

WEST HANTS MUNICIPALITY
Accessibility Advisory Committee Meeting Agenda
March 15, 2022, 5:30 p.m.
Sanford Council Chambers
76 Morison Drive, Windsor, NS

Agenda is subject to changes up to and including during the meeting



-
1. Call to Order
 2. Attendance
Voting: Debbie Francis, Denise Long, Jordan Stephens, Roseanna Boyd, Jennifer Davison, Michel Bourgeois, Kelly Ann Jobson
Staff Support (non-voting): Mark Phillips, Tina McKay, Bekah Craik, Shelleena Thornton, Carmen Dewar-Miller, Grayson Titcomb
Troy Burgess has sent his regrets, he will be away
Guests: Emanuel Nicolescu and Emma MacEachern, CBCL Limited
 3. Approval of the Agenda, including additions or deletions
 4. Announcements
 5. Approval of Previous Meeting Minutes – December 2, 2021
 6. Presentations
 - a) CBCL Ltd. – West Hants Accessibility Plan Draft
 7. New Business
 8. Next Meeting Date / Adjournment

WEST HANTS MUNICIPALITY
Accessibility Advisory Committee Meeting Agenda
December 2, 2021, 5:30 p.m.
Three Mile Plains Community Hall
4474 Highway #1, Three Mile Plains

Agenda is subject to changes up to and including during the meeting



-
1. Call to Order
 2. Attendance
Voting: Debbie Francis, Denise Long, Jordan Stephens, Roseanna Boyd, Jennifer Davison, Michel Bourgeois, Kelly Ann Jobson
Staff Support (non-voting): Mark Phillips, Tina McKay, Bekah Craik, Troy Burgess, Shelleena Thornton, Carmen Dewar-Miller, Grayson Titcomb
Guests: Emanuel Nicolescu and Emma MacEachern, CBCL Limited
 3. Approval of the Agenda, including additions or deletions
 4. Announcements
 5. Approval of Previous Meeting Minutes – November 4, 2021
 6. Unfinished Business
 - a) Feedback from Committee Members
 7. Presentations
 - a) CBCL Ltd. – Startup Workshop
 8. New Business
 - a) Collaboration with AVRIL
 - b) Rick Hansen Power of Inclusive Language Webinar
 - c) International Day of Persons with Disabilities 2021 – Friday, December 3
 9. Next Meeting Date / Adjournment

Icebreaker Exercise

1. Call to Order at 5:53pm

2. Attendance

Voting: Debbie Francis, Denise Long, Jordan Stephens, Roseanna Boyd, Jennifer Davison, Michel Bourgeois, Kelly Ann Jobson

Staff Support (non-voting): Mark Phillips, Tina McKay, Bekah Craik, Troy Burgess, Shelleena Thornton, Carmen Dewar-Miller, Grayson Titcomb

Guest: Emma MacEachern, CBCL Limited

3. Approval of the Agenda, including additions or deletions

No additions or deletions.

MOVED by Resident Members Jobson and Stephens that the agenda be approved.

Motion Carried.

4. Announcements

No announcements

5. Approval of Previous Meeting Minutes – November 4, 2021

MOVED by Resident Members Bourgeois and Davison that the November 4, 2021 meeting minutes be approved.

Motion Carried.

6. Unfinished Business

a) Feedback from Committee Members

Staff Member Craik gave an overview of the feedback sent to her from Committee Members regarding their priorities as the accessibility consultation and planning process unfolds.

7. Presentation

a) CBCL Ltd. – Startup Workshop

CBCL has been awarded the contract to develop WHRM's Accessibility Plan. Consultant, Emma MacEachern presented their Accessibility Plan Kickoff Power Point.

The process will include project administration and meetings, information gathering, community engagement, accessibility plan development and reporting. A project schedule was provided.

Within the workshop, the following goals were discussed:

- Developing a Statement of Commitment
- Acknowledging accessibility achievements
- Setting priorities for action
- Identifying barriers to accessibility

Committee Members participated in a mapping exercise which involved breaking into smaller groups to identify areas on regional maps where barriers exist.

8. New Business

a) Collaboration with Annapolis Valley Regional Library (AVRL)

- AVRL needs to develop an accessibility plan. As they are a partner organization within the development of the Municipality's plan (Windsor and Hantsport branches), there will be opportunity for collaboration and sharing of built environment assessment information

b) Rick Hansen Power of Inclusive Language Webinar

- Friday, December 3 at 1:45 – 2:45pm

c) International Day of Persons with Disabilities 2021 – Friday, December 3

- West Hants will have a social media post, please feel free to share

9. Next Meeting Date / Adjournment

The next meeting date is to be determined, Carmen will reach out via email or doodle poll.

MOVED by Resident Members Long and Bourgeois that the meeting be adjourned.

Motion Carried.

