

## **City of Burlington**

### **2020 to 2022 Accessibility Progress Report**

#### **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.

### **2020 to 2022 Accessibility Progress Report**

Our 2020 to 2022 Accessibility Progress Report is the City of Burlington's update on the measures taken to improve accessibility in our community and to report on the progress made to implement the activities introduced in our 2019 – 2023 Multi-Year Accessibility Plan.

The city's multi-year accessibility plan describes how the city will continue to remove barriers and improve accessibility to our goods, services and facilities over the next five years. Our plan aligns with the Burlington Strategic Plan 2015-2040, incorporates the legislative requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and provides our approach to compliance with Ontario's accessibility legislation.

## **Accessibility Legislation in Ontario**

#### **The Accessibility for Ontarians with Disabilities Act and its regulations**

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA). Its goal is to make Ontario accessible for people with disabilities by 2025 by creating, implementing and enforcing accessibility standards. These standards are the rules that businesses and organizations in Ontario must follow to identify, remove and prevent barriers so that people living with disabilities will have more opportunities to participate in everyday life.

The standards are contained in one regulation called the Integrated Accessibility Standards Regulation, also known as the IASR. Currently, the IASR is made up of five standards and several general requirements that apply to the city's business in the following areas:

- Customer Service
- Information and Communication
- Employment

- Transportation
- Design of Public Spaces

### **The AODA and the Ontario Human Rights Code**

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

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

### **Legislated Reviews**

#### **Review of the Accessibility for Ontario with Disabilities Act, 2005**

The AODA requires a regular statutory review of the Act and its regulation. In February 2022, the Government of Ontario announced the appointment of Rich Donovan as the fourth legislative reviewer of the AODA.

Mr. Donovan is a global expert in accessibility and economic value in the disability market. His review will focus on three key areas: considering potential changes to improve the AODA's success, spreading awareness and building community support, and compliance and enforcement. Final recommendations are to be provided to the province in June 2023.

#### **Review of existing accessibility standards**

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

Public feedback was received for the Transportation Standards in July 2017 and the final recommendations were submitted by the Standards Development Committee 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 participated on the Employment Standards Development Committee. The Standards Development Committee released the recommended changes for public review in the spring of 2018 and submitted its final

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recommendations to the minister in January 2019. The province is silent on the timelines for the release of the new Employment Standards.

The Information and Communications Standards are currently under review. The Standards Development Committee released the recommended changes for public review in the summer of 2019 and submitted its final recommendations to the minister in February 2020. The province is silent on the timelines for the release of the new Information and Communication Standards.

The Design of Public Spaces Standards are currently under review. The Standards Development Committee met for the first time in April 2022. Proposed recommendations are to be delivered to the minister within nine (9) months the committee's first meeting.

### **New Standards**

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

## **Federal Accessibility Legislation**

### **Accessible Canada Act, Bill C-81**

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

- Industry sectors such as banking, telecommunications and transportation
- Government of Canada departments and agencies
- Parliament
- Crown corporations
- Canadian Armed Forces
- Royal Canadian Mounted Police, and
- First Nations band councils

The legislation established Accessibility Standards Canada to develop national accessibility standards. Several technical committees are actively developing standards in eight priority areas:

- the built environment
- emergency egress

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- emergency measures
- employment
- outdoor spaces
- plain language
- wayfinding and signage
- information and communication technology products and services

### **Memorandum of Understanding**

In 2022 Accessibility Standards Canada signed two Memoranda of Understanding (MOUs) with the Government of Ontario. The agreements will improve efforts and coordination and facilitate sharing of resources dedicated to creating a Canada without barriers.

The first agreement was signed with the Ministry for Seniors and Accessibility (MSAA). It aims to improve each organization's accessibility objectives by reducing or eliminating the duplication of resources and efforts. This could include information sharing and collaborating on joint research needs.

The second agreement was signed with the Ministry of Municipal Affairs and Housing (MMAH). It is specifically focused on the built environment and encourages collaboration on the development of accessibility standards for building codes.

As federal, provincial, and territorial governments develop policy and other tools within their jurisdictions there is potential for two or more jurisdictions to establish a collaborative approach.

