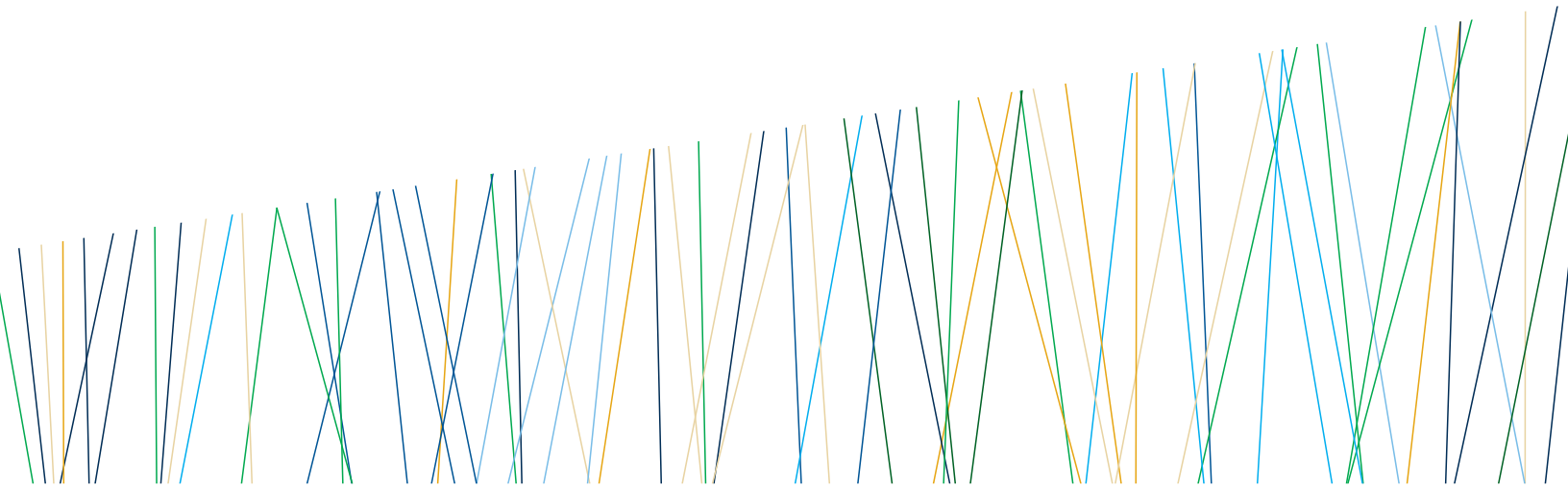
City of Burlington

2019 – 2023 Multi-Year Accessibility Plan



burlington.ca/accessibility

CITY OF Burlington





2019 – 2023 Multi-Year Accessibility Plan

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

Introduction

The City of Burlington's 2019 – 2023 Multi-Year Accessibility Plan outlines how the city will continue to remove barriers and improve accessibility to our city's goods, services and facilities over the next five years. The plan builds on our accomplishments introduced through our 2013 – 2018 Multi-Year Accessibility Plan.

Our plan aligns with the Burlington's 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.

2018 Accessibility Progress Report

This document also includes our 2018 Accessibility Progress Report which is the city's annual update on the measures taken to improve accessibility in our community and to identify the progress made to implement the activities introduced in the 2013 – 2018 Multi-Year Accessibility Plan.



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

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 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 legislation.

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 has included consultations with the public and an analysis of accessibility progress made in other jurisdictions. The review will be completed early in 2019. The Accessibility Coordinator and members of the Burlington Accessibility Advisory Committee have participated in consultations and will report to staff, the Burlington Leadership Team and Council as needed.

Review of existing accessibility standards

Each accessibility standard is required to be reviewed 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 with comments received until May 2018. The province is silent on the timelines for the release of the new Employment Standards.

The Information and Communications Standards are currently under review. The province is silent on the timelines for the release of recommended changes for public review.

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

On June 21, 2018, the Federal Government introduced Bill C-81 the Accessible Canada Act: An Act to Ensure a Barrier-Free Canada. The Act's stated purpose is to identify, remove and prevent accessibility barriers in areas that fall under federal jurisdiction.

Barrier, as defined by the Act, includes anything architectural, physical, technological or attitudinal that hinders the full participation in society of a physical, mental, intellectual, learning, communication or sensory impairment.

Six areas of focus in the draft legislation echo the priorities that emerged during an eight-month consultation with advocacy groups and disabled individuals across the country. The bill outlines how the Government of Canada will require organizations under federal jurisdiction to identify, remove and prevent barriers to accessibility 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).

Enforcement was a key area those consulted emphasized the legislation needed to be effective. The Act proposes the creation of three new bodies to reinforce the new law. A Chief Accessibility Officer will oversee implementation and an Accessibility Commissioner will be responsible to oversee enforcement.

A new Canadian Accessibility Standards Development Organization will be created and the majority of board of this organization will be people living with disabilities who reflect the diversity of the population.

The Act was debated in both the House and Senate and underwent additional readings when Parliament resumed in the fall. On November 27, 2018 Bill C-81 passed unanimously in the House of Commons and is now before the Senate.

The government has pledged $290 million over six years towards supporting its implementation.

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



2013 to 2018 in Review

General Requirement Successes

Plans and Policy

Our 2013 – 2018 Multi-Year Accessible Plan was introduced to address how the city will achieve accessibility through meeting the requirements of the AODA and its regulations. Our Corporate Accessible Policy interprets the legislated requirements as they apply to the city and provides a framework of how we will apply the requirements to develop and/or review other corporate policies, procedures, by-laws, standards and guidelines.

Reports

Annual Accessibility Progress Reports were completed for the years 2013, 2014, 2015, 2016, 2017 and 2018. Mandatory compliance reports to province were filed in December 2013, December 2015 and December 2017. The city is compliant in all areas.

Procurement

A by-law was introduced to define procurement policy and procedures for the city and includes a section that outlines the requirements for accessibility when acquiring goods and/or services. The procurement Pre-Bid Requisition form was updated to confirm understanding of the client department's responsibility to consider and apply the appropriate accessibility criteria to their purchasing decisions. A checklist has been developed to help guide their actions.

Training

A series of online AODA e-learning modules were developed in 2017. Prior to this, several other training resources were used to meet our training requirements. The new e-learning modules are user friendly and Burlington focused, featuring images and accessibility resources specific to Burlington, including leading practices, corporate policies, procedures and standards. Each module includes interactive knowledge checks and a pass/fail quiz to successfully complete the training. The modules cover all the current legislative training requirements and provide employees and volunteers with the practical knowledge and skills they require to help create an inclusive and respectful community.

