

Lunenburg County Accessibility Plan

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Introduction

This Accessibility Plan was developed by the Joint Accessibility Advisory Committee, a joint committee of the Municipality of the District of Chester, Municipality of the District of Lunenburg, Town of Bridgewater, Town of Lunenburg, and Town of Mahone Bay.

This committee provided advice to the municipal councils in Lunenburg County on identifying, preventing, and eliminating barriers experienced by people with disabilities in municipal programs, services, initiatives and facilities, and worked with staff on the development and oversight of this plan.

This document outlines the overarching goals for improving accessibility in Lunenburg County. In coordination with this Accessibility Plan, individual municipal units will be releasing local Accessibility Action Plans which will provide more details on action items, associated timelines, and budgets. These individual Accessibility Action Plans may not be available until a future date.

What We Believe

We commit to fostering a culture of accessibility, encouraging the prevention and removal of barriers to participation, and building capacity in these areas amongst municipal staff, Council members, and the public.

Several principles have guided this process and should remain as priorities as we move forward to implement this plan.

- Working towards equitable access for all members of our community means that every individual has an equal opportunity, and everyone is treated fairly. Equitable access acknowledges individual circumstances to removing barriers.
- It is essential to include first voice perspectives, or lived experience, of people with disabilities in the creation of this plan, actions, and decision-making processes.
- As new standards are introduced and new technologies become available, we will review and update this plan to ensure its relevance. As such, this plan should be interpreted as a living document.
- It is essential to continue to collaborate with other municipal units, the Accessibility Advisory Committee, the Nova Scotia Accessibility Directorate, and community partners to advance this plan and work towards improved accessibility in our communities.

Glossary of Terms

Accessibility Act (2017)

The provincial law enacted to achieve accessibility by preventing and removing barriers for people with disabilities. The law defines the role and responsibilities of the Accessibility Directorate and the Accessibility Advisory Board, and addresses standards, compliance, and enforcement. (nslegislature.ca/sites/default/files/legc/statutes/accessibility.pdf)

Accessibility Advisory Committee

A volunteer committee established by a municipality to advise municipal council about identifying, preventing, and eliminating barriers to people with disabilities in municipal programs, services, initiatives, and facilities. The committee plays a pivotal role in helping the municipality become a barrier-free community that complies with Nova Scotia's Accessibility Act (2017). At least one half of the members of the advisory committee must have a disability or represent an organization that represents people with disabilities.

Accessibility Lens

An Accessibility Lens is a tool for identifying and clarifying issues affecting persons with disabilities used by policy developers and analysts to assess and address the impact of all initiatives (policies, programs or decisions) on persons with disabilities. It is also a resource in creating policies and programs reflective of the rights and needs of persons with disabilities.

Barrier

Something that makes it harder for some people to participate. Nova Scotia's Accessibility Act defines a barrier as "anything that hinders or challenges the full and effective participation in society of persons with disabilities, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice."

Disability

As defined in Nova Scotia's Accessibility Act: "a physical, mental, intellectual, learning or sensory impairment, including an episodic disability that, in interaction with a barrier, hinders an individual's full and effective participation in society."

Equitable/equity

A commitment to fairness. Equitable access is different from equal access. Equality means everybody is treated the same; equity means everybody is treated fairly, based on their needs and abilities. Equity recognizes and values differences, removing systemic barriers and accommodating individual differences, as needed.

Government of Nova Scotia Accessibility Plan

A multi-year plan setting specific priorities and commitments for achieving accessibility within the Government of Nova Scotia. The first plan was published in 2018 and covers the years 2018-2021. (novascotia.ca/accessibility/plan)

Meaningful

In the context of our Accessibility work, the term meaningful is used to ensure the efforts being made are deemed valuable by those affected by the efforts.

Plain language

Clear, conversational communication that makes sense to the intended audience. The goal of plain language is to communicate so clearly that the intended audience can easily find what they need, understand what they find, and use the information (plainlanguagenetwork.org/).

