Lunenburg County
Accessibility Plan

~~Perfection~~
progress

2025-2028

Submitted to the Province of Nova Scotia on April 1, 2025

town of BRIDGEWATER

TOWN OF Mahone Bay

District of Lunenburg

TOWN of LUNENBURG
A World Heritage Site

THE MUNICIPALITY OF CHESTER

Acknowledgements

First, we acknowledge the Mi'kmaq, the First People of this land they've nurtured, that experienced the first and continuous inequities. As we acknowledge the Peace and Friendship Treaties signed, we recognize that as we do this work as Treaty People, we have a responsibility to intentionally, thoughtfully, and deeply engage to move forward this work of truth, reconciliation, diversity, equity and inclusion.

Often in the presence of inequity lies resilience. We acknowledge the resilient African Nova Scotian community we also serve, that has been in Nova Scotia for over 400 years. We not only honor and offer gratitude to those ancestors of African descent who came before us to this land but also continue to work to dismantle the centuries long hate and racism that has shaped present day inequities. We acknowledge that, to do this work and move forward, one must acknowledge true history, which is often unwritten. So, we continuously work towards respectfully engaging with and hearing the experiences of the descendants of these communities.

We acknowledge that we work in affirmation that accessibility is a human right. We also recognize that barriers to accessibility are greater for people who are typically marginalized in our society.

Introduction

The five municipalities in Lunenburg County are working together to improve and develop equity within our region. The five municipalities include: Municipality of Chester (including the Village of Chester), Municipality of the District of Lunenburg (including the Village of Hebbville), Town of Bridgewater, Town of Lunenburg, and Town of Mahone Bay.

Background

In 2021, we worked with the Lunenburg County Accessibility Advisory Committee to develop the Lunenburg County Accessibility Plan. The plan outlined the overarching commitments for improving accessibility in all of Lunenburg County and some of the actions we would take to reach those commitments.

Objective

We know that inclusive communities are stronger communities and we are committed to working individually and as a region to make our municipal programs, services, initiatives and facilities more accessible, equitable and inclusive.

This plan looks ahead to the next three years (April 2025-March 2028). The Accessibility Plan updates information from the first plan and outlines specific actions we will take to help us reach our long-term goals.

Provincial Legislation

Under the *Accessibility Act* (2017), we must update the Lunenburg County Accessibility Plan. The focus is development of a plan that will identify and address barriers to access in public policies, programs and services.

Key strategies

We commit to taking actions to encourage a culture of equity in our organizations and communities. We believe in supporting staff, Councils, and the people in our communities to not only become aware of inequities but become educated and equipped on how to remove and prevent barriers, while creating a culture of continuous learning.

Note: We recognize that language around equity work is always evolving and that people have different preferences about how to describe themselves. Although we intend to be respectful and inclusive, we know our language choices may not fit for everyone.
If you have feedback about our choices, please let us know.

What We Believe

The first Lunenburg County Accessibility Plan was created using some key principles. We have continued to use and add to the list of these principles as we do our work around equity development. We plan to use them as we implement the 2025-2028 Lunenburg County Accessibility Plan.

1 Equitable Access

Working towards equitable access for everyone in our community means that every person has access to opportunities and is treated fairly. Equitable access means understanding that a person's individual circumstances will impact what barriers they might face and what we can do to remove those barriers. Creating equity doesn't mean treating everyone the same.

2 First Voice

It is essential to include first voice perspectives of people who have lived experience in our work. That means hearing first voice perspectives on our plans, the work we have already done, and our decision-making processes.

It also means working to make our processes more accessible and equitable so we hear from persons from equity deserving groups about all our work, not only related to Equity, Diversity, Inclusion and Accessibility (EDIA). This work is a lens to all the work, not its own separate project.

3 Flexibility

We know that things change and that we need to be flexible to respond to changes. Various Acts and Standards will come into effect and legislation may change in the coming years. Things like technology and world occurrences will also change. We understand that this plan must be flexible to make sure we can respond to these changes, take advantage of opportunities and respond to the emerging needs of community. We consider this plan to be a living document.

4 Collaboration

It is essential to continue to collaborate with other municipal units, the regional committees, organizations at the provincial level, and community partners to advance this plan and work towards a community of belonging.

5 Intersectionality

We know that people have multiple identities and that can mean they face multiple barriers to feeling belonging in our communities. These might be related to cultural or ethnic background, gender, disability, sexuality, or other identities people may have. When these identities overlap, it can magnify the impact of the barriers that person faces overall. We must consider intersectionality and align our plans with broader equity, diversity and inclusion work.

Lunenburg County Accessibility Plan

Glossary of Terms

We recognize that language around equity work is always evolving and that people have different preferences about how to describe themselves. Although we intend to be respectful and inclusive, we know our language choices may not fit for everyone. If you have feedback about our choices, please let us know.

***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 Lens: An Accessibility Lens is a tool for identifying and clarifying issues affecting persons with disabilities used by policy developers and analysts to access 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.

