

Accessible Pedestrian Signal



Playground at City View Park



Burlington Transit Bus with ramp

Multi-Year Accessibility Plan & Progress Report 2013-2018

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

February 2013

CITY OF Burlington

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Part 1
Introduction to the Multi-Year Plan



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Tactile warning system at Fairview Ave. and Brant St.

About Our Plan

Statement of 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 with disabilities. Our goal is to ensure accessibility for the public we serve and our employees.

The Plan

The City of Burlington Multi-year Accessibility Plan describes how the city will continue in its work to increase and improve accessibility to our city's goods, services and facilities over the next five years. The plan builds on the good work done by the city to date, incorporates the legislated requirements of the Ontarians with Disabilities Act, 2001 and 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 with disabilities and the public. The plan is guided by, and is in keeping with, interpretative materials and resources issued by the Accessibility Directorate of Ontario, Ministry of Community and Social Services.

Selected accessibility improvements, achievements and initiatives undertaken by the city since 2008 can be found in Part 4.



Accessibility Legislation in Ontario

Ontario Human Rights Code

Under the Ontario Human Rights Code, everyone has the right to equal treatment without discrimination. There is a positive duty to accommodate short of undue hardship, meaning that wherever unequal treatment or discrimination exists it must be remedied unless the remedy would cause undue hardship. The Ontario Human Rights Code has primacy over the Accessibility for Ontarians with Disabilities Act legislation.

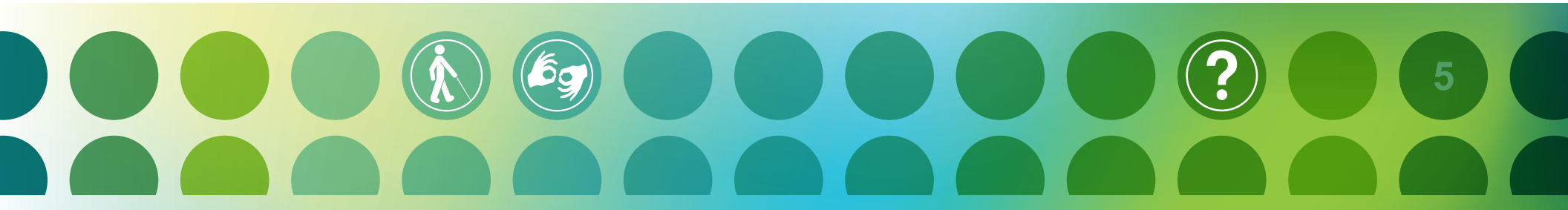
Ontarians with Disabilities Act, 2001

The Ontarians with Disabilities Act (ODA) is a planning act that builds on the foundation of the Ontario Human Rights Code. The Act requires public sector organizations, including the City of Burlington, to plan and undertake activities to identify, remove and prevent barriers to people with disabilities.

The Act requires municipalities with populations over 10,000 to establish an Accessibility Advisory Committee to perform functions as specified in the Act. Even though new legislation in the form of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is now law, the provisions of the ODA remain in force until the Act is repealed.

Accessibility for Ontarians with Disabilities Act, 2005

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025 through the development, implementation and enforcement of standards.



Accessibility Legislation in Ontario
continued

Accessibility for Ontarians with Disabilities Act, 2005, continued

The standards require the persons or organizations named or described in the standards to implement measures, policies, practices or other requirements within the time periods specified in the standards.

Standards developed to date through the AODA are:

- ***Accessibility Standards for Customer Service*** (O. Reg. 429/07) which came into effect on January 1, 2008
- ***Integrated Accessibility Standards*** (O. Reg. 191/11) which came into effect in July 2011. This standard provides a number of general and specific requirements in the areas of information and communications, employment and transportation.
- ***Design of Public Spaces Standards*** (O. Reg. 413/12) which came into effect on January 1, 2013. This standard applies to new or redeveloped public spaces.

Enhancements to accessibility in buildings will happen through Ontario's Building Code, which governs new construction and renovations in buildings, currently in review.

Burlington Accessibility Advisory Committee (BAAC)

The BAAC

Established in 1994, the Burlington Accessibility Advisory Committee (BAAC) is a volunteer citizen's advisory committee to Burlington City Council. The BAAC provide advice on the identification, removal and prevention of barriers to people with disabilities in the municipality's by-laws, policies, programs and services.

The BAAC works in partnership with the City to create the multi-year Corporate Accessibility Plan and provides input to staff and council about matters of accessibility. The committee reviews site plans and drawings as described in Section 41 of the Planning Act as required by the Accessibility for Ontarians with Disabilities Act. In addition, the BAAC participates in public awareness activities in and around Burlington throughout the year, including Burlington's Accessibility Awards.

The Committee is a requirement by law through The Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005.

More information about the Burlington Accessibility Advisory Committee, including membership and sub-committees is available in Part 5.



Customer Service
Training Guide



Ramp to bleachers at
Nelson Park



Raised plots at Centennial Park
Community Gardens

Part 2
Legislated Requirements

Ontario Regulation 429/07 Accessibility Standards for Customer Service

Policies, Practices, Procedures, Training & Communication

January 2010

COMPLIANT

Completed Action:
In order to promote an environment that is respectful and inclusive and to meet the obligations of the Accessible Customer Service Standard, the city has created an Accessible Customer Service Policy and procedures to support the delivery of the standard. 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 and distributed through additional communication means. A method is in place to notify the public of any planned or unexpected service disruptions. Accessible Customer Service Training was made mandatory in 2009 for all city of Burlington employees and volunteers. Training continues to be provided to all new city employees and volunteers. A compliance report was completed and submitted to the province in March 2010 outlining the city's compliance with all requirements of the regulation.

Planned Action:
Ensure ongoing compliance.

Ontario Regulation 191/11 Integrated Accessibility Standards - General Requirements

Accessibility Policies

January 2013

COMPLIANT

Completed Action:
The City has developed an Accessible Policy that addresses how the city achieves or will achieve accessibility through meeting the requirements of the Accessibility for Ontarians with Disabilities Act and its regulations. The policy is available on the city's website and will be made available in alternative formats or with communication supports upon request.

Planned Action:
Ensure ongoing compliance. Report to the province as directed.

Accessibility Plan

January 2013

COMPLIANT

Completed Action:
The City has developed a multi-year accessible plan that addresses how the city achieves or will achieve accessibility through meeting the requirements of the Ontarians with Disabilities Act, the Accessibility for Ontarians with Disabilities Act and its regulations. The plan is available on the city's website and will be made available in alternative formats or with communication supports upon request.

Planned Action:
An annual status report on the progress of the multi-year accessibility plan will be developed and made available on the city's website as directed by the province.

Procurement Or Acquisition Of Goods, Services Or Facilities

January 2013

IN PROGRESS

Completed Action:
Tenders and RFP's issued by the city include standardized language regarding accessibility. Where accessibility is not practicable, an explanation will be provided upon request.

Planned Action:
The city will make changes to the Purchasing By-law, put a process in place and create tools to be made available to staff in order to incorporate accessibility criteria and features when purchasing or acquiring goods, services, or facilities, except where it is not practicable to do so, in Q2 2013

Training

January 2014

IN PROGRESS

Completed Action:
Ongoing corporate training is provided as per the requirement of the Customer Service Standards. The city maintains a record of training as required through regulation.

