

City of Burnaby Accessibility Plan

October 2024

DRAFT V2

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Territorial Acknowledgement

City of Burnaby is located on the ancestral and unceded homelands of the hə́ńqəmińə́ń and Skw̓xwú7mesh Sníchim speaking peoples. We are grateful for the opportunity to be on this territory.

Message from Council

TBD

Message from the Access Advisory Committee

TBD

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.

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 who are mandated to:

1. Establish an accessibility committee.
2. Create an accessibility plan and review the plan every 3 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 is now in compliance with 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 and Customer Service: 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.

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. In addition, since 1988, the City has hosted a staff-led Burnaby Access Advisory Committee that 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.

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 1st, 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 ¹; 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., a feedback form, an 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.

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.

¹ The Accessible British Columbia Act outlines 6 Principles to follow in the creation of Accessibility Plans: Inclusion, Adaptability, Diversity, Collaboration, Self-determination, and Universal Design.

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’ that details each of the engagement steps, see Appendix A.

Existing Policies

In the creation of this Accessibility Plan, 16 policy documents related to accessibility published or updated between 2011 and 2022 were reviewed. Each document addressed multiple barrier types. Nearly half (7) 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 (6 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 9 members (3 Council and 6 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 twelve 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 A.

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 stakeholders 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 that 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.

Section 3: Goals and Actions

The themes that 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. Burnaby’s Accessibility Focus Areas were shaped through engagement and Accessible Canada Act Priority Areas and Accessible BC Act Standards.

Engagement	Accessible Canada Act Priority Areas	Accessible BC Act Standards	Burnaby's Accessibility Plan Focus Areas
<ul style="list-style-type: none"> • Surveys • Focus Groups • Interviews 	<ul style="list-style-type: none"> • Built Environment • Information and Communication Technologies • Communication (beyond above) • Design & Delivery of Programs and Services • Procurement of Goods, Services and Facilities • Transportation • Employment 	<ul style="list-style-type: none"> • The Built Environment • Information and Communications • Delivery of Services • Procurement • Transportation • Employment • Health • Education 	<ul style="list-style-type: none"> • Built Environment • Information and Communication • Programs and Services • Procurement and Customer Service • Transportation • Employment

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 Principles².

Actions:

1. Ensure all new designs and retrofits of buildings and public spaces follow accessibility best practices and universal design standards.
2. Continue to conduct audits of all existing municipal buildings and spaces to assess accessibility and remove all barrier types.
3. Increase inclusivity in planning and design including consultation with people with disabilities during design phases of construction.
4. Increase accessibility in public facilities by:
 - a. Considering increased accessible parking.
 - b. Including augmentative or alternative communication (AAC) boards³ in public spaces and amenities.
 - c. Promoting scent-free indoor facilities.
5. Ensure consistency across the City of Burnaby through departmental collaboration and the establishment of:
 - a. Built environment, design, and guidelines that follow universal design best practices for new and existing facilities and parks.
 - b. Wayfinding and signage standards.

² 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>

³ 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.

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:

1. Establish a centralized source for public accessibility resource sharing in both digital (website page) and physical formats (document library).
2. Ensure all City of Burnaby digital services, including but not limited to web pages, applications, and social media are fully accessible following the most recent Web Content Accessibility Guidelines (WCAG)⁴.
3. Train all public-facing and customer service staff in accessibility to provide resources, accommodations, and support to people with disabilities.
4. Increase and improve signage and wayfinding throughout the City by using a variety of signage types such as icons, tactile/braille, audio, and light to visual signage.
5. Provide digital technologies in multiple languages.
6. Continue to provide detailed information on City webpages about accessibility features available at all City facilities.
7. Develop best practice guidelines for accessible presentations to City Council and the City's advisory bodies and boards.

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.

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

Actions:

1. Create and share disability-focused educational and awareness programming that highlights the voices of people with disabilities.
2. Provide accessibility services in multiple languages.
3. Increase capacity, staffing, and spaces for disability-inclusive programming.
4. Establish and continue celebratory and awareness events about disability to bring Burnaby's disability community together.
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.
6. Expand Access2⁵ card opportunities throughout the City of Burnaby.
7. Increase availability of a broad range of disability services provided at the City of Burnaby (e.g., trained professionals who provide communication supports for people who are Deafblind, also known as intervenors).
8. Explore ways to facilitate more discussion and feedback opportunities at Access Advisory Committee meetings to allow for more collaboration on accessibility improvements.
9. Consider increasing the frequency of Access Advisory Committee meetings and/or opportunities for members to meet formally or informally.
10. Implement a community survey to understand demographics, existing conditions, and quality of service related to disability and the City of Burnaby.
11. 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.
12. Provide honorariums when seeking specific input from people with lived and living experience of disability.

