Eastern Shelburne County Accessibility Plan

2025-2028

Eastern Shelburne County Accessibility Plan 2025-2028

April 2025

The Municipality of Shelburne
Town of Shelburne, and;
Town of Lockeport

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Welcome Message

The Eastern Shelburne County Accessibility Advisory Committee (AAC) invites you to read our accessibility plan, which is a response to the Nova Scotia *Accessibility Act* (2017). Community members, Councillor members and staff members from The Municipality of Shelburne, Town of Shelburne, and Town of Lockeport worked together to develop this plan.

This is the second plan our committee has produced. It builds on our first plan, and reestablishes our shared commitment to identify, prevent and remove barriers for people with disabilities in our spaces, policies, and procedures.

Thank you to everyone who helped make this accessibility plan possible, including fellow AAC members, community members, community organizations who work with or represent people with disabilities, and Municipal and Town staff. We look forward to continuing our accessibility work, as we strive to become fully accessible by 2030.

- Ron Coole, Chair, Eastern Shelburne County Accessibility Advisory Committee

Plain Language Summary

Geeting started with our plan:

This plan will make sure that everyone can use services and spaces in the Municipality of Shelburne, Town of Shelburne, and Town of Lockeport.

People of all abilities should be able to take part in work and play. The Nova Scotia *Accessibility Act* (2017) is an important part of our plan. It will improve accessibility for people with disabilities.

In line with the law, our plan explains what we've done to improve accessibility in key areas, how we'll measure our progress, and what we'll do next to keep making things better.

Key areas of our plan:

- We will help our staff and the community learn about accessibility.
- We will make our buildings, sidewalks, and outdoor spaces easier for everyone to use.
- We will share information in ways that work for everyone.
- We will make sure our services are easy for everyone to use.
- We will work together to make transportation better for everyone.
- We will make jobs and hiring more accessible for everyone.

What we built our plan on:

We talked to people with disabilities, groups that support them, our Accessibility Committee, and staff. They told us about barriers for people with disabilities. Now we're working to remove them.

Introduction

About This Plan

The *Accessibility Act* (2017) and our response to it:

- The Nova Scotia *Accessibility Act* was passed in 2017, making Nova Scotia the third province in Canada to create accessibility laws.
- The Act recognizes accessibility as a human right and aims to make the province barrier-free for people with disabilities by 2030.
- According to the Act, some public sector organizations, including Municipalities, must improve accessibility in their spaces, policies, and procedures.
- In response, the Municipality of Shelburne, Town of Shelburne, and Town of Lockeport partnered to create their first joint Accessibility Plan in 2022, called the "Eastern Shelburne County Accessibility Plan."
- We are legislated to update our plan every three years.
- This document is the first update to our plan.

How to read our plan:

Our plan includes **six priority areas**:

- Awareness and Capacity Building
- Buildings, Infrastructure, and Outdoor Spaces
- Information and Communication
- Delivery of Goods and Services
- Transportation
- Employment

In each of these areas, we state our accessibility goal for that area, what we have achieved so far on accessibility, challenges we have had in making things accessible and future actions we will take on accessibility.

There is also a section on **implementing our plan** that details:

- How we will monitor and evaluate the plan

- Who is responsible for what

What does it mean when we use "We" in this plan?

When we use "We," we mean the Municipality of Shelburne, Town of Shelburne, and Town of Lockeport. If we are referring to just one of these areas, we will say so.

What are "Accessibility Standards"?

The Nova Scotia Accessibility Directorate is creating provincial accessibility standards. However, none are in place at the time of writing this plan.

How did we update this plan?

When updating this plan, we took into account:

- Community consultation, as detailed in the "What We Heard from Our Community" section of this plan
- Consultation with the Eastern Shelburne County Accessibility Advisory Committee (AAC)
- Consultation with Municipal and Town staff
- The Nova Scotia Building Code
- CSA, i.e. CSA/ASC B651:23 Accessible design for the built environment
- Rick Hansen Foundation accessibility guidelines
- Other accessibility best practices

What is the purpose of links in this plan?

This plan includes some links. None are necessary to understand the plan for those who don't have computer or internet access. Links in the plan are clickable and can be read by screenreaders, while the "Resources" section lists full URLs (e.g., https://access.ca) for alternative access.

