



# City of Burnaby Accessibility Plan

MAY 2025



# Table of contents

Territorial acknowledgement .....	3
Message from Council .....	4
Acknowledgement of contributors .....	5
Executive summary .....	6
<b>Section 1: Introduction .....</b>	<b>7</b>
<b>Section 2: Guiding Framework .....</b>	<b>8</b>
<i>Accessible British Columbia Act</i> .....	9
Burnaby's commitment to accessibility.....	10
Burnaby approach.....	10
<b>Section 3: Goals and Actions .....</b>	<b>13</b>
Built environment.....	14
Information and communication.....	15
Programs and services.....	16
Procurement .....	17
Transportation.....	17
Employment .....	18
<b>Section 4: Implementation and Evaluation.....</b>	<b>19</b>
Implementation approach .....	19
Monitoring and feedback mechanisms .....	20
<b>Appendices.....</b>	<b>21</b>
Appendix A: Accessibility Plan Matrix.....	21
Appendix B: Engagement Summary .....	32

*Images on cover: Person walking with cane; teacher using sign language with child in classroom; boy in wheelchair playing basketball; young man with learning disability talking to another person.*



# Territorial acknowledgement

We respectfully acknowledge that the City of Burnaby is located on the unceded territories of the **xʷməθkʷəy̓əm (Musqueam)**, **Sḵwxwú7mesh (Squamish)**, **səlilwətaɬ (Tsleil-Waututh)**, and **kʷikʷəłəm Peoples (Kwikwetlem)**. Each Nation has distinct histories and distinct traditional territories that fully or partially encompass the city.

We encourage you to learn more about the Host Nations whose ancestors have occupied and used these lands, including parts of present-day Burnaby, for thousands of years.



*Image: Aerial east-facing view of Central Park, Burnaby highrises, and mountains.*



# Message from Council

On behalf of City Council, I am pleased to present the City of Burnaby's Accessibility Plan. This plan represents our unwavering commitment to creating an inclusive and accessible community for all residents and visitors.

Accessibility is a fundamental right, and we are dedicated to ensuring that everyone, regardless of their abilities, can fully participate in and enjoy all that our city has to offer. This plan outlines our strategic approach to identifying, removing, and preventing barriers within our community. It is the result of extensive collaboration with the Access Advisory Committee, City staff, service providers, and residents with lived and living experience of disability.

We recognize that accessibility is an ongoing journey, and we are committed to continuous improvement. By embracing the principles of universal design and fostering a culture of inclusion, we aim to make Burnaby a model of accessibility and inclusivity.

I would like to extend my heartfelt gratitude to everyone who contributed to the development of this plan. Your insights, feedback, and dedication have been invaluable in shaping a more accessible future for our city.

Together, we will build a Burnaby that is welcoming, inclusive, and accessible for all.

Sincerely,

Mike Hurley  
Mayor of Burnaby



*Group photo of Mayor Mike Hurley and Burnaby City Council*

*Back row left to right: Sav Dhaliwal, Richard T. Lee, Joe Keithley, James Wang, Daniel Tetrault.*

*Front row left to right: Maita Santiago, Pietro Calendino, Mike Hurley, Alison Gu.*

# Acknowledgement of contributors

The City of Burnaby acknowledges the contributions of City staff, community organizations, and community members for their participation in the creation of this plan. In total, 25 members of the community participated in workshops and interviews representing residents with lived and living disability experience, disability service providers, and family members of people with disabilities. We thank all participants and staff for their time and important insights guiding the creation of this plan.

The City of Burnaby extends its sincere gratitude to past and present members of the Access Advisory Committee for their dedication to improving access and inclusion for community members with disabilities in Burnaby. We thank the committee for their feedback and guidance in shaping this plan and acknowledge the work that lays ahead with implementation.



*Group photo of 2024 Access Advisory Committee*

*Back row left to right: Councillor Maita Santiago, Councillor Daniel Tetrault, Councillor Richard T. Lee*

*Front row left to right: Rod Bitz, Karim Damani, Mario Gregorio, Rachel Goddyn, Odette Brassard*

*Not pictured: Sonny Senghera*



*Group photo of 2025 Access Advisory Committee*

*Back row left to right: Councillor Maita Santiago, Mario Gregorio, Suzanne Norman, Councillor Richard T. Lee, Sonny Senghera, Anna Wijesinghe*

*Front row left to right: Odette Brassard, Karim Damani*

*Not pictured: Councillor Daniel Tetrault, Rod Bitz*

# Definitions

Sharing definitions can improve understanding and collaboration by creating a common language. Below are definitions of concepts used in the Accessibility Plan.

- 1. Accessibility:** All people can take part in their communities through work, play and other daily activities.
- 2. Accommodation:** The employer has a responsibility to tailor the workplace to meet the needs of the individual employee under the BC Human Rights Code. The purpose of accommodation is to provide access to employment opportunities and fair treatment in the workplace.
- 3. Assistive technology:** This umbrella term covers the systems and services related to assistive products. Both people with and without disabilities use assistive technology. For example, speech recognition software (like Siri or Alexa) is a form of assistive technology.
- 4. Barrier:** Anything — including physical, architectural, technological or attitudinal, based on information or communications or the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment. This includes a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.
- 5. Disability:** An inability to participate fully and equally in society as a result of the interaction of an impairment and a barrier.
- 6. Impairment:** A physical, sensory, mental, intellectual or cognitive impairment, whether permanent, temporary or episodic.
- 7. Universal design:** The design and structure of an environment so that it can be understood, accessed, and used to the greatest extent possible by all people regardless of their age or ability.

## References:

1. <https://www2.gov.bc.ca/gov/content/governments/about-the-bc-government/accessibility/legislation/summary#01>
2. <https://www2.gov.bc.ca/gov/content/careers-myhr/managers-supervisors/employee-labour-relations/managing-accommodation>
3. <https://www2.gov.bc.ca/gov/content/home/accessible-government/toolkit/assistive-technology>
4. <https://laws-lois.justice.gc.ca/eng/acts/A-0.6/page-1.html#h-1153395>
5. <https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/21019#section1>
6. <https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/21019#section1>
7. <https://www.rickhansen.com/news-stories/blog/universal-design-101>

# Executive summary

In 2021, the Government of British Columbia enacted the *Accessible British Columbia Act*. The Accessible British Columbia Regulation under the *Accessible British Columbia Act* came into force on September 1, 2022. These regulations identified municipalities, including the City of Burnaby, as accessible organizations that are mandated to:

1. Establish an accessibility committee.
2. Create an accessibility plan and review the plan every three years.
3. Create a feedback mechanism for comments from the public.

With the previous establishment of the City of Burnaby Access Advisory Committee, the creation of this Plan and the established Feedback Mechanism, the City has addressed the requirements of the Act.

The approach to creating the City of Burnaby Accessibility Plan included a review of existing policies and actions undertaken by City staff as well as engagement with the Access Advisory Committee, staff, and residents in the community who have lived or living experience with disability. The following common themes/needs were identified:

- » Increased opportunities for discussion and feedback at Access Advisory Committee meetings
- » Increased opportunities to promote awareness and provide education on disability
- » More resources and support for people with disabilities who engage with the City
- » Improvements to engagement processes and physical environments

From the policy review and engagement, this Accessibility Plan was established with six key focus areas. Each of the focus areas include a goal and actions. The actions provided in this plan provide a formal strategy to advance accessibility throughout the City of Burnaby and provide an opportunity for awareness and education on accessibility. The focus areas include:

- » **Built environment:** Creating accessible and welcoming physical spaces
- » **Information and communication:** Ensuring clear and accessible information
- » **Programs and services:** Providing inclusive and equitable services
- » **Procurement:** Prioritizing accessible purchasing and consulting services
- » **Transportation:** Facilitating accessible and efficient transportation
- » **Employment:** Cultivating an inclusive and supportive work environment

The intention of this plan is to support long-lasting and systemic improvements towards accessibility in the City of Burnaby. The City of Burnaby will continue to listen to residents of all abilities to inform, develop and refine this plan and its future iterations to reflect the needs of people with disabilities.





Image: Five people on a sidewalk, with one in a mobility device and the other four walking.

# Section 1: Introduction

Anyone can have a disability, and a disability can occur at any point in a person’s life. According to the provincial government, 20.5% of British Columbians between the ages of 15 and 64 live with a disability, and disabilities become more common among adults 65 years and older. This Accessibility Plan will help advance accessibility in the City of Burnaby and facilitate the development of barrier free communities, workplaces and services.

The City has had many successful initiatives to help make the community more accessible, including accessibility improvements to facilities,

parks and transportation upgrades, evolution in the ways that signage and communications happens, and the inclusion of an array of programs and services to support participation in community life by all residents. Since 1988, the City has hosted a staff-led Burnaby Access Advisory Committee which advised the City on accessibility and inclusion via the Social Planning Committee. In 2023, the Access Advisory Committee became a formal committee of Council. As a result of these efforts, the City is well positioned to continue its commitment to accessibility and inclusion through the development of this Accessibility Plan.





Image: Wheelchair user goes down a ramp.

## Section 2: Guiding framework

The purpose of this Accessibility Plan is to identify, remove, and prevent barriers to individuals working in or interacting with the City of Burnaby. These actions further the City of Burnaby's efforts to make its workplace, services and built environments accessible and welcoming to people of all ages and abilities. This plan acknowledges and supports the City of Burnaby in aligning with accessibility legislation, including the:

- » *United Nations Declaration on the Rights of Persons with Disabilities*
- » *Canadian Human Rights Act*
- » *British Columbia Human Rights Code*
- » *Accessible Canada Act*
- » *Accessible British Columbia Act*

The *Accessible British Columbia Act* is the most recent legislation to protect and advance the rights of people with disabilities. In 2010, Canada ratified the *United Nations Convention on the Rights of Persons with Disabilities* requiring the government to promote and ensure the full enjoyment of human rights of persons with disabilities including full equality under the law. In 2019, the *Accessible Canada Act* came into force with the goal to reach a barrier free Canada by 2040 and applies to federally regulated entities. According to the *Accessible British Columbia Act*, all municipalities must have fulfilled their requirements by September 1, 2023.

# Accessible British Columbia Act

In 2021, the Government of British Columbia enacted the *Accessible British Columbia Act*. The Act enables the provincial government to take actions that improve accessibility for all residents and visitors of the province alongside the British Columbia Human Rights Code. The province will now:

- » Set standards and regulations related to accessibility.
- » Promote accessibility across the province (e.g. AccessAbility Week).
- » Recognize American Sign Language (ASL) as a form of communication with the province.