Accessibility Standard: Under the *Accessibility Act* (2017), standards are the laws that will be developed to increase accessibility in Nova Scotia. Standards will be developed in six areas; Built Environment, Education, Employment, Goods and Services, Public Transportation, and Information and Communications. As standards are enacted into law, they will include who needs to comply with them.

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."

Diversity: Diversity is the range of human differences, including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, socioeconomic status, physical ability or attributes, religious or ethical values system, national origin, political beliefs, geographic, and academic/professional backgrounds. This includes people with different opinions, backgrounds (degrees and social experience), heritage and life experience.

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.

Equity Deserving Groups: A group of people who, because of systemic discrimination, face barriers that prevent them from having the same access to the resources and opportunities that are available to other members of society, and that are necessary for them to attain just outcomes (Canada.ca)

Intersectionality: How a person's identities, such as their gender, ethnicity, and sexuality, affect their access to opportunities and privileges.

Lunenburg County Accessibility Advisory Committee (LCAAC): The committee established by the five municipalities in Lunenburg County that is responsible for advising the municipal councils on identifying, preventing, and removing barriers to people with disabilities in municipal programs, services, initiatives, and facilities. The LCAAC is made up of one elected official from each of the five municipalities and the Village of Chester and six community members. At least half of LCAAC members must be persons with disabilities or represent an organization that represents persons with disabilities.

Lunenburg County Anti-Racism and Anti-Discrimination Advisory Committee (ARADAC): The committee established by the five municipalities in Lunenburg County that is responsible for advising the municipal councils on identifying, preventing, and removing barriers to people from underserved and underrepresented groups in municipal programs, services, initiatives, and facilities. The ARADAC is made up of one elected official from each of the five municipalities, six community members and two indigenous members (1 each from Acadia and Sipekne'katik First Nation). A matrix is used to have wide diversity of representation from equity deserving groups.

Meaningful: In the context of our 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/).

Letter from Mayors & Warden

Greetings,

As elected municipal representatives of Lunenburg County, we are proud to support the Lunenburg County Accessibility Plan - an important step toward more inclusive and equitable communities.

We recognize that accessibility barriers exist across our region, creating inequities for individuals living with disabilities. These barriers impact daily life, limiting opportunities for participation, mobility, and engagement in our communities. Addressing these challenges is not only a priority but a responsibility we all share.

Over the past few years, we have made meaningful progress in this regard; however, we recognize there is still much to do. People in our region move between municipalities every day, and they should be able to count on spaces, services, and programs that meet their accessibility needs. To maximize our impact and resources, we will align our efforts to create an inclusive experience for residents and visitors alike. This is not a quick fix; it is a journey that we must take step by step, working together to create lasting change.

Importantly, we recognize that true progress cannot be achieved without the voices of those with lived experience. As we move forward, we are making a commitment to listening to and learning from members of our community with firsthand knowledge of accessibility challenges. Your insights will guide our decisions and help us prioritize initiatives that will make a real difference.

Together, we can build a Lunenburg County where everyone can fully participate in community life, free from barriers. We invite you to join us in this effort - whether by sharing your experiences, supporting accessibility initiatives, or advocating for change.

Mayor Elspeth McLean-Wile
Municipality of the District of Lunenburg

Mayor David Mitchell
Town of Bridgewater

Mayor Suzanne Lohnes-Croft
Town of Mahone Bay

Warden Allen Webber
Municipality of the District of Chester

Mayor Jamie Myra
Town of Lunenburg

Evaluation

In the Lunenburg County Accessibility Plan, we have identified 17 actions we will take to increase accessibility within our community. We will track our progress on these actions and update on progress to the community every year.

We will continue to connect with the community, especially persons from equity deserving communities, to learn about their experiences and if what we are doing is making a meaningful difference. We will do this through community engagement sessions, surveys, and monitoring complaints and comments from the public.

We will also ask municipal staff, volunteers and elected officials about equity in our organizations to make sure we are increasing understanding over time.

As this work is both change focused and human-centred, we will continue to partner with organizations that specialize in data and evaluation. This makes sure we are not duplicating efforts and we engage with organizations that specialize in this area.

Disability in our Community

Based on the Canadian Survey on Disability (2022), Nova Scotia has the highest disability rate in Canada at 37.9%. The Canadian disability rate is 27%. This survey asks people to report on their disability and function. The data includes people 15 years and older and does not include people living on First Nations reserves, Armed Forces bases, or in institutional settings such as long-term care facilities. The disability rate goes up with age. For Nova Scotians aged 65 and older, 43.2% reported having one or more disabilities. That rate decreases to 35.4% for those aged 25 to 64 years, and again to 28.8% for youth aged 15 to 24 years.

Disabilities
Of persons with disabilities in Nova Scotia, 65.7% reported having a pain related disability. This was the most common answer, followed by flexibility at 44.1% and mobility at 42.3%. Mental health related disabilities were reported by 41.0% of Nova Scotians with disabilities. The remaining types of disabilities reported include seeing (25.9%), hearing (24.4%), learning (22.5%), dexterity (20.5%), memory (17.0%), and developmental (4.7%). Many people reported having more than one type of disability.