Prescribed

Means “prescribed in the Accessibility Act General Regulations.” The Accessibility Act enables the government to use the regulations to identify which organizations must comply with certain requirements. These requirements include forming an Accessibility Advisory Committee and developing an accessibility plan within one year. The use of the word “prescribed” in legislation is intended to give wide authority for regulations to be made that set down a specific rule or direction.

Community Consultation

The Accessibility Committee undertook public consultation efforts in May and June of 2020. These efforts were hampered by COVID-19 restrictions that prohibited public gatherings and restricted resident movement. Despite these challenges, the Committee heard from more than 170 residents and organizations on the issue of accessibility through an online survey, phone calls, emails, and informational interviews.

Respondent Demographics

46.53% Persons with a disability (visible or invisible) 27.08% Family member, friend, or caregiver of a person with a disability 26.39% Employed or volunteer at an organization that provides services to people with disabilities Many of which self-identified as all of the above
67.33% Women 26.67% Men 1.33% Non-binary Remainder preferred not to say
55.63% aged 55-74 28.48% aged 35-54 10.60% aged 74+ 4.64% aged 18-34 0.66% aged Under 18
33.11% Municipality of the District of Lunenburg 25.83% Bridgewater 13.25% Municipality of the District of Chester 12.58% Town of Lunenburg 10.60% Town of Mahone Bay 2.65% Village of Chester 1.99% Do not reside in Lunenburg County

Areas of Focus

Consistent with the Government of Nova Scotia Accessibility Plan 2018-2021, we have identified commitments to improving accessibility within five areas of focus. These priority areas include (1) Goods and Services, (2) Information and Communications, (3) Transportation, (4) Employment, and (5) Built Environment. Working towards equitable access in these priority areas will help to identify, prevent, and eliminate barriers for people with disabilities to participate fully in our communities. This Accessibility Plan is a united plan based on universal standards. Each municipality has been provided with a template to develop their individual Accessibility Action Plans for each commitment.

1. Goods and Services

The Commitment

Residents and visitors with disabilities have equitable access to goods and services provided by our municipalities.

- 1.1 Services – Enhance services provided by municipal units by making municipal services and events more accessible to people with disabilities, including but not limited to accessible communication, accessible digital content and technologies, and welcoming service animals and support persons.
- 1.2 Service Delivery – Improve service delivery by developing and implementing ongoing awareness and training programs for municipal staff and Council to increase knowledge and understanding of accessibility, equity, human rights, disability rights, and accessibility barriers in our community, as well as developing and implementing new awareness and training opportunities as part of an orientation package for new employees. This will ensure that all municipal staff and Council are educated in and striving towards building competency in accessibility matters.
- 1.3 Physical Space – Upon entering a municipal building, physical spaces should be conducive to positive accessible customer service experiences. For example, provide chairs to rest in while waiting and/or sensory sensitive spaces to communicate with staff.
- 1.4 Programs – Deliver programming to people of all ages and abilities and commit to training all program delivery staff as per 1.2.
- 1.5 Events - Improve accessibility of public events planned and delivered by a municipal unit by planning events with an accessibility lens including location, event delivery, and/or participation. Planning should consider the needs of persons with disabilities including, but not limited to, having adequate accessible event parking, accessible portable toilets, and when possible, places to rest from sensory overwhelming environments.
- 1.6 Procurement – Apply an accessibility lens to all procurement processes, including creating common accessibility language, accessibility requirements, and factoring accessibility into the scoring process for procurement.
- 1.7 Internal Policy– Apply an accessibility lens to all policy, procedures, and practices.

- 1.8 Emergency Management – Emergency management plans and prioritization of critical infrastructure need to consider accessibility barriers and vulnerable populations to ensure safety of people with disabilities in contingency and evacuation plans.

2. Information and Communications

The Commitment

People with disabilities can equitably access information and communications provided by our municipalities.

- 2.1 Delivery of Communications – Improve communications about existing municipal programs, services, and events that are accessible to people with disabilities by delivering communications in a wide range of accessible formats.
- 2.2 Public Meetings – Ensure that all public open houses and meetings are as accessible as possible to all members of the public by offering materials in various formats, providing support to facilitate participation, and ensuring topics are discussed in plain language when possible.
- 2.3 Advertising/Marketing – Develop and implement a standardized symbol system for all public communications of programs and events to clearly identify what accessibility accommodations are available on site. For example, accessible entrances, scent free facility, and accessible washrooms.
- 2.4 Wayfinding – Improve signage and wayfinding for municipal buildings and public facilities by implementing signage and wayfinding consistent with accessibility best practice. Prioritize having signage and wayfinding where necessary, but not in excess.