All staff and volunteers have been trained and new staff and volunteers are trained as soon as possible as part of their orientation process. The city maintains a record of training as required through regulation.





Customer Service Successes

The city created its Accessible Customer Service Policy in 2009. The policy was repealed in 2013 and combined with the new policy requirements of Ontario Regulation 191/11 to create one policy document titled the "Corporate Accessibility Policy." The Corporate Accessibility Policy was reviewed and updated in January 2017 to align with changes made to the regulations by the province in July 2016, including changes with respect to support persons and service animals.

A customer service feedback form and a form to request information in alternative formats or with communication supports have been created and made available on the city's website.

A method is in place to notify the public of any planned or unexpected service disruptions.

A by-law was created to add "service animal" and its definition to the by-law to regulate the licensing and keeping of dogs and other animals. The by-law includes "The owner of a service animal shall not be required to pay a fee to obtain a licence for a service animal."

Information and Communication Successes

Feedback, accessible formats and communication supports

Policies and procedures have been developed to receive and respond to feedback. Notification about the availability of accessible formats and communication supports upon request are in place and are made available in several different ways, including on the city's website, in the annual Calendar of Meetings, and on notices of meetings in both print and electronic format.

Emergency procedures, plans or public safety information

Information is available in an accessible format or with appropriate communication supports upon request.

Accessible websites and web content

The city launched a newly designed website in January 2015. The new website provides a more responsive, accessible and mobile-friendly site. Providing information in HTML is a standard when posting to the city's web site.

Report templates for items like city produced minutes and agendas have been adjusted to be accessible. Selected documents are being made available as accessible PDF's and all documents are available in accessible formats upon request.

City videos are produced with closed captioning. Committee and Council meetings are broadcast, webcast and archived with open captioning. Television screens are provided in Council Chambers so that people attending a meeting have access to the captioning while in the chambers.

Employment Successes

The city accommodates the individual needs of applicants with disabilities within the recruitment process and advises of the availability of accommodation to ensure equal participation in the recruitment and selection process.

Burlington's Job Accommodation Policy has been in place since 2004. The policy outlines the city's commitment to accommodate people living with disabilities through their employment cycle. The policy was reviewed and amended to align with the requirements of the AODA, it's regulations and other leading practices in health, safety and wellness.

A process and procedures are in place to provide employees with an individualized workplace emergency response plan upon request. This communication is included in all new employee packages as part of the orientation process.

The city creates individual accommodation plans in consultation with the employee with a disability and develops return to work processes that meet the recovery needs of the employee.

There are numerous career development and advancement opportunities through a variety of learning styles including in-class courses, e-learning modules, leadership development, corporate teams, job rotations, conferences, webinars and through the Grow, Learn and Discover Team. In addition, the city offers a tuition reimbursement program to assist with external educational pursuits.

The city creates individual accommodation plans and develops return to work processes that meet the recovery needs of the employee.

Transportation Successes

Burlington Transit's fleet of conventional transit vehicles has been accessible since 2012 and are purchased as part of the Metrolinx joint procurement process. Accessible transit shelters and landing pads (bus stops) have been a regular business practice in Burlington since 1999, and Burlington Transit is continually upgrading stops to meet standards and best practices.

Information about accessible equipment, features and services is available on the Burlington Transit website and in Burlington Transit marketing materials. The information is reviewed and updated where required and/or when new features are added. Service disruptions and changes to routes or schedules are communicated on the Burlington Transit website, social media and on the vehicles themselves.

As part of the regular preventative maintenance program, vehicles with non-functioning equipment are not deployed. If a breakdown occurs mid-trip, a change off is provided and the vehicle is taken out of service immediately.

The Canadian Urban Transit Association's Ambassador Training is provided to all transit operators. Additional training specific to transit operators as part of the orientation process and AODA training, both in-class and online, is provided to all new employees specific to their job duties.

Both conventional and specialized transit have the same fare structure for persons with and without a disability. In cases where a person may require a support person to accompany them, the support person is permitted on buses and Handi-Vans at no additional cost. Burlington Transit is Presto enabled.



Burlington Transit's fleet of conventional transit vehicles has been accessible since 2012

Conventional Transit

Clearly marked priority and courtesy seating is provided on all conventional vehicles. The priority and courtesy seating process is communicated through signs on transit vehicles and on the Burlington Transit website.

Burlington Transit's Smart Transit System (STS) was launched in 2016. The STS improves how customers access transit information. Conventional transit users can use an on-line trip planner that provides detailed bus location information in real-time. All bus stops have been replaced with new signs that include route information and a code so passengers can access next bus arrivals through their mobile devices. New electronic visual and audio displays have been installed and are in use on all buses. Pre-boarding announcements are available upon request.

Specialized Transit

Policies and procedures have been developed for compliance with the eligibility application process for Handi-Van. Burlington Transit has three categories of eligibility to qualify for Handi-Van: Unconditional eligibility; Temporary eligibility and Conditional eligibility. The eligibility application, review and appeals process are in place.

Agreements are in place with adjacent municipalities of Oakville and Hamilton to provide connections between respective specialized services, at specified transfer locations. This service has been in place since 2008.

Handi-Van passengers can access an on-line feature and phone system that provides a way to book and manage their trips 24/7 instead of only during business hours. In addition, users now receive an automatic reminder of their booked trip.

Transit Statistics

Year	Conventional Fleet	Handi-Van Fleet
2013	37	7
2014	39	10
2015	49	11
2016	49	11
2017	53	13
2018	60	13

Other Transportation Modes

Accessible taxis in Burlington are on-demand, no advanced booking is required. The city currently has a total of 58 taxi plates with 5 of them being accessible taxis, making 8.62 percent of the fleet accessible.

Owners and operators of municipal taxicabs are prohibited from charging a higher fare for persons with disabilities or for the storage of assistive devices and have been notified of the requirement that their vehicle registration and identification information must be displayed on the back bumper of vehicles and have the same information available in an accessible format upon request.

Handi-Van passengers can access an on-line feature and phone system that provides a way to book and manage their trips 24/7 instead of only during business hours

Design of Public Spaces (DOPS) Successes

Site Plan Reviews

Language about the AODA Design of Public Spaces Standards is included in the Site Plan Application forms. The regulatory requirements of DOPS are reviewed and applied through the site plan review process for all city and private sector applications.

Public Consultations

Community Trails Strategy

The community and key stakeholders were consulted at the beginning of the study and throughout the project. The consultation was consistent with the city's Community Engagement Charter and the International Association of Public Participation (IAP2) approach to a robust community engagement strategy. A series of open houses, focus groups, stakeholder consultations and online surveys were held.