Planned Action:
Policies, procedures and training methods will be updated to meet the requirements as set out in the Customer Service Standard in combination with the Integrated Accessibility Standards, including the training on the Human Rights Code as it pertains to persons with disabilities. The Government of Ontario has indicated that training material will be made available to obligated sectors. Training options and programs will be considered and training will be appropriate to the duties of the employees, volunteers and other persons. The existing Accessible Customer Service training booklet will be updated to include the new requirements of the standards. Training will be undertaken in 2013.

Ontario Regulation 191/11 Integrated Accessibility Standards - Information and Communication Standards

Emergency Procedures, Plans or Public Safety Information

January 2012

COMPLIANT

Completed Action:
Information is available in an accessible format or with appropriate communication supports, as soon as practicable, upon request. A request form for accessible formats and communication supports is available on the city's website.

Planned Action:
Ensure ongoing compliance.

Accessible Websites and Web Content

January 2012 – 2021

IN PROGRESS

Completed Action:

Report templates for items like city produced minutes and agendas are being adjusted to bring the www.burlington.ca in line with WCAG 2.0 Level AA. Work is underway to improve access to PDF documents, creating accessible Word documents and providing information in HTML as a standard when posting to the city's web site. Creative Services staff has taken accessible InDesign and Word training. Improvements are underway in the Clerk's department to ensure documents undergo character recognition (OCR) when scanned before posting to the web. Some online city videos have been produced with closed captioning with the intention to increase production of closed caption videos prior to the 2021 deadline.

Planned Action:

Additional training and communications will be undertaken in 2013 to meet this requirement. The city's new E-Government services strategy is a multi-year project that will transform how services and information will be provided to the public in order to conduct business and achieve the performance goals of the City. Accessibility has been addressed throughout the development of the scope of the project, included in RFP's and will be incorporated through all stages of the project deliverables.

Ontario Regulation 191/11 Integrated Accessibility Standards - Information and Communication Standards continued

Accessible Formats and Communication Supports

January 2010

COMPLIANT

Completed Action:
Policies and procedures have been developed regarding the availability for accessible formats and communication supports. The notification about the availability of accessible formats and communication supports is made available in a number of 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.

Planned Action:
Ensure ongoing compliance.

Receiving and Responding to Feedback

January 2010

COMPLIANT

Completed Action:
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.

Planned Action:
Ensure ongoing compliance.

Ontario Regulation 191/11 Integrated Accessibility Standards - Employment Standards

Workplace emergency response information

January 2012

COMPLIANT

Completed Action:

"Emergency Response Plan for Employees with a Disability" communication was provided to all employees in November 2011. This communication is now included in all new employee packages as a regular part of the orientation process. Procedures are in place to develop an individualized emergency response plan, when identified, in a timely manner. The individualized plans are shared to the person(s) designated by the city to provide assistance to the employee, deputy Fire chiefs and made available in the site fire box.

Planned Action:

Review and update plan, where necessary every six months and when the employee moves to a different location in the organization, when the employee's overall accommodations needs or plans are reviewed or when the city reviews its general emergency response policies.

Ontario Regulation 191/11 Integrated Accessibility Standards - Employment Standards continued

Recruitment

January 2014

IN PROGRESS

Completed Action:
Accessibility and notice of accommodation statement is provided on the City of Burlington Careers website and provided to individuals selected to participate the interview process. If requested, accommodation is arranged that takes the applicant's accessibility needs into account. Notification of new employee policies is made available to staff on COBnet.

Planned Action:
A statement of accommodation will be included as part of the job offer letter template. Job offer template will be updated in 2013. Notice of policies used to support employees with disabilities is included as part of the Employee Orientation Handbook. The Employee Orientation handbook is made available to new employees on the first day of their employment at the City of Burlington. An updated edition of the Employee Orientation Handbook is currently in development to be made available early in 2013.

Informing employees of supports

January 2014

IN PROGRESS

Completed Action:
The city's existing Job Accommodation Policy (1.70, 2004) provides the procedures to initiate the accommodation process.

Planned Action:
The existing Job Accommodation Policy will be reviewed and amended where necessary to ensure that it meets the regulatory requirements. The review will address the provision of accessible formats and communication supports.

Documented individualized accommodation plans **January 2014** **IN PROGRESS**	**Completed Action:** The city's existing Job Accommodation Policy (1.70, 2004) provides the procedures to initiate the accommodation process. **Planned Action:** The existing Job Accommodation Policy will be reviewed and amended where necessary to ensure that it meets the regulatory requirements. The review will address the provision of accessible formats and communication supports.
Return to work process **January 2014** **IN PROGRESS**	**Planned Action:** A formal, documented Return to Work process does not currently exist. A process will be developed to meet this requirement.
Performance management, career development and redeployment **January 2014** **IN PROGRESS**	**Planned Action:** This requirement will be reviewed and a process will be developed to meet the requirement.

Ontario Regulation 191/11 Integrated Accessibility Standards - Transportation Standards

Information on accessible equipment, features, routes and services

January 2012

COMPLIANT

Completed Action:
Information about accessible equipment, features, routes and services is available on the Burlington Transit (BT) website, in BT marketing materials and in the BT Ride Guide.

Planned Action:
Review and update each time the Ride Guide is updated and/or when new features are added. Ensure ongoing compliance.

Non-functioning accessibility equipment

July 2011

COMPLIANT

Completed Action:
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.

Planned Action:
Ensure ongoing compliance.

Accessibility Training

January 2014

COMPLIANT

Completed Action:
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 the AODA training handbook is provided in all new employee orientation kits.

Planned Action:
Ensure ongoing compliance.

Emergency preparedness and response policies **January 2012** **COMPLIANT**	**Completed Action:** Policy in place in 2008 and updated in 2009. Policies made available in alternative formats or with communication supports upon request. **Planned Action:** Policy to be made available on BT website Q1 2013. Ensure ongoing compliance.
Fares for support persons **January 2014** **IN PROGRESS**	**Planned Action:** Support person identification program is in development. Policy will be developed and made available in alternative formats or with communication supports upon request. Project to be implemented in 2013.
Transition of existing contracts	Not applicable, no contracts exist

Ontario Regulation 191/11 Integrated Accessibility Standards - Transportation Standards continued

Transition of existing vehicles **November 2012** **COMPLIANT**	**Completed Action:** All vehicles are up to date. No modifications of vehicles required. **Planned Action:** Ensure ongoing compliance.
Customer feedback **January 2013** **COMPLIANT**	**Completed Action:** Customer service feedback is monitored through the corporate Amanda system. Appropriate actions are taken in a timely manner. **Planned Action:** Ensure ongoing compliance
Demand and reduction of wait times **January 2013** **COMPLIANT**	**Completed Action:** Un-accommodated trips on Handi-van have been reduced through a client negotiation process. BT consults with the client to offer options for service including providing service at a different time or the availability of the fixed route system. **Planned Action:** Ensure ongoing compliance.

Equipment failures **January 2013** **COMPLIANT**	**Completed Action:** 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. **Planned Action:** Ensure ongoing compliance.
Ramps, boarding and disembarking, storage of devices, travelling with mobility aid **January 2012** **COMPLIANT**	**Completed Action:** All activities are part of standard business and customer service practices. Training specific to these operations are provided to transit operators as part of the orientation process. **Planned Action:** Ensure ongoing compliance.
Alternative accessible method of transportation	Not applicable, no alternative accessible methods of transportation are provided.