## Requirements for prescribed organizations

The Accessible British Columbia Regulation under the *Accessible British Columbia Act* came into force on September 1, 2022. These regulations identified municipalities as accessible organizations. As accessible organizations, municipalities were mandated to do the following by September 1, 2023:

### 1. Establish a committee to assist in identifying barriers to interacting with the organization and advise on removing and preventing barriers.

The committee should, as much as possible, have at least half of its members be persons with disabilities or individuals who support persons with disabilities; reflect the diversity of persons with disabilities in British Columbia; and have at

least one Indigenous person. The City of Burnaby established a staff-led Burnaby Access Advisory Committee in 1988. In 2023, the Committee became a formal committee of Council. The City meets this requirement.

### 2. Create an Accessibility Plan to identify, remove, and prevent barriers to individuals in or interacting with the organization. In addition, municipalities must review and update the Plan at least once every three years; consider the Accessible BC Act's guiding principles;<sup>1</sup> consult and collaborate with the accessibility committee; and consider comments received from public feedback.

The City of Burnaby has collaborated with all departments, the Access Advisory Committee, service providers, and residents with living and lived experience of disability for this Accessibility Plan.

### 3. Create a mechanism for receiving comments from the public related to the organization's accessibility plan and for addressing barriers to individuals in or interacting with the organization.

The public can reach the City through various methods (e.g. feedback form, email, telephone, or in-person) to provide comments regarding the Accessibility Plan and its implementation. The City will continue to address barriers to individuals in or interacting with the organization.

<sup>1</sup> The *Accessible British Columbia Act* outlines six principles to follow in the creation of accessibility plans: inclusion, adaptability, diversity, collaboration, self-determination, and universal design.



## Burnaby's commitment to accessibility

The City of Burnaby is committed to providing accessible, inclusive, and meaningful programs, services, and opportunities for everyone in the community.

By removing barriers and creating a welcoming environment, the City will ensure all residents and visitors can safely and fairly access City spaces, programs, employment opportunities, and services.

## Burnaby's approach

The preparation of the Accessibility Plan has involved a review of existing policies and actions undertaken by the City, regular and ongoing engagement with the Access Advisory Committee, and targeted engagement with staff, residents who have lived and living experience with disability, and disability services providers.



The following section summarizes the approach and findings from each of these key process steps. For a full copy of the 'What We Heard Report' detailing each of the engagement steps, see Appendix B.

### Existing policies

In the creation of this Accessibility Plan, 16 of the City's policy documents related to accessibility published or updated between 2011 and 2022 were reviewed. Each document addressed multiple barrier types. Nearly half (seven) of the documents touched on physical accessibility through topics such as design guidelines, transportation plans, and housing strategies, and highlighted the City's integration of principles of universal design and access for all ages and abilities. Over one-third (six documents) referenced disabilities in a general or high-level way such as workplace/inclusion policies.

Older documents demonstrate a legacy of accessibility work in Burnaby and highlight the City's ambitious goals of becoming a local government model for accessibility. Gaps noted in the existing policies included outdated definitions of disability (e.g. as only mental/physical). In addition, many plans had actions that did not include performance indicators or metrics to track progress. Overall, it was noted that there is a need for future emphasis on addressing attitudinal, sensory, information/communication, and systemic barriers in accessibility policy.

## The role of the Access Advisory Committee

The City's original Access Advisory Committee was established in 1988. When the Committee began, it reported to Council through the Social Planning Committee. After the passing of the Accessible BC Act in June 2021, the Access Advisory Committee was established as a Committee of Council in January 2023. The Committee currently consists of ten members (three Council members and seven resident representatives).

As per the Access Advisory Committee Terms of Reference, the functions of the Committee are to:

1. Assist in identifying accessibility and inclusion barriers to individuals within the community or interacting with the organization.
2. Recommend on how to remove and prevent any identified barriers.
3. Advise on development of an organizational accessibility plan.
4. Create a mechanism for public feedback on accessibility.

The Access Advisory Committee functions as the required committee within the Accessible BC Act.

In the creation of this Accessibility Plan, the City of Burnaby Access Advisory Committee was consulted and informed at each phase of engagement, including participation by committee members in workshops and interviews.

## Staff survey and workshops

A survey was distributed to City staff in November 2023 seeking information on existing department accessibility-related projects, monitoring programs, and barriers they have noted at the City. Overall, there were 12 responses by staff members from seven different departments. A

follow up virtual workshop was held in April 2024 to better understand department priorities and examine potential tools and resources to support accessibility work. A full summary is included in Appendix B.

Staff at the City of Burnaby have completed many accessibility projects over the years. As such, there is excitement, momentum, and a strong base of support for this new Accessibility Plan. Previous projects have included providing services directly to residents, building accessible projects and interior adaptations, providing inclusive engagement, and aligning accessibility within existing plans and strategies.

Staff outlined opportunities for improvement focused on addressing systemic challenges within the City, including providing education and resources to staff, increasing budget allowances for accessibility work, and prioritizing accessibility in building and retrofitting public facilities and infrastructure. Staff are keen for the Accessibility Plan to provide clarity and guidance for staff to follow best practices, share resources, enforce regulations and allow for more communication and guidance from residents through a more established feedback mechanism.

## Overview of community engagement

In preparation for the Accessibility Plan, engagement was completed with community interest-holders and people with lived and living experience, including:

- » A focus group with disability services providers in Burnaby
- » Focus groups with residents who have lived and living experience
- » Interviews with Accessibility Advisory Committee members

Three focus groups were held in January 2024 to gain insights from residents and service



providers from the City of Burnaby who have lived and living experience with disability. Overall, 25 participants were in attendance between the virtual and in person workshops. Workshop participants represented several disabilities including wheelchair and mobility device users, people with neurodiversity and cognitive disabilities, people with hearing loss, people with disabilities related to walking and balance, people who are deaf/blind, and those who have low vision or are blind. Following the focus groups, interviews were held with two members of the Accessibility Advisory Committee to better understand existing barriers and how the Accessibility Advisory Committee can support the Accessibility Plan moving forward.

When asked about what was working well in the City of Burnaby related to disability and accessibility, and what they love about the community, participants shared the following:

- » There are ample options for transit.
- » Burnaby is already doing a lot of work related to accessibility.
- » There is great access to nature.
- » There is a strong sense of community.
- » Access to amenities feels less hectic than in other dense communities or cities.

Workshop participants also indicated many barriers still exist within the community:

- » Governance and the Accessibility Advisory Committee (AAC)
  - The more formal nature of the new AAC can be challenging for discussing needed changes or providing feedback on City projects, processes and programs
  - Slow progress on accessibility work across the City

» Awareness and education

- People with disabilities continue to face ableism and attitudinal barriers
- Insufficient disability awareness and education for the public and City staff

» Resources and support

- Insufficient support services for people with disabilities who transition from childhood to adulthood
- Difficulties for residents in finding appropriate disability resources for themselves or their families
- Lack of solutions to increase the independence of people with disabilities

» Engagement and environments

- Not enough consultation with community members with lived experience on City programs, plans or initiatives
- Barriers on transit and/or at transit stops
- Insufficient support for the diversity of disability (e.g. including tactile options alongside audio/visual supports)
- Lack of attention to barriers beyond the built environment
- Lack of availability of appropriate technology for all residents to be able to access digital-only services



Image: Person using Braille keyboard.

# Section 3: Goals and Actions

The themes which emerged in the engagement process were combined with the priorities from the *Accessible Canada Act* and the standards from the *Accessible BC Act* to shape Burnaby’s Accessibility Plan Framework (see Figure 1 below). Burnaby’s Accessibility Plan Framework includes six key focus areas that each have a goal and action items.

Figure 1

Engagement	<i>Accessible Canada Act</i> priority areas	<i>Accessible BC Act</i> standards	Burnaby’s Accessibility Plan focus areas
» Surveys	» Built environment	» Built environment	» Built environment
» Focus groups	» Information and communication technologies	» Information and communications	» Information and communication
» Interviews	» Communication (beyond above)	» Delivery of services	» Programs and services
	» Design and delivery of programs and services	» Procurement	» Procurement
	» Procurement of goods, services and facilities	» Transportation	» Transportation
	» Transportation	» Employment	» Employment
	» Employment	» Health	
		» Education	



# 1. Built environment: creating accessible and welcoming physical spaces

## Goal:

The City of Burnaby's buildings and public spaces are accessible to all community members and follow Universal Design Principles.<sup>2</sup>

## Actions:

- » **1.1:** Ensure all new designs and retrofits follow accessibility best practices and universal design standards.
- » **1.2:** Continue to conduct audits of all existing municipal buildings and spaces (e.g. parks).
- » **1.3:** Increase inclusivity in planning and design including consultation with people with disabilities.
- » **1.4:** Increase accessibility in public facilities by:
  - Ensuring existing civic parking lots meet today's Zoning Bylaw accessible parking requirements (include this work as part of audits)
  - Including augmentative or alternative communication (AAC) boards<sup>3</sup> in public spaces and amenities where feasible
  - Promoting scent-free indoor facilities
  - Creating opportunities for people with disabilities to charge mobility devices (wheelchairs, mobility scooters) inside civic buildings, where feasible
- » **1.5:** Ensure consistency across the City of Burnaby through establishment of:
  - Built environment, design, and guidelines following universal design best practices
  - Wayfinding and signage standards

<sup>2</sup> Universal Design Principles: Equitable Use, Flexibility in Use, Simple and Intuitive Use, Perceptible Information, Tolerance for Error, Low Physical Effort, Size and Space for Approach and Use. See <https://www.rickhansen.com/news-stories/blog/universal-design-101>

<sup>3</sup> Augmentative and Alternative Communication (AAC) includes any form of communication that is not spoken or oral language. Communication boards allow non-verbal communication between users to establish inclusive play or conversation.

## 2. Information and communication: ensuring clear and accessible information

### Goal:

Communication and information shared by the City of Burnaby is accessible to all, and multiple methods of providing feedback are available to people with disabilities.