An important note: This plan will be a responsive, flexible document that may change over time to keep up with new laws and the needs of our communities.

About Eastern Shelburne County

What is Eastern Shelburne County?

Eastern Shelburne County includes The Municipality of Shelburne, Town of Shelburne, and Town of Lockeport.

These are rural, coastal communities on Nova Scotia's South Shore.

Our demographics:

According to Statistics Canada, as of 2021, our demographics looked like this:

- The Municipality of Shelburne has 4,336 people. 29% are age 65 and over.
- The Town of Shelburne has 1,644 people. 27% are age 65 and over.
- The Town of Lockeport has 476 people. 44.2% are age 65 and over.
- This equals a combined population of 6,456 people, with a large amount of seniors.

Our services vary by area. Some things we are known for include:

- Local governance (council meetings, elections)
- Recreation (programming, equipment loans, parks, trails)
- Events (Dock St. Days, Miracle on Dock St., Lockeport Sea Derby, Lockeport Beach Bash, etc.)
- Emergency services (fire, Emergency Management Organization)
- Infrastructure maintenance (streets, sidewalks, parks, snow removal)
- Utilities (water, sewer, waste management)
- Community support (grants for local groups)

Definitions

These are definitions for words and terms used in this plan that may be unfamiliar.

Ableism: Discrimination, prejudice or a systemic bias against people with disabilities.

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

Accessibility: When our environments, services, policies, and more are proactively designed and constructed so that people with disabilities can fully and equitably participate without experiencing barriers.

***Accessibility Act* (2017):** The law enacted by the province of Nova Scotia to achieve accessibility by preventing barriers to accessibility, developing and implementing provincial accessibility standards, and defining the role of an Accessibility Directorate. (Read the full Act.)

Accessibility Directorate: The Government of Nova Scotia's Accessibility Directorate is responsible for administering the Accessibility Act and advancing disability issues within government. (Learn more about the Accessibility Directorate.)

Accessibility Lens: A framework for ensuring policies, services, and environments are inclusive and barrier-free for people with disabilities. It involves considering accessibility at every stage of decision-making to promote equitable participation for all.

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

Alt text: Alternative text (alt text) is a brief description of a digital image used to provide context for people who cannot see it, such as those using screenreaders or when an image fails to load.

ASL: American Sign Language.

Barrier: Anything that makes it harder for people with disabilities to fully take part in society, including physical barriers, building design barriers,

information or communications barriers, barriers created by attitudes, technology barriers, or barriers in policies and practices.

Capacity Building: The process of developing an organization's strength and potential. This goes beyond carrying out tasks to changing mindsets and attitudes. Example: Accessibility training for staff.

CART: Communication Access Realtime Translation (CART) is a live transcription service that displays spoken words and sounds on a screen in real time. Unlike closed captioning (CC), which is typically used for pre-recorded videos, CART is specifically for live events.

Closed Captioning: Closed Captioning (CC) is a transcription service that displays spoken words and sounds on a screen, typically for pre-recorded videos. Unlike CART, which is for live events, CC is mainly used for recorded content, though some real-time CC options now exist.

Disability: A condition that affects a person's body, mind, learning, or senses–whether permanent, temporary or occasional–that, when combined with barriers, makes it harder for them to fully take part in society.

***Dismantling Racism and Hate Act* (2022):** The law enacted by the province of Nova Scotia to address systemic hate, inequity, and racism, and define the role of an Office of Equity and Anti-Racism. ([Read the full Act.](#))

Diversity: The many things that make each of us different, unique individuals, while also identifying ourselves as belonging to a group or groups.

Eastern Shelburne County: Includes The Town of Shelburne, The Municipality of Shelburne and the Town of Lockeport.

Eastern Shelburne County Accessibility Advisory Committee (AAC): A volunteer committee established by The Municipality of Shelburne, and Towns of Shelburne and Lockeport to advise our Councils about identifying, preventing, and eliminating barriers to people with disabilities in our services, policies, and spaces.

Equity: Fairness and lack of bias. Equity is different from equality. Equality means everyone gets the same thing (like resources). Equity means that each person gets what they need to participate fairly.

First Voice: The knowledge from any individual or group of people whose lived experience gives them expertise in that area.

GoHere Washroom Access Program: Helps users find washrooms across Canada by mapping available washrooms in their area. Run by Crohn's and Colitis Canada.