⁵ 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.

Procurement and Customer Service: Prioritizing Accessible Purchasing and Consulting Services

Goal:

The City of Burnaby ensures that requested and purchased goods and services are accessible, and consultants have accessibility and inclusivity training, so that all goods and services are accessible to individuals with disabilities.

Actions:

1. Ensure ASL interpreters are provided at large-scale public events.
2. Determine budgets required for accessibility projects in all departments.
3. Ensure that consultants or service providers hired by the City have accessibility training and expertise.

Transportation: Facilitating Accessible and Efficient Transportation

Goal:

People of all ages and abilities are able to travel to where they want to go with their choice of transportation.

Actions:

1. Facilitate diverse, accessible, and inclusive travel options to access destinations across Burnaby (e.g. natural open spaces, commercial areas, civic facilities, and institutional uses).
2. Integrate signage and wayfinding accessibility features in the transportation network including but not limited to wayfinding beacons, tactile options, wayfinding ground signage, and lighting.
3. Work with Translink to establish clearer wayfinding and information at bus stops including bus timing indicators and identification of intersections.
4. Prioritize and ensure snow is cleared of all walking paths, trails, and transit stops in a timely manner to ensure barrier-free access at all times.

5. Connect with neighbouring municipalities to support consistency of accessibility implementation across borders.
6. Consider accessible transportation options to City-run community events.
7. Ensure all construction sites follow established standards for safe and accessible alternative paths of travel.
8. Ensure wherever possible that public sidewalks are aligned with accessibility best practices and Universal Design standards

Employment: Cultivating an Inclusive and Supportive Work Environment

Goal:

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

Actions:

1. Provide training opportunities for all staff at the City of Burnaby on accessibility and disability.
2. Facilitate the hiring of people with disabilities at the City of Burnaby, particularly to support the administration of the actions of this plan.
3. Increase awareness of job opportunities at the City through attending career fairs.
4. Complete an audit of the current City of Burnaby staff onboarding processes to find and remove barriers. Ensure accommodation requests and access to assistive and adaptive technology or services are available.
5. Establish internal accessibility champions for each department.
6. Create an internal City of Burnaby network for sharing accessibility work, best practices, challenges, and resources.

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, stakeholders, 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.

Monitoring and Feedback Mechanisms

The goals and actions of this plan will help guide annual accessibility work plans for the City and facilitate collaboration on key priorities. Feedback from the Access Advisory Committee on work plans will be regularly considered and integrated where possible to ensure alignment with community needs and best practices. The feedback mechanisms

in place, including the Accessibility Feedback Form, will also help inform the prioritization of work plans while facilitating an evidence-based approach to addressing barriers.

Section 5: Appendix A

CITY OF BURNABY ACCESSIBILITY PLAN ENGAGEMENT SUMMARY

April 24, 2024

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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 Department 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 (3 respondents), Community Safety (By-law Services) (2 respondents), and the Lands and Facilities (2 respondents).