## 2020 - 2022 AODA/IASR Compliance Activities

General Requirements	Actions	2020 - 2022 Results
<ul style="list-style-type: none"> <li>Develop accessibility policies and statement of organizational commitment</li> <li>Make policies publicly available</li> </ul>	<ul style="list-style-type: none"> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>No changes to the Act and/or its regulations</li> <li>The “Training” section of the Corporate Accessibility Policy was adjusted to add more specific language at the request of the Ministry of Seniors and Accessibility</li> <li>No additional action required at this time</li> </ul>
<ul style="list-style-type: none"> <li>Develop multi-year accessibility plan in consultation with persons with disabilities and the accessibility advisory committee</li> <li>Post plan in an accessible format on website</li> <li>Prepare an annual status report</li> </ul>	<ul style="list-style-type: none"> <li>City of Burlington 2019 – 2023 Multi-year Accessibility Plan developed and posted on COB website</li> <li>Annual Status update posted on COB website each year</li> </ul>	<ul style="list-style-type: none"> <li>City of Burlington 2019 – 2023 Multi-year developed and posted on COB website in an accessible format</li> <li>2020 - 2022 Progress Report presented to Environment, Infrastructure and Community Services Committee in Q2 2023</li> </ul>
<ul style="list-style-type: none"> <li>Report compliance to the province</li> </ul>	<ul style="list-style-type: none"> <li>Report to the province bi-annually – 2019, 2021, 2023, 2025</li> </ul>	<ul style="list-style-type: none"> <li>Compliance Report to the province submitted on December 22, 2021</li> </ul>
<ul style="list-style-type: none"> <li>Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so</li> </ul>	<ul style="list-style-type: none"> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>Existing by-law, procedures and other related documents were reviewed and modified in 2022 to strengthen the accessibility requirement during the procurement process</li> <li>No changes to the Act and/or its regulations</li> <li>No action required at this time</li> </ul>
<ul style="list-style-type: none"> <li>The city will incorporate accessibility features when it designs, procures or acquires self-service kiosks</li> </ul>	<ul style="list-style-type: none"> <li>Reviewed as required when self-service kiosks are being considered</li> </ul>	<ul style="list-style-type: none"> <li>The city will continue to include accessibility features when it designs, procures or acquires self-service kiosks</li> </ul>
<ul style="list-style-type: none"> <li>Ensure that training is provided on the IASR and on the Human Rights Code as it</li> </ul>	<ul style="list-style-type: none"> <li>New staff and volunteers will continue to be trained as soon as possible as part of their orientation process</li> </ul>	<ul style="list-style-type: none"> <li>New staff and volunteers continue to be trained as soon as possible as part of their orientation process</li> </ul>

General Requirements	Actions	2020 - 2022 Results
<p>pertains to persons with disabilities</p>	<ul style="list-style-type: none"> <li>• Training records continue to be maintained as required through regulation</li> <li>• Monitor changes to legislation and modify training materials as required</li> </ul>	<ul style="list-style-type: none"> <li>• A new booklet for training volunteers was created in 2020</li> <li>• Training records continue to be maintained as required through regulation</li> <li>• No changes to the Act and/or its regulations</li> <li>• No action required at this time</li> </ul>

Customer Service	Actions	2020 - 2022 Results
<ul style="list-style-type: none"> <li>• Develop, implement and maintain policies governing its provision of goods, services, facilities to persons with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Procedures relating to accessible customer service are in place and will be reviewed and modified as required</li> </ul>	<ul style="list-style-type: none"> <li>• No changes to the Act and/or its regulations</li> <li>• No action required at this time</li> </ul>
<ul style="list-style-type: none"> <li>• Use of service animals and support persons</li> </ul>	<ul style="list-style-type: none"> <li>• Existing Corporate Accessibility Policy, procedures, By-law and training materials include requirements regarding service animals and support persons</li> <li>• Materials will be reviewed and modified as required to reflect any changes to the Act and/or its regulations</li> </ul>	<ul style="list-style-type: none"> <li>• No changes to the Act and/or its regulations</li> <li>• No action required at this time</li> </ul>
<ul style="list-style-type: none"> <li>• Notice of temporary disruptions</li> </ul>	<ul style="list-style-type: none"> <li>• Procedure for service disruption notification is in place and will be reviewed and modified as required</li> </ul>	<ul style="list-style-type: none"> <li>• No action required at this time</li> </ul>
<ul style="list-style-type: none"> <li>• Train staff, volunteers and others who provide goods/services/facilities on behalf of the city about</li> </ul>	<ul style="list-style-type: none"> <li>• New staff and volunteers will be trained as soon as possible as part of their orientation process. The city</li> </ul>	<ul style="list-style-type: none"> <li>• New staff and volunteers continue to be trained as soon as possible as part of their orientation process</li> </ul>