***Human Rights Act* (1989):** The law enacted by the province of Nova Scotia that prohibits discrimination based on specific protected characteristics (disability, age, race, colour, religion, gender, etc.) and areas (employment, housing, etc.) It is enforced by the Nova Scotia Human Rights Commission. ([Read the full Act.](#))

Inclusion: Intentionally offering equitable access to opportunities and resources to people who might otherwise be left out.

Infrastructure: Refers to the basic physical and organizational structures needed for a Municipality/Town to function. Includes things like roads, sidewalks, bridges, sewer systems, etc.

Intersectionality: How social categories like race, gender, class, sexuality, and ability interconnect with each other and society. We all have social identities that overlap to give us advantages or disadvantages. For example: A woman of colour with a disability may face barriers to employment due to systemic sexism, racism, and ableism. Her three social identities–woman, person of colour, and person with a disability–intersect to shape her experiences.

Kid's Fair Play Fund: Provides funding to Shelburne County children and youth from families facing financial barriers so they can participate in recreation, sport, and cultural activities. It is a partnership between the five municipal units of the County.

Mobi Mat: A portable, non-slip pathway designed to provide accessible routes over sand, grass, gravel, or other uneven surfaces. It helps people with mobility challenges, including wheelchair users, strollers, and walkers, move more easily in outdoor spaces like beaches, parks, and trails.

Plain Language: Language that is clear and easy for the reader or listener to understand. Plain Language is usually at a 6th grade reading level.

Physical Activity Strategy: A strategy for Eastern Shelburne County that aims is to raise awareness and increase participation in structured and unstructured physical activity at a local level. It is part of a partnership between The Town and Municipality of Shelburne, Town of Lockeport, and the Department of Health and Wellness.

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

RHFAC: Rick Hanson Foundation Accessibility Certification. (Learn more about RHFAC.)

Screenreader: An assistive tool that reads text on a screen out loud for people who have trouble seeing. It helps them navigate websites, apps, and documents by describing text, as well as images and other visual content (using alt text).

Universal Design: Something that can be accessed, understood, and used by anyone.

Wayfinding: Helping people find their way. It includes signs, maps, directions, and landmarks that guide people to where they need to go.

**WCAG:** Web Content Accessibility Guidelines. (Learn more about WCAG.)

Why is Accessibility Important?

These statistics on disability in Nova Scotia highlight the importance of accessibility:

- Nova Scotia's disability rate is 37.9%. That means 37.9% of Nova Scotians aged 15 and older report having one or more disabilities.
- Nova Scotia has the highest disability rate in the country. (The rate for Canada overall is 27%.)

(Learn more from the 2022 Canadian Survey on Disability Nova Scotia Results.)

Disability Rate in Nova Scotia

37.9% of Nova Scotians have one or more disabilities.
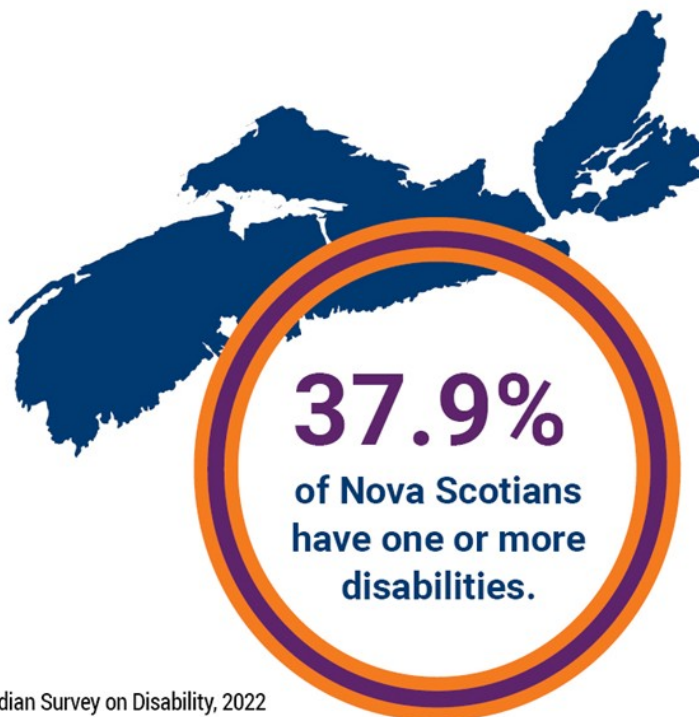
Canadian Survey on Disability, 2022

Our Statement of Commitment

The Municipality of Shelburne, Town of Shelburne, and Town of Lockeport recognize that accessibility is a human right. We know many barriers limit full participation of people with disabilities in our communities.