Notifications about the public consultation opportunities were advertised through newspaper ads, social media and on the city's website. Members of the Burlington Accessibility Advisory Committee participated in the Open Houses and the online engagement options.

Playground Strategy Public Consultation

Public consultation for the city's Playground Strategy was held on June 18, 2014 during a Burlington Accessibility Committee monthly meeting. In addition to the public consultation meeting, input about playgrounds in Burlington was received through an online survey and an online community town hall engagement tool.

Notifications about the public consultation opportunities were advertised through newspaper ads, social media and on the city's website. Bookmarks were provided to the Halton Boards of Education and were distributed with children's report cards and at City of Burlington summer camp sessions.

Feedback received about accessibility was incorporated into the final Playground Strategy and report to Council.



The city conducted 'Love Your Playgrounds,' to get the public feedback about the types of equipment they'd like to see at local playgrounds

"Love Your Playground" Public Consultation

The City of Burlington maintains more than 130 playgrounds within city parks and on school properties. In February 2016 and again in 2017 the city conducted 'Love Your Playgrounds,' a public consultation survey to get the public's feedback about the types of equipment they'd like to see at local playgrounds when the equipment is being replaced. There were more than 2500 responses received through the survey and the results used to inform the selection of new playground equipment in 34 playgrounds in 2016, 2017 and 2018.

Improvements include the removal of existing play equipment, construction of asphalt pathways, installation of new playground equipment and swing sets, new site furnishings and shade structures, protective surfaces and transition curbs in playground spaces, additional accessible parking spaces and minor landscape improvements.

Parks and Open Spaces

Community Gardens – 2012 to present

Community Gardens are available in 5 Burlington parks locations – Central, Maple, Amherst and Ireland Parks and at Francis Road Bikeway. Along with numerous ground base plots, each location provides accessible raised gardens on concrete pads for gardeners with disabilities.



Bayview Park Improvements - 2017

The city received Canada 150 Community Infrastructure funding to complete improvements at Bayview Park. The improvements include: new fence and increased area of the existing leash free area, new small dog leash free area, accessible access to leash free areas, pavilion renovations, additional trails and existing trail improvements, seating, and interpretive signs.

Bolus Gardens Parkette - 2017

Park improvements included the removal of existing play equipment and swings, placement of asphalt pathways including new accessible route into site, installation of new site furnishings, protective surfaces, and minor landscape improvements. A new splash pad and shade structure was constructed in 2018. Funding made available through a donation from the Patrick J. McNally Foundation.

Burloak Regional Waterfront Park – 2017 to present

- Construction of Phase 1 of the Burloak Regional Waterfront Park Master Plan was completed. Improvements to accessibility in Phase 1 include an accessible waterfront pathway, shade pavilion and plaza with seating and a pedestrian guardrail. A portable accessible washroom unit with ramp, flush toilet and hand wash basin was installed to enhance park use.
- Construction of Phase 2 began in March 2018 with construction anticipated to be completed by summer 2019. Approximately 70 percent of Phase 2 work has been completed to date. All major features of Phase 2 are accessible, including parking, window to the lake area, picnic areas, demonstration garden, shade pavilion and plaza, gateway plaza and the lower waterfront promenade.

Cenotaph – 2013

A concrete plaza was constructed at the Civic Square North Cenotaph increasing accessibility, especially during Remembrance Day ceremonies. Several park benches have been added to the Square.











0.75 kilometers of pathways in the park were paved to improve accessibility and benches have been installed.

Elgin Street Promenade – 2017 to present

When complete in 2019, the Elgin Street Promenade will connect the Centennial Multi-Use Pathway from Martha Street to Brant Street. Accessibility is a key component of the project, with installation of a concrete pathway, lighting and bollards. The promenade features a new 300m^2 public space that provides additional areas for seating and activities. New features include benches, bus shelters, a bike shelter and the installment of two public art pieces. The Elgin Street Promenade project has received funding through the Canada 150 Community Infrastructure Program and the Public Transit Infrastructure Fund.

Hidden Valley Park Re-development – 2014

Improvements to Hidden Valley Park include the addition of accessible parking, the construction of an accessible splash pad and nearby shade pavilion. Accessible picnic tables are located throughout the park. New playground equipment and a swing set have been added and feature accessible play components.

Ireland Park – 2016

Improvements to Ireland Park include the addition of four new accessible parking spaces, the construction of an accessible splash pad with nearby picnic tables and a pavilion for shade. New ball diamond amenities, including accessible spectator areas with permanent, accessible bleachers. The south parking lot was reconstructed to improve the surface and traffic flow. In addition, 0.75 kilometers of pathways in the park were paved to improve accessibility and benches have been installed along the pathways.

Orchard Community Park – 2015

Improvements to the playground include the addition of four new pieces of play equipment and in installation of a new synthetic poured-in-place protective surface. Improvements to the sports field include the addition of an asphalt pathway and new accessible player's benches.



Playground Renewal

The following playgrounds were renewed in 2016 and 2017. Improvements to accessibility included the removal of existing play equipment, installation of new playground equipment and swing sets, asphalt pathways, new site furnishings, protective surfaces and transition curbs in playground spaces, additional accessible parking spaces and minor landscape improvements.

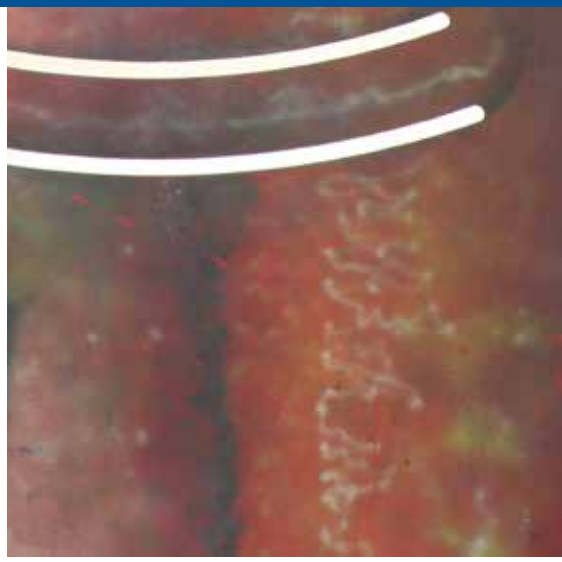
- Burloak Playground
- Clarksdale Public School
- Frontenac Public School
- Glen Afton Park
- Iroquois Park
- King's Road Public School
- Lakeshore Public School
- Lion's Park
- Mountainside Park
- Pineland Park
- Ryerson Public School
- Sheldon Park
- Strathcona Park
- Tecumseh Public School



At Sherwood Forest Park accessibility is a key component of the overall strategy

Sherwood Forest Revitalization Project – 2013 to present

The revitalization strategy for Sherwood Forest Park will result in a phased implementation plan over the next 15 years. Accessibility is a key component of the overall strategy. Current improvements for accessibility include additional accessible parking, new accessible player's benches and accessible spectator bleachers, accessible playground and the installation of new concrete and asphalt pathways.