### Actions:

- » **2.1:** Strive towards having all City digital services (where possible/within the City's control) accessible and current with the most recent Web Content Accessibility Guidelines (WCAG).<sup>4</sup>
- » **2.2:** Increase and improve signage and wayfinding throughout the City by using a variety of signage types.
- » **2.3:** Where feasible, continue to advance digital technologies in multiple languages.
- » **2.4:** Provide information on City webpages about the accessibility features at City facilities and provide links to external community resources that support accessibility.
- » **2.5:** Develop best practice guidelines for accessible presentations to City Council and the City's advisory bodies and boards.

<sup>4</sup> WCAG is an international standard of web content accessibility that meets the needs of individuals, governments, and organizations.

### 3. Programs and services: providing inclusive and equitable services

#### Goal:

**Programs, services, and events provided by the City of Burnaby are accessible to a full range of abilities, and staff have training and capacity to support accessibility needs and accommodations.**

#### Actions:

- » **3.1:** Create and share disability-focused awareness programming that highlights the voices of people with disabilities.
- » **3.2:** Provide accessibility services in multiple languages, where appropriate and feasible.
- » **3.3:** Increase capacity, staffing, and spaces for disability-inclusive programming.
- » **3.4:** Establish and continue celebratory and awareness events about disability.
- » **3.5:** Establish a prioritized pre-registration program for City services (such as recreation programs) that allow people with disabilities to seek support and have sufficient time to complete registration.
- » **3.6:** Expand Access2<sup>5</sup> card opportunities throughout the City of Burnaby.
- » **3.7:** Explore ways to facilitate more discussion and feedback opportunities at Access Advisory Committee meetings.
- » **3.8:** Consider increasing the frequency of Access Advisory Committee meetings and/or opportunities for members to meet formally or informally.
- » **3.9:** Promote the access feedback form to better understand demographics, existing conditions, and quality of service related to accessibility and the City.
- » **3.10:** Ensure all guidelines, standards, and programs are continuously audited for accessibility and updated to match changing experiences and best practices to service people with disabilities.
- » **3.11:** Provide honorariums when seeking specific input from people with lived and living experience of disability.

<sup>5</sup> The Access2 Card program allows people with disabilities who are assisted by a support person, to access entertainment, cultural, and recreational venues without needing to pay admission for the support person.



## 4. Procurement: prioritizing accessible purchasing and consulting services

### Goal:

The City of Burnaby's procurement process emphasizes accessibility and inclusivity, so goods and services are accessible to everyone.

### Actions:

- » **4.1:** Explore providing ASL interpreters at large-scale public events.
- » **4.2:** Ensure consultants or service providers hired by the City have accessibility training and expertise.

## 5. Transportation: facilitating accessible and efficient transportation

### Goal:

People of all ages and abilities are able to travel throughout the City of Burnaby using their choice of transportation.

### Actions:

- » **5.1:** Facilitate diverse, accessible, and inclusive travel options throughout the City.
- » **5.2:** Integrate signage and wayfinding accessibility features in the transportation network including wayfinding beacons, tactile options, wayfinding ground signage, and lighting.
- » **5.3:** Work with TransLink to establish clearer wayfinding and information at bus stops including bus timing indicators and identification of intersections.
- » **5.4:** Continue to develop snow and ice response plans.
- » **5.5:** Connect with neighbouring municipalities to support consistency of accessibility implementation across borders.
- » **5.6:** Consider accessible transportation options to City-run community events.
- » **5.7:** Ensure all construction sites follow established standards for safe and accessible alternative paths of travel.
- » **5.8:** Ensure wherever possible that public sidewalks are aligned with accessibility best practices and Universal Design standards.

## 6. Employment: cultivating an inclusive and supportive work environment

### Goal:

The City of Burnaby is an accessible and inclusive workplace which emphasizes attracting and retaining a diverse workforce of all abilities.

### Actions:

- » **6.1:** Provide training opportunities for all staff on accessibility and disability.
- » **6.2:** Facilitate the hiring of people with disabilities at the City, particularly to support the administration of the actions of this plan.
- » **6.3:** Increase awareness of job opportunities.
- » **6.4:** Complete an audit of the current City staff onboarding processes to find and remove barriers. Ensure accommodation requests and access to assistive and adaptive technology or services are available.
- » **6.5:** Establish internal accessibility champions for each department.
- » **6.6:** Create an internal network (working group and future intranet) for sharing accessibility work, best practices, challenges, and resources.



Image: Two people conversing with sign language.

## Section 4: Implementation and Evaluation

The City of Burnaby is committed to listening to residents of all abilities to inform, develop, and refine priority action items to ensure the implementation of the Accessibility Plan reflects the needs of people with disabilities.

### Implementation approach

By embracing an approach of learning, acting, and reporting, the City will embark on a process that continues to build on itself, making long-lasting, systemic improvements towards accessibility.

#### Learn

An important first step for the City is to create a culture of inclusion, learning, and sharing of information. This can be done through increasing awareness and educational opportunities for staff and the public about disability and accessibility, and by consistently identifying, removing, and preventing barriers.

#### Act

Once a plan has been created, the City of Burnaby must act to allow barrier-free access to all spaces, services, and programming. The City of Burnaby will strongly uphold the approach of “nothing about us, without us” by ensuring people with disabilities provide input on removing barriers and establishing strategies. This can be through the Access Advisory Committee, the established feedback mechanism and/or public consultation.



## Report

To ensure accountability and establish transparent relationships, the City will consistently share updates on the actions of this plan, including items in progress, items completed, and items planned for the future. Progress updates can be shared with the Access Advisory Committee, Council, senior management, and the public.

## Accessibility Plan implementation matrix and monitoring

To provide more detail on how and when actions are expected to be implemented, we have prepared an implementation matrix (see Appendix A). This document outlines the departments that will be undertaking work on each action, the status and if any additional funding is expected to be needed. Staff will review the matrix yearly and update the status of each item.

The goals and actions of this plan will help guide annual plans for the City and facilitate collaboration on key priorities. The City will accept feedback on the Accessibility Plan from the Access Advisory Committee and through the Accessibility Feedback Form on an ongoing basis. This feedback will be used where possible to prioritize actions based on community needs, and will inform the update of the Plan at least once every three years.

## How to give feedback

We welcome your comments and suggestions on accessibility. You can do this by:

**Filling out the accessibility feedback form:** Use this online form to submit comments about the Accessibility Plan, report an accessibility barrier, and provide general feedback.

[Burnaby.ca/Form/Accessibility-Feedback](https://burnaby.ca/Form/Accessibility-Feedback)

**Phone:** Call 604-294-7944 to communicate with a Customer Service Centre staff who can submit the Accessibility Feedback Form on your behalf.

**Email:** [accessibility@burnaby.ca](mailto:accessibility@burnaby.ca)

**In person:** Visit City Hall at 4949 Canada Way to communicate with a customer service centre staff member who can submit the Accessibility Feedback Form on your behalf. (Monday-Wednesday and Friday, 8 am-4:45 pm and Thursday 8 am-8 pm)

Any personal information received will be managed in accordance with s. 26 (c) of the *Freedom of Information and Protection of Privacy Act*. For questions regarding the collection of your personal information and receipt of electronic messages, please contact Marketing and Corporate Communications at [communications@burnaby.ca](mailto:communications@burnaby.ca).

## **Appendix A: Accessibility Plan Matrix**

# Built Environment

Actions	Lead dept.	Description	Status	Funding needed
<b>1.1</b> Ensure all new designs and retrofits follow accessibility best practices and universal design standards.	Parks, Recreation and Culture / Facilities Management / Civic Building Projects	Create a "lessons learned" log book. Create protocols / guidelines for indoor and outdoor spaces.	Future	No
<b>1.2</b> Continue to conduct audits of all existing municipal buildings and spaces (e.g. parks).	Parks, Recreation and Culture / Facilities Management / Civic Building Projects	Update current audit methods.	Future	Yes
<b>1.3</b> Increase inclusivity in planning and design including consultation with people with disabilities.	Parks, Recreation and Culture / Civic Building Projects	Present major new projects and initiatives to Access Advisory Committee for feedback.	Ongoing	No
<b>1.4</b> Increase accessibility in public facilities by: <ol style="list-style-type: none"> <li>1. Ensuring existing civic parking lots meet today's Zoning Bylaw accessible parking requirements (include this work as part of audits).</li> <li>2. Including augmentative or alternative communication (AAC) boards in public spaces and amenities where feasible.</li> <li>3. Promoting scent-free indoor facilities.</li> <li>4. Creating opportunities for people with disabilities to charge mobility devices (wheelchairs, mobility scooters) inside civic buildings, where feasible.</li> </ol>	Parks, Recreation and Culture / Facilities Management	<ol style="list-style-type: none"> <li>1. Audits to include parking lots.</li> <li>2. Better understand AAC needs.</li> <li>3. Consider promoting on website.</li> <li>4. Determine feasibility, including the needs for power outlets, dedicated space, and signage.</li> </ol>	Underway	Yes
<b>1.5</b> Ensure consistency across the City through establishment of: <ul style="list-style-type: none"> <li>» Built environment, design, and guidelines that follow universal design best practices</li> <li>» Wayfinding and signage standards.</li> </ul>	Parks, Recreation and Culture / Facilities Management / Civic Building Projects	Review existing standards and guidelines for the purpose of developing new and improved accessibility guidelines that better match current best practices.	Future	Yes



## Information and Communication

Actions	Lead dept.	Description	Status	Funding needed
<b>2.1</b> Strive towards having all City digital services (where possible/within the City's control) accessible and current with the most recent Web Content Accessibility Guidelines (WCAG).	Communications	City already considers WCAG standards when developing digital presence under our control. Burnaby.ca also underwent an accessibility audit. Recommendations will continue to be reviewed and implemented as appropriate	Underway	TBD
<b>2.2</b> Increase and improve signage and wayfinding throughout the City by using a variety of signage types.	Communications / Parks, Recreation and Culture / Civic Building Projects / Facilities Management	Ensure sign guidelines align with sign bylaw. PRC facilities is working on an interior signage pilot project for Edmonds Pool for 2025. The project includes guidelines with respect to consistency, colour, location/heights, pictograms, Braille. Marketing is collaborating with departments to develop signage design standards for both internal and external use. These standards take accessibility into account and are created as needed when new projects arise.	Underway	TBD
<b>2.3</b> Where feasible, continue to advance digital technologies in multiple languages.	Communications	The City already incorporates multilingual technologies where possible. For example, Burnaby.ca supports 130 languages, and Your Voice offers 10 languages. However, some third party apps do not have multilingual functionality.	Ongoing	NA

