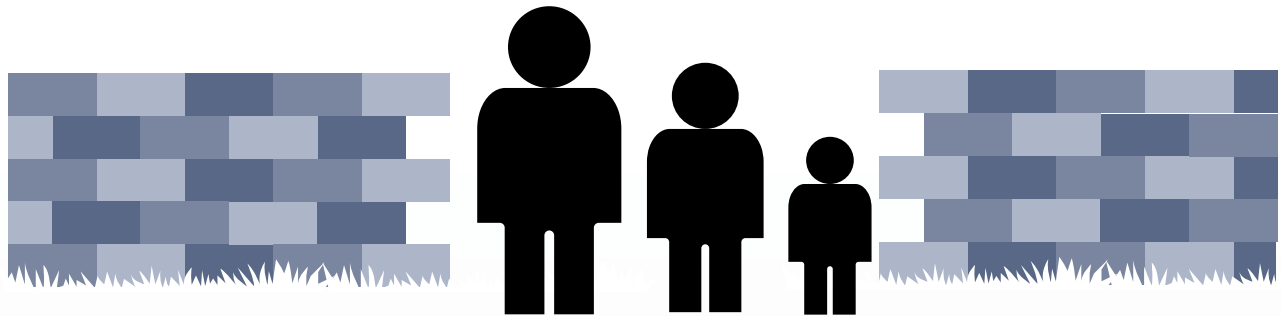


WOLFVILLE: ACCESS BY DESIGN

AN ACCESSIBILITY PLAN FOR 2022-2025



CONTENTS

Welcome Message 4

Areas of Focus 7

Built Environment 8

Information and Communications 12

Employment 16

Goods and Services 20

Transportation..... 24

Implementing the Plan 26

Appendices 20

AAC Report Card - 2021 30

AAC Report Card - 2022 42



WELCOME MESSAGE FROM THE MAYOR



Council's vision for Wolfville - "A vibrant, progressive town at the centre of a thriving and sustainable region, where residents, visitors, businesses and university thrive and grow" – sees a community where everyone participates equitably in the life and activities of our Town. With this, our second three-year Accessibility Plan, and the priority actions it recommends, we move closer to that vision of inclusivity.

Over the past few years, members of the Accessibility Advisory Committee have worked diligently to identify and understand obstacles to full participation in the life of our Town and recommend initiatives and priorities to address those barriers. We understand this is an ongoing process that includes learning, experiencing, and growing in our collective understanding and appreciation of each other's challenges.

This ambitious plan will guide the Council and Staff as new infrastructure is built, existing infrastructure retrofitted, programs, services and communications are delivered. Through the lens of accessibility we will look at our street crossings, sidewalks, recreation programs, access to public buildings and spaces, participation in Town meetings and committees, our written and media communications, and so much more with the goal of opportunity for participation by all.

On behalf of the Town of Wolfville Council I express our deep appreciation for the work of the Accessibility Advisory Committee in preparing Access by Design 2022-2025. The work of the Advisory Committee continues as they continue to monitor, advocate, and recommend actions to support universal accessibility.

- Mayor Wendy Donovan

WELCOME MESSAGE FROM THE CHAIR

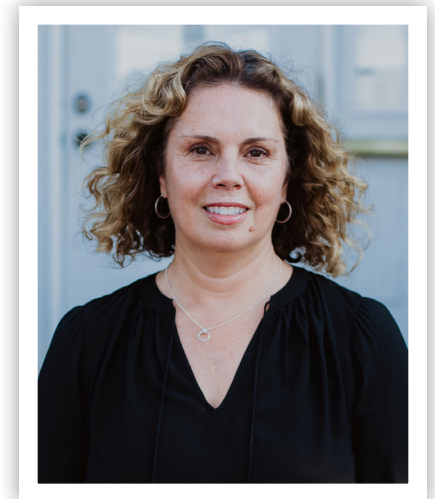
On behalf of Wolfville's Accessibility Advisory Committee, we are pleased to present Wolfville's Access by Design, an Accessibility Plan for 2022-2025. I want to thank our committee members, Birgit, Dwayne, Pamela, Emily, Rebecca, and our town of Wolfville staff for their dedication, guidance, and consultation.

It is a privilege to serve on this committee, listening and learning from people's lived experiences, the passion and authenticity expressed is humbling and life changing. As I walk around Wolfville, I now look at our beautiful town from an accessibility lens.

The past two years have been difficult for the committee to participate directly with the public due to Covid-19. We look forward to getting back to in person meetings and open community engagement.

I encourage you to read, reflect and provide feedback keeping an eye on equitable access, treating everyone fairly based on their needs and abilities, as Wolfville strives to be a welcoming and inclusive community. The committee is proud to support Wolfville and Nova Scotia's goal of an accessible province by 2030.

- Councillor Jennifer Ingham



WHAT WE BELIEVE

We believe in inclusion. At the Town of Wolfville, we are committed to ensuring that all people can take part in community life and in society whatever their abilities. We are committed to helping all people maintain their dignity and independence.

We want to provide equitable access, which means treating everybody fairly, based on their needs and abilities. This is different from equal access, which means treating everybody the same way, whatever abilities or needs they have.