In response, we are committed to the following:

- Providing meaningful access to the services and spaces we provide to everyone, regardless of ability
- Using an accessibility lens in all we do to identify, prevent and remove barriers that make it harder for people with disabilities to access what we provide
- Using universal design criteria in our procurement practices, wherever feasible
- Budgeting annually for accessibility accommodations or other accessibility needs that may arise
- Making sure our Accessibility Plans and work are informed by the valuable first-voice feedback from people with disabilities
- Aligning our Accessibility Plans and work with the Nova Scotia *Accessibility Act* (2017)

What We Heard from Our Community

The Community Consultation Process

Community consultation (asking our community for feedback) is an essential component of the development and ongoing review of our accessibility plan.

In developing this updated Plan, the Accessibility Coordinator engaged in an in-depth community consultation process from August 2024 to February 2025.

The purpose of the consultation was:

- To listen to community members' first-voice perspectives on accessibility
- To identify what about our accessibility plan is working so far
- To identify what barriers remain to equitable access to Municipal and Town spaces, policies and procedures
- To determine what should be the actions we should prioritize now and in the future to address these barriers

The consultation process involved 200+ contacts and included: people with disabilities, representatives of organizations who work with people with disabilities, and the general community.

Consultation methods used were:

- Community Survey, online and in print, full version

- Community Survey, online and in print, shortened version, to go to Community Engagement Sessions
- Public Community Engagement Sessions in Lockeport and Shelburne (4 sessions in total; afternoon and evening sessions at both locations);
- Pop-up information tables at events such as the Lockeport Sea Derby, Shelburne Town Office Grand Opening, and the Guild Hall Farmer's Market in Shelburne
- Requested in-person meetings with groups and individual community members
- A wide range of interviews with community organizations that represent or work with people with disabilities

Community Organizations We Conducted One-on-One Interviews with During Community Consultation:

- Shelburne Association Supporting Inclusion (SASI)
- Sou'West Nova Transit (SWNT)
- Senior Safety Services
- Autism Nova Scotia, SouthWest Chapter
- Shelburne Family Resource Centre
- Shelburne County Mental Health Association
- Shelburne County Learning Network
- Our House Youth Wellness Centre
- Southwest Employment Services
- Little People's Place
- Surf Lodge

Community Consultation Findings

The main barriers to accessibility in Eastern Shelburne County, according to the community, are:

1. **Buildings, Infrastructure, and Outdoor Spaces Barriers**

   - Inaccessible sidewalks in the Town cores, or in some cases, no sidewalks in the Town cores (Inaccessible sidewalks involves

sidewalk condition, maintenance, and lack of or inadequate curb cuts)

Examples:

The most mentioned sidewalk concerns in Shelburne include: no sidewalk connecting the Town to the hospital, lack of and inadequate curb cuts, etc. on Dock St., the lack of a safe shoulder connecting The Town to the mall and new Manor on King St., and Water St. and Mowatt St.

The most mentioned sidewalk concerns in Lockeport include: Trestle Trail-Brighton Rd., in front of the Medical Centre, Spruce St., and areas with rumble strips, especially in front of Surf Lodge.

- Lack of access to Crescent Beach, Lockeport, next to the Beach Centre, and no Mobi Mat on the beach
- Event accessibility, as related to barriers in the physical spaces events are held in, such as events held on Dock St., Shelburne, and Crescent Beach, Lockeport

2. Information and Communication Barriers

- Our reliance on digital communication is part of a digital divide, limiting awareness of the accessible services we offer, job listings, and more
- We don't consistently advertise that we offer documents in alternate, accessible formats
- We don't use Plain Language enough

3. Transportation Barriers
- Lack of transportation to Municipal and Town events, and beyond

Priority Areas

Awareness and Capacity Building

Our Goal
We will build a culture of accessibility. This includes increasing staff capacity around accessibility, while raising accessibility awareness.