3. Transportation

The Commitment

Residents and visitors with disabilities have equitable access to transportation provided by our municipalities.

- 3.1 Pedestrian Infrastructure – Improve connectivity in communities by improving pedestrian infrastructure where possible including constructing sidewalks, improving surface quality of sidewalks, and implementing appropriate curb cuts. Prioritize safety of pedestrian infrastructure by implementing audible signals, tactile walking surface indicators at crossings, appropriate lighting, and benches to rest where possible. Municipalities will comply with the Accessibility Act's Built Environment Standard (when implemented).
- 3.2 Snow Removal – Prioritize snow clearance at transit stops, public buildings, and in municipally managed parking areas.
- 3.3 Parking – Ensure all municipal parking areas and municipally managed parking areas have accessible parking spaces and appropriate drop-off locations for larger vehicles. Accessible parking shall meet the Accessibility Act's Built Environment Standard (when implemented).

- 3.4 Transit Connectivity – Where possible, support improving transit connectivity by expanding public transportation systems.
- 3.5 Transit Infrastructure – Improve existing transit infrastructure and ensure transit vehicles, transit stops, and signage are accessible to people with disabilities.

4. Employment

The Commitment

Our municipalities are accessible and equitable employers and support the careers of employees with disabilities. We will seek to attract and retain a skilled workforce that reflects the diverse residents of the municipalities.

- 4.1 Job Opportunities – Improve opportunities for people with disabilities to gain employment at the municipality by ensuring job postings clearly state they are open to people with disabilities, accommodations may be available in the workplace, and/or advertise job postings across different platforms.
- 4.2 Hiring – Improve processes, policies, and practices to facilitate and encourage the recruitment, selection, transition, and advancement of people with disabilities in their employment at the municipalities. Improve job standards to reflect the actual standards of the job and examine what assumptions are being made in the job standards.
- 4.3 Flexibility – Improve support and flexibility in the workplace by ensuring municipal staff and Council with disabilities have access to adaptive technologies, possible accommodations in the workplace, appropriate and supportive leave practices and return to work plans, and a flexible work environment such as the ability to work from home.
- 4.4 Culture of Inclusion – Build capacity among staff and senior leadership to cultivate a culture of inclusion that supports, retains, and provides opportunities for career growth to people with disabilities. Municipal units will develop Employment Equity Statements.
- 4.5 Representation – Actively recruit people with disabilities on all municipal committees and working groups. Review committee and Council recruitment materials to ensure they are accessible.

5. Built Environment

The Commitment

Municipal buildings and outdoor spaces within the municipalities provide meaningful and equitable access for users with disabilities.

- 5.1 Buildings – Improve and maintain the accessibility of municipal buildings and outdoor spaces to comply with the Nova Scotia Building Code, and the Accessibility Act's Built Environment Standard (when implemented), aiming to exceed them when feasible.
- 5.2 Public Spaces – Improve access to public spaces and opportunities for recreation by improving access to parks and playgrounds, lakes and beaches, diversifying recreation

equipment, and creating accessible parks, playgrounds and trails. Municipalities will comply with the Accessibility Act's Built Environment Standard (when implemented).

5.3 Washrooms – Look for opportunities to construct and maintain more accessible public washrooms and retrofit existing washrooms where possible.

5.4 Temporary Disruptions – Establish and implement processes to ensure accessibility is maintained during temporary disruptions including emergencies, evacuations, and/or special events.

5.5 Emergencies - Ensure emergency management and building evacuation plans are reviewed with accessibility in mind.

5.6 Construction Mitigation - Municipalities should ensure accessible detours are available when a sidewalk is closed for or affected by construction.