Ontario Regulation 191/11 Integrated Accessibility Standards - Transportation Standards continued

Fares

July 2011

COMPLIANT

Completed Action:
The same fare options are provided to persons with and without a disability on conventional transit.

Planned Action:
Ensure ongoing compliance.

Transit stops - closest safe location

January 2012

COMPLIANT

Completed Action:
Compliance with this section is included as part of the regular training requirements of transit operators.

Planned Action:
Ensure ongoing compliance.

Storage of mobility aids

January 2012

COMPLIANT

Completed Action:
Mobility aids and assistive devices remain in the possession of the user during transportation.

Planned Action:
Ensure ongoing compliance.

Priority and Courtesy seating **January 2012** **COMPLIANT**	**Completed Action:** Clearly marked priority and courtesy seating is provided on all vehicles as close as practicable to the entrance. Priority and courtesy seating process is communicated through the distribution of brochures, posters on transit vehicles and on the Burlington Transit website. **Planned Action:** Ensure ongoing compliance.
Service disruptions **July 2013** **COMPLIANT**	**Completed Action:** Alternative arrangements are made available. Changes to routes or service schedules are made available on the BT website, through subscribed Webminder announcements. **Planned Action:** Additional communication avenues of Twitter and Facebook will be introduced in 2013.
Pre-boarding announcement **July 2011** **COMPLIANT**	**Completed Action:** Pre-boarding announcements are available upon request. **Planned Action:** Ensure ongoing compliance.

Ontario Regulation 191/11 Integrated Accessibility Standards - Transportation Standards continued

On-board announcement

January 2017

IN PROGRESS

Completed Action:
Transit operators announce upcoming stops upon request of rider(s). This activity is monitored regularly by supervisors, secret riders and communicated through the orientation and training handbook. This practice will continue until automated stop announcements have been implemented.

Planned Action:
Funding for automated stop announcements has been included as a 2013 Capital Budget request.

Technical requirements

January 2013

COMPLIANT

Completed Action:
The BT fleet is accessible. Vehicles are purchased as part of the Metrolinx joint procurement process.

Planned Action:
Ensure ongoing compliance.

Categories of eligibility – specialized transit

January 2017

COMPLIANT

Completed Action:
In 2010, Burlington Transit updated its criteria for Handi-van eligibility to a functional abilities model instead of the medical model that considered only people with a physical disability. This change in policy allows for all riders with disabilities to be considered for eligibility to Handi-van services. BT has 3 categories of eligibility to qualify for Handi-van: Unconditional eligibility; Temporary eligibility and Conditional eligibility.

Planned Action:
Re-certification of existing Handi-Van users to take place in 2013.

Eligibility application process – specialized transit

January 2014

COMPLIANT

Completed Action:
Policies and procedures have been developed for compliance with this section. Eligibility application, review and appeals processes are in place.

Planned Action:
Ensure ongoing compliance

Ontario Regulation 191/11 Integrated Accessibility Standards - Transportation Standards continued

Emergency or compassionate grounds – specialized transit

January 2014

IN PROGRESS

Planned Action:
Development of procedures for Handi-van services for emergency or compassionate grounds is part of the 2013 work plan.

Fare parity – specialized transit

January 2013

COMPLIANT

Completed Action:
Fare parity / equalization of fares and fare structures and payment methods was implemented and communicated on January 1, 2013.

Planned Action:
Ensure ongoing compliance.

Visitors – specialized transit

January 2013

COMPLIANT

Completed Action:
Visitors are welcome to use Handi-van services. A visitor's pass is available and a process is in place to check with visitor's local service provider to ensure that they are registered locally. Resident's from the local municipalities of Milton & Oakville may use BT Handi-van services.

Planned Action:
Ensure ongoing compliance.

Origin to destination services – specialized transit

July 2011

COMPLIANT

Completed Action:
BT's Family of Services options provide a range of choices for riders that takes into account and accommodates the abilities of its passengers.

Planned Action:
Ensure ongoing compliance.

Coordinated Services – specialized transit

January 2013

COMPLIANT

Completed Action:
Agreements are in place with adjacent municipalities of Oakville and Hamilton to provide connections between respective specialized services. Connections for Hamilton Street Railway is made at Joseph Brant Memorial Hospital while connections for Oakville Transit are made at Lakeside Village Plaza. This service has been in place since 2008.

Planned Action:
Ensure ongoing compliance.

Ontario Regulation 191/11 Integrated Accessibility Standards - Transportation Standards continued

Hours of Service – specialized transit

January 2013

COMPLIANT

Completed Action:
BT provides evening and weekend service on Handi-van based upon pre booking of trips. When a late night trip is requested, it is usually provided through local taxi contractor. Adjustments to the operating schedule are based to accommodate passenger's needs.

Planned Action:
Ensure ongoing compliance.

Bookings – specialized transit

January 2014

IN PROGRESS

Completed Action:
BT will provide same day service to the extent that it is available and will accept booking requests up to three hours prior to the end of the service period before the intended day of travel.

Planned Action:
In progress.

Trip Restrictions – specialized transit

January 2014

COMPLIANT

Completed Action:
BT provides door-to-door service to any location within the City of Burlington boundaries. There are no restrictions in the number of trips an individual may take.

Planned Action:
Ensure ongoing compliance.

Service Delays – specialized transit

January 2013

COMPLIANT

Completed Action:
Service delays, changes to routes or service schedules are made available on the BT website, through subscribed Webminder announcements.

Planned Action:
Additional communication avenues of Twitter and Facebook will be introduced in 2013.

Companions and Children – specialized transit

January 2012

COMPLIANT

Completed Action:
Companions and/or children who wish to travel with a Handi-Van user, may do so provided a booking is made and space is available. They are required to pay their regular fare to ride. Registered Handi-Van riders who are determined by the Handi-Van Eligibility Committee to require an attendant because they cannot be left unattended safely even when secured on the bus or at the pick-up/drop-off location, must be accompanied by an attendant whenever they travel with Handi-Van. Under these circumstances, attendants are not required to pay.

Planned Action:
Ensure ongoing compliance.

Ontario Regulation 191/11 Integrated Accessibility Standards - Transportation Standards continued

Duties of Municipalities – Bus Stops and Shelters

January 2013

COMPLIANT

Completed Action:
Accessible transit shelters and landing pads (bus stops) have been a regular business practice in Burlington since 1999. The engineering standards drawings were reviewed by members the BAAC in 2011 prior to the inclusion on the specifications in the City of Burlington Accessibility Design Standards (ADS). In addition, the ADS requirement is referenced in all tender documents for design and construction, including those of transit shelters. BT continues to increase the number of accessible transit stops within the city with the installation of new concrete landing pads. A notice is provided to residents in the affected area that improvements are being made to eliminate barriers for people with disabilities and make access easier for everyone.

Planned Action:
Ensure ongoing compliance.

Duties of Municipalities – Accessible Taxi Cabs

January 2013

IN PROGRESS

Completed Action:
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.

Planned Action:
The Burlington Accessibility Advisory Committee and members of the public, including persons with disabilities, will be consulted on the proportion of on-demand accessible taxicabs required in our community in Q3 of 2013.

Duties of Municipalities – Taxi Cabs

January 2010

COMPLIANT

Completed Action:
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.

Planned Action:
Ensure ongoing compliance.

Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards

Transition

January 2016

IN PROGRESS

Planned Action:
Construction or redevelopment contracts for public spaces entered after December 31, 2012 will meet the requirements of the regulation on or before January 2016.

Recreational Trails and Beach Access Routes

January 2016

IN PROGRESS

Completed Action:
The technical requirements for accessibility as outlined in the 2011 City if Burlington Accessibility Design Standards (ADS) exceed the specifications as required under the Design of Public Spaces Standards in most areas. As stated in ADS “where conflict exists between the scoping and / or dimensional requirements of ADS and legislation enacted by the federal or provincial governments’ the most accommodating requirements shall apply.”

Planned Action:
Where the technical requirements in the City of Burlington Accessibility Design Standards need to be adjusted, those adjustments will be included in the next edition of ADS prior to 2016. The Burlington Accessibility Advisory Committee and members of the public, including persons with disabilities, will be consulted on the construction of new or redevelopment of existing recreational trails as per the regulation. Ensure ongoing compliance.

Outdoor Public Use Eating Areas

January 2016

IN PROGRESS

Completed Action:

The technical requirements for accessibility as outlined in the 2011 City if Burlington Accessibility Design Standards (ADS) exceed the specifications as required under the Design of Public Spaces Standards in most areas. As stated in ADS “where conflict exists between the scoping and / or dimensional requirements of ADS and legislation enacted by the federal or provincial governments’ the most accommodating requirements shall apply.”

Planned Action:

Where the technical requirements in the City of Burlington Accessibility Design Standards need to be adjusted, those adjustments will be included in the next edition of ADS prior to 2016. Ensure ongoing compliance.

Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards continued

Outdoor Play Spaces

January 2016

IN PROGRESS

Completed Action:

The technical requirements for accessibility as outlined in the 2011 City if Burlington Accessibility Design Standards (ADS) exceed the specifications as required under the Design of Public Spaces Standards in most areas. As stated in ADS “where conflict exists between the scoping and / or dimensional requirements of ADS and legislation enacted by the federal or provincial governments’ the most accommodating requirements shall apply.”

Planned Action:

Where the technical requirements in the City of Burlington Accessibility Design Standards and the Burlington Playground Strategy need to be adjusted, those adjustments will be included in the next edition of ADS prior to 2016. The Burlington Accessibility Advisory Committee will be consulted on the construction of new or redevelopment of existing outdoor play spaces as per the regulation. Ensure ongoing compliance.

Exterior Paths of Travel

January 2016

IN PROGRESS

Completed Action:

The technical requirements for accessibility as outlined in the 2011 City if Burlington Accessibility Design Standards (ADS) exceed the specifications as required under the Design of Public Spaces Standards in most areas. As stated in ADS “where conflict exists between the scoping and / or dimensional requirements of ADS and legislation enacted by the federal or provincial governments’ the most accommodating requirements shall apply.”

Planned Action:

Where the technical requirements in the City of Burlington Accessibility Design Standards need to be adjusted, those adjustments will be included in the next edition of ADS prior to 2016. The Burlington Accessibility Advisory Committee will be consulted on the design and placement of rest areas as per the regulation. Ensure ongoing compliance.

Accessible Pedestrian Signals

January 2016

IN PROGRESS

Completed Action:

The City of Burlington received its first request for an Accessible Pedestrian Signal (APS) – a system that provides audible and vibrotactile signals to advise pedestrians with vision loss when to cross an intersection – in 1991 and since that time, APS’ have been installed at 31 intersections across the city.

Planned Action:

Where new pedestrian signals are being installed or existing pedestrian signals are being replaced, they will meet the requirements of the regulation on or before January 2016. Requests for APS’ will continue to be received by CNIB, BAAC and other orientation professionals. Ensure ongoing compliance.

Ontario Regulation 191/11 Integrated Accessibility Standards - Design of Public Spaces Standards continued

Accessible Parking – Off Street

January 2016

IN PROGRESS

Planned Action:
The City of Burlington Accessibility Design Standards and the Parking By-law will be reviewed and revised to meet the requirements as set out in the regulation on or before January 2016. Ensure ongoing compliance.

Accessible Parking – On Street

January 2016

IN PROGRESS

Planned Action:
When constructing new or redeveloping existing on-street parking spaces, the Burlington Accessibility Advisory Committee and members of the public, including persons with disabilities, will be consulted on the need, location and design of accessible on-street parking spaces. The requirements of the regulation will be met on or before January 2016. Ensure ongoing compliance.

Obtaining Services

January 2016

IN PROGRESS

Planned Action:
When constructing or replacing service counter, fixed queuing guides and waiting areas, the city will make them accessible to people with disabilities as required by the regulation on or before January 2016. Ensure ongoing compliance.

Maintenance of Accessible Elements

January 2016

IN PROGRESS

Completed Action:
Communication regarding preventative and emergency maintenance procedures and temporary disruptions to accessible parts of the city's public spaces is provided through a number of methods, including the city's website, notices in City Update, through social media including Facebook and Twitter and through Councillor's Ward News Updates. Signage is provided at locations where appropriate.

Planned Action:
Ensure ongoing compliance.

Accessibility Reports

December 31, 2013

IN PROGRESS

Planned Action:
The city will file an accessibility report with a director every two years as required under subsection 14(1) of the Act. The city's reporting schedule will apply as of December 31, 2013. The report will be in a form approved by the Minster and will be made available to the public in alternative format or with communication supports upon request. Ensure ongoing compliance



City of Burlington Accessibility Design Standards



Tactile warning system at Fairview Ave. and Brant St.



Burlington Art Centre multi-level courtyard

Part 3
Non-Legislated Activities 2013

Built Environment and Public Spaces

Facilities Audit

IN PROGRESS

An audit tool has been developed based on the 2011 City of Burlington Accessibility Design Standards and is currently being applied to City owned or leases properties. Forty-eight properties are being audited through the project.

Remedial action will be based on costing and the priority of the improvement, with Priority 1 identifying the most urgent remedy. The audit project will be completed in March 2013.

Accessibility improvements will be scheduled after this time.

Mountainside Recreation Centre Revitalization Project

IN PROGRESS

Design objectives include accessibility to all areas of the building and site including: parking and drop off area; lobby; warm viewing area; concession; change rooms; washrooms; multipurpose spaces; signage and wayfinding; administrative and staff areas.

Centennial Pool Revitalization Project

IN PROGRESS

Design objectives include accessibility to all areas of the building and site including: parking and drop off area; lobby; elevator installation; viewing area; concession; change rooms; washrooms; multipurpose spaces; signage and wayfinding; administrative and staff areas.

Built Environment and Public Spaces continued

Alton Shared Facility Project **IN PROGRESS**	Construction continues on the multi-purpose Alton Community Campus which is scheduled to open in September 2013. Signage and wayfinding systems as well as the connection to Norton Park are currently in development.
Brant Street Pier **IN PROGRESS**	Construction continues on the Brant Street Pier. There is continuing consultation on accessibility items on an as-needed basis.
Elgin Park Re-development **IN PROGRESS**	Construction is scheduled to begin in the Fall of 2013. There will be continuing consultation on accessibility items including, barrier free path of travel, seating area, benches and play structure.
Spencer Smith Park Accessibility Improvements **IN PROGRESS**	Construction is scheduled to begin in the Fall of 2013 for accessibility improvements to Spencer Smith Path, including an accessible walkway from Lakeshore Road connecting to the waterfront promenade walkway. Additional accessibility improvements are under consideration at this time. Significant consultation has taken place to date and will continue throughout the duration of the project.