Spencer Smith Park – 2013 to present

Accessibility was improved at Spencer Smith Park in 2013 with the installation of a concrete pathway from Lakeshore Road and Burlington Avenue. The pathway provides an accessible route at the mid-point of Spencer Smith Park to the Promenade and connectivity to several stand-alone elements in the park.

Phase 1 of the Burlington Beach Regional Waterfront Park Master Plan was completed in 2017. Improvements include the relocation and construction of a new accessible gazebo with a hard surface plaza, the addition of benches and additional trees for shade. A new hard surface pathway, with lighting, now connects the promenade, access to the gazebo and the Naval Ships' Memorial Monument. This project was funded through a Canada 150 grant. Additional improvements included the replacement of stamped asphalt surface of the existing promenade with smooth asphalt and the construction of a new shade structure at the west end of the promenade.

On and Off-Street Parking

The City of Burlington installed a parking guidance system in the Downtown Parking Garage in October 2013. The system provides real time information about the availability of regular and accessible parking spaces. The signage lets drivers know whether spaces are available before they enter the parking garage, avoiding the need for drivers to enter and search for parking on multiple levels only to find that the lot is full.

Accessible Parking

Several parking lots throughout the city have been repainted to increase the size of the access aisle in the Accessible Parking Spaces to 2000 mm as per the Burlington Accessibility Design Standards and to refresh the International Symbol of Accessibility pavement signage. In some cases, accessible parking spaces have been added where none existed in the past.

Several temporary accessible parking spaces are now added at the East Waterfront Parking Lot during the Sound of Music Festival and Ribfest.

A fine tag has been added to the accessible parking spaces in the downtown core indicating a fine of $400 for parking illegally.

Downtown Parking Lots have been resurfaced and reconfigured to improve the accessible path of travel and to add Type A & B parking spaces as required.

The City installed a parking guidance system in the Downtown Parking Garage. The system provides real time information about the availability of regular and accessible parking spaces.



Persons with Limited Mobility signage has been provided at 13 regular sized spaces close to the main entrance.



Parking in the Downtown Core

Parking Lot 4

Increased the number of accessible parking spaces from 3 to 5, with the addition of 2 Van spaces.

Parking Lot 1

This lot was redesigned, and 2 accessible spaces were moved closer to the building entrance.

Parking Lot 5

Increased the number of accessible parking spaces from 2 to 4, with the addition of 2 Van spaces.

Blairholm Avenue

At the request of St. John's Roman Catholic Church, 2 additional accessible on-street spaces were added, increasing the number of spaces to 6 in total. Painted hatched areas were provided at the front and rear of each space and curb cuts for each hatched area were completed in the spring of 2018.

Seniors' Centre

A need was identified at the Seniors' Centre for more accessible parking for seniors' who did not use mobility devices but have difficulty traveling long distances. Adding additional accessible parking spaces would decrease the number of parking spaces at an already at-capacity location because of the need for the access aisle at each space. Instead, Persons with Limited Mobility signage has been provided at 13 regular sized spaces close to the main entrance.

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

Each year, curb cuts and/or depressed curbs are constructed to improve access and safety in accordance with AODA Standards – ongoing





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, notices in the Burlington Post published in City Update, through social media including Facebook and Twitter and through Councillor's Ward News Updates. Signage is provided at locations where appropriate.

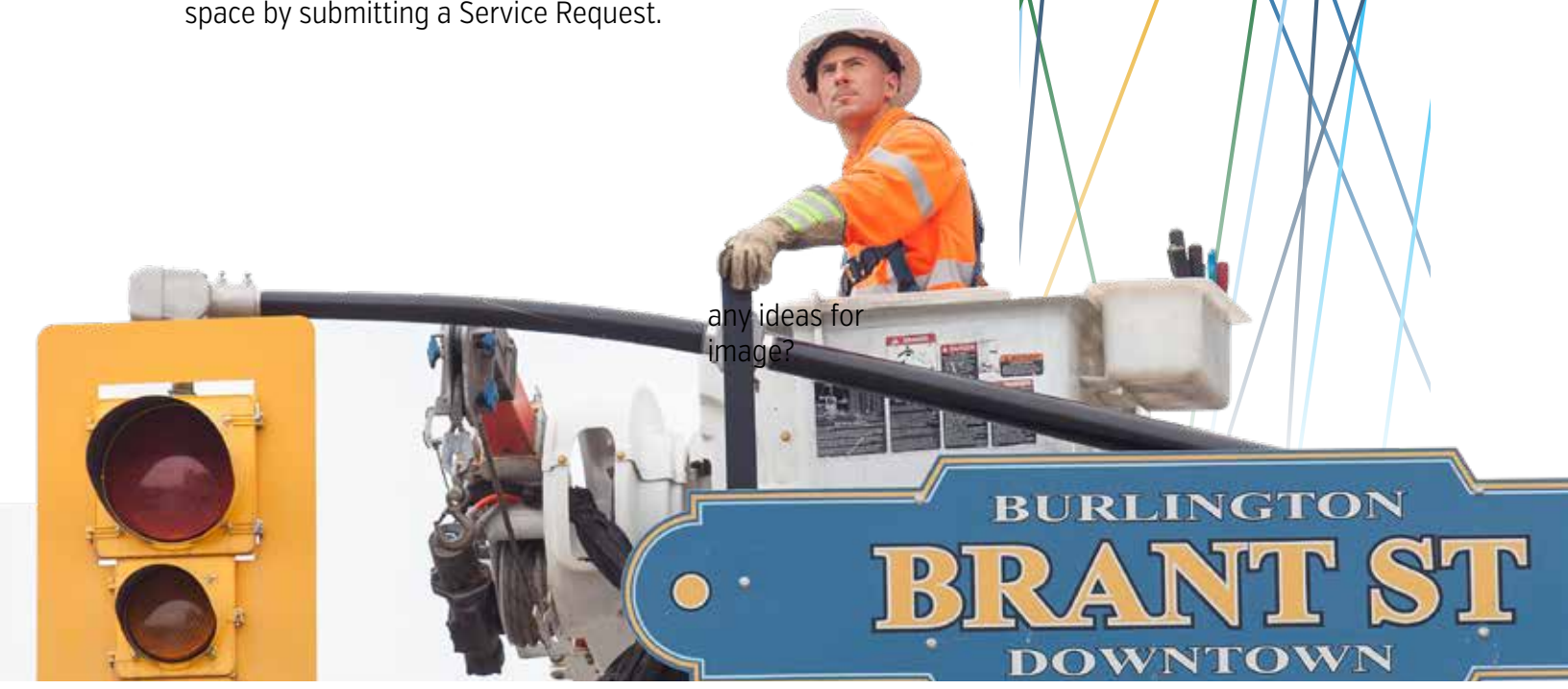
The city's Roads, Parks and Forestry Department provides preventative and emergency maintenance through regular inspections which is documented through their Level of Service Manual for parks, playgrounds, trail maintenance, sidewalks, parking and other exterior corporate assets.