The meeting was adjourned at 7:47pm

X

Committee Chair



West Hants Regional Municipality

ACCESSIBILITY PLAN



March 4, 2022

Bekah Craik
Active Living Coordinator
West Hants Regional Municipality

Shelleena Thornton
Municipal Operations Supervisor and Emergency Management Coordinator
West Hants Regional Municipality

Dear Mrs. Craik and Mrs. Thornton:

*RE: **West Hants Regional Accessibility Plan - Draft***

We are pleased to provide this Draft Accessibility Plan for the West Hants Regional Municipality. The Plan was synthesized from an engagement program consisting of print and online surveys, participatory mapping, and municipal staff and public workshops.

The Draft Plan summarizes the Municipality's commitment to addressing accessibility barriers within the six focus areas: Awareness, Goods & Services, Information & Communication, Transportation, Employment, and the Built Environment. It identifies current conditions under each focus area, past achievements and barriers identified to date. The Draft Plan lays out policies to be adopted by the municipality and actions to be taken over the next 3 years and over the longer term.

Yours very truly,

CBCL Limited

Prepared by:
Emma MacEachern
Urban Planner

Reviewed by:
Emanuel Nicolescu, MCIP, LPP
Urban & Transportation Planner

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E-Mail: emaceachern@cbcl.ca

Project No: 211065.00

TABLE OF CONTENTS

Introduction	2
Awareness.....	7
Built Environment.....	9
Employment	13
Goods + Services.....	15
Information + Communication.....	17
Transportation	20
Implementing the Plan.....	22
Appendix A – Committee Members	25
Appendix B – Community Engagement ...	26
Appendix C – Policy Context	28

Welcome

*** Insert welcome letter

INTRODUCTION

West Hants Regional Municipality is committed to providing opportunity for equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in equity, diversity, and inclusion, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by addressing and mitigating barriers to accessibility and by meeting our accessibility requirements under the Nova Scotia Accessibility Act.

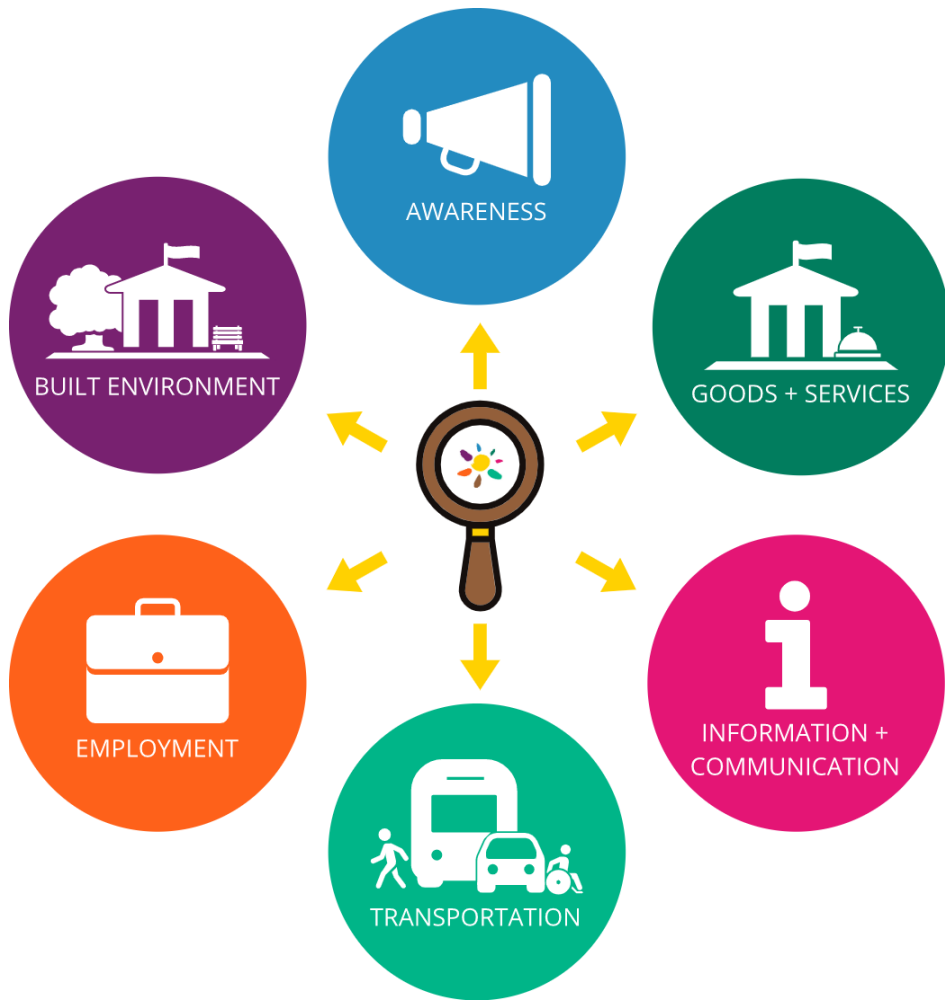
We recognize the value in making meaningful changes in our communities to work toward achieving the provincial goal of an accessible Nova Scotia by 2030. Bringing together diverse perspectives and experiences to achieve this goal will not only help to improve the quality of life for the 30% of Nova Scotians with a disability, but it will also create the opportunity to increase accessibility awareness and promote the rights of persons with disabilities and draw attention to the benefits of an inclusive and accessible society for all.