<b>Customer Service</b>	<b>Actions</b>	<b>2020 - 2022 Results</b>
providing good and services to people with disabilities	<ul style="list-style-type: none"> <li>maintains a record of training as required through regulation</li> <li>Continue to offer additional training opportunities through a variety of staff Lunch and Learns to educate about a range of disabilities, barriers and solutions</li> <li>Monitor changes to legislation and modify training materials as required</li> </ul>	<ul style="list-style-type: none"> <li>Training records continue to be maintained as required through regulation</li> <li>No changes to the Act and/or its regulations</li> <li>No action required at this time</li> </ul>
<ul style="list-style-type: none"> <li>Establish a process for receiving and responding to feedback</li> </ul>	<ul style="list-style-type: none"> <li>Procedure is in place for receiving and responding to feedback</li> <li>To be reviewed and modified as required</li> </ul>	<ul style="list-style-type: none"> <li>No changes to the Act and/or its regulations</li> <li>No action required at this time</li> <li>Continued roll out of the knowledge base Corporate Customer Relationship Management (CRM) system to improve customer experience</li> </ul>

<b>Information &amp; Communication</b>	<b>Actions</b>	<b>2020 - 2022 Results</b>
<ul style="list-style-type: none"> <li>Provide or arrange for documents or information to be made available in accessible formats or with communication supports</li> </ul>	<ul style="list-style-type: none"> <li>Procedure is in place for accessible documents and communication supports</li> <li>Accessible Format and Communication Supports request form is available on the COB website</li> <li>Staff to ensure that “accessible formats available upon request” is made available on all print documents</li> <li>To be reviewed and modified as required</li> </ul>	<ul style="list-style-type: none"> <li>No changes to the Act and/or its regulations</li> <li>No action required at this time</li> <li>Documents and information made available in accessible formats or with communication supports upon request</li> </ul>
<ul style="list-style-type: none"> <li>Where emergency procedures, plans and/or public safety information is available to the public, provide in accessible format or with</li> </ul>	<ul style="list-style-type: none"> <li>Procedure is in place for accessible documents and communication supports</li> <li>Accessible Format and Communication Supports</li> </ul>	<ul style="list-style-type: none"> <li>No changes to the Act and/or its regulations</li> <li>No action required at this time</li> </ul>



Information & Communication	Actions	2020 - 2022 Results
communication supports upon request	request form is available on the COB website <ul style="list-style-type: none"> <li>To be reviewed and modified as required</li> </ul>	
<ul style="list-style-type: none"> <li>Accessible website and web content</li> </ul>	<ul style="list-style-type: none"> <li>Continue to work towards achieving WCAG 2.0 Level AA compliance</li> <li>Continue to educate staff on the requirement for accessible documents</li> <li>Continue to ensure city produced videos are captioned</li> </ul>	<ul style="list-style-type: none"> <li>Our redeveloped website was launched in July 2022. A content audit was performed and only documents that meet accessibility requirements were migrated to the new site. Content has been written to a grade 7 reading level where possible</li> <li>Monsido, an accessibility reporting tool was installed in 2021 to scan, monitor and flag any accessibility issues</li> <li>Staff education on accessible documents continues</li> <li>Videos continue to be captioned</li> </ul>
<ul style="list-style-type: none"> <li>Standards review</li> </ul>	<ul style="list-style-type: none"> <li>Monitor changes to legislation and modify training materials as required</li> </ul>	<ul style="list-style-type: none"> <li>No action required at this time</li> <li>Awaiting release of new standards from the province</li> </ul>

Employment	Actions	2020 - 2022 Results
<ul style="list-style-type: none"> <li>Recruitment, selection and notification</li> </ul>	<ul style="list-style-type: none"> <li>Regularly review our human resources policies to prevent or remove systemic employment barriers</li> <li>Burlington's Career Opportunities web page and job postings will continue to include wording advising that disability-related accommodations are available</li> <li>Candidates selected for interview will continue to be advised that disability-related</li> </ul>	<ul style="list-style-type: none"> <li>We continue to review our policies to prevent and remove systemic discrimination. Continue to include statement about disability-related accommodation</li> <li>Each email sent to candidates include notification of accommodations available</li> <li>The Corporation continues to accommodate the individual</li> </ul>