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.



Other City of Burlington Successes

Burlington Active Aging Plan (BAAP)

The Burlington Active Aging Plan was adopted in 2016 by Council. The plan includes strategies to help keep older adults active, healthy and engaged in their community. The plan identifies the priorities as identified by the community and actions that the city will undertake to enable Burlington to become an increasingly more age-friendly city each year.

Staff will continue to incorporate accessibility into the city's capital improvements to support the strategies in the Active Aging Plan

The City of Burlington Accessibility Design Standards were updated in 2016 to incorporate the regulatory specifications in DOPS and the new accessibility requirements in the Ontario Building Code.

Improvements to the Built Environment

City of Burlington Accessibility Design Standards - 2016

The City of Burlington Accessibility Design Standards were updated in 2016 to incorporate the regulatory specifications in DOPS and the new accessibility requirements in the Ontario Building Code.

Features of DOPS are incorporated into all city design and construction projects. Where the technical requirements for accessibility as outlined in the 2016 City of Burlington Accessibility Design Standards (ADS) differ from the specifications in DOPS, the standards providing the highest level of accessibility are applied.

Amplifying Loop – 2017

As part of a technology improvement project in City Hall meeting room 247, a Small Room Amplifier Loop was installed to provide a better experience for participants who use hearing aids or cochlear implants.

Facilities Audit - 2013

In 2012, an audit tool was developed based on the 2011 City of Burlington Accessibility Design Standards. The audit was applied to forty-eight city owned or leased properties. The audit project was completed in March 2013. Improvements based on the audit results to the following properties have been undertaken to date:

City Hall – 2013

Washrooms in the public areas at City Hall were reconfigured to increase accessibility by adding features including power door operators, automatic lighting, and hands- free fixtures. 2 male and 2 female washrooms were transformed to provide 4 four new gender-neutral washrooms.

Downtown Transit Terminal – 2013

The Downtown Transit Terminal was renovated to install an accessible customer service counter and motion sensor entrance doors.

LaSalle Park Pavilion – 2013

New directional signage identifying the location of accessible entrances and public washrooms was installed at LaSalle Park Pavilion. Exterior washrooms were upgraded, providing 2 unisex family washrooms.

Paletta Mansion – 2013

Exterior and interior signage was installed at Paletta Mansion to improve wayfinding to the accessible features, including parking, accessible entrances, elevator and the locations of the accessible washrooms. New fixtures – raised toilet, improved lighting, power door operator, and upgrade to L shaped grab bars – were incorporated in the accessible washrooms to increase accessibility.

Visual Fire Alarms – 2013

Installation of Visual Alarms Devices in public spaces in city facilities, including City Hall; the Seniors' Centre; Mainway Recreation Centre; Tansley Woods Community Centre; Appleby Arena, Ella Foote Hall and Brant Hills Community Centre.

Centennial Pool Revitalization Project – 2014

Renovations to Centennial Pool included improvements to parking and drop off area, a new entrance, larger community change rooms, accessible washrooms, new signage and wayfinding and the installation of power door operators. The addition of an elevator to the upper level provides access to the community room and the pool spectator viewing area.

Emergency safety and evacuation signage program – 2014

A comprehensive emergency safety and evacuation signage program was undertaken at city hall in conjunction with an update of emergency fire evacuation plan. Additional evacuation chairs were purchased so that an evacuation device is located on each floor where public meetings are held in city hall.

Mountainside Recreation Centre – 2014

Project included accessibility to all areas of the building and site including: parking and drop off area; new entrance and lobby; warm viewing area; concession; larger community change rooms; accessible change rooms, accessible washrooms, two community rooms, administrative and staff areas and the installation of power door operators; signage and wayfinding.



The addition of an elevator to the upper level provides access to the community room and the pool spectator viewing area.

Improvements at Tansley Woods Community Centre included the construction of a universal washroom with an adult change table







Tansley Woods Community Centre – 2014

Power door operators were installed at all washrooms.

Brant Hills Community Centre – 2015

Accessibility improvements at Brant Hills Community Centre included reconstruction of the men's and women's washrooms and the addition of accessible showers.

Sims Square – 2015

Significant improvements to Sims Square were completed as part of a renewed lease agreement. Visual fire alarms were installed in suites, washrooms and public corridors; pedestal style power door operators were installed at Elgin Street entrance, the universal washroom and the Festival and Events entrance. Opaque strips were applied on the entrance doors and lobby mirror to increase safety. A universal washroom, located off the lobby area, was improved and made available to staff and public. Signage has been installed at the remaining washrooms in the building as to the location of the universal washroom on the main level. Tactile and Braille floor designations have been applied to the elevator jambs and Fire Floor Plans have been installed at each elevator lobby. Sims Square was purchased by the city in 2017.

Tansley Woods Community Centre – 2015

Accessibility improvements at Tansley Woods Community Centre included the construction of a universal washroom with an adult change table, a new signage and wayfinding system and improvements to accessible parking through a parking lot resurfacing project.

Appleby Ice Centre – 2016

Renovations to Ice Pads 1 and 2 included modifications to 10 dressing rooms and washrooms on the main level to improve accessibility. Two dressing rooms were modified and identified as accessible and a gender neutral / universal washroom was constructed and includes an adult change table. The washrooms on the second level were renovated to improve accessibility.

Burlington Animal Shelter – 2016

Accessibility improvements included upgrades to parking, the addition of a universal washroom, with adult change table and roll-in shower, a new multi-level reception counter, and reconfiguration to the lobby and entrance.

Fire Headquarters – 2016

Significant renovations were undertaken for Fire Headquarters (Fire Station No. 1), including the installation of an elevator to provide access to the offices and meeting space on the second floor, the addition of power door operators throughout the public access and staff areas of the building. Several gender-neutral washrooms are provided in addition to the universal washroom.