## Information and Communication (continued)

Actions	Lead dept.	Description	Status	Funding needed
<b>2.4</b> Provide information on City webpages about the accessibility features at City facilities and provide links to external community resources that support accessibility.	Communications	Current web presence to be reviewed and assessed. Information needs and gaps needs to be determined and new content developed. Ongoing updates will occur where needed.	Underway	NA
<b>2.5</b> Develop best practice guidelines for accessible presentations to City Council and advisory bodies and boards.	Legislative Services	This would be included in staff training (e.g. how to present to a person with a visual impairment).	Underway	No

## Programs and Services

Actions	Lead dept.	Description	Status	Funding needed
<b>3.1</b> Create and share disability-focused awareness programming that highlights the voices of people with disabilities.	People and Culture / Library / SFU Civic Innovation Lab	Ask for videos to be created and upload to accessibility webpages (E.g. Demscape info online)	Underway	No
<b>3.2</b> Provide accessibility services in multiple languages, where appropriate and feasible.	Communications / Parks, Recreation and Culture / Library / Information Technology	Council report for direction will be presented in Q1 2025 to develop translations guidelines and inform actions and budget moving forward. Leverage technology and train staff to respond to translation needs (e.g. Google translate, a video or a language bank).	Underway	Yes
<b>3.3</b> Increase capacity, staffing, and spaces for disability-inclusive programming.	Parks, Recreation and Culture / Library	Libraries - develop a framework for making programs accessible and develop and improve spaces for people with disabilities and neurodiversity. PRC - increase staffing budget to meet the demands of 1-1 support requests for children in programs and build Access Services team.	Future	Yes
<b>3.4</b> Establish and continue celebratory and awareness events about disability.	People and Culture / Social Planning / Library	Work with AAC to propose events.	Underway	Yes
<b>3.5</b> Establish a prioritized pre-registration program for City services (such as recreation programs) that allow people with disabilities to seek support and have sufficient time to complete registration.	Parks, Recreation and Culture / Information Technology	Staff will work to provide education and support people with disabilities to use our current registration system. Staff will explore ways to make improvements to the system in place currently.	Future	TBD



## Programs and Services (continued)

Actions	Lead dept.	Description	Status	Funding needed
<b>3.6</b> Expand Access2 card opportunities throughout the City.	Parks, Recreation and Culture	Educate staff about the Access2 card.	Future	TBD
<b>3.7</b> Explore ways to facilitate more discussion and feedback opportunities at Access Advisory Committee meetings.	Social Planning / Legislative Services	The online feedback tool enables members to provide feedback and discuss issues directly with relevant staff. At AAC meetings, staff will bring forward policy items that have City-wide impacts for group discussion and feedback.	Underway	TBD
<b>3.8</b> Consider increasing the frequency of Access Advisory Committee meetings and/or opportunities for members to meet formally or informally.	Social Planning / Legislative Services	Council Chambers are the only accessible meeting location that offers assisted hearing devices and live closed captioning, so all formal meetings should happen here. Council has set four quarterly meetings. Staff will explore opportunities for informal meetings where possible, e.g. organizing activities, on an ad hoc basis, such as an upcoming visit to the L'Arche Greater Vancouver.	Underway	Yes
<b>3.9</b> Promote the access feedback form to better understand demographics, existing conditions, and quality of service related to accessibility and the City.	Social Planning / Communications	The feedback form has been created and next steps include promoting it widely and establishing tracking protocols as well as roles and responsibilities with every department.	Underway	TBC

## Programs and Services (continued)

Actions	Lead dept.	Description	Status	Funding needed
<b>3.10</b> Work to ensure all guidelines, standards, and programs are continuously audited for accessibility by applying an accessibility lens to our work.	All	Continue to monitor action items and discuss work program status on a yearly basis.	Ongoing	TBD
<b>3.11</b> Provide honorariums when seeking specific input from people with lived and living experience.	Legislative Services / Planning	Determine circumstances where it may make sense to provide an honorarium and seek budget accordingly.	Future	Yes

# Procurement

Actions	Lead dept.	Description	Status	Funding needed
<b>4.1</b> Explore providing ASL interpreters at large-scale public events.	Public Affairs	Prioritize events to provide ASL at/where practical.	Underway	Yes
<b>4.2</b> Ensure that consultants or service providers hired by the City have accessibility training and expertise.	Purchasing	Prioritize and develop a strategy for where applicable.	Future	No

# Transportation

Actions	Lead dept.	Description	Status	Funding needed
<b>5.1</b> Facilitate diverse, accessible, and inclusive travel options throughout the City.	Engineering	Continue to facilitate diverse, accessible, and inclusive travel options in alignment with Council-adopted goals, policies, and targets within the Burnaby Transportation Plan.	Ongoing	N/A
<b>5.2</b> Integrate signage and wayfinding accessibility features in the transportation network including wayfinding beacons, tactile options, ground signage, and lighting.	Engineering	Explore potential opportunities to improve signage and wayfinding accessibility features within the transportation network through pilot projects where feasible.	Underway	Yes
<b>5.3</b> Work with TransLink to establish clearer wayfinding and information at bus stops including bus timing indicators and identification of intersections.	Engineering	Work with TransLink to support the integration of bus timing indicators at bus stops.	Future	N/A
<b>5.4</b> Continue to develop snow and ice response plans.	Engineering	Continue intra- and inter-departmental coordination to develop snow and ice response plans.	Underway	N/A
<b>5.5</b> Connect with neighbouring municipalities to support consistency of accessibility implementation across borders.	Engineering	Continue to cultivate relationships for best practices info sharing.	Underway	N/A
<b>5.6</b> Consider accessible transportation options to City-run community events.	Engineering / Parks, Recreation and Culture	Continue to support PRC's coordination efforts with TransLink to provide accessible transportation options to City-run community events where feasible.	Underway	No



## Transportation (continued)

Actions	Lead dept.	Description	Status	Funding needed
<b>5.7</b> Ensure all construction sites follow established standards for safe and accessible alternative paths of travel.	Engineering	Continue to review traffic management plans to ensure all construction sites follow established City standards for safe and accessible alternative paths of travel.	Underway	No
<b>5.8</b> Ensure wherever possible that public sidewalks are aligned with accessibility best practices and Universal Design standards	Engineering	Integrate accessibility best practices and universal design standards in future updates of the Engineering Design Specifications.	Future	N/A

# Employment

Actions	Lead dept.	Description	Status	Funding needed
<b>6.1</b> Provide training opportunities for all staff on accessibility and disability.	People and Culture	Partner with accessible employers to introduce a variety of learning modules for staff to deepen their understanding of accessibility best practices and provide practical tools to better support individuals with diverse needs.	Future	Yes
<b>6.2</b> Facilitate the hiring of people with disabilities at the City, particularly to support the administration of the actions of this plan.	People and Culture	Assess City needs in this respect.	Underway	No
<b>6.3</b> Increase awareness of job opportunities.	People and Culture	Assess locations to post that would target applicants.	Underway	No
<b>6.4</b> Complete an audit of the current City staff onboarding processes to find and remove barriers. Ensure accommodation requests and access to assistive and adaptive technology or services are available.	People and Culture	Bring in an external vendor to do the audit.	Future	Yes
<b>6.5</b> Establish internal accessibility champions for each department.	All / People and Culture	Working group members are champions and will continue to assess and determine opportunities to provide additional training and provide awareness on MS Teams.	Underway	No
<b>6.6</b> Create an internal network (working group and future intranet) for sharing accessibility work, best practices, challenges, and resources.	All / Communications	Working group to meet semi-regularly and ensure information from working group is disseminated to others as needed. Staff will also explore the use of MS Teams to facilitate collaboration.	Underway	TBD

## **Appendix B: Engagement Summary**

# **CITY OF BURNABY ACCESSIBILITY** **PLAN ENGAGEMENT SUMMARY**

April 24, 2024

CONTACT: Melissa Blair  
E: [Melissa.Blair@urbanmatters.ca](mailto:Melissa.Blair@urbanmatters.ca)

urban  
**matters**

# TABLE OF CONTENTS

TABLE OF CONTENTS .....	i
INTRODUCTION.....	1
ENGAGEMENT EVENTS.....	1
STAFF SURVEY .....	2
STAFF WORKSHOP .....	9
FOCUS GROUPS .....	10
INTERVIEWS.....	12
WHAT WE HEARD SUMMARY: BARRIERS AND SOLUTIONS.....	14
COMMON FINDINGS.....	14
BUILT ENVIRONMENT .....	14
INFORMATION AND COMMUNICATION.....	15
PROGRAMS AND SERVICES .....	16
PROCUREMENT AND CUSTOMER SERVICE .....	17
TRANSPORTATION .....	17
EMPLOYMENT .....	18
CONCLUSION .....	18
APPENDIX A – STAFF SURVEY: ACCESSIBILITY-RELATED PROJECTS....	19
APPENDIX B – STAFF SURVEY: NOTED ACCESSIBILITY BARRIERS .....	23
APPENDIX C – BARRIER TYPES.....	24



# INTRODUCTION

In 2021, the Government of British Columbia passed the Accessibility BC Act. This new legislation outlines requirements for local governments and several other prescribed organizations for integrating accessibility strategies into their processes. The three core requirements are to establish an accessibility committee, create an accessibility plan, and ensure there is a mechanism for feedback from the community.

The City of Burnaby is in the process of creating an accessibility plan to help advance accessibility in the community and facilitate the development of barrier-free communities, workplaces, and services. Urban Matters was hired by the City of Burnaby to support the creation of the Accessibility Plan, including engagement events.

## ENGAGEMENT EVENTS

In preparation for the Accessibility Plan, engagement was completed with City of Burnaby Staff, community stakeholders, and people with lived and living experience, including:

- A survey distributed to staff on existing accessibility projects and barriers
- A focus group with disability services providers in Burnaby
- Focus groups with residents who have lived and living experience
- Interviews with Accessibility Advisory Committee members
- A workshop with staff members to discuss potential accessibility solutions

Summaries of each of the engagements are provided in the following sections, as well as a What We Heard section organizing the noted barriers and solutions by service type.

# STAFF SURVEY

## INTRODUCTION

As a part of the engagement process for the City of Burnaby Accessibility Plan, a survey was distributed to City staff in November 2023 seeking information on existing departmental accessibility-related projects, monitoring programs, and other barriers they have noted at the City.

Overall, there were **twelve responses by staff members from seven different departments** (Figure 1), with the most representation from Parks, Recreation, and Culture (three respondents), Community Safety (By-law Services) (two respondents), and Lands and Facilities (two respondents).