Employment	Actions	2020 - 2022 Results
	accommodations are available <ul style="list-style-type: none"> <li>• Offer of Employment letters will advise that disability-related accommodations are available</li> </ul>	needs of employees with disabilities
<ul style="list-style-type: none"> <li>• Accessible formats and communication supports for employees</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to consult with employees to provide or arrange for accessible formats and communications supports as requested</li> </ul>	<ul style="list-style-type: none"> <li>• Our Human Resources Consultant Employee Health and Wellness supports all staff requests</li> </ul>
<ul style="list-style-type: none"> <li>• Workplace emergency response information</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to provide employees with an individualized workplace emergency response plan upon request</li> </ul>	<ul style="list-style-type: none"> <li>• Our Human Resources Consultant Employee Health and Wellness supports all staff requests for personalized emergency response requests</li> </ul>
<ul style="list-style-type: none"> <li>• Documented individual accommodation plans</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to develop individual accommodation plans in consultation with the employee with a disability</li> </ul>	<ul style="list-style-type: none"> <li>• Our Human Resources Consultant Employee Health and Wellness develops individual accommodations for each employee required, including any permanent or temporary accommodations</li> </ul>
<ul style="list-style-type: none"> <li>• Return to work process</li> </ul>	<ul style="list-style-type: none"> <li>• Continue to develop return to work processes that meet the needs of the recovery of the employee</li> </ul>	<ul style="list-style-type: none"> <li>• Each employee returning to work will work with human resources to develop an appropriate return to work plan with advice from the primary care physician</li> </ul>
<ul style="list-style-type: none"> <li>• Performance management, career development and redeployment</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Continue to offer the tuition reimbursement program to assist with external educational pursuits</li> </ul>	<ul style="list-style-type: none"> <li>• The Corporation continues to support employees through many avenues with continuous evaluation and changes to support a variety of learning needs</li> <li>• The SEAB/SEAF committee continues support tuition reimbursement for external educational pursuits</li> </ul>

Employment	Actions	2020 - 2022 Results
<ul style="list-style-type: none"> <li>Standards review</li> </ul>	<ul style="list-style-type: none"> <li>Monitor changes to legislation and modify training materials as required</li> </ul>	<ul style="list-style-type: none"> <li>No action required at this time</li> <li>Awaiting release of new standards from the province</li> </ul>

Transportation	Actions	2020 - 2022 Results
<ul style="list-style-type: none"> <li>Accessible equipment</li> </ul>	<ul style="list-style-type: none"> <li>Continue to make information about accessible equipment available using multiple formats of communication</li> </ul>	<ul style="list-style-type: none"> <li>BT continues to have accessible equipment on our vehicles and makes the information available in our printed information booklets and online</li> </ul>
<ul style="list-style-type: none"> <li>Procurement of equipment</li> </ul>	<ul style="list-style-type: none"> <li>Continue to procure vehicles and equipment that meet the technical requirements of the regulation</li> </ul>	<ul style="list-style-type: none"> <li>We continue to conduct the action stated for procurement</li> </ul>
<ul style="list-style-type: none"> <li>Training</li> </ul>	<ul style="list-style-type: none"> <li>Continue to provide AODA training to all new staff specific to their job duties</li> <li>Monitor changes to legislation and modify training materials as required</li> </ul>	<ul style="list-style-type: none"> <li>We continue to provide AODA training to all new staff for their job duties</li> <li>No changes to the legislation at this time</li> </ul>
<ul style="list-style-type: none"> <li>Accessibility Plans</li> </ul>	<ul style="list-style-type: none"> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>Public meetings held in September 2020 and October 2021. Due to pandemic restrictions no public meeting took place in 2022</li> <li>A <a href="#">Transit Accessibility Plan</a> was published for October 2021 to September 2022</li> </ul>
<ul style="list-style-type: none"> <li>Conventional Transportation Service</li> </ul>	<ul style="list-style-type: none"> <li>Continue to meet the requirements of the regulation</li> </ul>	<ul style="list-style-type: none"> <li>We continue to do so</li> </ul>
<ul style="list-style-type: none"> <li>Specialized Transportation Service</li> </ul>	<ul style="list-style-type: none"> <li>Continue to meet the requirements of the regulation</li> </ul>	<ul style="list-style-type: none"> <li>1 expansion specialized vehicle and FTE operator was added to the fleet in 2020, 2021 and 2022.</li> </ul>
<ul style="list-style-type: none"> <li>Taxi cabs</li> </ul>	<ul style="list-style-type: none"> <li>Continue to monitor taxi owners and operators in Burlington to ensure they are meeting the requirements of the regulations</li> </ul>	<ul style="list-style-type: none"> <li>The taxi by-law was temporarily amended in 2021. Staff will perform a complete review to create a new by-law prior to Dec 31, 2023.</li> </ul>

Transportation	Actions	2020 - 2022 Results
	<ul style="list-style-type: none"> <li>Continue to encourage cab owners to add accessible taxi cabs to their operating fleet</li> </ul>	
<ul style="list-style-type: none"> <li>Legislative review</li> </ul>	<ul style="list-style-type: none"> <li>Review requirements for the Transportation Standards pending update to standards by the province</li> <li>Modify materials as required</li> </ul>	<ul style="list-style-type: none"> <li>No action required at this time</li> <li>Awaiting release of new standards from the province</li> </ul>