Gender Neutral Washrooms – 2016

Washrooms in city facilities that are single use spaces were re-designated as gender neutral I universal using a new generic image. The signage also identifies any additional amenities specific to each washroom such as being accessible or containing a change table using the appropriate international symbols. All signage is tactile and includes Braille. Gender neutral washrooms currently represent 49 single use washrooms across the city.

Correspondence was forwarded to all local boards and joint venture organizations advising of the gender neutral / universal washroom signage images being endorsed by the city to encourage these affiliated organizations to implement the same images and approach used by the city.

Central Arena – 2017

An elevator was installed to provide independent access to the second level of the public spectator area. A universal washroom was construction and a ramp from the lobby to the rink was installed. Funding was made available through the Canada 150 Community Infrastructure Program.



Ireland Park, Lowville Park, Millcroft Park, Orchard Community Park, Hidden Valley Park and Central Park Washrooms – 2017

Existing washroom facilities in six parks throughout Burlington were renewed and upgraded to meet or exceed current accessibility requirements. Improvements included creating barrier free paths of travel to washroom building, adding ramps (where necessary), power door operators, retrofitting washroom with accessible toilet stalls, grab bars, plumbing fixtures, installation of visual alarms and accessible signage and wayfinding. Funding for the washroom improvements was made available through the Canada 150 Community Infrastructure Program.

Mainway Arena – 2017

An elevator was installed to provide independent access to the second level of the public spectator area. Universal washroom and changerooms were constructed. Funding was made available through the Canada 150 Community Infrastructure Program.

Nelson Pool – 2017

A new 50-metre pool opened in July 2017. The pool features eight swim lanes, an accessible ramp into the pool and a beach-entry wading pool. A splash pad was constructed to engage children of all ages and abilities. Other features include seating areas, shade, diving boards and play equipment.

Portable Ramps - 2017

A need was identified for a portable ramp to be installed in two locations in the city. One ramp was installed in Civic Square at City Hall. This ramp provides for independent access to the upper level of Civic Square that is often used as a stage for public events. The second ramp was installed at Nelson Arena to provide an accessible viewing platform to the ice area.



Consultations, Professional Development and Membership

The Accessibility Coordinator participates in many consultations and professional development opportunities. Recent activities include:

- Consultation on the Federal Accessibility Legislation – 2016
- Accessibility Directorate Forums – 2013 to 2018
- DoPS in Practice: Understanding and applying the Design of Public Spaces Standards, workshop presented by Canadian Urban Institute, All Access and Human Space – 2018
- Member of the advisory team for the new Halton Consolidated Courthouse –
- Hosted by the Ministry of the Attorney General and Infrastructure Ontario – 2018
- 2017 Accessibility Leadership Forum – Hosted by the Rick Hansen Foundation
- 2018 Accessibility Leadership Forum – Hosted by the Rick Hansen Foundation
- International Interior Design Exposition Canada – Accessibility Summit – 2017
- Ontario Network of Accessibility Professionals Conference – Ottawa Oct 2017
- Ontario Network of Accessibility Professionals Conference – Belleville Oct 2018
- Member of the advisory team for the Accessibility Directorate of Ontario's Accessibility Advisory Committees project – 2018

Membership

The City of Burlington's Accessibility Coordinator is a member of the Ontario Network of Accessibility Professionals (ONAP) and the Halton Region Accessibility Coordinators Working Group.



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 12 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, the BAAC participates in several public education activities each year to advance accessibility in our city.

Some of those activities include events each year to mark National Access Awareness Week and the United Nations International Day of Persons with Disabilities. The committee participates at selected trade shows and attends community festivals and events, like the Terry Fox Run, Walk for Guide Dogs and the local Farmers Market.



BAAC
Burlington Accessibility Advisory Committee







Notable activities by the BAAC from 2013 to 2018 include:

Consultations on Lowville Park Master Plan; Sherwood Forest Park Revitalization Project; Burlington Beach Regional Waterfront Park; Burloak Regional Waterfront Park Master Plan; Spencer Smith Park improvements along with numerous parks, playgrounds and community gardens.

BAAC was consulted on many facility renewal projects, including accessibility renewal at Central Arena; Mainway Arena; Mountainside Recreation Centre; Centennial Pool; Brant Hills Community Centre; Tansley Woods Community Centre and the Joseph Brant Museum.

BAAC worked with staff and a picnic table manufacturer to develop a new, more accessible picnic table for Lowville Park Revitalization Project. The new style accessible picnic table is now the standard for all current and future projects.

BAAC hosted the 2013 Annual Joint Meeting of the Halton Accessibility Advisory Committees with keynote speaker Dr. Geoff Fernie, Director of Toronto Rehabilitation Institute/University of Toronto and the 2017 Annual Joint Meeting with keynote speaker Thea Kurdi, Building Code and Universal Design Specialist of DesignAble Environments.

The Burlington Accessibility Awards were held from 2012 to 2015. In 2016, the Burlington Accessibility Advisory Committee worked to organize the 5th annual awards ceremony. During the organization of the event the committee concluded that the goal of reaching out to new areas of the community was not being achieved and they re-evaluated the awards process. As a result, an Accessibility Award category was created as part of the Burlington's Best gala in June 2017. The award will be presented annually at Burlington's Best.

In November 2018, BAAC launched their "Respect The Space" campaign. The campaign was developed to educate people that it's never okay to park in an accessible parking space without a valid accessible parking permit.

Five members received the Ontario Volunteer Service Award from the Ontario Ministry of Citizenship and Immigration for 5 continuous years of service on the BAAC and a member was presented with the AODA 10th Anniversary Champion Award in 2015.

The site plan sub-committee created a site plan review checklist to assist members when reviewing site plans. The checklist was based on the 2011 City of Burlington Accessibility Design Standards. The checklist was reviewed and updated in 2017 to meet the requirements of the 2016 City of Burlington Accessibility Design Standards. BAAC have reviewed 177 site plans since 2013. A total of 372 site plans have been reviewed for accessibility from 2013 to 2018 inclusive.

Members of BAAC participate on other Citizen Advisory groups including: Burlington Pedestrian and Road Safety Committee; Burlington Transit Advisory Committee; Burlington Inclusivity Advisory Committee; Burlington Seniors Advisory Committee; Inclusivity Advisory Committee; Integrated Transportation Advisory Committee; and the Road Safety Committee.