The Municipality of the District of Chester, Municipality of the District of Lunenburg, Town of Bridgewater, Town of Lunenburg, and the Town of Mahone Bay hereby all agree together to work cooperatively with regards to the administration and implementation of the Joint Accessibility Plan and hereby agrees to jointly advocate the Provincial and Federal Government to provide new funding initiatives and programs to support the further development and implementation of this Plan.

Implementing the Plan

This plan is a united framework and universal standards, agreed upon by all five municipal units. Each municipal unit is responsible for creating individual operational plans and operationalising those plans.

Responsibilities

Accessibility Advisory Committee

- Review this Accessibility Plan at least every three years as required by the Accessibility Act and update as required.
- Review Municipal Accessibility Report Cards annually and report on progress toward meeting the commitments outlined in this Plan.

Accessibility Coordinator

- Guide the work by the Accessibility Advisory Committee.
- Book meetings, prepare and distribute agendas and minutes, assist Chair in leading the meetings, manage recruitment for Committee when necessary.
- Act as a liaison with the Accessibility Advisory Committee and municipal units.

Councils

- Recognize the significant cost of implementing this plan and the municipal operational plans and seek adequate funding to allow municipalities to meet the requirements under Nova Scotia's *Accessibility Act*.

CAOs/Staff

- Ensure the commitments outlined in the Accessibility Plan are reflected and operationalized in municipal Accessibility Action Plans required as public sector bodies under Nova Scotia's *Accessibility Act*.
- Accept complaints, questions, and concerns submitted to them by the public.
- Provide a summary of complaints, questions, and concerns to the Accessibility Advisory Committee.

Timeline

In 2017, the Government of Nova Scotia passed the province's Accessibility Act. A supporting document, *Access by Design 2030*, is the implementation strategy for how Nova Scotia will achieve an accessible province by 2030. It also identifies actions to improve public awareness, build collaboration and increase compliance with existing regulations. The Accessibility Act set an ambitious goal to become a fully accessible province by 2030. As such, we strive to have the commitments of this plan achieved by 2030, to be consistent with the Province of Nova Scotia.

For specific timelines and budgets associated with the commitments and action items of this plan, please see your municipality's Accessibility Action Plan. As highlighted above, these individual Accessibility Action Plans may not be available until a future date.

Monitoring and Evaluating

Each municipal unit will be responsible for submitting an Accessibility Report Card to the Accessibility Advisory Committee by November 30 each year. This report card will track and report on the progress made towards the commitments in this plan, and performance of the policies and actions in their individual Accessibility Action Plans. The Accessibility Advisory Committee may also make recommendations to improve this plan.

The Accessibility Report Cards of each municipal unit will be public documents, posted on their individual websites.

The Accessibility Advisory Committee will review new directives, guidelines, and updates from the province as they are released, and determine if updates to this Accessibility Plan are required based on those updates. The Accessibility Advisory Committee will make recommendations to the municipal units on the need for updates to their individual Accessibility Action Plans.

Responding to Questions and Complaints

- Anyone can lodge a complaint, pose a question, or express a concern about accessibility in Lunenburg County. These should be directed to the CAO of the appropriate municipal unit.
- The CAO will respond within a reasonable time. Before responding, the CAO will consult with the staff person responsible for the area of inquiry. The CAO's response will contain the reasons for the decision.
- If the complainant still has concerns, they can contact the Accessibility Advisory Committee Chair.
- Anyone can appeal to Council if they are not satisfied with the response from the CAO or the Accessibility Advisory Committee. Council may refer any appeal to the Accessibility Advisory Committee for additional review and recommendations before issuing a final response to the complainant.
- The CAOs will keep a record of all complaints, questions, and concerns submitted to them, and will provide summary updates to the Accessibility Advisory Committee on a regular basis. These updates will become part of the Accessibility Advisory Committee's continual review of the Accessibility Plan and may inform future changes.

Reference Documents

The **Built Environment Standard**, under the Government of Nova Scotia Accessibility Plan 2018-2021 will be released soon and include accessibility standards for the built environment, to prevent the design and construction of new barriers and remove existing barriers over time.

The **Clearing Our Path** resource, produced by the CNIB Foundation (2019), provides international standards and universal design principles to build accessible environments for people who are blind or have low vision.