Limitations

The Accessibility Plan was synthesized from the information received through the community engagement process. Due to Covid-19 gathering limit restrictions in place throughout the consultation period, scheduled in-person engagement events were held virtually. This places a possible limitation on the amount of feedback received as many residents of the West Hants Regional Municipality do not have access to reliable internet, are not comfortable using computers, and/or face accessibility barriers that prevent them from participating virtually. Attempts to reach as many diverse voices as possible were made by offering accommodations to support virtual participation and mailing out paper surveys to all households within the Municipality.

An accessible West Hants is a diverse, inclusive, aware, accepting, and accessible community that is always growing, learning and improving as it continually develops.

– AAC member



Areas of Focus

Awareness: Promoting awareness about the importance of accessibility and inclusion.

Employment: Making workplaces accessible, and supporting people with disabilities in finding meaningful employment.

Goods and Services: Ensuring that people with disabilities have equitable access to goods and services.

Information and Communication: Ensuring all people can receive, understand, and share the information they need.

Transportation: Making it easier for everyone to get where they need to go.

Built Environment: Making public buildings, streets, sidewalks, and shared spaces accessible to all.

Glossary of terms

Access: A place that is easily reached, an environment that is easily navigated or a program or service that can easily be obtained.

Accessibility Act (2017): The law enacted by the Province of Nova Scotia to achieve accessibility by preventing barriers to accessibility, developing and implementing provincial accessibility standards, and defining the role of an accessibility directorate in supporting and advancing accessibility initiatives and broader disability-related issues.
(<https://nslegislature.ca/sites/default/files/legc/statutes/accessibility.pdf>)

Accommodation: The personalized adaption of a workplace to overcome the barriers faced by persons with disabilities.

ASL: American Sign Language

Barrier: Anything that hinders or challenges the full and effective participation in society of persons with disabilities, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.”

CART: Communication Access Realtime Translation

CSA: Canadian Standards Association

Disability: Nova Scotia’s Accessibility Act defines a barrier as “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.”

Equity/Equitable: A commitment to fairness. Equitable access is different from equal access. Equality means each individual or group is provided with the same resources or opportunities. Equity recognizes that each person has different circumstances and allocates the exact resources and opportunities needed to reach an equal outcome.

Plain Language: Language that is clear and easy for the reader or listener to understand.

Retrofit: To add features that were not included in the original design.

RHFAC: Rick Hanson Foundation Accessibility Certification. (Learn more at www.rickhansen.com/become-accessible/rating-certification.)

Tactile: Related to the sense of touch.

WCAG: Web Content Accessibility Guidelines. (Learn more at www.w3.org/WAI/standards-guidelines/wcag.)

Types of Barriers

Attitudinal barriers are behaviors, perceptions and assumptions that discriminate against people with disabilities.

Information and communication barriers occur when a person with a disability cannot easily receive and/or understand information that is available to others.

Physical barriers are elements in the built environment preventing physical access for people with disabilities.

Systemic barriers are policies, practices or procedures preventing equal access to municipal employment, programs, or services.

Technological barriers occur when a device or technological platform is not accessible to its intended audience and cannot be used with an assistive devices.

Transportation barriers are due to a lack of adequate transportation that interfered with a person's ability to be independent and function in society.

AWARENESS

Our Commitment

West Hants Regional Municipality is committed to being an accessibility leader and fostering positive community attitudes toward accessibility and inclusion.

The Starting Point

Achievements

- Improvements to accessibility in the built environment, recreation programming, and the delivery of information and communication are becoming more prevalent.

Barriers

- Lack of community awareness around different types of disabilities that exist, both visible and non-visible, and the barriers people with disabilities face.
- Limited educational and training opportunities to increase the capacity of the Municipality to be an accessibility champion.

Policies

The West Hants Regional Municipality will:

- Increase accessibility awareness through the delivery of public information campaigns.
- Facilitate regular activities to improve the Municipality's knowledge and understanding of accessibility challenges across West Hants Regional Municipality.
- Engage and collaborate with local disability stakeholder groups to gather insight and lived experiences.
- Demonstrate inclusivity in municipal publications and communication material.

Actions

Top Priorities

- Include representation of people with disabilities on all municipal committees.
- Regularly promote the Accessibility Plan and actions completed to improve accessibility.
- Provide accessibility awareness training for senior leadership and key staff members.

Other Priorities

- Develop a communications strategy that reflects the diversity of our West Hants and promotes the Municipality's commitment to accessibility.
- Promote and celebrate National Accessibility Week, taking place annually in the last week of May.
- Explore opportunities to promote and celebrate other accessibility and inclusion initiatives.

An accessible WHRM to me is a place where everyone can access services that they need no matter their race, gender, or disability.

– AAC member

BUILT ENVIRONMENT

Our Commitment

West Hants Regional Municipality is committed to providing public buildings and public spaces that are accessible to people of all ages and abilities. We will encourage citizens and the business community to take action to make other private and public spaces accessible.