Francis Road Bikeway Community Garden **IN PROGRESS**	Building on the success of the 2012 Central Park Community Garden, raised garden plots located on an accessible path of travel will be incorporated in the design of the Francis Road Community Garden to provide gardening opportunities for people with limited mobility.
Lowville Park Master Plan **IN PROGRESS**	Accessibility improvements are a key consideration to the Lowville Master Plan. Significant consultation has taken place to date and will continue throughout the duration of the project.
Hidden Valley Park Re-development **IN PROGRESS**	Preliminary concept master plan is underway for improvements to the upper section of Hidden Valley Park. Consultations with respect to accessibility improvements will begin in Q1 2013 and continue throughout the duration of the project.
Community Trails Master Plan Study **IN PROGRESS**	Accessibility is a key component of the Community Trails Master Plan, providing for a linked open space system connecting the City's parks and open spaces. Improved trail access that is appropriate to environmental conditions will be communicated through a signage strategy. Q2 2013.

Other Projects

2014 Municipal Election

IN PROGRESS

Building on the successes of the 2010 Municipal Election, accessibility will continue to be a key component of the work leading up to and including election day.

2013 Accessibility Awards

IN PROGRESS

Building on the success of the first annual Accessibility Awards program in 2012, work is underway for the presentation of the 2013 Awards, scheduled for June 5, 2013.

Transit video project

IN PROGRESS

A transit training video will be developed to provide instruction and assist older adults who are new or unfamiliar with using transit. Q3 2013.

Smart Bus Technology Project **IN PROGRESS**	Procurement process will ensure that the Smart Bus Technology project will meet the needs of transit users with disabilities, especially riders with vision and hearing loss.
Customer Service Training Video **IN PROGRESS**	Corporate Customer Service Training will be transitioned from the classroom to an online training environment. Accessible Customer Service Training specific to the AODA regulatory requirements will be included as a segment of the online course.
E-gov project **IN PROGRESS**	The E-Government services strategy is a multi-year project that will transform how services and information will be provided to the public. Accessibility has been addressed throughout the development of the scope of the project, included in RFP's and will be incorporated, with ongoing consultations, through all stages of the project deliverables.



Accessible Pedestrian Signal



Playground at City View Park



Burlington Transit Bus with ramp

Part 4
Selected Accessibility Improvements, Achievements and Initiatives since 2008

Training and Communication

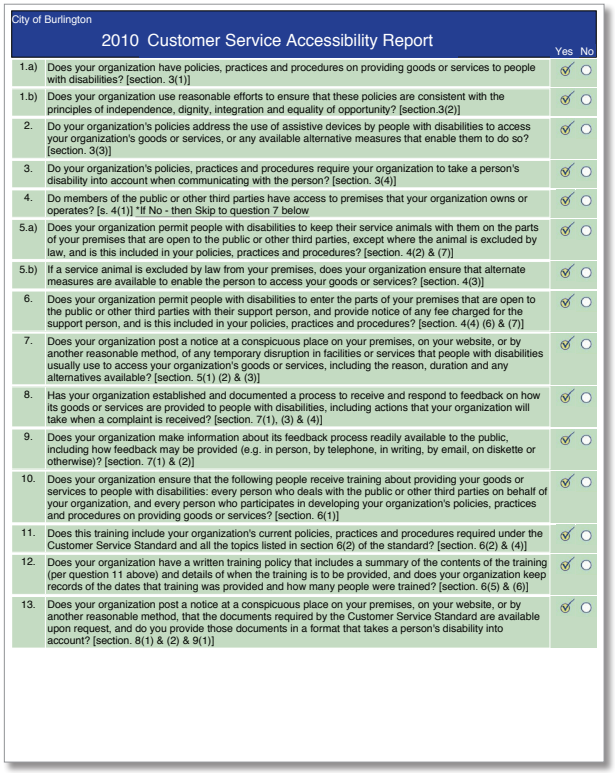
Training	Corporate Accessibility Team training workshop for Customer Service Standard. **Completed:** Four Corporate Accessibility Team members attended AMCTO training. 2008.
Training	Provide four half- day workshops to city staff relating to Customer Service Standards. **Completed:** 13 half-day classroom training sessions delivered. 2009.
Workshop	Joint BAAC / Corporate Accessibility Team AODA legislation workshop. **Completed:** Sessions facilitated by an outside consultant. 2008.
Accessibility Advisory Committee	Monthly Burlington Accessibility Advisory Committee meetings. **Completed:** Monthly BAAC meetings are ongoing. City staff regularly attends as guest speakers to receive input on current and upcoming projects. Staff consults with BAAC on a project bases. Ongoing.

Customer Service

Accessible Customer Service Policy

Accessible Customer Service Policy, procedures and training completed to meet the regulatory requirements of O. Reg. 429/07.

Completed:
Compliance report to province submitted in March 2010.



City of Burlington

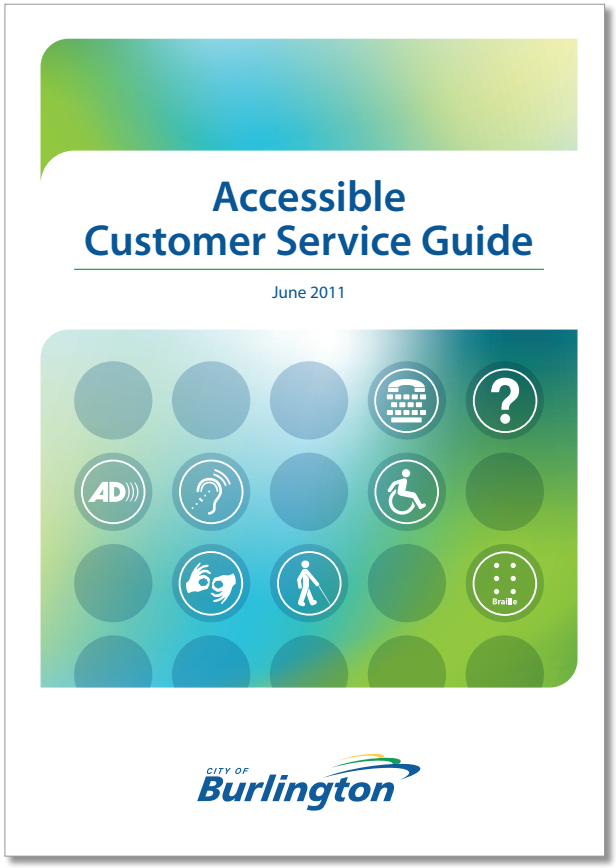
2010 Customer Service Accessibility Report

		Yes	No
1.a)	Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [section. 3(1)]	☑	○
1.b)	Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [section.3(2)]	☑	○
2.	Do your organization's policies address the use of assistive devices by people with disabilities to access your organization's goods or services, or any available alternative measures that enable them to do so? [section. 3(3)]	☑	○
3.	Do your organization's policies, practices and procedures require your organization to take a person's disability into account when communicating with the person? [section. 3(4)]	☑	○
4.	Do members of the public or other third parties have access to premises that your organization owns or operates? [s. 4(1)] *If No - then Skip to question 7 below	☑	○
5.a)	Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? [section. 4(2) & (7)]	☑	○
5.b)	If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services? [section. 4(3)]	☑	○
6.	Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [section. 4(4) (6) & (7)]	☑	○
7.	Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives available? [section. 5(1) (2) & (3)]	☑	○
8.	Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [section. 7(1), (3) & (4)]	☑	○
9.	Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)? [section. 7(1) & (2)]	☑	○
10.	Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities: every person who deals with the public or other third parties on behalf of your organization, and every person who participates in developing your organization's policies, practices and procedures on providing goods or services? [section. 6(1)]	☑	○
11.	Does this training include your organization's current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard? [section. 6(2) & (4)]	☑	○
12.	Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [section. 6(5) & (6)]	☑	○
13.	Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person's disability into account? [section. 8(1) & (2) & 9(1)]	☑	○

Accessible Customer Service Training

Accessible Customer Service Training has been incorporated into a larger customer service training course as part of the Corporate Learning and Development Program. The training focuses on strengthening our customer service to external and internal customers and is mandatory for all full-time employees.