Design of Public Spaces (DOPS)	Actions	2020 - 2022 Results
<ul style="list-style-type: none"> <li>Consultation</li> </ul>	<ul style="list-style-type: none"> <li>Continue to consult the Burlington Accessibility Advisory Committee and the public and people with disabilities in the following areas:               <ul style="list-style-type: none"> <li>Recreational Trails</li> <li>Outdoor Play Spaces</li> <li>Rest Areas on Exterior Paths of Travel</li> <li>On-Street Parking</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Love My Playground Public Consultation took place in 2021 to receive feedback about the types of equipment users would like to see at local playgrounds when equipment is replaced. In 2020 to 2022, 22 playgrounds were replaced tailored to local community feedback.</li> </ul>
<ul style="list-style-type: none"> <li>Recreational Trails and Beach Access Routes</li> </ul>	<ul style="list-style-type: none"> <li>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</li> <li>Trail head signage will incorporate the requirements of the regulation</li> <li>Other medias that provide information about the trail, beyond advertising will incorporate the requirements of the regulation</li> </ul>	<ul style="list-style-type: none"> <li>The technical requirements of DOPS are met or exceeded when constructing trails, beach access routes boardwalks and ramps</li> <li>Trail head signage is designed to meet or exceed the regulation</li> <li>Mobi-Mats® were installed for public use on Burlington Beach in 2021</li> </ul>
<ul style="list-style-type: none"> <li>Outdoor Public Access Eating Areas</li> </ul>	<ul style="list-style-type: none"> <li>Continue to ensure that a minimum of 20 per cent of outdoor tables are accessible</li> </ul>	<ul style="list-style-type: none"> <li>We continue to include accessible tables at all our picnic and outdoor eating areas</li> </ul>

<b>Design of Public Spaces (DOPS)</b>	<b>Actions</b>	<b>2020 - 2022 Results</b>
<ul style="list-style-type: none"> <li>Outdoor Play Spaces</li> </ul>	<ul style="list-style-type: none"> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>We continue to meet or exceed the most current CSA safety standards as well as the Accessibility for Ontarians with Disabilities Act, Design of Public Spaces Standards when designing outdoor play spaces</li> </ul>
<ul style="list-style-type: none"> <li>Exterior Paths of Travel</li> </ul>	<ul style="list-style-type: none"> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>We continue to apply all technical requirements of DOPS and the current Burlington Accessibility Design Standards when constructing new or redeveloping existing exterior paths of travel</li> </ul>
<ul style="list-style-type: none"> <li>Accessible Parking</li> </ul>	<ul style="list-style-type: none"> <li>The city will continue to apply the requirements of Type A and Type B accessible parking spaces that are on an accessible path of travel and on the shortest distance to the accessible entrance</li> <li>The city will consult regarding the need, location and design of accessible on-street parking spaces</li> </ul>	<ul style="list-style-type: none"> <li>We continue to apply the requirements of Type A and Type B accessible parking spaces that are on an accessible path of travel and on the shortest distance to the accessible entrance</li> <li>There are no accessible on-street parking spaces at this time</li> </ul>
<ul style="list-style-type: none"> <li>Obtaining Services</li> </ul>	<ul style="list-style-type: none"> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>We continue to apply the Accessibility for Ontarians with Disabilities Act, Design of Public Spaces Standards when constructing new or renovating existing service counters, fixed queuing guides and waiting areas</li> </ul>
<ul style="list-style-type: none"> <li>Maintenance Planning</li> </ul>	<ul style="list-style-type: none"> <li>Communication regarding preventative and emergency maintenance procedures and temporary disruptions to</li> </ul>	<ul style="list-style-type: none"> <li>Procedures for preventative, emergency maintenance and temporary disruptions of accessible elements are in</li> </ul>

<b>Design of Public Spaces (DOPS)</b>	<b>Actions</b>	<b>2020 - 2022 Results</b>
	accessible parts of the city's public spaces will continue to be provided through several methods, including the city's website, notices in City Update and through social media including Facebook and Twitter. Signage will be provided at locations where appropriate	place. Communications about disruptions continue to be provided through several methods
<ul style="list-style-type: none"> <li>Legislative review</li> </ul>	<ul style="list-style-type: none"> <li>Review requirements for the Design of Public Spaces Standards pending update to standards by the province</li> <li>Modify materials as required</li> </ul>	<ul style="list-style-type: none"> <li>No changes to the Act and/or its regulations</li> <li>No action required at this time</li> </ul>

## **Additional Accessibility Projects 2020 to 2022**

### **Achievements of Note**

The Municipality of Meaford adopted the 2016 City of Burlington Accessibility Design Standards in 2022. The standards are to become their primary reference document for future application and technical requirements for universal accessibility.

