



Burlington's Accessibility Advisory Committee Meeting
Agenda

Date: May 21, 2026
Time: 6:30 pm
Location: Burlington Central Library Branch- Frank Rose room
Contact: Committee Clerk, Suzanne.Gillies@burlington.ca, 905-335-7600, x 7862

Pages

1. Land Acknowledgement

Burlington as we know it today is rich in history and modern traditions of many First Nations and the Métis. From the Anishinaabeg to the Haudenosaunee and the Métis – our lands spanning from Lake Ontario to the Niagara Escarpment are steeped in Indigenous history.

The territory is mutually covered by the Dish with One Spoon Wampum Belt Covenant, an agreement between the Iroquois Confederacy, the Ojibway, and other allied Nations to peaceably share and care for the resources around the Great Lakes.

We acknowledge that the land on which we gather is part of the Treaty Lands and Territory of the Mississaugas of the Credit.

2. Declarations of Interest:

3. Approval of Minutes:

3.1 Approve the minutes from the meeting held April 9, 2026

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4. Delegation(s):

5. Regular Items:

5.1 Staff updates - Dzenana

5.2 National AccessAbility Week (NAAW) - May 31 - June 6 - Dzenana, Emily, Suzanne

5.3 Committee outreach opportunities

5.4 CIP Amendment delegation and National Housing Council Opportunity -
Garth, Lucy, Jill

5.5 Workplan updates - All

5.6 Green Lanyard Project update - Emily

5.7 Food for Feedback

5.8 Updates from Committees:

a. Seniors' Advisory Committee - Jill

b. Integrated Transportation Advisory Committee - Garth

c. Inclusivity Advisory Committee - Lucy

6. Other Business:

6.1 Good news round table - all

7. Adjournment:



Burlington Accessibility Advisory Committee Meeting

Minutes

Date: April 9, 2026
Time: 7:00 pm
Location: Room 305, City Hall, third floor

1. Members Present:

Jill Randall, Lucy Nixon, Tammy Lyle-Gravlev, Meg DeForest, Garth Napier, Emily Stillwell, Deb Strum, Amy DeHueck

2. Others Present:

Elise Copps (Manager, Communications & Engagement Burlington Public Library), Dzenana Zildzic (Accessibility Specialist), Councillor Sharman, Suzanne Gillies (Clerk)

3. Member Regrets:

David Owen, Cheryl Hurst, Sona Rai

4. Land Acknowledgement

The Chair read the Land Acknowledgement.

5. Declarations of Interest:

None

6. Approval of Minutes:

6.1 Approve the minutes from the meeting held March 12, 2026

On motion the minutes from the meeting held March 12, 2026 were approved as presented.

7. Delegation(s):

None

8. Regular Items:

8.1 Burlington Public Library customer feedback process improvements - Meg

Elise and Meg were seeking feedback from committee members regarding the Library's Integrated Community Engagement project. The project is part of the Burlington Public Libraries Strategic Plan and aims to make various community engagement and input methods more reliable, inclusive and transparent. Elise provided the following questions to start the discussion:

- What makes it easier to share input or feedback?
- What makes it harder to share input or feedback?
- 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
- 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 in BAAC discussion before— what can we do better here?

The committee provided the following feedback:

- in-person engagement seems to always be better when there is an interactive activity for attendees to participate in and can help breakthrough language barriers
- Multi-modal, not one size fits all make it easier to provide feedback, including providing a safe space to engage
- important to educate the community on what the library has to offer - a 'did you know' type of communication plan, not specific to accessibility but could highlight accessibility features and work that has been done
- important to close the loop on feedback given
- how can underserved populations be used to help with mapping the customer journey, while being sensitive to not putting the responsibility on these groups to carry the burden

- whenever possible use picture board instead of words, or have pictures and words together
- provide examples of what has been done with feedback received in the past, 'this is what we heard - this is what we did'

ACTION: Garth to share resources lists of local organizations and groups that support/address accessibility needs with Dzenana who will share with the Library

ACTION: the Outreach working group to review materials used as handouts, can the Green Lanyards be given away

8.2 Staff updates - Dzenana

Dzenana provided the following updates to the committee:

- Followed up regarding the information needed for the Councillor's Newsletters for NAAW as well as what is to be sent to outside groups and organizations. Garth provided last year's document that was used to provide information for the newsletters to the committee for review. Emily will update what Garth has provided with current information.