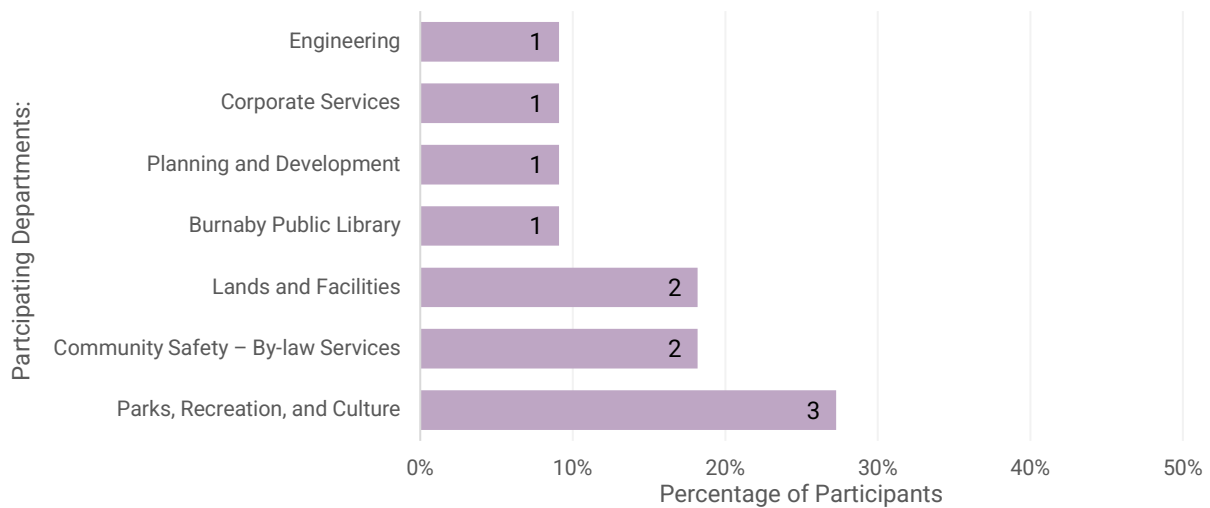


Figure 1. Total Percentage of Participants by Department, n=12

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).

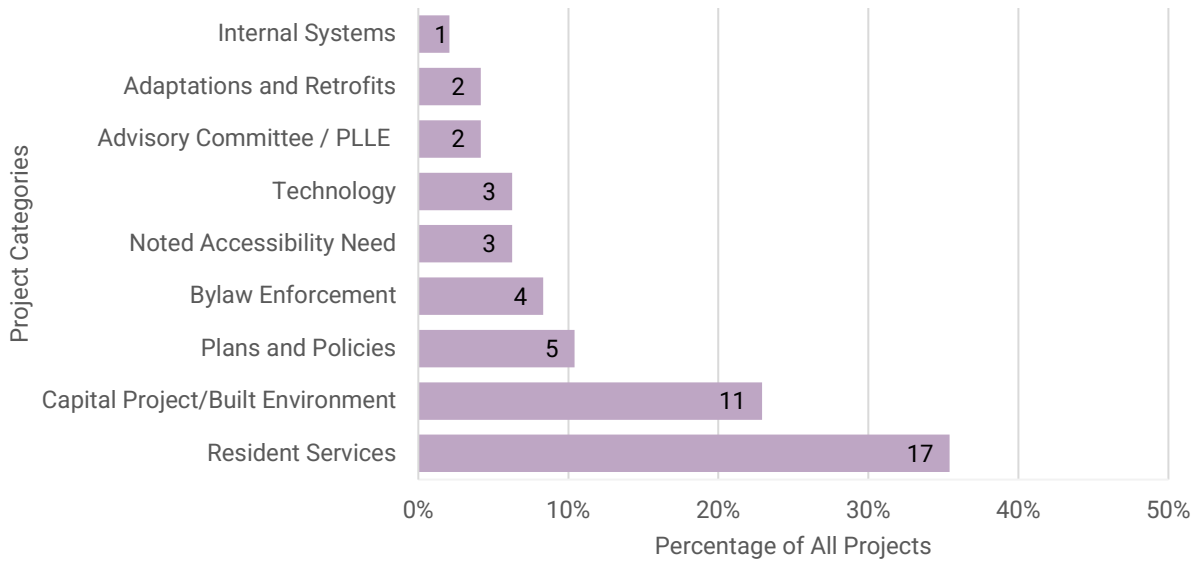


Figure 2. Percentage of Accessibility-Related Projects by Project Categories, n=48

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

Table 1. Project Category Descriptions

Project Category	Key Presented Themes
<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:

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

<i>Engineering</i>	<ul style="list-style-type: none"> • Active Transportation Spot Improvement Program (improving connectivity gaps) • New Sidewalks Program • Burnaby Town Centre Standards • Brentwood Town Centre Accessibility Pilot Project • Intersection upgrades and improvements • Curb letdown program
<i>Lands and Facilities</i>	<ul style="list-style-type: none"> • Burnaby Art Gallery Barn (renovation adding ramps and lift) • Burnaby Fraser Foreshore Park East Fieldhouse (accessible washroom and pathway) • Capital Hill Community Hall (accessible ramp, door openers, and washroom) • Shadbolt Centre (gender neutral, accessible washrooms)
<i>Parks, Recreation, and Culture</i>	<ul style="list-style-type: none"> • Rec facility adapted equipment (pool ramps, ice sledges, adapted rec equipment) • Capital projects - new recreation facilities (working with accessibility consultants on new builds) • Inclusive Signage (pictograms and braille) • Parks Accessibility Improvements • Development of Access Services staffing structure (hiring of RFT Program Coordinator) • Dementia Friendly Community Action Plan • Door 2 Door Transportation • 1:1 support (for children's camps & programs) • Adapted recreation programs (music therapy, sports, yoga, skating, social programs) • Better at Home (housekeeping and transportation) • Gadabouts Bus Outings (Senior outings) • Grocery Shop by Phone (Seniors) • Shopping Buddies (Seniors) • Social Lunch Program (Seniors) • Volunteer Visitor and Phone Buddy (Seniors) • Wellness Check-In (Seniors) • Wheelers Outings (Seniors)

- 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?

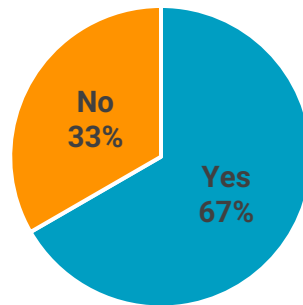
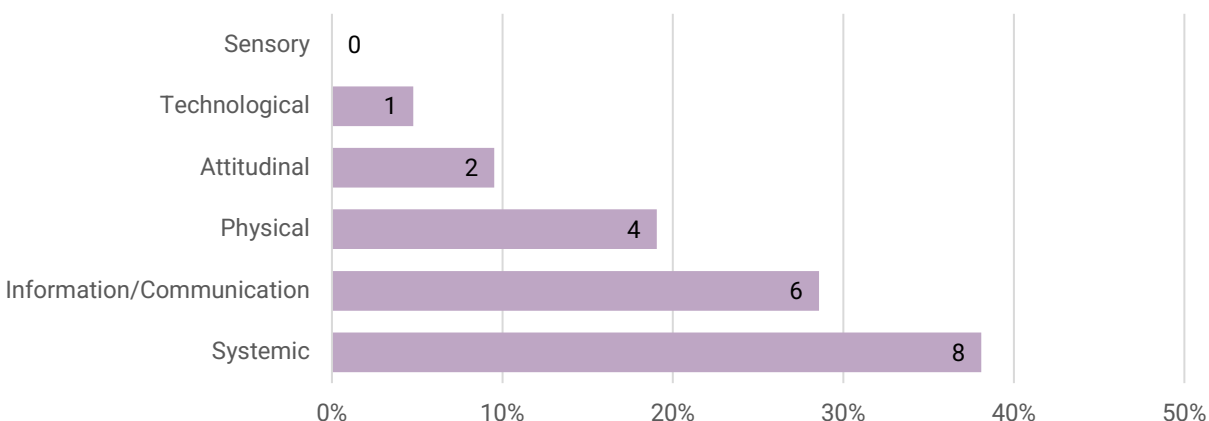


Figure 3. Awareness of Existing Unaddressed Barriers (n=9)

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

When categorized within to the Barrier Types outlined in British Columbia’s Accessibility Plan (Appendix C), **the majority of the 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%).