Completed:
Corporate Customer Service Training was provided in 2011. Ongoing.



Public Education

Media opportunities

Public education about accessibility and disability issues through media opportunities.

Completed:
Media uptake on numerous items and events through articles and interviews for Burlington Post, Hamilton Spectator, City Talk, Focus, TV COGECO, Novae Res Urbis, Canadian HR Reporter and Municipal Information Network News. 2008 to present. Ongoing.

Awareness Day

Host Accessibility Awareness Day.

Completed:
Accessibility Awareness Day events held May 2008.

Trade shows and speaking engagements

Public education about accessibility and disability issues through participation in trade shows, speaking engagements and other events and activities.

Completed:
Burlington Accessibility Advisory Committee (BAAC) participates in numerous trade shows, resource fairs, display booths and speaking engagements each year including items for National Access Awareness Week, Halton Accessibility Showcase, Senior's Expo, MS Society Wellness Fair, Burlington Chamber of Commerce, Health and Wellness Show and speaking engagements with local service clubs. 2009 to present. Ongoing.



Public Education continued

Accessibility Recognition Awards Program

Burlington Accessibility Awards

Completed:
Developed and delivered the city's first Accessibility Awards Program.

Supported the BAAC in their activities to develop of the event. The Accessibility Awards were presented successfully on May 30, 2012. The Honourable David C. Onley provided the Keynote Address. Media pick up by the Burlington Post including an editorial piece, TV Cogeco, and the Hamilton Spectator. 2012. Ongoing.



The Honourable David C. Onley, Lieutenant Governor of Ontario and members of the Burlington Accessibility Advisory Committee at the 2012 Accessibility Awards.

Information and Communication

Print materials

Review and update print materials (forms, reports, brochures, advertisements) to improve accessibility.

In progress:
Sans serif font (Arial 12 or greater) recommended as preferred font in city print materials. Colour, contrast, layout and justification are taken into consideration for all print materials. Measures are in place to meet the requirements of the AODA on or before the compliance deadlines.

Plain language

Train staff in plain language writing.

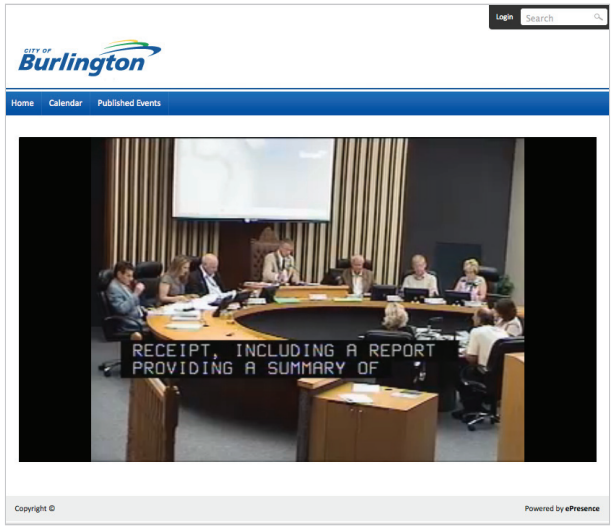
Completed:
Plain language manual completed and made available to staff. 2009.

Information and Communication continued

Closed captioning

Provide closed captioning during the broadcasting of Council Meetings.

Completed:
Open captioning of Council Meetings began in September 2010.



Signage and wayfinding

Implement corporate signage program.

Completed:
Enhanced signage and wayfinding systems installed in city facilities and throughout the community. 2009 to present.

Assistive listening devices

Installation of assistive listening devices in meeting rooms.

Completed:
Assistive Listening Devices installed in Council Chambers in December 2009.



Visual fire alarms

Installation of Visual Alarms Devices in public spaces in city facilities.

Completed:
Visual alarms installed at City Hall, Seniors' Centre; Mainway Recreation Centre; Tansley Woods Community Centre; Appleby Arena and Brant Hills Community Centre. Ongoing.



Information and Communication continued

Live & Play Guide

Accessibility improvements to Live and Play Guide.

Completed:
Improvements to increase accessibility to the print and online versions of the Live and Play Guide include font selection, icons to identify programs for individuals with disabilities, layout, use of tables and colour contrasts. 2009 to present. Ongoing.



City Talk

Accessibility improvements to City Talk.

Completed:
Improvements to increase accessibility to the print and online versions of City Talk include, format, font selection, layout, and colour contrasts. 2012.



Burlington.ca	Redesign of City of Burlington website to improve accessibility. **Completed:** Redesign included improved navigation, use of styles, colour contrast, and inclusion of alt tags. 2010 - 2012. Ongoing.
Telephone system	Installation of new corporate telephone system. **Completed:** New corporate telephony project was selected to increase accessibility both audibly and visually. Voice selected for telephone announcements was selected in order to be the most accessible for people with hearing loss. 2012.

Employment

Employee orientation brochure

New employee orientation brochure includes information about accessible customer service, employee supports and legislative requirements.

Completed:
Revised in 2008, updated in 2011.

Job postings

Job postings to be presented in print & on website in accessible format.

Completed:
Communications that the city produces directly or indirectly through contractual relationships are available in accessible formats or with communication supports upon request, 2009. Measures are in place to provided accommodation to ensure equal participation in the recruitment and selection process, 2011.

Burlington Transit

Bus Shelters

New bus shelters to be wheelchair accessible.

Completed:
All new bus shelters are wheelchair accessible. Ongoing.



Training

Provide training for addressing the needs of passengers with disabilities to transit operators, transit customer service representatives, Handi-van operators and Handi-van dispatchers.

Completed:
The Canadian Urban Transit Association's Ambassador Training is provided to all transit operators. Additional training specific to transit operators is provided as part of the orientation process and the AODA training handbook is provided in all new employee orientation kits. 2010. Ongoing.

Burlington Transit continued

Stop announcement	Transit drivers to announce upcoming bus stops upon request from rider(s). **Completed:** Called per request by riders. 2009. Ongoing.
Snow Removal	Effective winter control procedures for snow removal/clearing and sidewalk salting for barrier-free access to sidewalks, bus stops/transit shelters. **Completed**: Clearing of transit stops is a priority. 2008. Ongoing.
Transit Review	Develop plan for compliance with pending Transportation Standard. **Completed:** Specialized Transit Services Review project undertaken to improve services and eligibility and to proactively address requirements in the pending AODA Transportation Standards. Handi-Van eligibility criteria transitioned from medical model to functional ability model to provide inclusion of riders based on human and environmental conditions. 2010.