The Starting Point

Achievements

- New West Hants Sports Complex meets many accessibility standards.
- Tactile indicators are installed on new sidewalks and sidewalk renewal projects.
- When issuing building permits to businesses, the Planning and Development Department actively provides informational material about adaptable housing, barriers free washrooms, appropriate doorway sizes, and other accessibility content before projects are approved and constructed.
- Many entryways into public buildings have automatic doors installed.

- Accessible washrooms have been installed at some public buildings and outdoor public spaces.
- Community Development Department staff, in partnership with the Accessibility Advisory Committee members, have been completing informal accessibility audits of trails and other facilities.
- Leisure pool at WH Aquatic Centre has a beachfront style entrance and access lift for accessibility.
- West Hants Sports Complex provides dedicated low sensory times for skating and the walking track.
- Municipal staff are completing RHFAC Professional designation training.
- The Municipality has put in wheelchair accessible picnic tables at several parks.
- Many trails are not accessible to people with mobility challenges.
- Wheelchair lift at the West Hants Aquatic Centre's outdoor pool is not suitable for permanent outdoor use and not all staff are trained to set up and operate the lift.
- Many businesses do not have accessible entryways.
- Snow clearing is prioritized for cars before pedestrians.
- Many public washrooms do not meet accessibility standards.
- There are no playgrounds with accessible play equipment (see Goods and Services).
- Some accessible parking spaces do not have adequate curb cuts or are not conveniently located.

Barriers

- Many sidewalks and crosswalks throughout the municipality are in inadequate condition.
- Snow clearing often creates barriers for people using sidewalks and crosswalks.

Policies

The West Hants Regional Municipality will:

- Provide basic access for people of all ages and abilities to public buildings, public washrooms, and public parks.
- Improve the condition and availability of sidewalks, curb cuts, and pedestrian crossings to comply the CSA Accessible Design for the Built Environment B-651 standard.
- By 2024, evaluate and prioritize retrofits to existing municipal buildings and facilities to meet, at minimum, the accessibility requirements in the latest version of the Nova Scotia Building Code Regulation.
- Ensure that all new municipal building and major renovation projects meet the certification requirements for RHFAC Certified Gold.
- Provide accessible parking at municipal buildings and facilities that meet the requirements in the latest version of the Nova Scotia Building Code Regulation.

Actions

Top Priorities

- Initiate accessibility audits at key facilities
- Ensure that any proposed changes to the built environment are reviews by the Accessibility Advisory Committee.
- Commit a portion of the annual budget to go toward installations and maintenance required for improving the accessibility of public buildings and public spaces.
- Support local businesses in making accessibility improvements by promoting the provincial ACCESS-Ability Grant and providing resources for other funding opportunities.
- Install visual or vibration-based smoke alarms in municipal buildings.

Other Priorities

- Detail a sidewalk/crosswalk remediation plan with timeline and budget according to updated provincial standards.
- Establish a standardized process in the project planning stage for evaluating and prioritizing capital projects which considers the degree of impact on accessibility.
- Conduct a review of zoning and land use by-laws to identify opportunities to improve accessibility and support aging in place.
- Explore incentives for renovations and new builds that aim to achieve Rick Hansen Accessibility Certification. Consider:
 - Establishment of municipal grant program to financially support small businesses completing accessibility improvement projects.
 - Deduction of accessibility certification costs from development fees;
 - Fast tracking of development application approval process; and/or
 - Waiving of development fees.

An accessible municipality would be barrier free for people of all abilities with easy access to washrooms, social meeting areas, recreation areas, retail areas and sidewalks/parking lots. It would be inclusive, accommodating and wheelchair/walker accessible. It would be the envy of other municipalities in the province!

– AAC member

EMPLOYMENT

Our Commitment

West Hants Regional Municipality will seek to remove barriers to ensure our workplaces are accessible, and support equitable access to employment through our employment policies and practices.

The Starting Point

Achievements

- Most municipal services are located on the first floor or are accessible by elevator.
- Ergonomic assessments are available for staff to ensure their workspaces are set up to meet their physical needs.

Barriers

- The lower level of the Municipal Office is not wheelchair accessible from the main floor. Wheelchair access to the lower level is only available from a side entrance.
- Staff has limited access to accessibility related information and resources.
- Job openings are posted digitally and are no longer posted in local newspapers.

- Staff are not trained to recognize employment barriers and identify appropriate accommodations.

Policies

The West Hants Regional Municipality will:

- Offer accommodations to job candidates during the hiring process.
- Offer accommodations to employees to provide them with the support they need to succeed at their job.
- Offer training and awareness programs to staff and council to foster a welcoming and inclusive corporate environment.

Actions

Top Priorities

- Require all municipal staff to complete the Working with Abilities online training provided free of cost by the Nova Scotia Human Rights Commission.
- Undertake an anonymous survey to establish a baseline employee demographic and track the number of employees with disabilities, both

diagnosed and self-identifying, with the intention of reflecting the diversity of the Municipality in the municipal workforce.

- Assign designated liaisons to serve as the main accessibility point of contact within each department.
- Establish a centralized accommodation fund to pay for assistive technology, devices, and accommodations for employees.