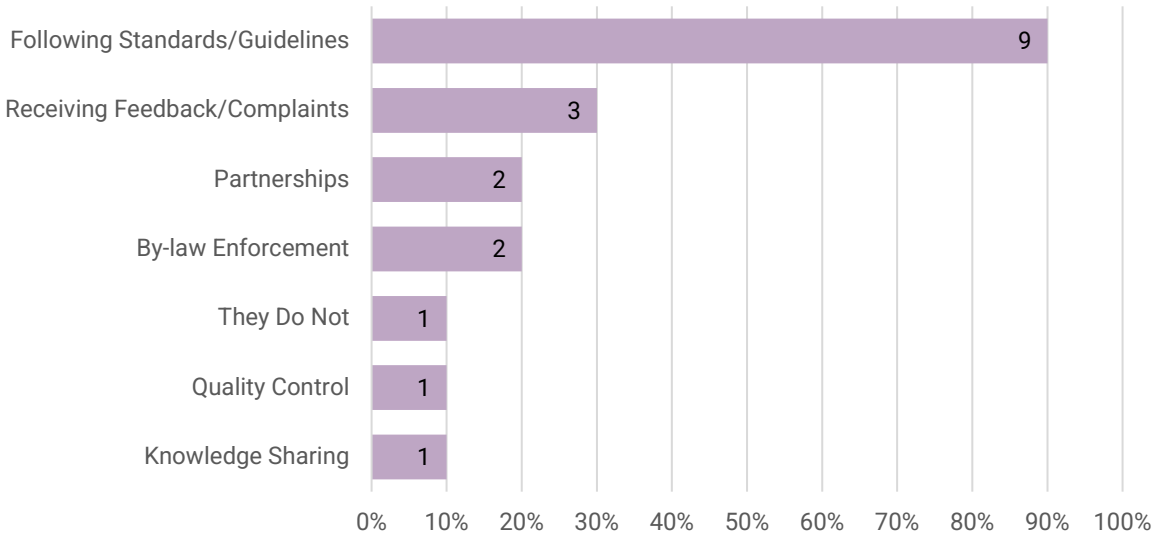


Figure 5. Categories for How Departments Ensure Accessibility Efforts are Efficient/Consistent (n=10)

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

SURVEY CONCLUSION

Staff at the City of Burnaby have been able to complete many accessibility projects over the years that establishes 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 of 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 through 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 aren't 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 and increasingly online world.
- Evaluating accessibility of internal onboarding process.
- Establishing internal champions of accessibility work, and better collaboration with community members that 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).

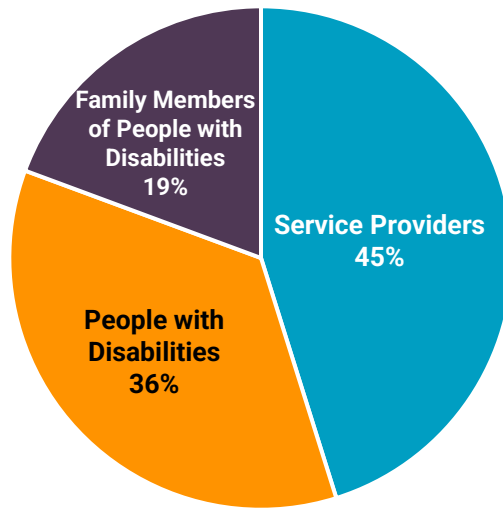


Figure 6. Breakdown of Workshop Participants by Category

	Workshop 1	Workshop 2	Workshop 3	TOTAL
Total Participants	8	7	10	25
Service Providers	7	4	3	14 (45%)
People with Disabilities	1	2	8	11 (36%)
Family Members of People with Disabilities	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 as more dense communities

Workshop participants also indicated many **barriers that 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 not indicating location or intersection
- Increasing accessibility of signage and wayfinding
- Ensuring accommodations and assistive/adaptive technology is 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
- 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. Not enough washrooms in general.

- Needing more doors to have functioning accessible door openers
- Not designing of 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 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 more 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, 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 AND CUSTOMER SERVICE

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
Accessible furniture and space	Burnaby Public Library	Adaptations and Retrofits	Metrotown Branch wheelchair accessible recording booths, and sit/stand desks in digital studio, book magnifier.	Completed
Rec facility adapted equipment	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
Burnaby Access Advisory Committee (BAAC)	Planning and Development	Advisory Committee / PLLE	Working with the BAAC before the AAC was established to coordinate accessibility improvements, plans, and address barriers.	Completed
Accessibility Walking Tours/Audits	Planning and Development	Advisory Committee / PLLE	Completing audits with members of the BAAC, staff, Mayor, and Council.	Unsure
Public Response	Community Safety – By-law Services	Bylaw Enforcement	Provide public response programs for accessibility inquiries	Ongoing
SPARC Placards	Community Safety – By-law Services	Bylaw Enforcement	Enforcement of SPARC placards for disability parking.	Ongoing
SPARC Placards	Community Safety – By-law Services	Bylaw Enforcement	Prioritizing accessibility concerns and complaints from residents, including parking enforcements.	Ongoing
Wheelchair Taxis	Community Safety – By-law Services	Bylaw Enforcement	Enforcement of wheelchair taxi programs to ensure availability of appropriate vehicles.	Ongoing
Washroom / change room signage	Corporate Services	Capital Project/Built Environment	Developing clear signage for public facilities	Ongoing
Active Transportation Spot Improvement Program	Engineering	Capital Project/Built Environment	Improving connectivity gaps in active transportation network, intersection and crosswalk improvements.	Ongoing
New Sidewalks Program	Engineering	Capital Project/Built Environment	New sidewalks and curb letdowns, following the Burnaby Transportation Plan.	Ongoing
Burnaby Art Gallery Barn	Lands and Facilities	Capital Project/Built Environment	Complete building renovation, adding ramps and elevator.	Completed