BAAC members 2013 - 2018

Brenda Agnew

Ron Baliko

Doug Benton

Carla Blake

Mike Bombardier

Sheila Burton,
Burlington Seniors Advisory Committee Representative

Susan Caughran,
Burlington Seniors Advisory Committee Representative

Shelley Chalmers,
Burlington Seniors Advisory Committee Representative

Rachael Cloutier

Glenna Cranston

Rob Divecha

Tania Dowhaniuk

Harry Ennis

David Fisher

April Goodis,
Burlington Seniors Advisory Committee Representative

Jeff McBride

Jennifer Miller

Rosemary Minnella, BPL

Sallie Morrison

Brian Ouellette

Eric Pilon

Gwen Piller

Tricia Pokorny

Atif Rashid

Arthur Rendall

Brian Sharpe

Adam Spencer

Ashley Taylor

Marilyn Turner

Alexandra Warne

Vera Zlataric

Councillor Blair Lancaster,
Council Liaison

Councillor John Taylor,
Council Liaison





2018 Annual Progress Report



Activities

- 2018 Municipal Election – review of polling locations for accessibility
- Animal Control By-law updated to include information about service animals
- Downtown Streetscape Guidelines – accessibility is an important component of the new guidelines
- Burlington's Best Awards – Accessibility Award is one of the award categories
- 2019 – 2023 Multi-year accessibility plan development and public engagement
- Respect the Space - a campaign developed to educated people that it's never okay to park in an accessible parking space without a legal accessible parking permit.
- 71 site plans have been reviewed in 2018 to date



Facilities

- Council Chambers – renovations and improvements to accessibility and technology
- Angela Caughlin Pool renewal – design
- Civic Square renewal – public consultation for accessibility improvements
- Central Arena elevator installation, barrier free access to the ice pad, the addition of a universal washroom and the installation of power door operators
- Mainway Arena elevator installation and addition of universal washroom for the auditorium
- Lowville Schoolhouse – public consultation
- City View Park Pavilion – design
- Aldershot Arena renovation – accessible washrooms and changerooms



Parks and Open Spaces

- Bolus Gardens – addition of splash pad, accessible picnic table, shade pavilion and drinking fountain
- Brittany Park – renewal of ball diamond, playground improvements including replacement of playground equipment and new accessible safety surface, accessible pathway and replacement of ball diamond D1
- Burloak Regional Waterfront Park – Phase 2 improvements include accessible seating and picnic areas, eastern and western lookouts, shade pavilion and demonstration garden
- Itabashi Japanese Gardens – to commemorate the 30th anniversary of the twinning with sister city Itabashi, Japan
- Kerns Park – reconstruction of shade pavilion and pathways
- Lansdown Park playground – existing playground and swings to remain, installation of new junior playground equipment, construction of concrete transition curbs, additional seating and tree planting for shade
- LaSalle Park playground improvements – removal of existing playground equipment, installation of new playground equipment, swings and benches, new accessible playground safety surfacing, construction of concrete transition curbs and the construction of new accessible asphalt pathways from existing path system to new playground
- Nelson Park – replacement of bleachers for ball diamond 2
- Newport Park – replacement of shade structure and pathways
- Sherwood Forest Park Pavilion construction and park improvements - improved accessible parking, new asphalt pathway system, outdoor adult fitness stations, new playground
- Sycamore Park improvements – new accessible playground equipment and swings, site furnishings, including shade structure and seating areas, accessible pathways and reconstruction of multi-use court for tennis and pickleball



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

- Video Cameras on installed on buses for improved public and driver safety

Parking

- Parking signage in the downtown core: addition of a "No Parking" decal in the access aisles of the accessible parking spaces in the downtown core. Sign tag added to Accessible Parking Signs that reads "$400 Fine"
- Parking Lot 3 – 4 new accessible spaces
- The City of Burlington expanded its parking guidance system in the downtown core in 2018. The system provides real time information about the availability of regular and accessible parking spaces both in municipal lots and on street. The signage lets drivers know how many spaces are available in each location, avoiding the need for drivers to search for parking in multiple lots and streets.





2019 – 2023 AODA/IASR Compliance Activities

General Requirements	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
• 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
• Report compliance to the province	• Report to the province bi-annually – 2019, 2021, 2023, 2025
• 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
• The city will have regard to accessibility if it designs, procures or acquires self service kiosks,	• Reviewed 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 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

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	• Procedure for service disruption notification 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 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
• 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
• 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 • To be reviewed and modified as required

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

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 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
• 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
• 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

Transportation	Actions
• Accessible equipment	• Continue to make information about accessible equipment available using multiple formats of communication
• 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	• 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
• Conventional Transportation Service	• Continue to meet the requirements of the regulation
• Specialized Transportation Service	• Continue to meet the requirements of the regulation
• Taxi cabs	• Continue to monitor taxi owners and operators in Burlington to ensure they are meeting the requires of the regulations • Continue to encourage taxi cab owners to add accessible taxi cabs to their operating fleet
• Legislative review	• Review requirements for the Transportation Standards pending update to standards by the province • Modify materials as required

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 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
• 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

Design of Public Spaces (DOPS)	Actions
• 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, notices in City Update, through social media including Facebook and Twitter. 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

Additional Goals and Targets

2019

Activities

- "Love your Playground" Public Consultation
- Parks Master Plan to identify community needs and priorities for parks services in the future
- Accessibility Newsletter – Accessibility Spotlight
- 2019 Accessibility Progress Report
- AODA Compliance Report to Province
- Blind Square beacons – pilot project for City Hall
- Urban Design Awards

Facilities

- Angela Caughlin Pool – construction
- Beachway Pavilion – decking replacement and ramp extension
- City View Park – Pavilion – design
- Skyway Arena and Park Renewal - design

Parks and Open Spaces

- Access to beach – addition of mobility mats near Beachway Pavilion (pending funding)
- Beachway Park dune crossing accessible ramp- design and construction
- Ontario St. to Graham's Lane Multi-Use Trail – construction
- Civic Square Revitalization – construction
- Elgin Street Prominade – Pearl Street to Martha Street construction
- Brada Woods Park – renewal of playground, pathway and site furniture
- Breckon Park – renewal of playground, pathway and site furniture
- Champlain Park – playground renewal – design
- Cavendish Park – ball diamond replacement – design
- Desjardines Park – renewal of playground, swings, site furnishings and walkway – design
- Florence Meares Public School Playground – playground renewal
- Lowville Park – parking lot renewal and information centre construction
- Maple Community Park Playground – ball diamond, playground, lit pathways
- Maplehurst Public School Playground – playground renewal

Francis Road Bikeway – design and construction

Multi-use trail, hydro corridor (Heathfield to Upper Middle) – construction

- Tansley Woods Park Playground – playground renewal – full park renewal including new lit pathways
- Sheraton Park – renewal of playground, pathway and site furniture
- Sherwood Forest Park – bleacher replacements at rugby field
- Spencer Smith Park – renewal of playground, swings and safety surface

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

Recreation

A Health, Safety and Wellness audit was completed in 2018. From this audit, key areas were identified that required some focus around staff training and recruiting staff with specific qualifications for summer camps and programs working with individuals with disabilities. These results will shape several improvements that will be implemented in recreation programs and delivered starting summer 2019.