ACTION: Suzanne will forward completed information to the Councillor's Assistants the last week of the month. Suzanne will also forward the completed information to the advisory committee clerks and to the community contact listing provided by Garth. Dzenana will work with the City's communication team on the media releases.

- During NAAW the city will be hosting an accessible sports and arts fair at Tansley Woods currently date is June 13, the committee has been invited to participate and will need to let Dzenana know if they would like to have a table. Please RSVP to Suzanne regarding your availability
- Trying to organize Red Shirt day on June 3 as well as have an activity to ask the public what accessibility means to them at community centres across Burlington, Pier lighting May 30-31 blue.
- Construction on Civic Square will start on April 22, the committee might want to move the meetings for May and June due to limited access due to construction. Meg to look into using a room at the Central Library location.

8.3 National AccessAbility Week (May 31 - June 6)

a. Approval of handout for storytime

On motion the attached handout was approved to be used at the Storytime event during NAAW at the Library.

8.4 Trails Strategy update and next steps - Garth and working group members

Garth advised the committee that the working group would be looking at the responses to the recommendations provided by staff over the next couple of month, the review and providing answers to staff questions will take some time. The working group will look to report back on progress in September/October.

8.5 CIP Housing Strategy delegation - Lucy, Garth

Garth thanked the committee for their support and input with the delegation. The delegation provides feedback to Council that there doesn't seem to be any incentives for developers to provide accessible housing. The working group would also like to send a set of 4 questions to Council members that they feel should be asked of staff. Both the Seniors' Advisory Committee and Inclusivity Committee provided letters supporting the delegation. Councillor Sharman suggested that the committee share the questions with staff as sometimes what is being asked for is not within the scope of a by-law being discussed, or the scope of a project. Support was also provided for working group followup with council members for questions that they could consider asking during staff presentation.

After discussing how to best influence policy and by-laws, it was decided that a senior staff person should be invited to speak to the committee on how to best meet the goals of including accessibility.

8.6 Community Outreach opportunities - Cheryl

ACTION: review the message from Cheryl regarding committee member availability for upcoming community engagement opportunities and confirm your availability with her.

8.7 Workplan updates

Amy asked about the possibility of livestreaming events on the City of Burlington website or social media channels. Suzanne to follow up with communication staff on any policies we have regarding livestreaming and if there is a way for this to happen for flag raisings?

8.8 Updates from Committees:

a. Seniors' Advisory Committee - Jill

Jill provided the following updates:

- Kaylan and a representative from Scooty presented the results from the pilot project and the plan for continuing the pilot (presentation attached), there seems to be support to continue with the scooter program beyond the pilot and looking to expand the program as well

b. Integrated Transportation Advisory Committee - Garth

Garth advised the committee but discussion regarding the scooter pilot program was discussed as well as an upcoming traffic forum event.

c. Inclusivity Advisory Committee - Lucy

No updates related to accessibility.

9. Other Business:

The Chair requested that the May and June meetings be moved to the 3rd week of the month as well as if we could move locations due to the construction taking place at City Hall. Meg offered the Central Library as an alternate location. Suzanne to book a new location and new dates.

Is there a way to categorize parks in the City similar to how the Trails Strategy is being done. The committee is interested in pursuing this, Suzanne to reach out to staff to start discussions on this initiative.

9.1 Good news round table - all

Lucy advised the committee of a positive experience she had with specialized transit.

10. Adjournment:

Chair adjourned the meeting at 9:02 p.m.