Link: http://www.clearingourpath.ca/8.0.0-design-needs_e.php

The **Guidelines For Accessible Recreation** prepared for Lunenburg Queens Recreation Coordinators and Directors Association and Yarmouth Shelburne Municipal Recreation Association by Fulcrum Accessibility Consulting, 2018, includes a **Basic Standards of Accessibility list** developed as a result of accumulated insight and recommendations based on *the Americans with Disabilities Act*, the *Accessibility for Ontarians with Disabilities Act*, the *Accessibility for Nova Scotians Act*, and the *Human Rights Act of Nova Scotia*. Interwoven into these Guidelines are principles of Universal Design, the suggestions of persons with disabilities themselves, and learned techniques from practicing accessibility consultants and access audits on various buildings.

Link:

<https://s3.amazonaws.com/southshoreconnect.cioc/CCH/Revised+September+5th+edition+of++April+7+Combined+Audit+%26+Accessibility+Report.pdf>

The **Global Age-friendly Cities: A Guide** document produced by the World Health Organization (WHO), 2007, outlines research and recommendations for communities to become more age-friendly, including but not limited to, recommendations for outdoor spaces and buildings, transportation, and civic participation.

Link: https://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf

The **Government of Nova Scotia Accessibility Plan 2018-2021**, released by the Department of Justice in September 2018, is a multi-year plan setting specific priorities and commitments for achieving accessibility within the Government of Nova Scotia.

Link: <https://novascotia.ca/accessibility/plan/government-accessibility-plan.pdf>

The **Interim Accessibility Guidelines for Indoor and Outdoor Spaces**, released by the Nova Scotia Accessibility Directorate in April 2020, provide ways to identify barriers to accessibility in the built environment and are intended to be replaced by the provincial accessibility standard for the built environment.

Link: <https://novascotia.ca/accessibility/docs/Interim-Accessibility-Guidelines-for-Indoor-and-Outdoor-Spaces.pdf>

The **Wolfville: Access by Design, An Accessibility Plan for 2019-2022**, released by the Town of Wolfville in April 2019, is the first municipal-level accessibility plan. The Town was chosen by the Government of Nova Scotia to serve as an example for other communities in the province.

Link: <https://www.amans.ca/other-resouces/692-wolfville-accessibility-plan/file.html>

Committee Members

Accessibility Coordinator: Sarah Kucharski, Communications Officer, MODL

Community Members (6 of 6 positions)

David Outhouse	First Appointed: September 01, 2019 Term Expiring September 01, 2022
Louise Hopper	First Appointed: September 01, 2019 Term Expiring September 01, 2022
Patricia George-Zwicker	First Appointed: September 01, 2019 Term Expiring September 01, 2021
Ellen Johnson	First Appointed: September 01, 2019 Term Expiring September 01, 2021
Mary St. Amand	First Appointed: January 30, 2020 Re-Appointed: December 2020 Term Expiring December 2023
Desiree Gordon	First Appointed: December 2020 Term Expiring December 2023

Elected Officials (6 of 6 positions) Terms: 2yrs

Municipal Unit	Name
Municipality of the District of Lunenburg	Councillor Cathy Moore Alternate: Councillor Reid Whynot
Municipality of the District of Chester	Councillor Danielle Barkhouse Alternate: Councillor Abdela Assaf
Town of Bridgewater	Councillor Jennifer McDonald Alternate: Councillor Mike Conklin
Town of Lunenburg	Councillor Melissa Duggan Alternate: Councillor Susan Sanford
Town of Mahone Bay	Councillor Penny Carver Alternate: Deputy Mayor Francis Kangata
Village of Chester	Commissioner Martin Hiltz

Staff Resources (6 of 6 positions) Terms: N/A

Department	Name
Recreation	Diana Johnson , Recreation Coordinator, ToB
Communications	Sarah Kucharski , Communications Officer, MODL
Planning	Jessica McDonald , Director of Planning, ToB
Engineering	Greg Jonah , Engineering Technologist, MODC
Policy	Dylan Heide , C.A.O. ToMB
Heritage	Arthur MacDonald , Heritage Manager, ToL