Staff will review and investigate the following opportunities:

- Provide more enhanced training for staff working with individuals with disabilities
- Develop a recruitment and staffing structure that requires more specific qualifications
- Review the process for staff absences to ensure the proper coverage, support and supervision
- Build relationships with other agencies and experts to provide additional staff resources and support

2020

Activities

- GIS accessibility layer
- 2020 Accessibility Progress Report

Facilities

- Angela Caughlin Pool – construction
- Skyway Arena and Park Renewal – construction
- City Hall Facility Revitalization – 2020 – 2026
- Hearing Loops in select meeting rooms
- City View Park – Pavilion – construction

Parks and Open Spaces

- Amherst Park – reconstruction of pathways
- Brant Hills Public School – playground renewal
- Cavendish Park –ball diamond replacement - construction
- Central Park – renewal of pathway, playground and new trail connection
- Champlain Park – park renewal
- Cumberland Park – playground renewal
- Desjardines Park – park renewal - construction
- Ireland Park – renewal of tennis and basketball courts and new trail connection
- Kiwanis Park – renewal of playground, swings and site furniture
- Lakeshore Public School – playground renewal
- Lansdown Park – park renewal
- Nelson Park – community garden
- Pauline Johnson Public School – playground renewal
- Tecumseh Park- replacement of ball diamonds and pathway improvements
- Tuck Park – replacement of playground and safety surfacing

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

2021

Activities

- 2021 Accessibility Progress Report
- AODA Compliance Report to Province

Parks and Open Spaces

Leighland Park – ball diamond, tennis court and pathway replacements

- Longmoor Park – replacement of playground, swings, pathway and site furniture

Maplehurst Park – playground, pathway, site furnishings replacements

- Mountain Gardens Parkette - renewal of playground, swings, site furniture and pathways
- Multi-Use Trail, Sheldon Creek – construction
- Palmer Park – replacement of playground, swings, pathway and site furniture
- Peart Park – replacement of playground and safety surface
- Port Nelson Park – replacement of playground, swings, pathway and site furniture
- Roly Bird Park – replacement of playground, swings, site furniture and pathway improvements

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

2022

Activities

- 2022 Accessibility Progress Report

City of Burlington Accessibility Design Standards – possible revision to update standards to meet current regulation

Facilities

- Music Centre – design

Parks and Open Spaces

- City View Park – ball diamonds
- Emerson Park – renewal of playground, swings, site furnishings and pathways
- Fairchild Parkette – renewal of playground, swings, site furnishings and pathways
- Fothergill Park – renewal of playground, swings, site furnishings and pathways
- Glen Afton Park – renewal of playground, swings, site furnishings and pathways
- Ireland Park – community garden renewal
- Lampman Park - renewal of playground, swings, site furnishings, multi-use court and pathways

Pinemeadow Park - renewal of playground, swing, site furnishings, and pathway

- Pineland Public School – bridge and pathway replacement
- Sherwood Forest Park – west side renewal, splash pad, adult fitness equipment, community garden
- Taywood Park - renewal of playground, swings, site furnishings and pathway
- Tecumseh Park – ball diamond and pathway replacement
- Queensway Park – pathway, playground, multi use court 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 – ongoing

Transit

- 1 additional Handi-van

2023

Activities

- 2023 Accessibility Progress Report
- Accessibility Audit – reassessment of facilities
- AODA Compliance Report to Province

Facilities

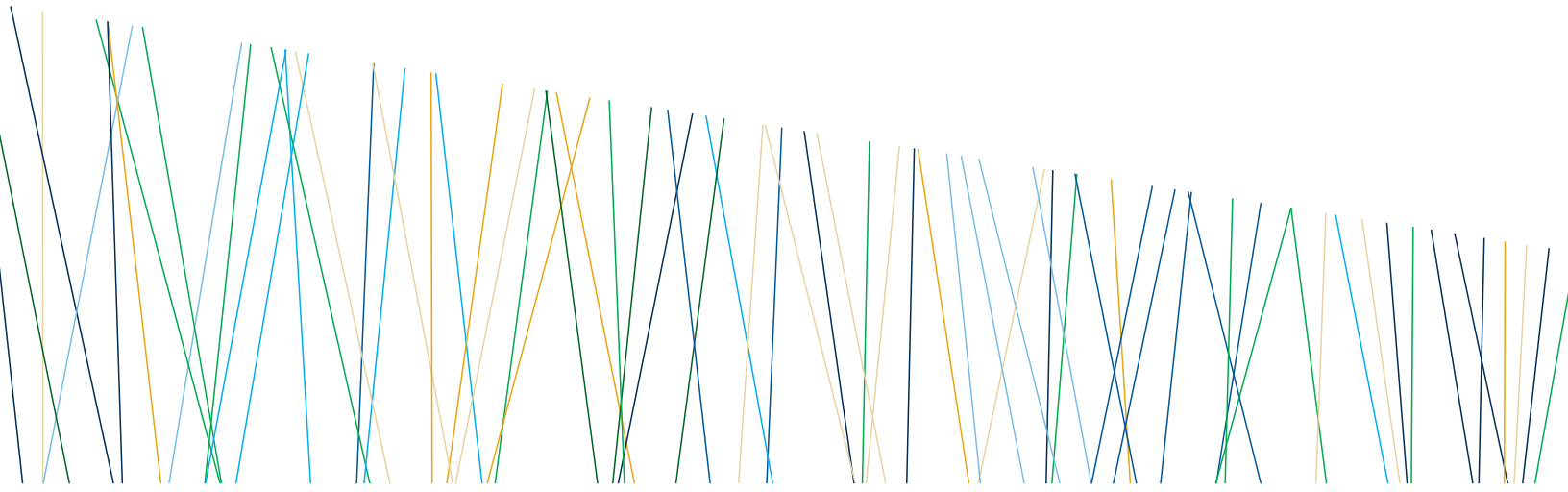
- Music Centre – construction

Parks and Open Spaces

- Bridgeview Park - renewal of backstop, pathways, site furniture and replacement of playground
- Driftwood Park - renewal of playground, swing, site furnishings, and pathway
- Irving Parkette - renewal of playground, swing, site furnishings, shade structures, retaining walls and pathway
- Millcroft Park – park renewal
- Nelson Park – park renewal (west side)
- Lowville Park – playground renewal, pedestrian bridge

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





2019 – 2023 Multi-Year Accessibility Plan

May 2019