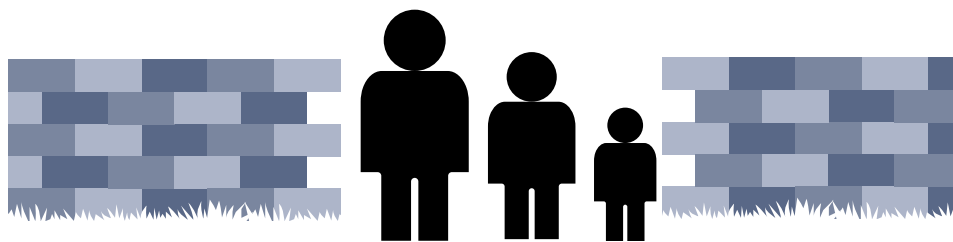
EQUALITY

Everyone is treated equally.



EQUITY

Everyone is given equal access.



ACCESSIBILITY

Barriers are removed.

We are committed to meeting the needs of people who face barriers to accessibility. We will do this by identifying, removing, and preventing these barriers and by meeting the requirements of Nova Scotia's Accessibility Act. The Town will work to be free of barriers by following the principles of universal design wherever possible.

AREAS OF FOCUS

We plan to improve accessibility in five areas.



BUILT ENVIRONMENT

The Town of Wolfville owns, leases, or operates many structures that help the Town run. These structures include streets, sidewalks, parking areas, parks, buildings and other structures.

OUR COMMITMENT

Our public buildings and spaces will be more accessible to people of all ages and abilities. This will be true for spaces and buildings we own, lease, or operate. We will encourage citizens, businesses and Acadia University to make other spaces accessible.

OUR STARTING POINT: BARRIERS

- Some sidewalks and walkways are uneven.
- Some entryways to public and private buildings are narrow.
- Some public open spaces are not fully accessible to people who use wheelchairs, canes or walkers. Quiet Park and the Harvest Moon Trail are examples.
- Some public washrooms are not fully accessible to people of all ages and abilities.
- There are not enough signs for people with visual and hearing impairments.
- Cars and pedestrian traffic compete for street priority.
- Sidewalk snow clearing does not always leave enough room for wheelchair users.
- It is expensive to make existing buildings more accessible.
- Accessibility projects compete for budget with core services like policing, fire, water and sewer services.

ACTIONS

Top Priorities

- Ensure the Town's Crosswalk Policy includes accessibility considerations are built into the annual crosswalk improvement program.
- Work with the business community to keep furniture, sandwich boards and sidewalk planters away from the path of travel on sidewalks or curb cuts so that people can move freely.
- Install automatic doors at the Recreation Centre at Rotary Park.
- Include the Accessibility Advisory Committee as a source of input to the Town's development of a Parks and Open Spaces Masterplan.
- Make washrooms and change houses at the Reservoir Park beach area accessible; add shade to protect visitors from the sun.
- Design the new Welcome Centre at Willow Park (formerly the Visitor Information Centre) to be accessible, including the washrooms.
- Convert some pathways at Clock Park to concrete.

Other Priorities

- Include the Accessibility Advisory Committee as a source of input to the Town's design of new Library/Town Hall building.
- Add accessible parking spaces in the new parking lot at the East End Gateway beside the Harvest Moon Trailhead.
- Include the Accessibility Committee as a source of input in planned large scale improvements to parks and open spaces.
- Develop a directory of accessibility-related grant programs for the business community.
- Add accessible parking spots at the Farmers Market parking lot. Ensure spots meet accessibility standards.

POLICIES

For Public Spaces

The Town of Wolfville will...

- Continue to ensure that, by 2030, all or most Town buildings meet the latest Nova Scotia Building Code. The Town plans to upgrade key buildings by 2027.
- Ensure that all new Town buildings can be Rick Hansen Foundation Accessibility Certified (RHFAC). Meet gold certification where we can. Encourage universal design.
- Give people of all ages and abilities basic access to public parks with a natural slope of less than 5 percent (for example, parts of Reservoir Park, Harvest Moon Trail, Quiet Park, and parts of Willow Park).

For Community Partnerships

The Town of Wolfville will...

- Add Rick Hansen Accessibility Certification as a public benefit under the Density Bonus Program. This will encourage developers to build buildings that achieve this certification.
- Work with the Wolfville business community to make Wolfville an accessible community.
- Encourage seniors to live in their own homes as they age by giving them alternative housing options.

ACHIEVEMENTS TO 2022

- The Town improved some trail and path surfaces. It added a concrete walkway to the cenotaph. It built a path to the Mona Parsons statue. It is compacting crusher dust paths in the Town.
- The Town added sidewalk rebuilding to the 10-year capital investment plan. Sidewalk repairs now have more attention in the Operations Plan. This also includes our Active Transportation pathways.
- The Town bought more equipment to remove snow, and we now use more people to keep our streets clear.
- The Town Hall has a new entrance ramp and an accessible service counter. Now the first floor is mostly barrier-free.
- The Town added accessible parking spaces downtown, including in the Town Hall parking lot. People can now find accessible parking on the street more easily, and curb cuts and ramps make it easier to get to the sidewalks.
- The Town added accessible parking spots when it designed and built the street for Willow Park.
- The Town's 2020 Municipal Planning Strategy includes support for people to stay in their own homes or communities as they age.