Barriers
We know that creating accessible communities means identifying, removing, and preventing barriers. Nova Scotians who reported having disabilities also reported which types of barriers were most common in their lives.
The most common answer was physical barriers (58.6%). Next, 49.4% reported experiencing barriers to communication, while 38.2% reported experiencing barriers related to attitudes from others.

Progress

Since 2021, many things have changed in the way we incorporate accessibility into our work. Using the first plan as a guide, we have made changes to policies, processes, bylaws and spaces to improve accessibility. As a region we continue to build and support processes that help ensure these improvements continue.

Regional Progress

Regional Committee

The Lunenburg County Accessibility Advisory Committee (LCAAC) continued meeting following the completion of the first plan and has provided accessibility advice to municipalities on multiple projects. They currently meet 10 times per year.

Regional Collaboration

Following the first plan, we hired a Regional Accessibility Coordinator to support accessibility work. Since August 2021, the coordinator has worked to support accessibility in each municipality and across the region. This contract position became permanent in fall 2024, showing a commitment by our region to continue to prioritize accessibility improvements. Starting in 2024, we created a group that meets regularly to focus on equity, diversity, inclusion and accessibility issues. This group includes senior staff from each municipality, the Regional Accessibility Coordinator, Regional Anti-Racism and Diversity Coordinator, and additional staff who are responsible for equity, diversity, inclusion and accessibility work within their own organizations. By meeting regularly, we can make sure we are sharing updates, concerns, and successes, working together where we can, and keeping issues of equity, diversity, inclusion, and accessibility a priority.

All five municipalities have been working to increase accessibility guided by the first accessibility plan. You can read a summary of progress from each municipality in the appendix at the end of this plan.

Public Engagement

As we prepared this updated plan, we reached out to the community. We created an online survey, hosted public drop in sessions, and had individual conversations with community members and organizations concerned with disability and accessibility.

Community Engagement

Survey

We created a survey asking about the accessibility of municipal services, programs, and spaces. The survey ran for 17 days in December 2024 and received 28 responses.

Everyone who took the survey reported having a disability, Deaf or Neurodivergent, having a close relationship with disability (such as a family member, friend), or working or volunteering with an organization that supports or represents persons with disabilities. More than half (57%) reported having a disability themselves.

Community Drop-in Sessions and Events

The Regional Accessibility Coordinator participated in 11 public drop-in sessions and events between September 2024 and February 2025. Eight of these sessions were joint sessions with the Regional Anti-Racism and Diversity Coordinator. More than 70 people engaged with the coordinators at these sessions.

No one was asked about disability status, but many people disclosed that they live with one or more disabilities and shared their experiences.

At each session, people were asked to tell or write their answer to the question, “What does belonging mean in Lunenburg County?”

Key Findings

The first plan organized information into five categories that were taken from the Standard areas in the *Accessibility Act*. We continued to use these categories to guide our questions to community and to help organize what we heard. However, we found there was a sixth idea that people consistently mentioned. We have called this "Awareness" and it is woven through the other five categories.

Goods & Services

People told us the goods and services they receive from us do not consistently meet their accessibility needs. This includes interactions with us (for example, paying a bill, getting a permit), meetings and events, and recreation programming.

People said that they may not participate in recreation programs because the programs and facilities are too far away, they don't know if their accessibility needs will be met, don't feel safe trying something new with unfamiliar staff, or they have had experiences in the past when their accessibility needs were not met.

Although the accessibility of businesses is not a municipal responsibility, we heard that people continue to face barriers to accessing businesses in our region.

Information & Communications

Many people said they can find, access, and understand information from their municipalities. For others who faced barriers accessing information, finding what they need when visiting the website, knowing where to find information about the accessibility of municipal spaces and events, and knowing how to share a concern or complaint about accessibility were all mentioned as problems. Many people also said they cannot always access and understand emergency communications from their municipality, or that there is a lack of information shared with the public about urgent and non-urgent issues.

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Key Findings

Employment

People told us that negative attitudes of employers and others toward disability is a major barrier to getting a job. Difficulty learning about job opportunities, lack of flexibility in working hours, accommodations, and other supports are also barriers to getting and keeping a job. Of those who described positive employment situations, they said it was because their employer provided flexibility or they are self-employed and can make decisions to support their own needs.

Built Environment

Although some people told us they can access municipal facilities without encountering accessibility barriers, many are still encountering barriers in these spaces. This tells us that, although we have been working to increase accessibility in our buildings, we still have work to do. In particular, access to accessible washrooms is a challenge, with more than half of people in our survey saying that these facilities sometimes or rarely meet their needs.

Several people mentioned the improvements that are happening in parks and outdoor spaces. For example, LaHave Sunset Park and Mushamush Beach Park in MODL and Wild Rose Park in MOC, which have each had significant improvements to accessibility in the past year.

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Key Findings

Transportation

People identified getting to where they need or want to go as a challenge. Public transportation is limited in Lunenburg County and does not meet the needs of many people with disabilities. People described being grateful for accessible transportation services but that they still have trouble getting everywhere they want or need to go, especially on evenings and weekends.