Other Priorities

- Undertake assessments of municipal workplaces to identify areas where accessibility improvements can be made (i.e., staff common areas including washrooms and kitchens, doorways, and workspaces).
- Provide and promote ongoing opportunities for municipal staff to complete further accessibility training relevant to their assigned job duties and tasks (i.e., plain language, inclusive customer service, accessible employment practices, accessible information and communication practices).
- Develop a formal process for requesting accessibility accommodations.

GOODS + SERVICES

Our Commitment

West Hants Regional Municipality will ensure that people of all ages and abilities have equitable access to the goods and services we provide. This includes ensure that there are policies, practices, and tools in place to advance the equitable delivery of goods and services.

The Starting Point

Achievements

- Adaptive equipment loan program and inclusive programming options.
- Payment terminals at the Municipal Office customer service counter have been updated. The new wireless terminals have larger screens, large font number pads, and support contactless payment (tap).

Barriers

- Limited inclusive and accessible recreation programming.
- Cost to participate in programs is out of reach for people on a limited income.

- Not all facilities hosting recreation programming are accessible for all ages and abilities.

Policies

The West Hants Regional Municipality will:

- Increase customer service support to better serve people with non-visible and visible disabilities.
- Increase recreation program offerings to provide equitable opportunity for people with disabilities to participate.
- Ensure public parks and open spaces can be enjoyed by people of all ages and abilities.
- Improve snow clearance.
- Consider accessibility as a part of policy development and decision-making processes.

Actions

Top Priorities

- Provide annual accessibility inclusion customer service training for new and existing customer service, sports complex, aquatic centre, and recreation programming staff.

- Introduce the use of assessment of accessibility impact as a part of staff reports to Council.
- Undertake a review of recreation programming to identify barriers to participation, feasible adaptations to eliminate barriers and/or new inclusive programming opportunities.
- Train staff in the safe and proper use of adaptive recreation equipment.
- Prioritize snow clearance on sidewalks and crosswalks, and provide training to plow operators to increase awareness about maintaining barrier-free access.

Other Priorities

- Support the continued growth of the adaptive equipment loan program by growing the inventory and provided recreation staff with the training necessary for proper equipment use.
- Upgrade to wireless payment terminals at applicable public facilities.
- Develop an accessible trail marketing strategy.
- Investigate the development of an Accessibility and Inclusion Specialist position within the Community Development Department.

INFORMATION + COMMUNICATION

Our Commitment

West Hants Regional Municipality will ensure the information and communications that we share can be received and understood by people of all ages and abilities.

The Starting Point

Achievements

- Council and committee meetings are streamed live on the internet through Facebook Live. Live stream includes closed captioning. Meeting videos are posted to the Municipality's Facebook page, along with a short video providing meeting highlights.
- Council and committee meeting agendas and minutes are posted on the Municipality's website.
- Forms can now be downloaded and submitted online through the Municipality's Website.
- There is not enough wayfinding signage to support people with vision and hearing impairments.

Barriers

- It can be hard to find things on the Municipality's website if you don't know where to look.
- Most of the key municipal documents are not available in accessible formats like large print.
- The Municipality's website can be challenging or impossible to navigate for people with visual impairments.
- Live caption technology is not always accurate.
- Limited internet access throughout West Hants prevents some people from attending public meeting and events hosted virtually.
- Plain language is not consistently used in written materiel.
- Public meeting highlight videos are not accessible for people with visual impairments.

Policies

The West Hants Regional Municipality will:

- Provide, on request, information in an accessible format or with communication supports that consider a person's individual need, at no additional charge.
- Host in-person public meetings in barrier-free locations.
- Train front-line staff in inclusive customer service and providing information in accessible formats.
- Increase accessibility across the Municipality's website, social media, and online resources.

Actions

Top Priorities

- Establish a dedicated stream of communication for accessibility related information. Information should be available in digital and print formats.
- Train relevant staff in the use of plain language and accessible document formatting.
- Create modified versions of key municipal documents and resources such as forms, bills and statements, and brochures in accessible formats. Accessible formats should include at minimum large print, plain language, and screen reader compatible digital communications.
- Develop an accessible signage and wayfinding toolkit to support people with vision or hearing impairments.

Other Priorities

- Ensure the Municipality's website and any downloadable content meet the latest WCGA guidelines.
- Include braille on staff business cards.
- Explore the use of mapping platforms to improve wayfinding in public buildings.

- Provide ASL and/or CART services upon request at Council meetings and other meetings hosted by the Municipality.
- Explore alternative methods to deliver information such as infographics and video content.

An accessible West Hants is on where I am able to go where I need to go without worrying if I can get in or not, can use the washroom, and be able to get around the place inside.

– AAC member

TRANSPORTATION

Our Commitment

West Hants Regional Municipality will make it easier for people of all ages and abilities to get where they need to go. We will ensure equitable access to publicly funded community-based transportation services and active transportation options.

The Starting Point

Achievements

- The Municipality provides funding to support West Hants Dial-a-Ride.
- The Public Works Department is actively working to expand the sidewalk network and improve accessibility on new build and sidewalk renewal projects.

Barriers

- There is no public transportation service.
- Facilities are widespread across the Municipality, making access challenging for those who cannot drive or do not have access to a car.