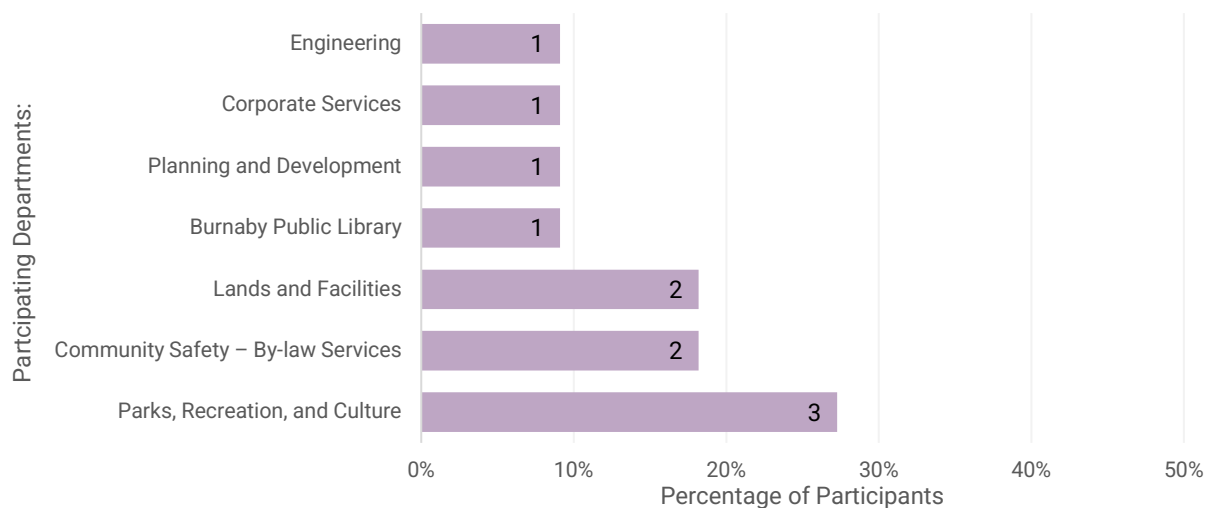


Figure 1. Total Percentage of Participants by Department, n=12

## ACCESSIBILITY-RELATED PROJECTS

Staff members were asked to share initiatives or actions related to accessibility that their department is involved in. **A total of 42 unique projects were shared by participating staff.** When organized by types or categories of projects, the majority of the initiatives were related to providing resident or public services (35%) as well as capital or built environment projects (23%) (Figure 2).

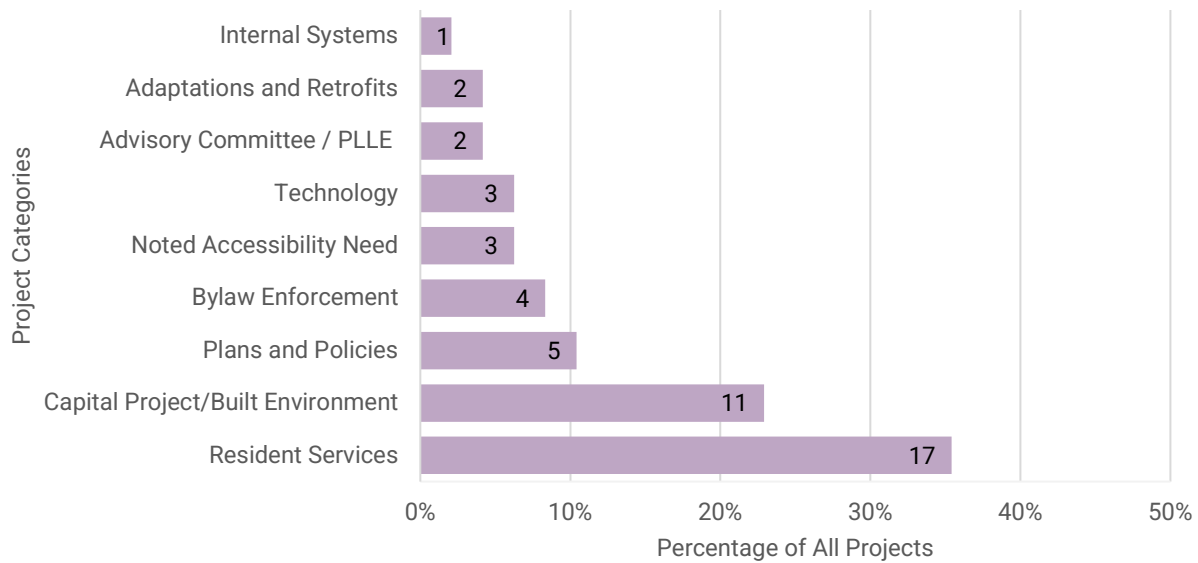


Figure 2. Percentage of Accessibility-Related Projects by Project Categories, n=48

The following table summarizes the key themes that were presented through examples of accessibility-related projects within each of the project categories:

Table 1. Project Category Descriptions

<b>Project Category</b>	<b>Key Presented Themes</b>
<i>Adaptations and retrofits</i>	Projects that involved adaptations and retrofits focused on adaptable or inclusive furnishings, equipment, or interior spaces
<i>Advisory committees/people with lived and living experience</i>	Engaging with advisory committees or stakeholder groups consisting of people with lived and living disability experience to understand barriers and gain insights on improvements
<i>By-law enforcement</i>	Ensuring accessibility programs are enforced so that people with disabilities are able to participate fully
<i>Capital project/built environment</i>	Major building or public space renovations or new builds that are inclusive and accessible
<i>Noted accessibility need</i>	Participants did not indicate a project that is ongoing, rather recommending a new project, or a gap to fill
<i>Internal systems</i>	Programming that is done within the City of Burnaby to promote more inclusive practices and remove barriers

<i>Plans and Policies</i>	Existing plans, policies, strategies, and documents which include policies or best practices for people with disabilities, accessibility, and inclusivity
<i>Resident Services</i>	Programs that are offered that allow residents of the City of Burnaby to access services that increase accessibility for their interaction with City programming or spaces
<i>Technology</i>	Digital systems and projects that are being implemented to increase accessibility

Of the seven participating departments, Parks, Recreation, and Culture shared the largest number of projects (17) many of which are offered as seniors' programming through Citizen Support Services. A complete list of each of the individual projects as well as corresponding departments, a brief description, and project category is shared in Appendix A.

The following is a summary of the projects outlined by the participating respondents:

<b><i>Department Project</i></b>	
<i>Burnaby Public Library</i>	<ul style="list-style-type: none"> <li>• Accessible furniture and spaces at Metrotown Branch</li> <li>• Home library program (delivery of library materials)</li> <li>• Pop-up library for personal care facilities</li> <li>• Accessible technology (book magnifiers, and magnifier and narrator computer software)</li> <li>• Accessibility audit of public website bpl.bc.ca</li> </ul>
<i>Community Safety – By-law Services</i>	<ul style="list-style-type: none"> <li>• Public response (resident accessibility inquiries)</li> <li>• SPARC placards (enforcement)</li> <li>• Wheelchair taxis (ensuring enough vehicles)</li> <li>• Extreme weather centres (accessibility of venues)</li> <li>• Support intervention division (providing social services)</li> </ul>
<i>Corporate Services</i>	<ul style="list-style-type: none"> <li>• Washroom/change room signage in city buildings</li> <li>• Translation tools including clear language</li> <li>• Burnaby.ca accessibility audit</li> </ul>

<i>Engineering</i>	<ul style="list-style-type: none"> <li>• Active Transportation Spot Improvement Program (improving connectivity gaps)</li> <li>• New sidewalks program</li> <li>• Burnaby Town Centre Standards</li> <li>• Brentwood Town Centre Accessibility Pilot Project</li> <li>• Intersection upgrades and improvements</li> <li>• Curb letdown program</li> </ul>
<i>Lands and Facilities</i>	<ul style="list-style-type: none"> <li>• Burnaby Art Gallery Barn (renovation adding ramps and lift)</li> <li>• Burnaby Fraser Foreshore Park East Fieldhouse (accessible washroom and pathway)</li> <li>• Capital Hill Community Hall (accessible ramp, door openers, and washroom)</li> <li>• Shadbolt Centre (gender neutral, accessible washrooms)</li> </ul>
<i>Parks, Recreation, and Culture</i>	<ul style="list-style-type: none"> <li>• Rec facility adapted equipment (pool ramps, ice sledges, adapted rec equipment)</li> <li>• Capital projects - new recreation facilities (working with accessibility consultants on new builds)</li> <li>• Inclusive signage (pictograms and braille)</li> <li>• Parks accessibility improvements</li> <li>• Development of access services staffing structure (hiring of regular full time program coordinator)</li> <li>• Dementia Friendly Community Action Plan</li> <li>• Door 2 Door Transportation</li> <li>• 1:1 support (for children's camps &amp; programs)</li> <li>• Adapted recreation programs (music therapy, sports, yoga, skating, social programs)</li> <li>• Better at Home (housekeeping and transportation)</li> <li>• Gadabouts bus outings (Senior outings)</li> <li>• Grocery shop by phone (Seniors)</li> <li>• Shopping buddies (Seniors)</li> <li>• Social lunch program (Seniors)</li> <li>• Volunteer visitor and phone buddy (Seniors)</li> <li>• Wellness check-in (Seniors)</li> <li>• Wheelers outings (Seniors)</li> </ul>



- Burnaby Access Advisory Committee (BAAC)
- Accessibility walking tours/audits
- Dementia-Friendly Community Action Plan
- Social Sustainability Strategy
- Development plan reviews
- Inclusive public engagement processes
- Implementation of the building code

## BARRIERS TO ACCESSIBILITY

When respondents were asked if they were aware of any accessibility barriers in their department (that were not currently being addressed) 67% of respondents indicated yes, **indicating a high need for more guidance on addressing and removing barriers at the City of Burnaby.**

Are you aware of any accessibility barriers that your department does not currently address or does not know how to address?