People told us that getting around using sidewalks and road shoulders can be challenging or impossible, especially with a mobility disability. They also said that events like snow and construction can create barriers to getting around and that we don't always manage these situations in ways that meet their accessibility needs.

Accessible parking is also a concern. People said there is not always enough accessible parking and when they are available, they are sometimes too far from destinations, making them less accessible. The design of the existing accessible parking spaces only works for some people and not others. In particular, people who use accessible vans described having difficulty finding appropriate places to park.

Feedback

Wins

People also had positive things to share about accessibility in Lunenburg County. Some examples are:

- Interactions with municipal staff who really listen and follow up when there is a problem
- Asking persons with disabilities for input and having it taken seriously
- Improvements to the physical spaces in municipal buildings (Municipality of Chester, District of Lunenburg)
- The DesBrisay Museum in Bridgewater
- Improvements to outdoor spaces accessibility
- Wheelchair basketball in Town of Lunenburg

Areas of Growth

We know we can never hear from everyone in the community but we want to make sure we are hearing from people with different experiences so we can make good decisions about accessibility. We recognize that our public engagement did not include enough diversity of experience and that this means we may be missing important information about the barriers people are facing.

We need to hear more from people and organizations with experiences related to:

- Youth with disabilities
- Persons who are blind or low vision
- Persons who are Deaf or Hard of Hearing
- Persons with intellectual disabilities
- Persons with episodic disabilities
- Persons from the 2SLGBTQAI+ community
- Persons who are Black, Indigenous, or persons of colour

Areas of Focus

The findings from community engagement tell us that the five areas we used to organize our actions in the first Lunenburg County Accessibility Plan are still areas where people with disabilities are facing barriers and where we can focus our efforts. In addition, we have added Awareness as a sixth area of focus. This is a way to acknowledge we have a role to play in raising awareness both in our own organizations and in the broader community about accessibility and disability. This is also an area that can overlap with our regional Anti-Racism and Diversity Plan.

Each of the six areas of focus are shown here with their long term goal.

Goods & Services

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

Information & Communications

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

Transportation

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

Employment

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.

Built Environment

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

Awareness

Municipal staff, volunteers, and elected officials consider accessibility in decision making and encourage a culture of accessibility and equity in their organizations and in the community.

Priorities

To help us reach these goals, we have 28 priorities. We have used these to help select actions we will take as a region. We will also use them to select actions we will take in our individual municipalities.

List of priorities by category :

Goods and Services	
Services	Enhance services provided by municipal units by making municipal services and events more accessible to persons with disabilities
Physical Space	The entrance areas of our municipal buildings should support positive accessible customer service experiences.
Programs	Deliver programming to people of all ages and abilities.
Meetings and Events	Improve accessibility of public meetings and events planned and delivered by a municipal unit by using an accessibility lens including location, event delivery, and participation.
Procurement	Apply an accessibility lens to all procurement processes, including creating common accessibility language, accessibility requirements, and including accessibility into the scoring process for procurement.
Policy	Apply an accessibility lens to all policy, by-laws, procedures, and practices.
Emergency Management	Municipal planning for emergencies will consider the needs of persons with disabilities. This means considering accessibility barriers in how we prepare for and respond to emergencies.

Priorities

Information and Communications	
Communications Delivery	Improve communications about existing municipal programs, services, and events by delivering communications in a wide range of accessible formats.
Advertising/Marketing	Create and use a standardized symbol system when we communicate about public programs and events. This will let people know what accessibility features and barriers they can expect.
Wayfinding	Improve signage and wayfinding for municipal buildings and public facilities by having new signage and wayfinding projects designed using best practice in accessibility.

Transportation	
Pedestrian Infrastructure	Make it easier for people to move around our communities while walking, cycling, and using mobility devices. This may include building and improving sidewalks, improving lighting, adding seating where people can rest, and including tactile attention indicators, curb ramps, and accessible pedestrian signals at pedestrian crossings.
Snow Removal	Ensure snow clearance of transit stops, public buildings, and municipally managed parking areas is timely and thorough.
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).
Transit Connectivity	Where possible, support improving transit connectivity by expanding public transportation systems.
Transit Infrastructure	Improve existing transit infrastructure and ensure transit vehicles, transit stops, and signage are accessible to people with disabilities.

Priorities

Employment	
Job Opportunities	Improve opportunities for persons with disabilities to gain employment at the municipality by ensuring job postings clearly state they are open to persons with disabilities, accommodations may be available in the workplace, and/or advertise job postings across different platforms.
Hiring	Improve processes, policies, and practices to remove accessibility barriers and encourage the recruitment, selection, transition, and advancement of persons with disabilities in their employment at the municipalities. Update job standards to make sure they reflect the actual standards of the job.
Flexibility	Improve support and flexibility in the workplace by ensuring municipal staff and Council with disabilities have access to assistive technology, 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.
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 persons with disabilities.
Representation	Actively recruit persons with disabilities on all municipal committees and working groups. Review committee and Council recruitment materials to ensure they are accessible.