- Cost of private community transportation offerings can be a barrier for those on a limited income.
- Limited scheduling flexibility with Dial-a-Ride service.
- Many sidewalks are in poor condition which can be a barrier for people with mobility challenges (see Built Environment).
- Snow cleared from the streets often blocks sidewalks and pathways (see Goods and Services).

Policies

The West Hants Regional Municipality will:

- Continue to provide support to community-based transportation services.
- Improve the accessibility and availability of transportation services, active transportation and parking infrastructure for people with disabilities.
- Consider the needs of people with disabilities when exploring the feasibility of any future public transit services.

Actions

Top Priorities

- Initiate a public transit feasibility study to investigate appropriate transit models for West Hants.
- Prioritize support for West Hants Dial-a-Ride to help them expand their service offerings.
- Actively promote and increase awareness of community-based transportation providers including West Hants Dial-a-Ride and the Windsor Senior Citizen Bus Society.

Other Priorities

- Explore opportunities and incentives for accessible taxi service.
- Explore opportunities to further expand community-based transportation service across the Municipality.

IMPLEMENTING THE PLAN

Action taken to improve accessibility will be guided by the commitments of the Accessibility Plan. As new policies and programs are introduced, the Municipality will continually assess impact on accessibility to ensure planning aligns with the Municipality's commitments and advances the vision of an equitable, inclusive and barrier-free West Hants. The following section outlines how the Municipality will implement, monitor, and evaluate the Accessibility Plan.

Responsibilities

Council

- Adopt and oversee the Accessibility Plan.
- Allocate adequate funding to satisfy the commitments of the Municipality under the Accessibility Plan.

Chief Administrative Officer

- Implement the Accessibility Plan.
- Assign an Accessibility Coordinator.

Accessibility Coordinator

- Work with the Accessibility Advisory Committee to identify and provide advice on removing accessibility barriers in new policy and programs.
- Receive and respond to public concerns, complaints, and suggestions.

Accessibility Advisory Committee

- Provide ongoing feedback and recommendations to council.
- Provide guidance to the Accessibility Coordinator to support development and ongoing review of the Accessibility Plan.

Schedule

All top priorities in this plan will be implemented by March 31, 2025. All other priorities will be implemented by 2030.

Monitoring

- The Accessibility Advisory Committee will prepare an annual Accessibility Report Card for the councils of each municipal unit. The

Accessibility Report Card will measure the performance of the policies and actions outlined in this plan.

- The Accessibility Report Card will be a public document and will be posted on the municipality's website.
- The Accessibility Advisory Committee will review new accessibility standards, directives, and guidelines from the province as they are released to determine if any updates to the plan are required.

Evaluating

The Accessibility Advisory Committee will lead a review and evaluation of the Accessibility Plan every three years. The first review will be initiated before fiscal year 2025/26.

Questions and Complaints

- Anyone can lodge a complaint, pose a question, or express a concern about accessibility in the West Hants Regional Municipality. Questions and

complaints should be directed to the Accessibility Coordinator.

- The Accessibility Coordinator will respond within a reasonable amount of time. Before responding, the Coordinator will consult with the staff person responsible for the area of inquiry. The Coordinator's response will contain reasons for the decision.
- Anyone can appeal to Council if they are not satisfied with the response from the Accessibility Coordinator. Council may refer any appeal to the Accessibility Advisory Committee for additional review and recommendations before issuing a final response to the complainant.
- The Accessibility Coordinator 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.

My vision of an accessible West Hants is of a community that is inclusive, flexible and committed to continuous improvement. Accessibility as an integral feature of everything we do would be the end goal. Ideally, the Municipality champions, then maintains the momentum of positive change.

– AAC member

APPENDIX A – COMMITTEE MEMBERS

Debbie Francis, (Committee Chair) Councillor

Michel Bourgeois, (Vice Chair) Resident Member

Roseanna Boyd, Resident Member

Jordan Stephens, Resident Member

Jennifer Davison, Resident Member

Kelly Ann Jobson, Resident Member

Denise Long, Resident Member

Bekah Craik, Staff Member / Support

Mark Phillips, Staff Member / Support

Shelleena Thornton, Staff Member / Support

Troy Burgess, Staff Member / Support

Tina McKay, Staff Member / Support

APPENDIX B – COMMUNITY ENGAGEMENT

Online Public Engagement

The planning process for the West Hants Regional Municipality Accessibility Plan began in August with the project kick-off workshop attended by the Accessibility Advisory Committee. This event allowed us to establish a baseline of achievements, barriers, and opportunities to help identify priorities within the plan. Based on the feedback received from the Accessibility Advisory Committee, we developed an online engagement platform using Social Pinpoint to gather further public and stakeholder feedback to assess existing conditions relating to accessibility and further identify plan priorities. The online engagement platform included opportunities to participate via an online survey and an participatory mapping exercise to locate barriers in the built

environment. The online engagement platform was open for comment from December 24, 2021, until January 28, 2022. In addition, a hardcopy survey was mailed out to West Hants residents to ensure equal opportunity to provide feedback was given regardless of access to internet.