INFORMATION & COMMUNICATIONS

The Town tells the public about its work in many ways, including these:

- meetings of Town Council and Advisory Committees
- email, the website, Wolfville Blooms public engagement platform, Facebook, Twitter, Instagram, and other forms of social media
- displays to promote events and special Town meetings
- public awareness campaigns

OUR COMMITMENT

The Town of Wolfville will give people of all ages and abilities clear and accessible information.

We will help people understand accessibility and barriers to participation and will increase awareness about people's right to accessibility.



OUR STARTING POINT

Achievements

- The Town usually holds meetings in spaces that are free of barriers or accessible to people who use wheelchairs.
- Agendas and minutes of all meetings are on the Town website.
- Meetings of Town Council and Committee of the Whole now take place in person and online, referred to as hybrid meetings. People can attend at Town Hall or ask for a link to take part online if they wish to speak to Council. People can also listen to or watch Town Council meetings through Livestreaming. After the meeting, people can listen to or watch it on the Town's website. The Livestream lets viewers use closed captioning.
- The Emergency Management Office (EMO) Coordinator worked with seniors and seniors' housing to develop a contact list for use in emergencies.

Barriers

- Many people do not know that others face barriers to accessibility.
- Hearing-impaired people cannot easily take part in public meetings, including meetings of Town Council and Advisory Committees.
- Staff are not trained to promote inclusion in communications.
- The Town does not use plain language consistently in its written material.
- The Municipal Government Act sets limitations for certain public notices—for example, advertisements must be published in newspapers, which may not be accessible to people with visual impairments.

POLICIES

The Town of Wolfville will...

- Give information in a format or that meets a person's needs when they ask for it. Promote this service to the public.
- Ensure its website and social media sites and its information technology systems are useful to people of all ages and abilities.
- Try to hold in-person public meetings in places where people can use wheelchairs.
- Train front-line staff to communicate better with people of all ages and abilities, and to give them information in a format they can use.
- Create a place on the Town's public engagement site Wolfville Blooms for people to give the Town feedback.

ACTIONS

Top Priorities

- Train staff in plain language and inclusive communications.
- Develop a public awareness program to help Town staff and the public understand about barriers to accessibility and what an accessible community means.
- Give key Town documents to the public in different formats to meet different needs when people ask for them. These could include large print or plain language. Documents could include recreation guides, emergency management information, and bylaws.
- Make digital communications readable for screen reader technology. This includes emergency alerts. Encourage partner agencies to achieve the same standard of communication.

Other Priorities

- Provide American Sign Language (ASL) or Communication Access Realtime Translation (CART) services at Town Council and other public meetings the Town hosts when people ask for that.
- Create a business card for the Accessibility Coordinator in braille.
- Give the public enough time before public meetings to read the agendas and book communication accommodations.
- Give the public enough notice to give take part in discussions and to give their input before Town Council makes a decision.



EMPLOYMENT

The Town employs 49 permanent workers. Seven elected representatives sit on Town Council, including the mayor. Elected representatives must be Canadian citizens, at least 18 years old, and live in the community. The Council may appoint other members of the public to serve on committees or task forces.

OUR COMMITMENT

We will remove barriers to employment for people of all ages and abilities who want to work with the Town of Wolfville. Our workforce will, over time, reflect the Town's diverse population. We will make our employment practices and workplaces more accessible for new and existing employees of all ages and abilities.

OUR STARTING POINT

Achievements

- Members of Council receive Surface Pro devices for reading agendas and Town documents. This makes reading more accessible because users can zoom in on text and change the font size.
- Town Hall has no barriers on the first floor.
- People who use wheelchairs can use the Council table.
- People who use wheelchairs can move around on the first floor of the Public Works/Community Development building.
- The Town keeps funds available to pay for requested accommodation.

Barriers

- The second floors of buildings that the Town owns are not wheelchair-accessible. Bathrooms in Town buildings do not meet accessibility standards.
- Staff including senior management, are not trained to recognize barriers that may limit job opportunities for qualified people.
- Job postings may not be accessible to some people.
- The Town does not have a Human Resources Department.
- For this reason, employees and/or potential employees need to work closely with their supervisor to ensure accommodations can be made available.
- The Town's existing buildings are old and offer limited accessible access. It cannot easily accommodate people who use wheelchairs.



POLICIES

The Town of Wolfville will...

- Provide accommodation to job recruits, if they ask for them.
- Provide accommodation to employees of all ages and abilities. This includes giving them devices that can help them succeed at their jobs.
- Track the number of employees with disabilities. Aim to reflect the Town's diversity by 2030.
- Work with Town employees to help them understand the value of accessibility and inclusion.
- Continue to ensure the Town can pay for any accommodation citizens or staff need.



ACTIONS

Top Priorities

- Update the employee training manual by adding a section on respecting diversity. Offer training in working with people of all ages and abilities. All Town employees will have to take an online course called Working with Abilities. The Nova Scotia Human Rights Commission offers this course at no cost (workwithabilitiesns.ca).
- Start identifying jobs that can be done remotely. This will allow the Town to accommodate some staff who face barriers to work.