Priorities

Built Environment	
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.
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).
Washrooms	Look for opportunities to construct and maintain more accessible public washrooms and retrofit existing washrooms where possible.
Temporary Disruptions	Put processes in place to ensure accessibility is maintained during temporary disruptions including emergencies, evacuations, and special events.
Emergencies	Ensure emergency management and building evacuation plans are reviewed with accessibility in mind.
Construction Mitigation	Municipalities should ensure accessible detours are available and communicated to the public when a sidewalk is affected by construction.

Awareness	
Internally (Organizationally)	Support new and existing municipal staff and Councils to increase knowledge and understanding of accessibility, equity, human rights, disability rights, and accessibility barriers in our community by providing ongoing awareness and training programs.
Externally (In Community)	Build an understanding and awareness of disability and accessibility within our community by supporting development of programming and awareness materials and events that highlight the experiences of people with disabilities in our community.

Regional Actions

To work toward meeting the priorities in this plan, we will work together on 17 actions.

Goods and Services

Action	Priorities
Create or adopt a guide to be used by staff that provides guidance on how to plan a meeting or event using equitable best practices, including accessibility.	Meetings and Events - Improve accessibility of public meetings and events planned and delivered by a municipal unit by using an accessibility lens including location, event delivery, and participation.
Provide support to community members who face barriers to participating in municipal meetings and events to enable engagement. We will explore how to do this within the scope of our role as municipalities.	Meetings and Events - Improve accessibility of public meetings and events planned and delivered by a municipal unit by using an accessibility lens including location, event delivery, and participation.
Develop a guide for staff and council members of municipal units on how to review and update policies, by-laws, procedures, and practices with an equitable best practices lens.	Policy– Apply an accessibility lens to all policy, by-laws, procedures, and practices.
Develop an Anti-Hate & Anti-Discrimination Policy to support regional municipal units for anti-hate and anti-discriminatory efforts until all policies can be reviewed with an equity, diversity, inclusion and accessibility lens.	Policy– Apply an accessibility lens to all policy, by-laws, procedures, and practices.
Ensure that emergency information from the Lunenburg County Regional Emergency Management Organization (REMO) is communicated using Plain Language.	Emergency Management – Municipal planning for emergencies will consider the needs of persons with disabilities. This means considering accessibility barriers in how we prepare for and respond to emergencies.
Schedule regular meetings between REMO staff and the Regional Accessibility Coordinator to support considering accessibility in emergency management.	Emergency Management – Municipal planning for emergencies will consider the needs of persons with disabilities. This means considering accessibility barriers in how we prepare for and respond to emergencies.
Look for opportunities to provide emergency preparedness information to persons with disabilities through digital and written materials and presentations.	Emergency Management – Municipal planning for emergencies will consider the needs of persons with disabilities. This means considering accessibility barriers in how we prepare for and respond to emergencies.

Information and Communications

Action	Priorities
Collect and share information about the accessibility of municipal facilities and outdoor spaces using a standardized symbol system.	Advertising/Marketing – Create and use a standardized symbol system when we communicate about public programs and events. This will let people know what accessibility features and barriers they can expect.
Create a website dedicated to equity, diversity, inclusion and accessibility work in Lunenburg County to create a consistent space for people to find information about accessibility in the region.	Advertising/Marketing – Create and use a standardized symbol system when we communicate about public programs and events. This will let people know what accessibility features and barriers they can expect.

Transportation

Action	Priorities
Collaborate regionally to learn more about what barriers people face related to transportation access as they move within, between, and beyond our municipalities.	Transit Connectivity – Where possible, support improving transit connectivity by expanding public transportation systems.

Employment

Action	Priorities
Explore the development of a safe space for municipal employees who belong to equity deserving groups. This could be in the form of an affinity group or employee resource group where employees can explore shared experiences, barriers, and solutions.	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 persons with disabilities.
Assess Municipal/Town physical spaces for opportunities to display signs of inclusion and belonging.	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 persons with disabilities.
Create opportunities for youth with disabilities to provide feedback to municipalities on accessibility matters.	Representation – Actively recruit persons with disabilities on all municipal committees and working groups. Review committee and Council recruitment materials to ensure they are accessible.

Awareness

Action	Priorities
Review our governance processes related to equity, diversity, inclusion and accessibility. This includes determining responsibilities for decision making, accountability and how we interact with other organizations doing similar work in the community.	Building Awareness in our organizations) – Support new and existing municipal staff and Councils to increase knowledge and understanding of accessibility, equity, human rights, disability rights, and accessibility barriers in our community by providing ongoing awareness and training programs.
Create an awareness plan to support our organizations to learn about and comply with the Built Environment Accessibility Standard when it is released.	Building Awareness in our organizations) – Support new and existing municipal staff and Councils to increase knowledge and understanding of accessibility, equity, human rights, disability rights, and accessibility barriers in our community by providing ongoing awareness and training programs.
Create a community awareness plan outlining how to engage the community on equity, diversity, inclusion, and accessibility.	Building Awareness in Community – Build an understanding and awareness of disability and accessibility within our community by supporting development of programming and awareness materials and events that highlight the experiences of people with disabilities in our community.
Encourage awareness about accessibility and disability through participating in Access Awareness Week and the United Nations International Day of Persons with Disabilities.	Building Awareness in Community – Build an understanding and awareness of disability and accessibility within our community by supporting development of programming and awareness materials and events that highlight the experiences of people with disabilities in our community.