A new AODA Training Booklet developed for volunteers was completed in 2020.

Burlington Transit announced its partnership with MagnusCards® and the launch of Burlington Transit's MagnusCards® digital card decks in 2020. Customers with cognitive disabilities can use MagnusCards® step-by-step card decks to learn how to ride transit independently.

Inclusive Communities Grant application for the purchase of hearing loops in city facilities. The grant was awarded in 2021. The project grand opening took place May 2022. Installations include Customer Service desks at the Burlington Seniors' Centre, Tansley Woods Recreation Centre, Brant Hills Community Centre, Haber Community Centre, and Mountainside Recreation Centre. Community rooms looped in the Burlington Seniors' Center include Auditorium A, Auditorium B, the combination of Auditorium A & B, Port Nelson & Wellington rooms, the multi-purpose room and the Boutique.

Inclusive Communities Grant application for the installation of additional Mobi-Mats® at Burlington Beach. The grant was awarded in 2022. The Mobi-Mats® will be installed in the spring of 2023.

The City of Burlington became an Industry Partner with the Mohawk College Accessible Media Production program. Two students from Mohawk College completed a Capstone Project to create training materials for the city about how and why to produce accessible digital documents and media. The project began in 2021 and was completed in 2022.

### **Professional Development and Membership**

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

Ontario Network of Accessibility Professionals, an information sharing network with more than 235 participants, including municipalities, hospitals, school boards, colleges and universities and police services across the province.

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

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### 2020

- Halton Equity and Diversity Roundtable
- Cities in the time of COVID-19 – how will we ensure equitable access to parks and public spaces?
- Accessible websites and web content – eSolutions webinar
- Web Site and Web Content Accessibility – Ontario Network of Accessibility Professionals (ONAP) Conference
- Adaptable Housing Standards: Universal Design in Action – RHF Accessibility Professionals Network
- Municipal Splash Pad Procurement & Design: The Evolution of Process and Funding in Thunder Bay – Ontario Association of Landscape Architects
- Accessible web content – AbleDocs webinar
- Moving in Place: Wayfinding with Sight Loss – RHF Accessibility Professionals Network

### 2021

- Creating Healthy Communities Through Parks and Splashpads – Vortex Healthy Play
- What Can a Body Do? How We Meet the Built World – American Walks
- Exploring Ability & Disability, micro-credential course at Sheridan College
- University of Guelph Accessibility Conference
- Annual Public Meeting – Accessible Standards Canada
- Accessible Housing – Older Women's Network
- Hearing Accessibility: a global perspective – Hearing Loops Canada
- Products and Services for People with Hearing Loss – AbilityNet
- AODA compliance report discussion – Ontario Network of Accessibility Professionals (ONAP) Conference
- Emergency Preparedness – RHF Accessibility Professionals Network

### 2022

- Covid 19 and Accessibility: how has the pandemic affected the built environment – RHF Accessibility Professionals Network
- Creating Inclusive Neighbourhoods for People Living with Dementia – Ryerson University
- The Power of Inclusive Language – RHF Accessibility Professionals Network
- Clearing our Path [2022 symposium](#) February 7 and 8, 2022
- University of Guelph [Accessibility Conference](#) – May 24 to May 26, 2022
- Wayfinding and Signage: exploring wayfinding in the built environment from the perspective of low vision – RHF Accessibility Professionals Network
- BirdAbility: Because Birding is for Everyone and Every Body – Riverwood Conservancy, Mississauga



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- Designing Inclusive Washrooms and Changerooms for Accessibility and Gender Diversity – RHF Accessibility Professionals Network
- Designing Public Spaces with Service and Guide Dogs in Mind – RHF Accessibility Professionals Network
- Assistive Technology for Individuals with Hearing Loss – RHF Accessibility Professionals Network
- Assistive Technology to Support Navigation for Blindness and Low-Vision – RHF Accessibility Professionals Network
- Diversity, Equity, and Inclusion: Advancing Equitable Usage – Playcore
- Live / Playful Placemaking: Community Engagement Strategies Using Social Science in the Design Process – Playcore
- Hidden Disabilities Focus Group – Hidden Mobility Disabilities Alliance (HMDA)
- Annual Public Meeting – Accessible Standards Canada
- Accessible Parks Conference – KITE Research Institute

### Activities

- “Love My Playground” Public Consultation conducted in 2020 and 2021
- AODA Compliance Report to Province – submitted December 2021