Other Priorities

- Survey the Town's employees to get baseline data on their ages and abilities.
- Report every year on diversity, including trends and analysis about people with varying abilities.
- Share opportunities for accessibility training with residents and local businesses — online or in person with Town of Wolfville staff training.
- Find ways to reach a more diverse audience with job postings. Include a statement in job postings that the Town will accommodate an applicant if needed.
- Name a staff person to help employees who may need it to succeed at their jobs.
- Ensure new buildings identified in the Town's long-term capital investment plan are constructed by 2030. Develop alternatives if new buildings are delayed.

GOODS & SERVICES

The Town of Wolfville delivers many services to the public. Some are listed below.

- public meetings (Town Council and Advisory Committees)
- public information and communication
- customer service counters
- streets and sidewalks, and maintenance
- parks, trails, open spaces, playgrounds, and a Visitor Information Centre
- maintenance for streets, sidewalks and park areas
- water and sewer services
- emergency services, such as police and fire

OUR COMMITMENT

We will ensure that people of all ages and abilities have equitable access to the goods and services of the Town of Wolfville. Our policies, procedures, and tools will help us do this.

OUR STARTING POINT

Achievements

- The customer service counter in Town Hall is at a height that is wheelchair accessible.
- The Visitor Information Centre is partially wheelchair-accessible.
- The new ramp at Town Hall has a flatter slope and a rest area.
- Virtual meetings now allow more members of the community to attend or take part in Council meetings.
- New recreation programs offer more diverse options for the community.

Barriers

The Visitor Information Centre sits at ground level, but is not fully accessible. For example, it does not have an automatic door opener and does not have an accessible washroom.

- The Recreation Centre at Rotary Park sits at ground level, but is not fully accessible. There are no automatic door openers, some doors are too narrow, and the ramp to the program room is inappropriate.
- No staff members are trained in alternative communication methods, such as American Sign Language (ASL).
- No money is available to offer alternative communications to people who need them (for example, a sign language interpreter).

POLICY

The Town of Wolfville will deliver all goods and services without bias. No resident will be denied a service because of a disability.

ACTIONS

Top Priorities

- Ensure that people of all ages and abilities can enjoy Wolfville's public parks.
- Create an accessible playground at Willow Park. Ensure that the Parks Masterplan considers accessibility in other parks.
- Provide an adapted listing of recreation programs and services for people of all ages and abilities. Update it every year.
- Train the staff who are responsible for delivering accessible services to people with diverse abilities.
- Over the next three years, consider moving towards hybrid meetings so that anyone can attend and take part in in Town meetings. Suggest changes to the Town Virtual Meeting Policy.

Other Priorities

- Find or create a directory of ASL interpreters, CART service providers, and other resources for the community.
- Provide sign language interpreters when people ask for them for recreation and library programs.
- Provide accessible exercise equipment at municipal recreational facilities.
- Provide accessibility training to the Town's Building Inspector. The Nova Scotia Community College offers RHFAC training.





TRANSPORTATION

People who live in Wolfville can use one of two transportation services. Kings Transit Authority operates 13 buses from Weymouth to Grand Pré. The service extends to through Cornwallis Park, and Port Williams. Kings Point-to-Point Transit is accessible public transportation. It serves people who live in central and eastern Kings County. Drivers pick up passengers at their door and take them where they are going. All eight vehicles are accessible. One is an 18-passenger minibus.

OUR COMMITMENT

People of all ages and abilities will have equitable access to transportation services that receive public funding.

OUR STARTING POINT

Achievements

All Kings Transit Authority buses have the following equipment:

- GPS and Automatic Vehicle Location using DoubleMap
- technology to announce each next stop
- kneeling capabilities and electric ramps
- priority seating for people with disabilities

All of the Kings Point-to-Point vehicles are accessible.

Barriers

- There are no accessible taxis in Wolfville.
- People who want to use Kings Point-to-Point Transit must book it at least 24 hours before they want to use it.

Policies

The Town of Wolfville has two policies about accessible transportation.

- No resident will lose access to transit service because of their disability.
- Residents will not pay extra fees for transit or taxi service only because of a disability.

ACTIONS

Top Priorities

- Work with Kings Transit to make sure all transit stops at least meet Canadian standards for accessible transportation. The standard for Accessible Design for the Built Environment is B651-12. This work will take several years.
- Upgrade the main bus stop on Main Street to meet this standard.

Other Priorities

- Explore increasing subsidized transit fares and/or transit passes for people with disabilities and people with low incomes.
- Complete process of reviewing micro transit, including working with Kings Transit and Kings Point to Point to improve accessibility options.
- Encourage training is available for operators and drivers of public transportation.

IMPLEMENTING THE PLAN

RESPONSIBILITIES

- Town Council is responsible for adopting and overseeing Wolfville: Access by Design.
- The Chief Administrative Officer is responsible for acting on the plan and naming an Accessibility Coordinator.
- The Accessibility Coordinator is responsible for hearing and answering public concerns, complaints and suggestions.
- The Accessibility Advisory Committee is responsible for giving feedback and recommendations to the Town Council.