Community Collaboration

As we conducted engagement and continue to do so, we have partnered with many community organizations to implement actions and have wider community impact. Some of these partners are:

PARTNERS

South Shore Public Libraries
TURNING PAGES SINCE 1972

South Shore Regional Centre for Education

DesBrisay museum
heritage. art. culture.

MBC
Building at the Heart of our Community

nova scotia health

YOUR ORGANIZATION HERE

We understand as this is community work, we need to grow in collaboration. We anticipate tracking the additional partners we engage with over the years to capture larger community ownership and awareness of equity work

If you are interested in working with us, please connect with the regional coordinator: ejohnson@chester.ca.

Next Steps & Conclusion

As we have identified opportunities to begin this work, it is only the start...

- Each municipality in Lunenburg County will prepare and make public an implementation plan showing what they will do to meet the priorities in this plan.
- We will work to support addressing gaps in local data available about persons with disabilities in Lunenburg County to help us make good decisions about accessibility.
- We will continue to ask the community for feedback as part of our evaluation process.
- We will support the LCAAC, ARADAC, Regional Accessibility Coordinator and Regional Anti-Racism and Diversity Coordinator to work together to make sure we learn more about barriers faced by persons with disabilities who are also Black, Indigenous, persons of colour, and part of the 2SLGBTQAI+ community.
- We will seek opportunities to connect with people and organizations who have experience and knowledge of barriers faced by people with experiences of disability that we did not hear enough from in our public engagement (people who are blind or low vision, Deaf or Hard of Hearing, have intellectual disabilities, or experience episodic disabilities).

Appendix

Summaries

Summary of Progress: Town of Lunenburg

The Town of Lunenburg has been working to improve accessibility in a variety of ways.

Our town is a unique, historic community with a built heritage dating back more than 270 years. This, along with our location on a steep hill, means there are barriers to accessibility in our built environment. We have been working hard to identify, prevent and remove barriers where it is possible. Examples of some of our efforts include:

- Applying an accessibility lens to our updated Heritage Conservation Policy and Bylaw
- Working with the business community to support accessibility improvements
- Working with the Province of Nova Scotia to support the development of education materials about new accessibility requirements for restaurants.
- Incorporating accessibility reviews into key community development and engineering projects
- Including tactile attention indicators and curb ramps in new and redesigned sidewalks and crosswalks
- Completing accessibility audits of the arena and community centre
- Adding a ramp to the arena entrance
- Adopting an accessible housing unit incentive policy

We also took steps to make parking more accessible. We incorporated accessibility into our parking and traffic study in 2024. The study mapped all existing accessible parking spaces and gave recommendations on how to improve parking and access. New designated accessible parking spaces have been placed on Bluenose Drive and meet a higher standard of accessible design than we have used in the past. We also hired a full-time bylaw enforcement officer, who monitors and enforces accessible parking use, making it easier for people who need accessible parking to find it.

To make sure more people can access and participate in our council meetings, committee meetings, and public engagement, we have made several improvements. Some examples include:

- Adding an accommodation request process to the planning and public input policy
- Hosting our first focus group specifically to hear from persons with disabilities about a major project
- Recording and livestreaming all council, committee and working group meetings so they can be accessed in different ways

We know there are challenges to increasing accessibility in our historic town and are committed to taking steps to ensure that all residents and visitors can access and enjoy our community.

Summary of Progress: Municipality of Chester

The Municipality of Chester made a commitment to improving accessibility in 2018. Since then, we have worked on how we can translate that commitment into action. We have paid particular attention to our public spaces, our municipal buildings, and delivery of services.

Facilities and public spaces

In 2022, we completed an accessibility audit of our municipal buildings, where the public comes to attend meetings, pay taxes, apply for permits, and access other services. As expected, the audit showed that we have a lot of work to do. We used (and continue to use) the recommendations from the report to plan and implement improvements. Some examples of our improvements include:

- Added accessible signage and automatic soap and paper towel dispensers to washrooms.
- Repaved an outdoor pathway to improve the surface quality.
- Improved signage for accessible parking spaces.

We are also making efforts to increase the accessibility of the physical environment of trails and outdoor spaces and to share information about accessibility of these spaces so people can decide for themselves if they want to visit. Some examples include:

- Reviewed wayfinding and information signage using an accessibility lens.
- Adopted consistent, high colour contrast and intuitive pictograms to communicate information about parks and trails such as difficulty level.
- Incorporated information about a trail's level of difficulty in the communication on signs, websites, etc. so people can make decisions about where to go.
- Purchased trail rider adaptive equipment to facilitate access to trails for persons with disabilities.
- Upgraded Wild Rose Park to include universal washrooms, adult change table, and improved walking paths with additional improvements to come.