### Facilities

- Aldershot Pool Renewal Project – design 2020, completed in 2021
- Angela Coughlan Pool Revitalization – completed in 2020
- Bateman Community Hub – in design 2022-2023, construction to begin Q2-2023
- Beachway Pavilion, decking replacement, ramp extension and installation of Mobi-mats – completed June 2021
- City Hall Tower Elevator Replacement – design 2021, completed August 2022
- City Hall Modernization Phase 1 – currently in progress, completion Q2 2023
- Civic Square and City Hall Modernization Phase 2 – preplanning, construction to begin 2025
- City View Park Pavilion – completed July 2022
- Mountainside Pool Revitalization – design in 2020, construction 2021, 2022, completion in Q2 2023
- Music Centre, new exterior ramp to existing band shell – design in 2021, completed in 2022
- Skyway Community Centre and Park – under construction, completion in Q3 2024

### Parks and Open Spaces

- Bridgeview Park, expansion and replacement of playground equipment, new concrete ramps, new engineered wood fibre safety surface and new path to storage building – in design 2022, construction in 2023
- Burloak Park, adult fitness equipment – completed in 2020

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- Burloak Park east end accessible path connection (Lakeshore Rd level down to Lower Promenade at water level) and reforestation planting – completed in 2022
- Central Park Leash-Free Dog Park – completed in 2022
- Central Park accessible swing and communication board – construction in 2022, completion in 2023
- Central Park Seniors Fitness Equipment and Social Space – concrete pad installed in 2022, equipment to be installed spring 2023
- Champlain Park, renewal of playground, baseball dugouts, players benches and asphalt paths – completed in 2022
- City View Park, new baseball diamonds, bleachers, parking lot, lighting, irrigation and pathway connections – in design 2022-23, construction in 2024
- Colin Alton Parkette, new playground, leash-free dog park and outdoor fitness equipment – completed 2021
- Councillor Benches 2021 Program – 8 new benches and new concrete pads along walkways in various Parks/Open Spaces
- Councillor Benches 2022 Program – 7 new benches and new concrete pads along walkways in various Parks/Open Spaces
- Desjardines Park, new splash pad, shade structure and renewal of playground – completed 2021
- Driftwood Park, renewal of playground and new asphalt pathway – completed 2022
- Elgin Street Promenade, phase 4, completed 2022
- Elizabeth Gardens Parkette, renewal of playground – completed in 2022
- Emerson Park, replacement of playground equipment, new concrete ramps and new engineered wood fibre safety surface – in design 2022, construction in 2023
- Fairchild Park, replacement of playground equipment, new concrete ramps, new engineered wood fibre safety surface and new asphalt path connection to Brant Street – in design 2022, construction in 2023
- Florence Meares Public School, renewal of playground – under construction, completion in 2023
- Hidden Valley Park, lower, new fenced playground equipment, communication board, new picnic areas with accessible tables and concrete walkways – completed in 2022
- Ireland Park, community garden renewal and new concrete pad – completed in 2022
- Ireland Park, north, removal sand safety surface, new engineered wood fibre safety surface, new playground equipment and accessible pathway to playground area – completed in 2021
- Irving Parkette, new engineered wood fibre safety surface, new playground equipment and accessible pathway to playground area – completed in 2021
- Lampman Park, replacement of playground equipment, new concrete ramps, new engineered wood fibre safety surface, larger basketball court and winter neighbourhood ice rink, path improvements, new water fountain and water service upgrades – in design 2022, construction in 2023
- Leighland Park, renewal of ball diamond with added accessible spectator seating, outdoor fitness equipment, leash-free dog park, tennis court, basketball and ball hockey - in construction, completion in 2023