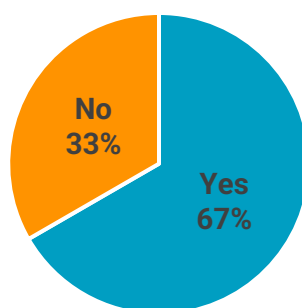
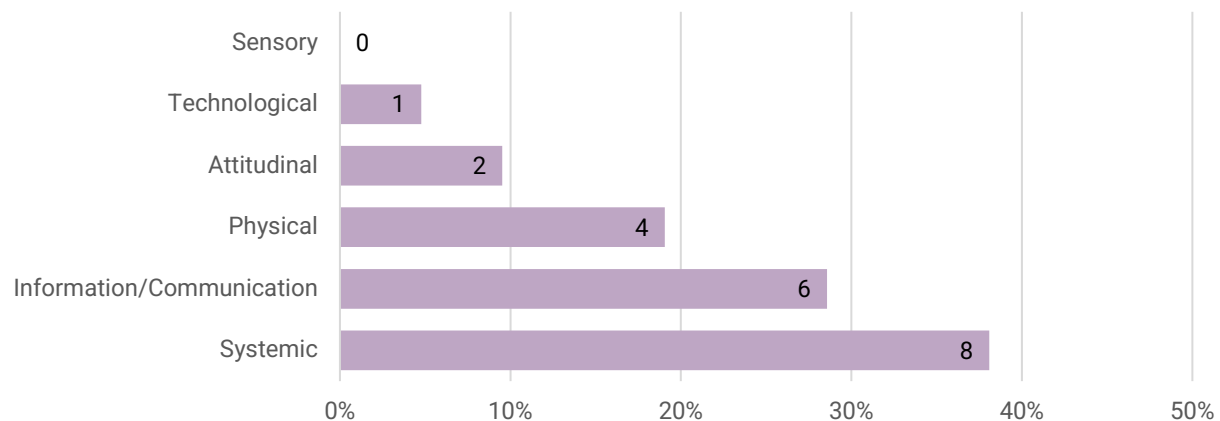


Figure 3. Awareness of Existing Unaddressed Barriers (n=9)

A complete list of all the noted barriers alongside corresponding departments and a brief description are shared in Appendix B.

When categorized within the barrier types outlined in British Columbia's Accessibility Plan (Appendix C), **the majority of noted barriers were categorized as systemic (38%) or information/communication (29%).**

Figure 4. Types of Barriers indicated by Respondents (n=13)



When organized by category, the majority of the noted barriers were due to:

- **Staffing or budget challenges**, such as needing more staff to address access services, having staff trained in accessibility in all departments, and increasing budgets and funding for more hands-on support.
- **Needing increased accessibility planning, resources, and standards**, including having a city-wide accessibility master plan, and creating guidelines for accessible engagement, meetings, and consultation.
- Requiring **staff education and awareness on accessibility**, including access to resources.
- A need for **accessibility standards in signage and wayfinding** throughout Burnaby.
- **Increased access to all public infrastructure**, with examples provided of parking metres and lighting changes for fire alarms.

## ENSURING CONSISTENT ACCESSIBILITY EFFORTS

When asked how **departments ensure accessibility efforts are consistent and efficient**, the majority of respondents (45%) indicated that **following established standards and guidelines were their primary methods of evaluation**, followed by receiving and responding to feedback or complaints (15%).

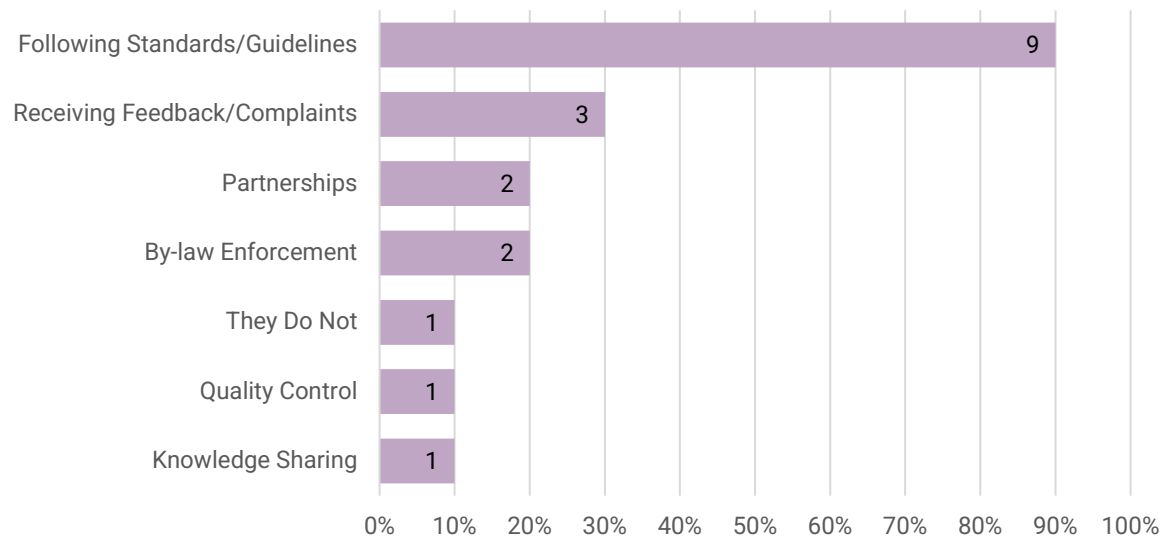


Figure 5. Categories for How Departments Ensure Accessibility Efforts are Efficient/Consistent (n=10)

To better understand where there are gaps in how the City of Burnaby works with accessibility-related matters, the examples provided for the methods of evaluation are summarized in the table below:

Methods	Summary
<i>Following standards/guidelines</i>	<ul style="list-style-type: none"> <li>Establishing auditing standards for facilities</li> <li>Following the building code, existing planning documents, design standards and style guides, engineering criteria</li> <li>Creating specifications for equipment</li> <li>Creating standards for accessibility across communications platforms</li> <li>Following best practices from other partner organizations</li> </ul>
<i>Receiving feedback/complaints</i>	<ul style="list-style-type: none"> <li>Enforcement of SPARC accessible parking placards</li> <li>Receiving and acting on public feedback</li> </ul>
<i>Partnerships</i>	<ul style="list-style-type: none"> <li>Learning best practices and receiving additional support from external partner organizations</li> </ul>
<i>By-law enforcement</i>	<ul style="list-style-type: none"> <li>Enforcing parking and zoning by-law standards that relate to accessibility</li> </ul>
<i>Knowledge sharing</i>	<ul style="list-style-type: none"> <li>Providing internal knowledge sharing and partnerships between departments (particularly Social Planning) on accessibility matters</li> </ul>
<i>They do not</i>	<ul style="list-style-type: none"> <li>Indicating that staff are unaware of accessibility monitoring within their department</li> </ul>
<i>Quality control</i>	<ul style="list-style-type: none"> <li>Sharing feedback with external partners and consultants on accessibility</li> </ul>

## **SURVEY CONCLUSION**

Staff at the City of Burnaby have been able to complete many accessibility projects over the years, which establish a strong base for supporting the new Accessibility Plan. These projects include providing services directly to residents, building accessible projects and interior adaptations, providing inclusive engagement, and following existing plans and strategies. Staff however did outline that there is room for improvement, indicating a priority to address systemic challenges within the City, including providing education and resources to staff, increasing budget allowances for accessibility work, and prioritizing accessibility in building and retrofitting public facilities and infrastructure. Through the noted methods of monitoring and reporting, it is clear that having a centralized Accessibility Plan to follow for the City will provide clarity and guidance for staff to follow best practices, share resources, and enforce regulations, and will allow more communication and guidance from residents through a more established feedback mechanism.

## **STAFF WORKSHOP**

In April 2024, a virtual workshop was held with City of Burnaby staff members to better understand department priorities, existing barriers, and potential tools and resources to support accessibility work. A total of eight staff members were in attendance representing seven departments.

Key themes have been summarized below addressing where staff see barriers to accessibility, and potential solutions or action items that could be prioritized.

## **KEY BARRIERS TO ADDRESS**

- Needing an increase of accessibility expertise in staff. Challenge with existing attitudinal perceptions of staff, and needing clarity on language, and processes.
- Disability being seen as primarily barriers to mobility, when it should incorporate diversity of visible and invisible disabilities and barriers.
- Not enough City-mandated accessibility-related standards to follow, or documents are not specific to Burnaby.
- Lack of funding and budgets to support accessibility work.
- Confusion on definitions and consistency of standards across the City.

## **POTENTIAL GOALS AND SOLUTIONS**

- Providing staff training and education on accessibility.
- Establishing departmental implementation that are guided by the Accessibility Plan.
- Incorporating accessibility in all tasks, and not just accessibility-specific work.
- Increasing funding/budgets to do accessibility-specific work.

- Establishing an accessible design and/or parks standard specific to the City of Burnaby that is regularly updated.
  - Prioritizing accessible processes for infrastructure such as sidewalks, curb cuts.
- Focusing on accessible communications and technology to support an increasingly online world.
- Evaluating accessibility of internal onboarding process.
- Establishing internal champions of accessibility work, and better collaboration with community members who have lived experience.
  - Potential change or addition of scope to AAC to support more informal discussion processes. Suggestion of ad hoc meetings or creating of accessibility standard through support of the AAC.
- Ensuring all future accessibility guidelines, frameworks, lists, education/training pieces are continuously updated to keep up with legislation and standards.
- Auditing municipal buildings and policies.
- Establishing a forum and/or internal system to share work being completed, challenges, best practices, and resources.

## FOCUS GROUPS

### INTRODUCTION

Three focus groups were held in January 2023 to gain insights from residents and service providers from the City of Burnaby who have lived and living experience with disability. Overall, **25 participants were in attendance** between the virtual and in person workshops, with a breakdown of attendees below. Note: participants may be part of multiple descriptions (e.g., a service provider and a person with a disability).



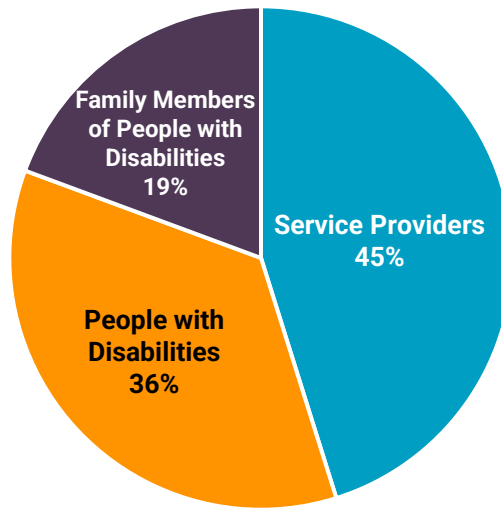


Figure 6. Breakdown of Workshop Participants by Category

	Workshop 1	Workshop 2	Workshop 3	TOTAL
<b>Total Participants</b>	<b>8</b>	<b>7</b>	<b>10</b>	<b>25</b>
<b>Service Providers</b>	7	4	3	14 (45%)
<b>People with Disabilities</b>	1	2	8	11 (36%)
<b>Family Members of People with Disabilities</b>	3	2	1	6 (19%)

Figure 7. Breakdown of Workshop Participants by Category

Workshop participants represented several disabilities including wheelchair and mobility device users, people with neurodiversity and cognitive disabilities, hearing loss, disabilities related to walking and balance, people who are deaf/blind, and those who have low vision or are blind.