Communicating

We identified large gaps in the way that we share information and invite feedback. Recognizing that we still have quite a bit of work to do (as outlined in our Action Plan), these are some examples of what we have put in place so far:

- Upgraded Council Chambers technology to improve audio and visual quality for in-person and virtual meetings, including an assistive listening system and arranging equipment to provide an optimal location for ASL interpreters when needed.
- Added speech transfer systems/hearing loops to reception desks and our two meeting rooms.
- Livestream and record council meetings so people can view remotely or at a later date.
- Use more accessible online platforms when we do community engagement.
- Had a number of staff participate in plain language training.
- Supported three staff to complete Presentation Skills training which included an accessibility component.
- Apply Braille to 20% of business cards printed.

Governance

In terms of governance, we continue to create avenues and support for services that provide accessible options. Leading up to 2025, we have already implemented some actions, such as:

- Support for Chester Community Wheels through an annual financial contribution.
- Developed an Outdoor Dining By-Law using an accessibility lens.
- Reviewed our Village of Chester Land Use By-Law and Secondary Planning Strategy with an accessibility lens. After approval, we have made a commitment to create the lengthy document as an accessible pdf.
- Added medical, dental, and life insurance benefits for Councillors and regional employees, which removes some barriers for people and encourages retention.
- Created a draft policy to minimize scents in the workplace and will implement a plan to educate employees, Councillors, and the public.
- Revised our Human Resources Policy to include accessibility language and provisions.
- Improved the municipal website to meet the public's needs as well as applied accessibility practices to social media posts, such as contrast, language, and alt text, etc.

Summary of Progress: Municipality of the District of Lunenburg

Since 2020, the District of Lunenburg has made significant strides in accessibility, ensuring that all residents can participate fully in community life. It began with the construction and opening of the new Municipal Services Building, a transformative milestone. The old facility lacked wheelchair access at one of the customer service entrances or an elevator, and visitors with mobility challenges had no access to public washrooms. Today, the new building features fully accessible doors, assisted hearing technology, bariatric seating, and more, welcoming everyone with fully accessible amenities and services under one roof.

The District also adopted a proactive approach by integrating an accessibility lens into the development of proposed capital projects. Accessibility audits for five park facilities uncovered barriers and opportunities for improvement, guiding thoughtful changes. For example, Mushamush Beach now features a Mobi-mat, providing all users seamless access to the water. At Church Lake, visitors can enjoy accessible picnic tables, promoting inclusive outdoor recreation.

Digital accessibility has also been a priority. In 2020, the District's website, modl.ca, achieved 99% accessibility. Collaborating with the Association of Municipal Administrators' Municipal Website Venture and digital accessibility experts Access Changes Everything, the District ensured the site met Web Content Accessibility Guidelines (WCAG) standards. The result is a platform where residents can access vital information with ease, regardless of ability.

Council operations have also embraced inclusivity. Meetings are now livestreamed, enabling residents with mobility or transportation challenges to participate remotely. Council agendas include contact information for accessibility inquiries, and all reports, bylaws, and policies are prepared using accessible templates. Training in accessible social media practices has further enhanced the reach and inclusivity of District communications.

Inclusivity extends beyond infrastructure and digital spaces. Expanded recreation programs cater to diverse abilities, reflecting the District's commitment to providing opportunities for all. Advocacy and funding efforts have also transformed Senior Wheels into Lunenburg County Wheels, a dial-a-ride service now available across the entire municipality. This door-to-door service has become a lifeline for residents with mobility challenges, fostering independence and community connection.

Each improvement reflects the District of Lunenburg's dedication to breaking down barriers and building a more inclusive community. We look forward to more opportunities to consider accessibility in major capital spending plans and everyday operational decisions.

Summary of Progress: Town of Bridgewater

In 2017, the Province of Nova Scotia passed the *Accessibility Act* with the goal of creating an accessible province by 2030. The Town partnered with the Municipal Districts of Lunenburg and Chester, Village of Chester, and the Towns of Lunenburg and Mahone Bay to create the Lunenburg County Accessibility Advisory Committee (LCAAC) in 2019 and the Lunenburg County Accessibility Plan in 2021.

The Province is developing standards in six areas, including education. The other five areas of accessibility standards are:

1. Goods and Services
2. Information and Communications
3. Transportation
4. Employment
5. Built Environment

As part of the regional effort, since 2020 the Town of Bridgewater has been focused on these five areas and has made significant progress.

Goods & Services

There have been several modifications made to the Council Chambers and Committee room to improve public accessibility. There has been accessibility awareness training delivered to the new Council and some planning staff have undergone specialized accessibility training. When people come to the main counter in Town Hall, there is a Speech Transfer system for staff to better hear people and there is technology available to which people can connect certain personal hearing devices. When purchasing significant software systems, accessibility requirements were included as part of the procurement process.