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- Longmoor Park renewal of playground – completed in 2022
- Lowville Park, parking lot renewal and new information centre – completed in 2021
- Lowville Park, pedestrian bridge – completed in 2022
- Maple Park, fenced playground, communication board, ball diamond, sports field, skateboard park, lit pathways – completed 2021
- Maple Park, new sports field lighting and drainage improvements – in design 2022, construction in 2023
- Maplehurst Park, renewal of playground, removal sand safety surface, new engineered wood fibre safety surface, new asphalt pathway through park connecting to Maplehurst Ave and Joan Drive – completed in 2022
- Mountain Gardens Parkette, renewal of playground, removal sand safety surface, new engineered wood fibre safety surface, new asphalt pathway – completed in 2022
- Mohawk Park Path, new asphalt pathway – completed in 2022
- Nelson Park, bleacher replacements at baseball diamond – completed in 2022
- Pineland Public School, new playground equipment, new engineered wood fibre safety surface, new asphalt pathway – completed in 2022
- Recognition Celebration Benches 2020 Program – 7 new benches and new concrete pads in various Parks/Open Spaces
- Recognition Celebration Benches 2021 Program – 9 new benches and new concrete pads in various Parks/Open Spaces
- Recognition Celebration Benches 2022 Program – 2 new benches and new concrete pads in various Parks/Open Spaces
- Rolling Meadows Public School, new playground equipment, communication board in 2023, new engineered wood fibre safety surface, new asphalt pathway – completed in 2022
- Roly Bird Park, replacement of existing playground equipment and swings, new engineered wood fibre safety surface – completed in 2021
- Sherwood Forest Park, bleacher replacements at rugby field – completed in 2021
- Tansley Woods Park, new playground with a rubber safety surface, sports field features including accessible spectator areas, accessible players benches, asphalt pathways throughout the park, lit pathway and parking lot, a full court basketball court, three pickleball courts – completed in 2021
- Taywood Park, replacement of playground equipment, new engineered wood fibre safety surface, added transition curb at swings, replaced surrounding path pavement – completed in 2022
- Tuck Park, replacement of playground equipment and swings, new engineered wood fibre safety surface – completed 2022
- Windows to the Lake, Appleby Place – design in 2022-23, construction in 2024
- Windows to the Lake, Green Street – design in 2021, construction in 2022- 2023
- Windows to the Lake, Walkers Line – design in 2022, construction in 2023

### **Roads, Sidewalks and Pedestrian Signals**

- Ongoing roadway reconstruction and resurfacing with the addition of Tactile Walking Surface Indicators (TWSI's), ladder-style crosswalks and Audible Pedestrian Signals when adding new or replacing existing Pedestrian Signals
- Curb Cuts – each year, sidewalk ramps are constructed to improve access and safety in accordance with AODA Standards – ongoing

### **Transit**

- 3 additional specialized transit vehicles and 3 additional FTE operators

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

The AODA requires that the city have an accessibility advisory committee and that a majority of members be people with disabilities. Established in 1994, the BAAC provides advice to staff and Council on accessibility issues, not only to help remove existing barriers but also to prevent new barriers from being created. The BAAC was consulted on the following projects in 2020 to 2022:

- Burlington Transit 2021 - 2022 Accessibility Plan
- City Wide Parking Study
- Pop-up Patios pilot project

Due to the pandemic many of BAAC public education activities were suspended. However, the committee continued remote monthly meetings throughout the years to complete items on their annual workplans.

In 2020, the BAAC developed a “Virtual Resource Fair” for the International Day of Persons with Disabilities. This online feature is a curated list of resources, programs and services that are specific to people living with disabilities in Burlington.

The Resource Fair lists a variety of topics including housing, employment, transportation, legal services, recreation programs and much more.

In 2021, the renewal of the Pavilion at Beachway Park was completed. The project included the construction of accessible washrooms and the addition of a concrete ramp to the beach. Included in the project was the purchase of Mobi-Mats® to provide access to the water's edge. Members of BAAC were involved in newspaper and television interviews about the project.

In 2021 BAAC designed and purchased a flag for International Day of Persons with Disabilities. The community was invited to the flag raising event in December 2021 and 2022.

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In 2022 members of BAAC participated at the grand opening event of the city's hearing loops project to recognize the work that was recently completed to improve access to many areas of our Recreation Centres in Burlington.

Also in 2022 city staff and BAAC members joined with MP Karina Gould and MPP Natalie Pierre to officially declare the final piece of the [Elgin Promenade](#) finished. Part of the Centennial Trail, the completed promenade connects east Burlington through to the downtown core for pedestrians and cyclists.

## Goals and Targets 2023

### Activities

- 2023 Progress Report
- 2024 – 2028 Multi-Year Accessibility Plan
- 2024 City of Burlington Accessibility Design Standards

### Facilities

- City Hall Modernization Phase 1
- Bateman Community Hub
- Skyway Community Centre

### Parks and Open Spaces

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

### Roads, Sidewalks and Pedestrian Signals

- Ongoing roadway reconstruction and resurfacing with the addition of Tactile Walking Surface Indicators (TWSI's), ladder-style crosswalks and Audible Pedestrian Signals when adding new or replacing existing Pedestrian Signals
- Curb Cuts – each year, sidewalk ramps are constructed to improve access and safety in accordance with AODA Standards – ongoing

### Transit

- Transit Accessibility Plan to be created and public meeting held in 2023

## Feedback

We welcome your feedback.

Please let us know if you have questions about our 2020 to 2022 Accessibility Progress Report or our [2019 – 2023 Multi-Year Accessibility Plan](#).

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

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

Please contact:

Judi Lytle, accessibility co-coordinator

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[www.burlington.ca/accessibility](http://www.burlington.ca/accessibility)