SCHEDULE

The Town will complete all priorities in this plan by March 31, 2025. If it hasn't completed some priorities, the Committee will think about including them in the plan for 2025-2028.

MONITORING

- The Wolfville Accessibility Advisory Committee will report to Town Council on its progress on Access by Design. The committee will report by April 30 of each year. (one month after the end of the fiscal year). Each report will measure the performance of the policies and actions in this plan for the year before. The committee may also recommend ways to improve the plan.
- The Access by Design report card will be a public document. The Town will post the report on its website.

EVALUATION

People who live in Wolfville will have a chance to review and evaluate Wolfville: Access by Design before 2025-2026.

QUESTIONS AND COMPLAINTS

- Anyone can ask questions or tell the Town of Wolfville about a concern about accessibility. They can do this by sending the Accessibility Coordinator via Town Hall or by sending an email to accessibility@wolfville.ca
- The Accessibility Coordinator will talk with the staff person responsible for the area. The Coordinator will explain the reasons for the decision.
- Anyone can appeal to Council if they are not satisfied with the Accessibility Coordinator's answer. Council may ask the Accessibility Advisory Committee to review the situation and recommend how to deal with it before they send a final response to the person who asked or complained.
- The Accessibility Coordinator will keep a record of all complaints, questions, and concerns submitted to them. They will give regular updates to the committee. These updates will be part of the committee's continual review of the Accessibility Plan and may lead to thinking about future changes.





ACCESS

APPENDICES

Annual Report Cards

- the year ended March 31, 2021
- the year ended March 31, 2022

Appendix: Committee Tour of Selected Town Parks July 2021

The Accessibility Advisory Committee visited Reservoir Park, Willow Park, and Waterfront Park. Committee members were challenged to consider each park in reference to the 5 S'es. These are site, surface, signage, services, and standards. The Town's Director of Parks and Recreation, the Town's only RHFAC trained staff, facilitated this process which provided not only feedback directly related the parks visited, but indirectly towards keys to think about for all other parks.

REPORT CARD

FULL ACCESSIBILITY PLAN

PROGRESS UP TO MARCH 31, 2021

BUILT ENVIRONMENT TOP PRIORITIES






IN PROGRESS







COMPLETED











NOT COMPLETED

Action Item	Page	Status	Comments, Suggestions
Add sidewalk curb cuts at all intersections where sidewalks exist	11		<ul style="list-style-type: none">• Improvements in downtown core started in summer 2020• Full review of all crosswalks currently underway
Commit portion of annual budget to install, maintain or improve accessibility in public buildings and spaces	11		
Ensure all pedestrian buttons or light controls at intersections and pedestrian-controlled crosswalks are located on flat area	11		<ul style="list-style-type: none">• Full review of all crosswalks currently underway





<p>Place street furniture, sandwich boards, planters...away from path of travel and curb cuts</p>	<p>11</p>		<ul style="list-style-type: none"> • Locations tweaked during 2020 season to facilitate easier pedestrian movement. • Town’s Municipal Planning Strategy (MPS) adopted in 2020 includes Policy statement to prohibit signs that create hazards to traffic or pedestrians (page 110 of MPS)
<p>Widen doorways and install power door buttons or automated sliding doors at the entrance of municipal buildings and public washrooms.</p>	<p>11</p>		<ul style="list-style-type: none"> • Not started yet
<p>Staff to bring forward recommendations to improve the standard timeline for snow removal on sidewalks.</p>	<p>11</p>		
<p>Put auditory, visual and tactile markers at busy intersections where people cross roads...core/schools/parks</p>	<p>11</p>		<ul style="list-style-type: none"> • Full review of all crosswalks currently underway

OTHER





Action Item	Page	Status	Comments, Suggestions
<p>Ensure Council Chambers meet Canadian Standard Association Accessibility requirements by March 31st 2020, including providing a mid-ramp landing to improve access to the first floor of Town Hall</p>	12		<ul style="list-style-type: none"> • Improvements to ramp started in 2020, not complete until June 2021. • Work on Council Chambers started
<p>Ensure service desks are at an accessible height, including Dykeland Facility (Planning & Public Works offices).</p>	12		<ul style="list-style-type: none"> • Town Hall currently has an accessible height service counter.
<p>Work with Library to make sure collections are more accessible</p>	12		<ul style="list-style-type: none"> • A built environment audit in progress.
<p>For renovations to private buildings that aim to meet the Rick Hansen Foundation Accessibility Certification, fast track the approval and waive the development fee</p>	12		



<p>For new developments that aim to meet RHFC consider, * deducting cost of RHFC fees from development fees and * fast tracking these applications through development approval process</p>	<p>12</p>	<p></p>	
<p>Promote province's Small Business ACCESS-Ability Grant Program to business community, including WBDC</p>	<p>12</p>	<p></p>	
<p>Consider changing LUB to make easier for homeowners to: *add a secondary suite/backyard suite, and *create co-housing</p>	<p>12</p>	<p></p>	<ul style="list-style-type: none"> • Town's new MPS adopted in September 2020 addresses these issues
<p>Encourage aging-in-place housing options in MPS/ zoning by-laws</p>	<p>12</p>	<p></p>	