Downtown Transit Terminal

Accessibility improvements to Downtown Bus Terminal.

Completed:
Vestibule reconfigured and motion activated door operators installed to improve accessibility at the Downtown Bus Terminal. 2012.

New vehicles

Purchase of new buses – Low floor accessible buses for conventional service.

Completed:
All Burlington Transit fixed routes are served by low floor accessible buses. 2012.



Accessibility Improvements

Special Events

Consultation with event organizers to identify barriers and make recommendations for improvement to accessibility at their events, including Sound of Music Festival, RibFest.
Completed:
Training sessions provided to events organizers in 2009, 2010 and 2011.

Review and update Special Events Guidelines to ensure accessibility is addressed.
Completed:
Festival & Events Manual updated to include information about how to create an accessible event. 2011.

A member of the Burlington Accessibility Advisory Committee participated as a Difference Maker in the Rick Hansen 25th Anniversary Man in Motion Relay.
Completed:
November 2011.



BAAC member, Niki Serafin, at the Rick Hansen 25th Anniversary Man in Motion Relay.

Built Environment – City Hall

Install power door operators to Council Chambers, Room 247, and 3rd and 8th floors at City Hall.
Completed:
Power door operators installed in 2008. Additional operator installed on 7th floor in 2010.

Provide motion sensor faucets in washrooms on 1st and 2nd floors.
Completed:
Motion sensor faucets installed in washrooms on Lower, 1st and 2nd floors, 2009.

Replace walkway from Elgin Street to City Hall south entrance to provide unobstructed access.
Completed:
Walkway replaced and access ramp provided from south parking lot to City Hall south entrance in 2008.

Provide accessible washroom facilities on 3rd floor.
Completed:
3rd floor washrooms reconstructed for accessibility. Now unisex washrooms, both have been fitted with power door operators, automatic flushes and fixtures, grab bars, emergency alarm and appropriate colour contrasts. 2011.

Replace walkways at Brant Street and Locust Street entrances to improve accessibility.
Completed:
Unit pavers replaced with coloured concrete to remove trip hazards and improve accessibility. 2011.

Replace “handicapped parking” signage in Councillor’s Parking Lot.
Completed:
New “Accessible Parking” signage installed in 2012.

Accessibility Improvements continued

Built Environment – Parks and Recreation Facilities

Improve access to the accessible parking stalls and relocate rear entrance ramp at Tansley Woods Community Centre.
Completed:
Improvements completed in 2009.

Improvements to signage at Sherwood Park Soccer Domes.
Completed:
New informational and directional signage installed in 2012.

Improve access in men's washrooms at Tansley Woods Community Centre.
Completed:
Baby change tables installed in men's rooms. One sink removed in each location to provide more counter space beside the change tables. 2012.

Improve accessibility at Brant Hills Community Centre.
Completed:
Motion sensor sliding doors installed at both entrances. Power door operators installed at entry doors to gymnasium and multipurpose rooms. 2012.

Improve accessibility at the Burlington Seniors' Centre.
Completed:
All washrooms and multipurpose rooms have been fitted with power door operators. Motion sensor sliding doors installed at both entrances. 2012.

Improve accessibility at Mainway Recreation Centre.
Completed:
Motion sensor sliding doors installed at arena and auditorium entrances. 2012.

Built Environment – Parks and Recreation Facilities continued

Improve access to back Courtyard at Tansley Woods Community Centre.
Completed:
Unit pavers replaced with concrete. Includes colour contrast at edges. 2012.



Appleby Ice Centre Expansion/Renovation Project
Completed:
Expansion project includes doorless washrooms; accessible shower facilities; ramps to ice pads; accessible viewing stands; lowered reception counter; motion sensor sliding doors at entrance, accessible signage and wayfinding. 2010.

Accessibility Improvements continued

Parks and Open Spaces – Parks, Trails and Sports Fields

City View Park
Completed:
Project incorporates accessibility throughout the new 165-acre park including parking; accessible paths of travel; play opportunities; access to playing fields; artificial turf playing fields; accessible bleachers and viewing areas. 2012.



Palladium Park
Completed:
Project incorporates tactile warnings at pathway junctions, accessible parking and accessible paths of travel including pathway to the player's benches on the soccer field, accessible seating at park entries and at the playground. 2012.



Parks and Open Spaces – Parks, Trails and Sports Fields, continued

Central Park Community Garden
Completed:
Two raised garden plots, located on an accessible path of travel were incorporated in the design of the Community Garden to provide opportunities for people with limited mobility. 2012.



Nelson Arena and Park
Completed:
Renovation and renewal projects incorporates accessibility into a new family change room for the pool and new concrete pathways and accessible (ramp access) bleachers at the baseball diamonds. 2011.



Accessibility Improvements continued

Parks and Open Spaces – Parks, Trails and Sports Fields, continued

Brant Street Pier Beach ramp
Completed:
Construction of an accessible ramp to the beach area at the Brant Street Pier. 2012.

Valley Inn Trail Improvements
Completed:
Project incorporates accessibility including parking; accessible paths of travel; use of colour and texture for wayfinding; benches and seating areas. 2011.

Norton Park
Completed:
New park project incorporates accessibility throughout including parking; accessible paths of travel; play opportunities; access to playing fields; artificial turf playing fields; accessible viewing areas and leash-free park. 2012.

Parks and Open Spaces – Parks, Trails and Sports Fields, continued

Hydro Corridor and Multi Use Pathway Project and Signage Strategy

Completed:

Enhanced city-wide path system includes vehicular control at road crossings, functional accessible public art benches and waste receptacles, footbridge replacement and wayfinding signage. Signage includes the running slope of pathways where the slope is 5 percent or greater. The wayfinding sign system was the winner of the Sign Association of Canada 2012 Award of Merit within the wayfinding systems category. 2011.



Playground Transition Curbs

Completed:

A concrete transition curb is installed in all new and redeveloped playgrounds to provide a safe and accessible transition between the play area perimeter and the surface of the engineered wood fibres. 2011. Ongoing.



Accessibility Improvements continued

Transportation

Intersections constructed for accessibility.

Completed:

Several key intersections have been redesigned with the recommendation of the Burlington Accessibility Advisory Committee to incorporate improvements to accessibility. Intersections of significant note include the intersections at Fairview and Brant; Locust and Elgin; and Fairview and Maple where tactile truncated domes have been installed to aid pedestrians with vision loss. Ongoing.

Sidewalks

Completed:

The Burlington Accessibility Advisory Committee was successful in their recommendation to include the addition of sidewalks during a reconstruction project in residential neighbourhood. BAAC's recommendation provides improved access and infrastructure and supports safe and active communities. Sidewalks support safe travel for everyone, not just sidewalk-users with disabilities. Ongoing.

Accessible Pedestrian Signals

The City of Burlington received its first request for an Accessible Pedestrian Signal (APS) in 1991 and since that time, APS' have been installed at 31 intersections across the city. The city's traffic services group places a high priority on accessibility projects.