Information and Communication

Some staff have had further training in using plain language when writing. We have changed our communications standards to ensure website and social media posts include either alt text or that all information embedded in image files is also included in postings in screen-reader compatible format. We have also made some changes to the printed Recreation Guide to improve accessibility.

Transportation

In 2020 we purchased two low-floor buses with accessible ramps, and we are now installing an accessible bus shelter near the Regional Hospital and on North Street. When designing bridges, sidewalks and other aspects of active transportation, accessibility considerations have been incorporated. In 2022, we installed our first rectangular rapid flashing beacon at a crosswalk on Jubilee Avenue and we now include Tactile Walking Indicator Surfaces (TWIS) at crosswalks. From a planning perspective, we have incorporated accessibility design requirements into the Sidewalk Café By-law. The Traffic Operations study, that included accessibility review, is foundational work for future projects.

Employment

As part of our attraction and retention strategy we have embraced a flexible work policy that enables our people with different life needs to contribute effectively to delivering our services. We have incorporated our communications standards into our onboarding guide for new staff. Recognizing that sometimes people just need a little extra support, we now provide menstrual products in all washrooms. We have also added automatic door openers.

Built Environment

While it is challenging to change what has already been built, we have taken advantage of certain renovation opportunities. At the Bridgewater Memorial Arena, we have included an exterior ramp, an accessible door and an elevator. There are now accessible, gender-neutral, washrooms at Town Hall. We have conducted an accessibility audit of the Town's outdoor pool and improvements to signage, contrast painting and pool accessibility modifications are ongoing. At Shipyard's Landing, cobble-type pavers have been replaced with accessible-standard concrete sidewalks. Finally, Shipyard's Landing Public Washrooms will soon be open to the public!

While there is still lots of work to do to improve the life of our residents, accessibility thinking will continue to be integrated into our everyday work.

Summary of Progress: Town of Mahone Bay

The Town of Mahone Bay is a place for people to live, work, and play, and with that the Town recognizes the importance of having accessible spaces and services. Since the passage of the *Accessibility Act*, the Town has worked diligently to improve access for those living in or visiting Mahone Bay. The following is a broad overview of accomplishments made since 2020 in this vein.

Built Environment

The Town has had a large focus on accessibility in its built environment via the upgrading of facilities and adoption of regulations including:

- Built a new, accessible fire station
- Town Hall Upgrades
    - Barrier free entrance
    - Accessible washroom
    - Painted door frames for greater contrast
    - Replaced/added colour contrast strips on stairs
    - Added colour contrast strips on glass gates
    - Removed plexi glass barriers in the public section of Town Hall
    - Replaced the debit machine with a more accessible one
    - Added a building directory at all public entrances
    - Added room identifying signage in consistent places in relation to doors for intuitive location
    - Replaced all door knobs with lever handles
    - Purchased lamps for staff to have better control over lighting in work spaces (as requested)
    - Purchased adjustable height desk additions (as requested)
- Added RRFBs at trail/road intersections
- Upgraded pathway along waterfront
- Upgraded field track surface
- Audited nine (9) outdoor spaces for accessibility
- Upgraded Aquatic Garden Park bridge
- Community Orchard Design
    - Benches and picnic tables on concrete pads
    - Paths have gentle slopes and crushed gravel surface with planned paving
    - Currently addressing concerns about drop off areas and visibility of tree guards.
- Added accessible picnic table at the Visitor Information Centre
- Painted slopes on curb ramps

- Upgraded tennis court parking lot by paving and designing accessible parking
- Revised all road side accessible parking spaces to align with the CSA B-651 standard
- Assessed and plan to renovate public washrooms on Edgewater Street to increase accessibility and include an adult change table
- Incorporate accessibility standards into all new built infrastructure projects
- Ordered various styles of chairs for Council Chambers and front entrance

Education

- Provided social media accessibility training to community groups to increase accessibility of posts shared by the Town

Information and Communication

- Adopted in-house communication standards for print communications internally and externally
- Livestream and record Council meetings with ability to add auto-generated captioning if needed

Transportation

- Provided financial support to Lunenburg County Wheels

Governance

- Update Human Resources Policies and procedures and use CAN/ASC-1.1:2024 National Standard of Canada- Employment as a reference guide
- Adopted the Accessibility Implementation Plan
- Adopted CSA/ASC B651:23 Accessible Design for the Build Environment to inform design of accessible parking spaces

Lunenburg County Accessibility Advisory Committee

Name	Role
Louise Hopper	Community Member
Peggy McCalla	Community Member
Teresa Alexander-Arab	Community Member
Scott Lutes	Community Member
Vacancy	Community Member
Vacancy	Community Member
Kacy DeLong	Councillor, Municipality of the District of Lunenburg
Abdella Assaff	Deputy Warden, Municipality of Chester
Jennifer McDonald	Deputy Mayor, Town of Bridgewater
Gale Fullerton	Councillor, Town of Lunenburg
Penny Carver	Councillor, Town of Mahone Bay
Geraldine Pauley	Chair, Village of Chester Commission