INFORMATION AND COMMUNICATIONS TOP PRIORITIES



Action Item	Page	Status	Comments, Suggestions
Train relevant staff in plain language and inclusive communication	15		
Develop/implement a public awareness program to build awareness around barriers to accessibility and what an accessible community means	15		
Provide modified editions of key municipal resources – in large print and/or plain language – on request	15		<ul style="list-style-type: none"> No requests received, but until public awareness is improved, requests may not be received by Town.
Ensure digital communications, including emergency alerts, are screen readable. Encourage partner agencies to achieve the same standard	15		

OTHER






<p>By 2021, ensure the Town’s website meets latest Web Content Accessibility Guidelines (WCAG)</p>	<p>15</p>		<ul style="list-style-type: none"> • Now part of website upgrade underway
<p>Provide American Sign Language (ASL) and/or Communications Access Realtime Translation (CART) services at Town Council and Town-hosted public meetings, on request</p>	<p>15</p>		<ul style="list-style-type: none"> • Staff need to look into the “how” to provide these services, if requested. This would include how to provide ASL on screen during live streaming Town Council meetings.
<p>Include Braille on all business cards</p>	<p>15</p>		<ul style="list-style-type: none"> • Two suppliers contacted with unsuccessful results
<p>Work with Nova Scotia Federation of Municipalities (NSFM) to advocate for accessibility to be included in the public notice requirements of the MGA</p>	<p>15</p>		

Issue meeting agendas with enough lead time to review and book communication accommodations, if needed	16		<ul style="list-style-type: none"> Need to define what “enough lead time means” in order to implement change
Ensure public have enough notice to give feedback and participate in discussions before Council makes a decision	16		






**EMPLOYMENT
TOP PRIORITIES**

Action Item	Page	Status	Comments, Suggestions
Update employee training manual to include respecting diversity, including requirements for all employees taking Working with Abilities online training offered through the NS Human Rights Commission	18		
Establish a centralized accommodation fund to cover cost of assistive devices. Promote funding on job postings	18		<ul style="list-style-type: none"> Covered with Town Reserves Funds






OTHER


Survey town workforce to get baseline data on ages/abilities of all employees	19		
Produce annual diversity reports, including trends and analysis about workforce with varying abilities	19		<ul style="list-style-type: none"> • Not possible until survey started and more than one year of data available
Share opportunities for accessibility training with residents and local businesses - with staff training	19		
Investigate strategies to reach wider/more diverse audience with job postings...noting Town will provide accommodations	19		
Asking a designated staff person to help individuals who may need assistance in their jobs	19		<ul style="list-style-type: none"> • As yet, no defined or requested need for such assistance

GOODS & SERVICES TOP PRIORITIES



Action Item	Page	Status	Comments, Suggestions
Ensure public parks can be enjoyed by people of all ages and abilities	21		<ul style="list-style-type: none"> • This will take a number of years to complete. • Improvements have been made in last couple of years in pathways to the Mona Parson's statue, and the Remembrance Day memorial at the Post Office.
Create an accessible playground at Willow Park	21		<ul style="list-style-type: none"> • The Parks and Recreation Department is reviewing where and what elements can best meet this need.
Improve snow clearance	21		
Provide an adapted listing of recreation programs and services for people of all ages and abilities, update annually	21		<ul style="list-style-type: none"> • An example of newer programming is the Memory Café sessions which have proved successful to the point of creating a joint program with Town of Kentville.
Train staff responsible for delivering accessible services	21		

OTHER




<p>Waive entrance fees at leisure activities for individuals who are there as a support person for someone with a disability</p>	<p>22</p>		<ul style="list-style-type: none"> • Informally practiced.
<p>Establish an accommodation fund to provide services for residents who need accommodations (eg. CART or ASL)</p>	<p>22</p>		
<p>Provide ASL interpreters, on request, to enable people to participate in recreation and library programs</p>	<p>22</p>		<ul style="list-style-type: none"> • No requests received to date
<p>Provide accessible exercise equipment at municipal recreational facilities</p>	<p>22</p>		
<p>Provide accessibility training to the Building Inspector, through RHFAC, through NSCC</p>	<p>22</p>		<ul style="list-style-type: none"> • Director of Parks and Recreation started training. Building Inspector to be trained in future years.

Where applicable include an Accessibility Lens/ Impact Analysis in reports to Council and consultant reports to staff and Council	22		
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**TRANSPORTATION
TOP PRIORITIES**

Action Item	Page	Status	Comments, Suggestions
Town staff to work with Kings Transit staff to review snow removal at transit stops. Prepare steps (incl \$\$) required to improve snow removal timelines.	24		<ul style="list-style-type: none"> Town staff carrying out work.
Ensure all bus stops designed to meet or exceed CSA B651-18 Accessible Design	24		<ul style="list-style-type: none"> Working with Kings Transit to define who carries out upgrades

OTHER

Explore subsidized transit fares/passes for people with disabilities and/or low income	24		
Ensure training is available for operators and drivers of public transportation	24		
Ensure accessible taxi service is available by doing the following; Consult with AAC and public to determine how many on-demand taxis are needed, *demonstrate progress meeting that demand, *Ensure no additional fees OR any fee to store mobility assistive devices, * Ensure vehicle registration is visible/ available in accessible formats for passengers of all ages and abilities	24		<ul style="list-style-type: none"> • Accessible taxi service may be better suited to revised transit models. Kings Point to Point has filled a key service area and micro transit discussions are ongoing in the region.