Public Workshop

On January 26th, 2022, the Municipality held public virtual workshop (held virtually due to Covid-19 restrictions) to engage with the public about their experiences with accessibility in the West Hants Regional Municipality. Participants were invited to share virtual sticky notes identifying barriers they face accessing goods and services, information and communication, employment, and transportation. Participants were also invited to participate in the online mapping exercise to identify and map accessibility barriers and achievements in the built environment. The results of the mapping exercise are included in the mapped barriers and achievements represented in Figure 2 and Figure 2.

Mapping Results

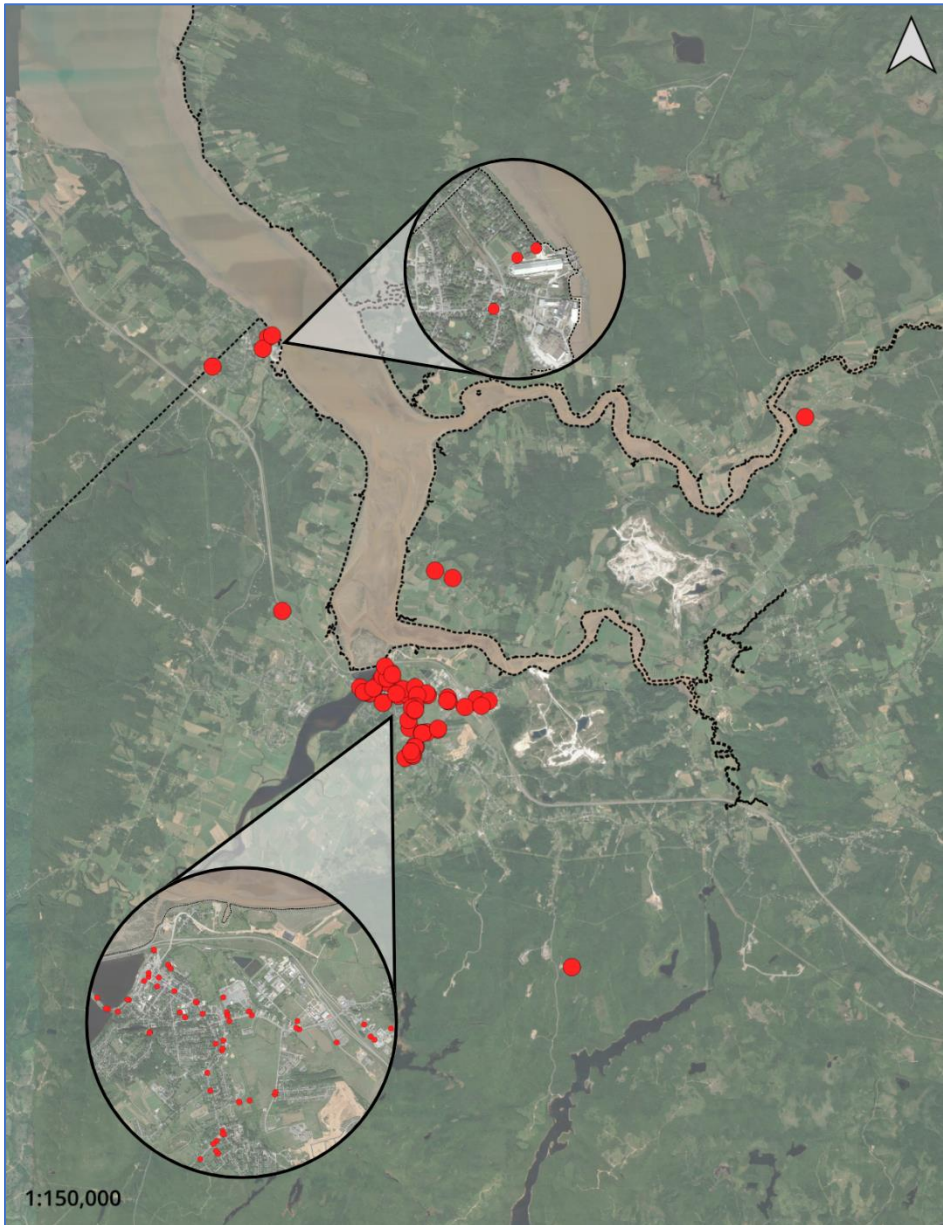


Figure 2: Accessibility Barriers

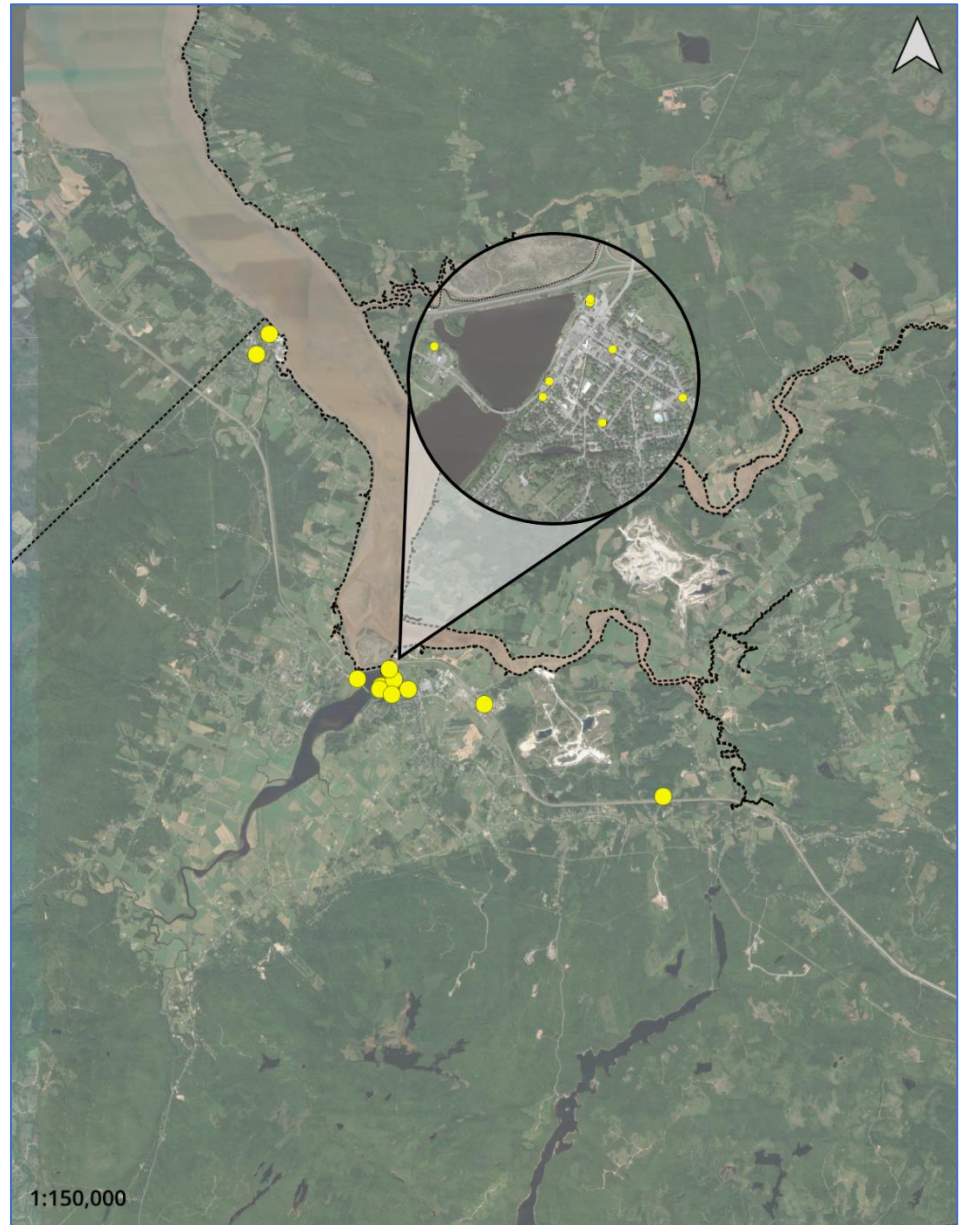


Figure 2: Accessibility Achievements

APPENDIX C – POLICY CONTEXT

This section provides an overview of key components from relevant municipal documents that support various actions of the Accessibility Plan.

Parks and Open Space Plan

- Supports improved signage and wayfinding.
- Prioritizes the maintenance of trails.
- Recognizes the need for improved seating and picnic areas.
- Recognizes the need to enhance trail accessibility.
- Prioritizes the need for regrading trails and picnic areas to improve accessibility.
- Prioritizes the need for new pathways and surfaces in park to increase accessibility.

Hantsport MPS

- Establishes policy of Council to continue to maintain the parks within the Town and to provide recreational services for all residents.
