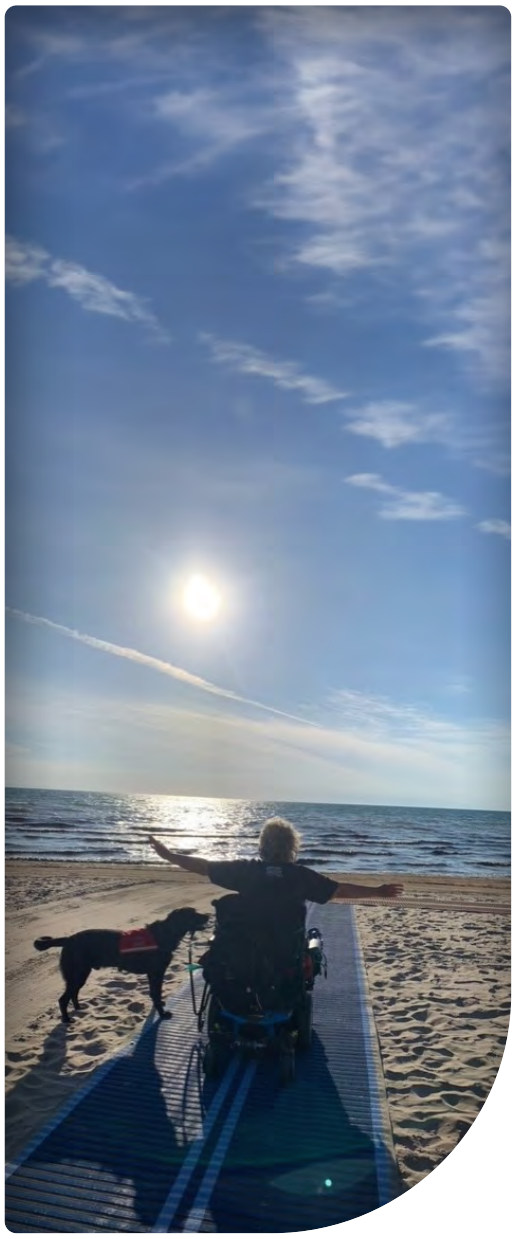
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accessibleburlington@burlington.ca

burlington.ca/accessibility

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Mobi-Mats® installed at
Burlington Beach

We-Go Swing® inclusive wheelchair swing at Central Park playground











burlington.ca/accessibility

CITY OF Burlington