-
- Spring** means anytime between March 21st and June 21st
 - Summer** means anytime between June 21st and September 21st
 - Fall** means anytime between September 21st and December 21st
 - Winter** means anytime between December 21st and March 21st

REPORT CARD

FULL ACCESSIBILITY PLAN

PROGRESS UP TO MARCH 31, 2022

**BUILT ENVIRONMENT
TOP PRIORITIES**



IN PROGRESS








COMPLETED











NOT COMPLETED

Action Item	Page	Status	Comments, Suggestions
Add sidewalk curb cuts at all intersections where sidewalks exist.	11		<ul style="list-style-type: none">• Improvements in downtown core started in summer 2020.• Town Crosswalk Policy developed in 2021/22. Will be used to inform future crosswalk improvement program.• Annual dollars added to Town 10 Year Capital Plan to make improvements
Commit portion of annual budget to install, maintain or improve accessibility in public buildings and spaces.	11		




<p>Ensure all pedestrian buttons or light controls at intersections and pedestrian-controlled crosswalks are located on flat area.</p>	<p>11</p>		<ul style="list-style-type: none"> • Town Crosswalk Policy developed in 2021/22. Will be used to inform future crosswalk improvement program
<p>Place street furniture, sandwich boards, planters...away from path of travel and curb cuts.</p>	<p>11</p>		<ul style="list-style-type: none"> • Town’s Municipal Planning Strategy (MPS) adopted in 2020 includes Policy statement to prohibit signs that create hazards to traffic or pedestrians (page 110 of MPS)
<p>Widen doorways and install power door buttons or automated sliding doors at the entrance of municipal buildings and public washrooms.</p>	<p>11</p>		<ul style="list-style-type: none"> • Improvements started and included in 2022/23 budget. Grant received to fund automatic doors at Rec Centre.
<p>Staff to bring forward recommendations to improve the standard timeline for snow removal on sidewalks.</p>	<p>11</p>		
<p>Put auditory, visual and tactile markers at busy intersections where people cross roads...core/schools/parks</p>	<p>11</p>		<ul style="list-style-type: none"> • Full review of all crosswalks currently underway

OTHER

Action Item	Page	Status	Comments, Suggestions
<p>Ensure Council Chambers meet Canadian Standard Association Accessibility requirements by March 31st 2020, including providing a mid-ramp landing to improve access to the first floor of Town Hall</p>	12		<ul style="list-style-type: none"> • Improvements to ramp started in 2020, not complete until June 2021. • Improved sound implemented in Chambers. Town also has hybrid meeting format, both in person and virtual attendance possible. • Town Policy outlining virtual meeting options expected to be complete in early 2022/23
<p>Ensure service desks are at an accessible height, including Dykeland Facility (Planning & Public Works offices).</p>	12		<ul style="list-style-type: none"> • Town Hall currently has an accessible height service counter.
<p>Work with Library to make sure collections are more accessible</p>	12		<ul style="list-style-type: none"> • A built environment audit in progress.
<p>For renovations to private buildings that aim to meet the Rick Hansen Foundation Accessibility Certification, fast track the approval and waive the development fee</p>	12		

<p>For new developments that aim to meet RHFC consider, * deducting cost of RHFC fees from development fees and * fast tracking these applications through development approval process</p>	<p>12</p>	<p></p>	
<p>Promote province's Small Business ACCESS-Ability Grant Program to business community, including WBDC</p>	<p>12</p>	<p></p>	
<p>Consider changing LUB to make easier for homeowners to: *add a secondary suite/backyard suite, and *create co-housing</p>	<p>12</p>	<p></p>	<ul style="list-style-type: none"> • Town's new MPS adopted in September 2020 addresses these issues
<p>Encourage aging-in-place housing options in MPS/ zoning by-laws</p>	<p>12</p>	<p></p>	

INFORMATION AND COMMUNICATIONS TOP PRIORITIES

Action Item	Page	Status	Comments, Suggestions
Train relevant staff in plain language and inclusive communication	15		<ul style="list-style-type: none"> • Some members of Senior Management Team attended Plain Language Professional Development module. • Use of Plain Language encouraged for reports submitted to Council, whenever possible.
Develop/implement a public awareness program to build awareness around barriers to accessibility and what an accessible community means	15		
Provide modified editions of key municipal resources – in large print and/or plain language – on request	15		<ul style="list-style-type: none"> • No requests received, but until public awareness is improved, requests may not be received by Town.

Ensure digital communications, including emergency alerts, are screen readable. Encourage partner agencies to achieve the same standard

15



OTHER

By 2021, ensure the Town’s website meets latest Web Content Accessibility Guidelines (WCAG)

15



- Now part of website upgrade underway
- New webpage expected by May 2022.