Project Name	Department	Project Type	Project Summary	Status
Burnaby Fraser Foreshore Park East Fieldhouse	Lands and Facilities	Capital Project/Built Environment	Brand new building including accessible washroom, and multi-use path.	Completed
Capital Hill Community Hall	Lands and Facilities	Capital Project/Built Environment	Washroom renovation with ramp and inclusive features.	Completed
Shadbolt Centre	Lands and Facilities	Capital Project/Built Environment	Gender-neutral renovation with ramp and inclusive features.	Completed
N/A	Lands and Facilities	Capital Project/Built Environment	Accessibility Assessments for capital projects and renovations.	Ongoing
Capital projects - new recreation facilities	Parks, Recreation, and Culture	Capital Project/Built Environment	Working with accessibility consultants on future rec facility designs.	Ongoing
Inclusive Signage	Parks, Recreation, and Culture	Capital Project/Built Environment	Creating inclusive signage for facilities.	Ongoing
Parks Accessibility Improvements	Parks, Recreation, and Culture	Capital Project/Built Environment	Improving parks accessibility from recommendations, and establishing a prioritization list.	Unsure
Development of Access Services staffing structure	Parks, Recreation, and Culture	Internal Systems	Hiring of RFT Program Coordinator specifically for accessibility to focus on service delivery, staff training, partnerships.	Ongoing
N/A	Community Safety – By-law Services	Noted Accessibility Need	No awareness of projects related to accessibility in this department	Unsure
N/A	Community Safety – By-law Services	Noted Accessibility Need	No awareness of projects related to accessibility in this department	Unsure
N/A	Parks, Recreation, and Culture	Noted Accessibility Need	Noted need for outdoor accessibility standards.	Unsure
Burnaby Town Centre Standards	Engineering	Plans and Policies	Design within minimum accessibility and all ages and abilities standards for roadways.	Completed
Dementia Friendly Community Action Plan	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
Dementia-Friendly Community Action Plan	Planning and Development	Plans and Policies	Reducing stigma against people living with dementia.	Completed
Social Sustainability Strategy	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
Development plan reviews	Planning and Development	Plans and Policies	Reviewing civic facilities projects ensuring accessibility features are reviewed by BAAC.	Ongoing
Delivery of library materials	Burnaby Public Library	Resident Services	Home Library and Accessible Services programs	Ongoing
Pop-up library for care facilities	Burnaby Public Library	Resident Services	Library Experiences provided at care homes	Ongoing
Extreme Weather Centres	Community Safety – By-law Services	Resident Services	Operating Extreme Weather Centres and ensuring their physical accessibility when operating.	Ongoing
Extreme Weather Centres	Community Safety – By-law Services	Resident Services	Operating Extreme Weather Centres and ensuring their physical accessibility when operating.	Ongoing
Support Intervention Division	Community Safety – By-law Services	Resident Services	New division of Community Safety (Support Intervention) to assist unsheltered residents with provision of social services.	Ongoing
Translation tools including clear language	Corporate Services	Resident Services	Updating practices and receiving feedback on multilingual services.	Ongoing
Door 2 Door Transportation	Parks, Recreation, and Culture	Resident Services	Pilot Project to provide transportation for seniors living on the south slope of Burnaby.	Completed
1:1 support (for childrens camps & programs)	Parks, Recreation, and Culture	Resident Services	Activity adaptations provided by staff for sensory barriers. Program is in demand.	Ongoing
Adapted recreation programs	Parks, Recreation, and Culture	Resident Services	Adapted music therapy, sports, yoga, skating lessons, and social programs.	Ongoing
Better at Home	Parks, Recreation, and Culture	Resident Services	Housekeeping and transportation services for support senior independent living.	Ongoing

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

<p>No guidelines for accessible public consultation.</p>	<p>Planning and Development</p>	<p>Information/Communication Systemic Physical Technological</p>
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APPENDIX C – BARRIER TYPES

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

“2 (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”