## COMMON THEMES

When asked about what was **working well in the City of Burnaby related to disability and accessibility, and what they love about the community**, workshop participants shared the following:

- Good access to transit
- Burnaby is already doing a lot of work related to accessibility
- Ample access to nature
- Strong sense of community
- Access to amenities, with less of a hectic feeling than denser communities

Workshop participants also indicated many **barriers still exist within the community**:

- Ableism and attitudinal barriers that people with disabilities face
- Lack of disability awareness and education
- The transition between childhood and adulthood and receiving disability support services
- Accessing transit
- Accessing digital services and having access to appropriate technology
- Finding appropriate resources
- Not supporting the diversity of disability (e.g., including tactile options alongside audio/visual)
- Providing solutions to increase independence of people with disabilities

## INTERVIEWS

Following the focus groups, interviews were held with two members of the Accessibility Advisory Committee to better understand existing barriers and how the Accessibility Advisory Committee can support the Accessibility Plan moving forward.

The following themes were noted as **existing barriers to accessibility** with the City of Burnaby and the AAC:

- Slow progress on accessibility work
- Focusing primarily on the built environment
- Not enough consultation with community members with lived experience
- AAC is too formal, does not follow through enough with ideas or setting long-term goals
- Not enough awareness of jobs and opportunities to interact with the City
- Lack of permanent wayfinding and landmarks
- Not implementing universal design/creating barriers for others with accessibility interventions

- Challenge understanding process of AAC meetings, how to get items on agenda, speak with councillors
- Cutting corners on accessible design (example of curb cuts facing into intersections)

The interviewees also provided potential solutions:

- Signage at bus stops indicating location or intersection
- Increasing accessibility of signage and wayfinding
- Ensuring accommodations and assistive/adaptive technology are available to employees
- Increasing frequency of AAC meetings
  - Providing more voice to lived experience AAC members
  - Allowing equal representation of voices
- Safe spaces for employees to be able to disclose disability
- Ensuring procurement requests, accessibility training, and expertise that goes beyond the minimum by-laws, particularly with consultants and construction
- Supporting seniors with technology
- Staff training on diversity, cultural awareness, and interacting with disability
- Increasing funding to do accessibility work in the City
- More involvement in community (examples provided attending community fairs, libraries)
  - Community surveys to understand demographics, existing conditions, quality of service
- Collaboration with neighbouring municipalities on accessibility work
- Increasing social interventions for people with disabilities
- Increasing amount of public water fountains
- Accessible paths of travel around construction (and uploaded to mapping)

# WHAT WE HEARD SUMMARY: BARRIERS AND SOLUTIONS

To understand what barriers currently exist within the City of Burnaby, the following section outlines each of the noted barriers and potential solutions that were shared across all engagement events between residents and staff during the process of creating the Accessibility Plan.

## COMMON FINDINGS

Throughout the engagement process, the following barriers were noted most frequently, emphasizing where efforts should be focused in the creation of the Accessibility Plan:

- The need for disability and accessibility education, awareness, and training as well as access to and advertisement of resources, standards, guidelines, and policies
- Consistency in standards across the City of Burnaby (e.g., signage and wayfinding)
- Better supporting the diversity of disability by offering multiple options for accessibility interventions (i.e., options for audio, visual, and tactile at once or having digital and physical options)
- Addressing ableism and attitudinal barriers that people with disabilities face
- Prioritizing accessibility in budgets and funding opportunities
- Ensuring life-long support systems from childhood to adulthood

To further understand the existing barriers that were noted from staff and residents in the City of Burnaby, noted challenges and potential solutions have been organized below, categorized by priority areas.

## BUILT ENVIRONMENT

### BARRIERS

- Treating accessibility like a checklist
- Not designing for disabilities beyond physical/mobility
- Barriers due to construction (sidewalk closures, elevators down) and not treated as the bigger issue that it is.
- No specific accessibility standards to follow for built environment
- Not enough accommodation for sensory barriers
- Not enough accessible parking spots
- Lack of adult change tables
- Not enough accessible washrooms stalls, and washrooms in general

- Needing more doors to have functioning accessible door openers
- Not designing for all disability types

## **SOLUTIONS**

- Including consultation before all new construction
- AAC communication boards in more parks and other community spaces
- Scent-free environments
- Building audits and awareness training on existing barriers in City buildings
- Increasing accessible spot requirements in land use by-laws
- Following universal design from the start, and completing consultation before designs are finalized
- Collaborating with neighbouring municipalities to ensure consistency across “borders”
- Using consistent codes and standards between departments
- Accessibility shuttle services, particularly for community events
- Establishing accessible built environment or parks standards
- More permanent and consistent accessible wayfinding and landmarks

## **INFORMATION AND COMMUNICATION**

### **BARRIERS**

- Relying on technology to provide access (not having access to tech, needing tactile/sensory options)
- Not enough sharing with the public on work being done
- Non-accessible website and apps
- Information only available online
- Need more ASL interpretation at speaking events
- Signage lacks larger fonts and imagery/iconography
- Inconsistency in definition interpretation and consistency of standards

### **SOLUTIONS**

- Sharing resources all in one place
- Increasing quantity of signage and adding variety (icons, tactile, audio, etc.)
- Neighbourhood advisory committees that are accessibility focused
- Training on appropriate communication strategies and methods
- Prioritizing fully accessible websites, social media, and applications
- Providing information about City services in ways beyond technology (physical hand outs, conversations with staff, computer availability, etc.)
- Providing honorariums for consultation for people with lived and living experience



- Providing more language options for digital technologies
- Accessible signage standards
- Ensuring accessible paths of travel created around construction sites

## PROGRAMS AND SERVICES

### BARRIERS

- Stigma associated with disability
- Lack of staff education/training, awareness, willingness to adapt
- Limited spaces in programming/facilities
- Absence of dedicated spaces and initiatives, especially during summer when school is out
- Not enough people providing care
- Using assistive technology when trying to access sign up forms/lists (example signing up for after school programs – goes quickly and is not applicable for many to do)

### SOLUTIONS

- Providing accessibility services for newcomers and in multiple languages
- Educational programming that is provided by people with disabilities, with focus on diversity of disability
- Increasing capacity for disability programming, childcare, education
- Awareness campaigns
- Celebratory/awareness events on disability to bring community together
- More frequent conversations between service providers and members of the public
- Creating more youth-specific disability/accessibility programming
- Pre-registration for people with disabilities – and sharing the availability of this service
- Expanding Access2 Card options in Burnaby
- Providing more opportunities for services such as intervenors
- Incorporating accessibility in everything, not just accessibility-specific work
- Increasing collaboration with community members with lived experience
- Expanding role of AAC to allow for more conversation and collaboration
  - Increasing frequency of AAC meetings
- More involvement with community members (community fairs, library events)
  - Community surveys to understand demographics, existing conditions, quality of service
- Ensuring all accessibility guidelines, standards, check lists, education programs are continuously updated
- Collaboration with neighbouring municipalities

# PROCUREMENT

## BARRIERS

- Consultants or hired services (construction) not having experience with universal design
- City staff without enough accessibility or cultural awareness training

## SOLUTIONS

- Using ASL interpreters at every large-scale public event
- Supporting budgets for accessibility projects
- Ensure procurement requests accessibility training and expertise that goes beyond the minimum by-laws, particularly with consultants and construction
- Increasing funding for accessibility work

# TRANSPORTATION

## BARRIERS

- Inconsistency of infrastructure across the city (types of cross walk signal sounds/buttons)
- Cross times are too short for many people with disabilities
- Bus stops have too many barricades (poles/signs, adjacent bike lanes)
- Challenges when transit services change or go out of service
- AT users on sidewalks
- Wayfinding at intersections
- Inhospitable bus shelters (lacking seating or roofs)

## SOLUTIONS

- More accessible options to access nature
- Wayfinding beacons, tactile options, identifying ground signage/lighting
- Collaboration between departments to get more cohesive design
- Bus timing indicators
- Faster snow clearing
- Identification of intersections at transit stops

# EMPLOYMENT

## BARRIERS

- Needing more staff available to address access services
- Staff training for all departments and resources
- Increasing budgets and funding for accessibility work
- Lack of disability representation in the workforce
- Not enough awareness of job availability and opportunities

## SOLUTIONS

- Hiring people with lived experience, especially in doing this work
- Career fairs for people with disabilities
- Staff education and training on disability and accessibility
- Auditing accessibility of onboarding process
- Establishing internal accessibility champions
- Creating internal forum and/or system for sharing accessibility work, best practices, challenges, and resources
- Ensuring accommodations and assistive/adaptive technology is available to employees

# CONCLUSION

While many barriers are still present in the City of Burnaby, those we engaged with were able to provide potential solutions to address and remove existing barriers. Overall, many of the barriers faced were related to education and awareness to fight ableism and celebrate disability, resource sharing, finding more intersectional solutions to address more types of disabilities, more consistent standards across Burnaby and into surrounding municipalities, and increasing conversations and appropriate consultation with people with disabilities as well as with service providers.

The information provided from this engagement will help to inspire actions for the City of Burnaby Accessibility Plan, to ensure barriers to disability are addressed and removed moving forward.