Completed:

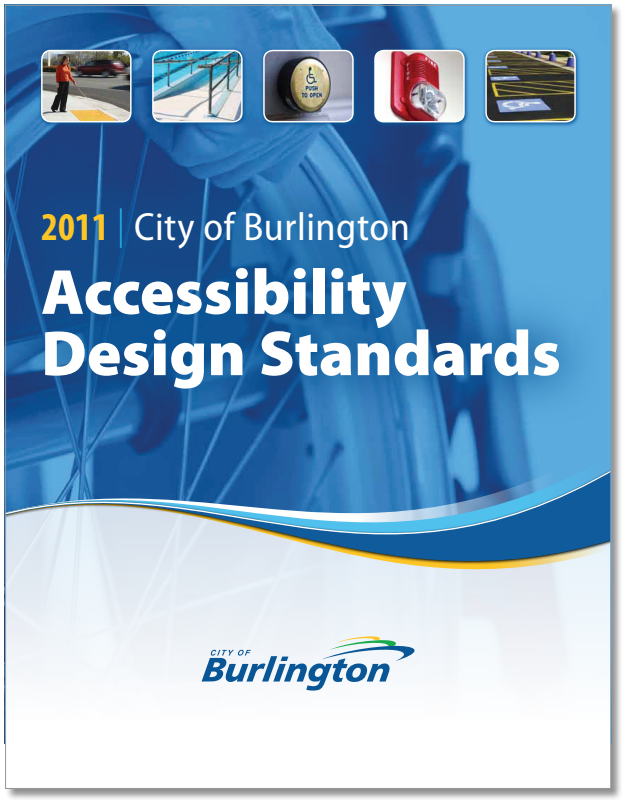
APS' have been installed at 11 intersections since 2008. Ongoing.

Other

Develop enhanced Accessibility Design Guidelines in partnership with BAAC.

Completed:

City of Burlington Accessibility Design Standards were approved and published in 2012.



Accessibility Improvements continued

Other, continued

Develop facility audit tool to identify and address barriers to accessibility. Train staff in the use of the audit tool.

In progress:

This project is in progress. Completion date May 2013.

2010 Municipal Election

Completed:

The 2010 Burlington Municipal Election was the most accessible and inclusive election in Burlington to date. All polling locations were reviewed to ensure accessibility and, in addition to city-wide Advance Voting Days and Election Day voting, eligible voters in Burlington were able to cast their ballot over the internet. The opportunity to vote online over an extended period of time provided a new option for individuals to cast their votes independently without attending a voting place.

Other, continued

Mobility Cup – Restaurant and Hotel Review Project

Completed:

In preparation for the 2011 Mobility Cup, the largest regatta for sailors with disabilities in North America, Tourism Burlington worked with the BAAC to develop an inventory of accessible hotels, restaurants and attractions. Information is now made available through Tourism Burlington's website. 2011. Ongoing.



Accessibility Improvements continued

Other, continued

Burlington Performing Arts Centre

Completed:

Incorporated features of universal design that benefit patrons, performers, employees and volunteers with disabilities in the front of house and extends to the back of house with accessible dressing rooms, washrooms, green room and an elevator to the orchestra pit for musicians with disabilities. Burlington Performing Arts Centre won the 2012 Award of Merit for Barrier-Free from March of Dimes Canada. 2011.



Other, continued

Burlington Art Centre Courtyard Accessibility and Renewal Project

Completed:

An extensive courtyard accessibility project was completed resulting on an outdoor oasis that can be enjoyed by everyone. 2011.



Accessibility Improvements continued

Other, continued

Aldershot Branch Library
Universal design features were incorporated throughout the new branch library.
Completed:
2011.

Accessibility Partnerships

Judi Lytle, Accessibility Coordinator is a member of the Ontario Network of Accessibility Professionals (ONAP) and the Halton Region Accessibility Coordinators Working Group.



Members of BAAC and the Honourable David C. Onley



Burlington Performing Arts Centre



Signage at multi-use pathway

Part 5
Burlington Accessibility Advisory Committee (BAAC)

Burlington Accessibility Advisory Committee (BAAC)

BAAC Members 2008

Ron Baliko – Chair
Connie Mitchell – Vice-Chair
John Kozlowski
Bob Mulcaster
Stan Holko
Kathleen Stringer
Jennifer Hill
Hanno Weinberger
Joe Nemet
Arthur Rendall
Judi Lytle
June Griffiths
Council Liaison – Peter Thoem

BAAC Members 2009

Ron Baliko – Chair
Judi Lytle – Vice Chair
Bob Mulcaster
Stan Holko
Jennifer Hill
Arthur Rendall
Joan Gallagher-Bell
Gloria Mathieson
Lori Montcalm
Gwen Piller
Marilyn Turner
Council Liaison – Peter Thoem

BAAC Members 2010

Marilyn Turner – Chair
Jennifer Hill – Vice Chair
Gwen Piller
Arthur Rendall
Joan Gallagher-Bell
Stan Holko
David Fisher
Nicole (Niki) Serafin
Tracy Vrkljan
Council Liaison – Peter Thoem

BAAC Members 2011

Ron Baliko – Chair

David Fisher – Vice Chair

Marilyn Turner – Past Chair

Arthur Rendall

Gwen Piller

Nicole (Niki) Serafin

Jeff McBride

Brian Sharpe

Girish Parekh

Harry Ennis

Irene Cranstone

Council Liaison – Blair Lancaster

BAAC Members 2012

Marilyn Turner – Chair

David Fisher – Vice Chair

Ron Baliko – Past Chair

Arthur Rendall

Gwen Piller

Jeff McBride

Brian Sharpe

Girish Parekh

Harry Ennis

Irene Cranstone

Eric Pilon

Glenna Cranston

Shelley Chalmers – Senior's Liaison

Council Liaison – Blair Lancaster

BAAC Members 2013

Harry Ennis – Chair

David Fisher – Vice Chair

Marilyn Turner – Past Chair

Ron Baliko

Arthur Rendall

Gwen Piller

Jeff McBride

Brian Sharpe

Eric Pilon

Glenna Cranston

Shelley Chalmers – Senior's Liaison

Council Liaison – Blair Lancaster

Burlington Accessibility Advisory Committee (BAAC)

continued

Site Plan Review Sub-Committee

Marilyn Turner

Gwen Piller

Ron Baliko

Burlington Transit Advisory Committee – Accessible Transit Sub-Committee

Jennifer Hill

Arthur Rendall

Gloria Mathieson

Joan Gallagher-Bell

Eric Pillon

Burlington Performing Arts Centre Sub-Committee

Ron Baliko

Arthur Rendall

Bob Mulcaster

Judi Lytle

Accessibility Awards Sub-Committee

David Fisher

Ron Baliko

Harry Ennis

Jeff McBride

Arthur Rendall (2013)

Councillor Lancaster

Road Safety Committee

Marilyn Turner

Jennifer Hill

Inclusivity Committee

Harry Ennis

Handi-Van Eligibility Certification Committee

Marilyn Turner

David Fisher

Eric Pilon



Accessible Pedestrian Signal



Playground at City View Park



Burlington Transit Bus with ramp

The City of Burlington Multi-year Accessibility Plan is available online at www.burlington.ca.

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

The City of Burlington welcomes feedback on our Multi-Year Accessibility Plan, and on the accessibility of our programs, services and facilities.

Please contact:

Judi Lytle, Accessibility Coordinator

905-335-7600 ext. 7865

judi.lytle@burlington.ca

Multi-Year Accessibility Plan & Progress Report 2013-2018

This document is available in alternative format or with communication supports upon request.
February 2013

CITY OF Burlington