



Burlington Inclusivity Advisory Committee Meeting

Minutes

Date: April 24, 2026
Time: 9:00 am
Location: Room 305, City Hall, third floor

1. Members Present:

Charles McGregor (Chair), Hanadi Almasri (Vice-Chair), Gabriela Covaci, Lucy Nixon, Meg De Forest

2. Member Regrets:

Vwede Obahor, Niyi Olusoga, Jarred Sanchez-Cacnio, Rebecca Moran, Vishal Mahajan

3. Others Present:

Councillor Angelo Bentivegna, Elise Copps (BPL), Renee Kulinski-McCann (Senior Manager, Recreation Services), Shelby Clements (Clerk)

4. Land Acknowledgement

The Chair read the Land Acknowledgement.

5. Declarations of Interest:

None.

6. Approval of Minutes:

6.1 Approve the minutes of the meeting held on March 20, 2026.

The minutes from the meeting held March 20, 2026 have been approved.

7. Delegation(s):

None.

8. Regular Items:

8.1 Burlington Accessibility Advisory Committee (Lucy)

Lucy mentioned that BAAC provided correspondence at the Council meeting on April 21, she advised that they are happy that Council has directed staff. Lucy advised that due to the construction of Civic Square, BAAC's last two meetings of the year will be at Central Library and the dates will be on May 21st and June 18.

8.2 Burlington Public Library (Meg DeForest)

Meg advised that for AccessAbility Week there will be storytimes at the branches and that BPL will be participating in City feedback regarding accessibility.

a. Customer feedback and input process.

Elise had question for the BIAC members. The questions were about consultation and engagement, re-vamping how the BPL does community consultation. Also how they receive and track feedback that comes in, they want to make sure that their methods are inclusive.

Questions to BIAC members and answers that they provided:

1.) What makes it easier to share input or feedback?

- If there could be something on the website that says "general feedback", inviting the public to provide feedback. This helps to keep it open. It can be difficult to sign-in each time - the online process could be made to be a bit easier than it currently is. The idea of having incentives for people to give feedback (food for example). Try not to have barriers (such as language and/or accessibility barriers).
- Ensure that it is accessible across all formats (keeping things simple online).
- Recommendation about the comment cards, the following wording could be used "your feedback will help us improve the library programs".

2.) What makes it harder to share input or feedback?

- Language
- Accessibility
- Parents requiring child-minding

- Online feedback formats can be difficult for those who are less familiar with using online methods
- Reach out to people directly rather than waiting for them to come to you
- An example was provided of how language barriers were addressed in a positive way: having language translation and interpretation such as Culture Brokers to assist with this.

3.) Do any of these methods present particular barriers? (Surveys, comment cards, online feedback forms, in-person and phone comments, advisory groups, and in-branch engagement activities like comment and sticker boards)

- Surveys are often used at the City, people want to hear how their input was heard and considered (for example: you asked, we answered campaign).

4.) How can we do better at reaching people with disabilities, non-library users, and equity-deserving groups to gather input?

- what creates a negative engagement experience or supports a positive one?
- 'closing the loop' has come up before—what can we do better here?
- Some members of the public don't engage, therefore it can be hard to get as much representation as possible. Something that could help with this is if there is an option that there will be a follow-up.
- Get the information that we received back to the individuals who participated and provided feedback. This way the City or the library can follow back up with those who participated. The option could be given for those who give feedback to leave their contact information in order to receive a follow-up/results.

Elise advised that the timeline for this BPL project is as follows: there will be a draft of the framework that will be presented in mid-Fall, then it will be approved in late 2026, and implemented in early 2027.

8.3 HMC Connections (Hanadi)

Hanadi provided updates such as that the HMC is still growing, there are cuts in the sector. They are running lots of programs and working with the food bank and under-served clients. They will be running Multicultural Day in June there will be an event with performances, etc. HMC is working with healthcare such as Joseph Brant Hospital and Halton Healthcare. They are working with schools, helping with giving access services for newcomers to the schools. They are helping newcomers with transitional housing, subsidized rent, etc. Lots of public engagement going on.

9. Other Business:

9.1 Update on the Halton Black Voices event (Charles)

Charles gave some feedback on the Halton Black Voices event. He said that this was the first time BIAC supported this event. It was an ice skating event that was meant to engage the Black population. Residents who were already playing at the ice rink, took the time to check out the event. One of the downsides was that where BIAC was set up was missing the flow of the public, it would be better to have a different placement for next time to help get more public engagement. Perhaps more outreach for next time as well. There was positive feedback received to the City. Suggestion from Councillor Bentivegna for next time where people could help to "teach" or skate together to help beginners at this event.

9.2 Discussion on how to engage residents to receive feedback - activity must be an actionable engagement goal and purpose.

The Food for Feedback event was discussed. Ideas from BIAC members about having more diverse food options offered and how to have shorter lines at the food trucks. The suggestion that it would be helpful to have more BIAC members take place in the event this year. The idea to bring a popcorn machine to have at their booth again. BIAC will continue this conversation over email about ideas of what to do for Food for Feedback as far as how to engage with the public.

10. Adjournment:

Chair adjourned the meeting at 10:08am.