## APPENDIX A – STAFF SURVEY: ACCESSIBILITY-RELATED PROJECTS

Project Name	Department	Project Type	Project Summary	Status
<b>Accessible furniture and space</b>	Burnaby Public Library	Adaptations and Retrofits	Metrotown Branch wheelchair accessible recording booths, and sit/stand desks in digital studio, book magnifier	Completed
<b>Recreation facility adapted equipment</b>	Parks, Recreation, and Culture	Adaptations and Retrofits	Graduated access, wheelchairs, lifts, and portable stairs at Pools. Ice sledges at Arenas. Adapted equipment in weight rooms.	Ongoing
<b>Burnaby Access Advisory Committee (BAAC)</b>	Planning and Development	Advisory Committee / PLLE	Working with the BAAC before the AAC was established to coordinate accessibility improvements, plans, and address barriers	Completed
<b>Accessibility walking tours/audits</b>	Planning and Development	Advisory Committee / PLLE	Completing audits with members of the BAAC, staff, Mayor, and Council	Unsure
<b>Public response</b>	Community Safety – By-law Services	Bylaw Enforcement	Provide public response programs for accessibility inquiries	Ongoing
<b>SPARC placards</b>	Community Safety – By-law Services	Bylaw Enforcement	Enforcement of SPARC placards for disability parking	Ongoing
<b>SPARC placards</b>	Community Safety – By-law Services	Bylaw Enforcement	Prioritizing accessibility concerns and complaints from residents, including parking enforcements	Ongoing
<b>Wheelchair taxis</b>	Community Safety – By-law Services	Bylaw Enforcement	Enforcement of wheelchair taxi programs to ensure availability of appropriate vehicles	Ongoing
<b>Washroom / change room signage</b>	Corporate Services	Capital Project/Built Environment	Developing clear signage for public facilities	Ongoing
<b>Active Transportation Spot Improvement Program</b>	Engineering	Capital Project/Built Environment	Improving connectivity gaps in active transportation network, intersection and crosswalk improvements	Ongoing
<b>New Sidewalks Program</b>	Engineering	Capital Project/Built Environment	New sidewalks and curb letdowns, following the Burnaby Transportation Plan	Ongoing
<b>Burnaby Art Gallery Barn</b>	Lands and Facilities	Capital Project/Built Environment	Complete building renovation, adding ramps and elevator	Completed

Project Name	Department	Project Type	Project Summary	Status
<b>Burnaby Fraser Foreshore Park East Fieldhouse</b>	Lands and Facilities	Capital Project/Built Environment	Brand new building including accessible washroom, and multi-use path	Completed
<b>Capital Hill Community Hall</b>	Lands and Facilities	Capital Project/Built Environment	Washroom renovation with ramp and inclusive features	Completed
<b>Shadbolt Centre</b>	Lands and Facilities	Capital Project/Built Environment	Gender-neutral renovation with ramp and inclusive features	Completed
<b>N/A</b>	Lands and Facilities	Capital Project/Built Environment	Accessibility assessments for capital projects and renovations	Ongoing
<b>Capital projects - new recreation facilities</b>	Parks, Recreation, and Culture	Capital Project/Built Environment	Working with accessibility consultants on future recreation facility designs	Ongoing
<b>Inclusive signage</b>	Parks, Recreation, and Culture	Capital Project/Built Environment	Creating inclusive signage for facilities	Ongoing
<b>Parks accessibility improvements</b>	Parks, Recreation, and Culture	Capital Project/Built Environment	Improving parks accessibility from recommendations and establishing a prioritization list	Unsure
<b>Development of Access Services staffing structure</b>	Parks, Recreation, and Culture	Internal Systems	Hiring of RFT Program Coordinator specifically for accessibility to focus on service delivery, staff training, partnerships.	Ongoing
<b>N/A</b>	Community Safety – By-law Services	Noted Accessibility Need	No awareness of projects related to accessibility in this department	Unsure
<b>N/A</b>	Community Safety – By-law Services	Noted Accessibility Need	No awareness of projects related to accessibility in this department	Unsure
<b>N/A</b>	Parks, Recreation, and Culture	Noted Accessibility Need	Noted need for outdoor accessibility standards	Unsure
<b>Burnaby Town Centre Standards</b>	Engineering	Plans and Policies	Design within minimum accessibility and all ages and abilities standards for roadways	Completed
<b>Dementia Friendly Community Action Plan</b>	Parks, Recreation, and Culture	Plans and Policies	Providing tools and awareness for staff on creating inclusive spaces for people living with dementia	Ongoing

Project Name	Department	Project Type	Project Summary	Status
<b>Dementia-Friendly Community Action Plan</b>	Planning and Development	Plans and Policies	Reducing stigma against people living with dementia	Completed
<b>Social Sustainability Strategy</b>	Planning and Development	Plans and Policies	Strategy intends to guide City decisions and allocate resources for accessibility of civic facilities, and supporting the BAAC	Completed
<b>Development plan reviews</b>	Planning and Development	Plans and Policies	Reviewing civic facilities projects ensuring accessibility features are reviewed by BAAC	Ongoing
<b>Delivery of library materials</b>	Burnaby Public Library	Resident Services	Home library and accessible services programs	Ongoing
<b>Pop-up library for care facilities</b>	Burnaby Public Library	Resident Services	Library experiences provided at care homes	Ongoing
<b>Extreme Weather Centres</b>	Community Safety – By-law Services	Resident Services	Operating Extreme Weather Centres and ensuring their physical accessibility when operating	Ongoing
<b>Support Intervention Division</b>	Community Safety – By-law Services	Resident Services	New division of Community Safety (Support Intervention) to assist unsheltered residents with provision of social services	Ongoing
<b>Translation tools including clear language</b>	Corporate Services	Resident Services	Updating practices and receiving feedback on multilingual services	Ongoing
<b>Door 2 Door transportation</b>	Parks, Recreation, and Culture	Resident Services	Pilot project to provide transportation for seniors living on the south slope of Burnaby.	Completed
<b>1:1 support (for children's camps &amp; programs)</b>	Parks, Recreation, and Culture	Resident Services	Activity adaptations provided by staff for sensory barriers. Program is in demand.	Ongoing
<b>Adapted recreation programs</b>	Parks, Recreation, and Culture	Resident Services	Adapted music therapy, sports, yoga, skating lessons, and social programs	Ongoing
<b>Better at Home</b>	Parks, Recreation, and Culture	Resident Services	Housekeeping and transportation services for support senior independent living	Ongoing
<b>Gadabouts bus outings</b>	Parks, Recreation, and Culture	Resident Services	Social outings (via bus) for seniors and caregivers	Ongoing



Project Name	Department	Project Type	Project Summary	Status
<b>Grocery Shop by Phone</b>	Parks, Recreation, and Culture	Resident Services	Grocery delivery for seniors with mobility and health challenges, and cannot access a computer	Ongoing
<b>Shopping Buddies</b>	Parks, Recreation, and Culture	Resident Services	Social outings for wheelchair/scooter users	Ongoing
<b>Social Lunch Program</b>	Parks, Recreation, and Culture	Resident Services	Free transportation and subsidized lunch for seniors	Ongoing
<b>Volunteer Visitor and Phone Buddy</b>	Parks, Recreation, and Culture	Resident Services	Social connection calls and visits for seniors	Ongoing
<b>Wellness Check-In</b>	Parks, Recreation, and Culture	Resident Services	Check ins for seniors, including safety reviews during extreme heat/cold events	Ongoing
<b>Wheelers Outings</b>	Parks, Recreation, and Culture	Resident Services	Social outings for wheelchair/scooter users.	Ongoing
<b>Accessible technology</b>	Burnaby Public Library	Technology	Public computers have magnifier and narrator software	Completed
<b>Accessibility audit of public website bpl.bc.ca</b>	Burnaby Public Library	Technology	Website is monitored to be accessible to newest standards	Ongoing
<b>Burnaby.ca Accessibility Audit</b>	Corporate Services	Technology	External consultant audit of 2021 website redesign, and implementing changes	Ongoing

## APPENDIX B – STAFF SURVEY: NOTED ACCESSIBILITY BARRIERS

Barrier	Department	Barrier Type(s)
Need increased staff education and awareness for serving residents with disabilities.	Burnaby Public Library	Systemic Attitudinal
There are no flashing lights alongside fire alarms in city facilities	Burnaby Public Library	Information/Communication
Parking meters can be a barrier for those with visual impairments due to lack of clear signage and Braille	Community Safety - By-law Services	Physical Information/Communication
Need for an accessibility improvements master plan	Lands and Facilities	Physical Information/Communication Systemic
Some facilities still require better access	Lands and Facilities	Physical
Need for accessible signage standards	Lands and Facilities	Information/Communication
Need staff resources	Parks, Recreation, and Culture	Systemic
Need for accessible signage standards in parks	Parks, Recreation, and Culture	Information/Communication
Need for increased funding, staff capacity, and space for accessibility projects	Parks, Recreation, and Culture	Systemic
Need to increase staffing structure in access services	Parks, Recreation, and Culture	Systemic
Increase budgets for one-on-one resident programming	Parks, Recreation, and Culture	Systemic
Social Planning leads accessibility projects across the City, but there is a need for other departments to take action and leadership	Planning and Development	Systemic Attitudinal
No guidelines for accessible public consultation	Planning and Development	Information/Communication Systemic Physical Technological

## APPENDIX C – BARRIER TYPES

### ***Accessible British Columbia Act, Part 1 – Interpretation:***

(1) For the purposes of this Act, a barrier is anything that hinders the full and equal participation in society of a person with an impairment.

(2) For certainty and without limiting subsection (1), barriers can be

(a) caused by environments, attitudes, practices, policies, information, communications or technologies, and

(b) affected by intersecting forms of discrimination.”

### ***AccessibleBC: B.C.’s Accessibility Plan 2022/23-2024/25 (page 17):***

#### **Spotlight: What are examples of barriers to accessibility?**

**Attitudinal:** when people think and act based upon false assumptions, such as:

- Making decisions about people with disabilities without including them
- Not believing that a person with a disability can contribute to the workforce

**Physical:** when obstacles in an environment make access difficult, such as:

- Hosting inaccessible events or meeting spaces
- A washroom with an accessible stall but no automatic door opener

**Information or Communication:** when people with disabilities are excluded because they use other ways to communicate, such as:

- Using small print or not providing large-print versions of material
- Videos, events, or meetings that do not have closed captions

**Systemic:** when an organization’s policies, practices or procedures result in exclusion, such as:

- Not providing an American Sign Language interpreter or closed captioning
- Requiring a driver’s licence for a job that could be reorganized to use another form of transportation

**Technology:** when technology can’t be accessed by people with disabilities, such as:

- Websites, documents, or databases that are not accessible for screen readers
- Website graphs and charts that are posted without text to explain them

**Sensory:** when sensory information such as lights, sounds, smells, etc. prevent participation in the environment, such as:

- Co-workers wearing perfume in the workplace
- Use of fluorescent lighting in the workplace