Provide American Sign Language (ASL) and/or Communications Access Realtime Translation (CART) services at Town Council and Town-hosted public meetings, on request

15






- Staff need to look into the “how” to provide these services, if requested. This would include how to provide ASL on screen during live streaming Town Council meetings.

Include Braille on all business cards


15



- Two suppliers contacted with unsuccessful results.

Work with Nova Scotia Federation of Municipalities (NSFM) to advocate for accessibility to be included in the public notice requirements of the MGA	15		
Issue meeting agendas with enough lead time to review and book communication accommodations, if needed	15		<ul style="list-style-type: none"> • Need to define what “enough lead time means” in order to implement change
Ensure public have enough notice to give feedback and participate in discussions before Council makes a decision	15		

**EMPLOYMENT
TOP PRIORITIES**

Action Item	Page	Status	Comments, Suggestions
Update employee training manual to include respecting diversity, including requirements for all employees taking Working with Abilities online training offered through the NS Human Rights Commission	18		

Establish a centralized accommodation fund to cover cost of assistive devices. Promote funding on job postings



18




- Covered with Town Reserves Funds





OTHER

<p>Survey town workforce to get baseline data on ages/abilities of all employees</p>	<p>19</p>		<ul style="list-style-type: none"> • Will await all staff taking Working with Abilities online training module (see page 18 of Plan). Will allow staff to provide more informed response to a survey.
<p>Produce annual diversity reports, including trends and analysis about workforce with varying abilities</p>	<p>19</p>		<ul style="list-style-type: none"> • Not possible until survey started and more than one year of data available
<p>Share opportunities for accessibility training with residents and local businesses - with staff training</p>	<p>19</p>		<ul style="list-style-type: none"> • Consider promoting online course options provided by NS Human rights Commission



Investigate strategies to reach wider/more diverse audience with job postings...noting Town will provide accommodations	19		
Asking a designated staff person to help individuals who may need assistance in their jobs	19		<ul style="list-style-type: none"> As yet, no defined or requested need for such assistance





GOODS & SERVICES TOP PRIORITIES

Action Item	Page	Status	Comments, Suggestions
Ensure public parks can be enjoyed by people of all ages and abilities	21		<ul style="list-style-type: none"> This will take a number of years to complete. Improvements have been made in last couple of years in pathways to the Mona Parson's statue, and the Remembrance Day memorial at the Post Office. Accessible splashpad feature added at Willow Park



Create an accessible playground at Willow Park	21		<ul style="list-style-type: none"> The Parks and Recreation Department is reviewing where and what elements can best meet this need.
Improve snow clearance	21		
Provide an adapted listing of recreation programs and services for people of all ages and abilities, update annually	21		<ul style="list-style-type: none"> An example of newer programming is the Memory Café sessions which have proved successful to the point of creating a joint program with Town of Kentville.
Train staff responsible for delivering accessible services	22		

OTHER


Waive entrance fees at leisure activities for individuals who are there as a support person for someone with a disability	22		<ul style="list-style-type: none"> Informally practiced.
Establish an accommodation fund to provide services for residents who need accommodations (eg. CART or ASL)			



Provide ASL interpreters, on request, to enable people to participate in recreation and library programs	22		<ul style="list-style-type: none"> No requests received to date
Provide accessible exercise equipment at municipal recreational facilities	22		<ul style="list-style-type: none"> Could be considered during development of long term Parks Master Plan.
Provide accessibility training to the Building Inspector, through RHFAC, through NSCC			<ul style="list-style-type: none"> Director of Parks and Recreation started training. Building Inspector to be trained in future years.
Where applicable include an Accessibility Lens/ Impact Analysis in reports to Council and consultant reports to staff and Council			

TRANSPORTATION TOP PRIORITIES

Action Item	Page	Status	Comments, Suggestions
Town staff to work with Kings Transit staff to review snow removal at transit stops. Prepare steps (incl \$\$) required to improve snow removal timelines.	24		
Ensure all bus stops designed to meet or exceed CSA B651-18 Accessible Design	24		<ul style="list-style-type: none"> Working with Kings Transit to define who carries out upgrades

OTHER

Explore subsidized transit fares/passes for people with disabilities and/or low income	24		<ul style="list-style-type: none"> Cost for all users of public transit is currently subsidized by municipal units. Town contributes to both Kings Transit and Kings Point to Point Transit effectively subsidizing the cost of these services
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<p>Ensure training is available for operators and drivers of public transportation</p>	<p>24</p>		
<p>Ensure accessible taxi service is available by doing the following; Consult with AAC and public to determine how many on-demand taxis are needed, *demonstrate progress meeting that demand, *Ensure no additional fees OR any fee to store mobility assistive devices, * Ensure vehicle registration is visible/ available in accessible formats for passengers of all ages and abilities</p>	<p>25</p>		<ul style="list-style-type: none"> • Accessible taxi service may be better suited to revised transit models. Kings Point to Point has filled a key service area and micro transit discussions are ongoing in the region.

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Spring means anytime between March 21st and June 21st
Summer means anytime between June 21st and September 21st
Fall means anytime between September 21st and December 21st
Winter means anytime between December 21st and March 21st