- Lists goal of providing parks and recreational opportunities.

Active Living Strategy

- Prioritizes providing recreational programs and opportunities for all residents.
- Prioritizes providing safe places to walk.

Active Transportation Plan

- Notes importance of making users of active transportation infrastructure feel safe.
- Recognizes the need for entrance signage to improve sense of arrival and communicate usage.

West Hants Trails Plan

- Lists goal to provide opportunities for West Hants residents to participate in a variety of physical activities in their communities.
- Outlines vision for residents of all ages use and enjoy the trails.

Windsor MPS

- States that Council will work to ensure that sidewalks and crosswalks are accessible to disabled residents.
- Promotes pedestrian-friendly networks within the Town, including parks, open space and the waterfront, through pedestrian trails and bike paths or multi-use trails.

Community Engagement Report

- Recommends building a strategy and a phased approach to building new centre and enhancing existing ones, through repairs and programming.
- Recommends starting a safe streets and trails initiative to improve the quality of life for residents.
- Prioritizes improved accessibility of information and spaces and identifies need for non-digital forms of communication.
- Identifies need for improved public transit to connect residents to communities and regional services.
- Identifies need for greater diversity, representation and inclusion.
- Identifies need for improvements to community infrastructure such as trails and roads.



West Hants
something inspiring awaits