Achievements (2022-2025)

- We had staff and Councillors attend accessibility training.
- We made accessibility training mandatory in some cases.
- We hosted a public information session on an accessibility grant.
- We promoted important days and weeks for accessibility on our social media accounts and websites.
- We raised public awareness of Municipal, Town, (as well as community, provincial and federal) accessibility resources.
- We are looking at our work through an accessibility lens more than we were before.

    (Details of Achievements can be found in "Appendix C: Achievements in Detail (2022-2025)").

Challenges

- Ableism exists in all areas of our society.
- There is limited sharing of information on our accessible services between us and community organizations who work with or represent people with disabilities.
- There is a lack of in-person, regular accessibility training opportunities, and available training is changing.

> **Ableism:** Discrimination, prejudice or a systemic bias against people with disabilities.

- Not all of us require staff to complete accessibility training, leading to lower levels of accessibility awareness.

Actions

Action 1.1 We will continue to provide accessibility training for staff.

- We will include full-time, part-time, contract positions and Councils in any accessibility training, which will build our capacity across multiple priority areas in this plan. (Refer to "Appendix A: Accessibility Training Options.")
- The Town of Shelburne and Town of Lockeport will consider mandatory accessibly training. (The Municipality of Shelburne has this in place.)

Action 1.2 We will maintain an awareness of Municipal and Town equity work, and aim to align our accessibility goals with equity goals. (The Nova Scotia *Dismantling Racism and Hate Act* (2022) tells us that Municipalities must create equity and anti-racism plans. In response, the Municipality of Shelburne, Town of Shelburne, and Town of Lockeport are working together to develop an equity and anti-racism plan, like we did for our accessibility plan.)

> **Equity:** Fairness and lack of bias. Equity is different from equality. Equality means everyone gets the same thing (like resources). Equity means that each person gets what they need to participate fairly.

> **Intersectionality:** How social categories like race, gender, class, sexuality, and ability interconnect with each other and society. We all have social identities that overlap to give us advantages or disadvantages.

- We will use an approach grounded in intersectionality in our accessibility work.
- We will make sure that staff responsible for our accessibility and equity work share information.

Action 1.3 We will investigate the creation of a long-term, designated Accessibility Coordinator Position, on its own or including equity work. (The current Accessibility Coordinator is on a one-year contract.)

Action 1.4 We will create an Accessible Customer Service Policy.

- We will include accessibility awareness training, how we deliver our services, how we share information, and more in this policy, which will build our capacity across multiple priority areas in this plan.
- The Municipality of Shelburne and The Town of Shelburne will create this policy, while The Town of Lockeport will update theirs for current accessibility best practices.

Action 1.5 We will continue public awareness efforts on accessibility.

- We will increase disability representation in all graphics and promotional materials.
- We will explore developing an accessibility-focused episode of our "Community Conversations" video series (The Municipality of Shelburne runs this series; staff from the Town of Shelburne and the Town of Lockeport could also participate since we share accessibility plans.)
- We will promote accessibility grants to Municipal and Town staff, and to the community.
- We will promote accessible equipment options we loan to the public.
- We will publish any accessibility-related news in our newsletters, tax bills, websites and social media forums.
- We will keep 211 Nova Scotia materials in stock in our public offices. (211 is a free information and referral service for community and government programs and services.)
- We will promote Access Awareness Week Nova Scotia (also known as National Accessibility Week), Disability Employment Awareness Month, International Day of Persons with Disabilities, and any associated accessibility and/or inclusion activities or events.

Action 1.6 We will develop more community partnerships, with the goal of offering accessibility workshops or training that are open to and useful for our staff as well as the public.

Buildings, Infrastructure, and Outdoor Spaces

Our Goal

We will make sure that all new builds or upgrades to buildings, infrastructure, and outdoor spaces that the Municipality and Towns own and/or operate will be accessible to people of all abilities.

Achievements (2022-2025)

- We compiled a document of all our assets, including which have been audited, and which are priorities to be audited next.
- We completed accessibility audits on our assets.
- We made our public buildings more accessible.
- We made our outdoor spaces more accessible.
- We improved the acoustics in our public spaces.
- We updated our by-laws, policies and procedures related to our Buildings, Infrastructure, and Outdoor Spaces for accessibility.
- We worked with organizations that lease Municipal/Town-owned buildings to undertake their own legislated accessibility audits.

  (Details of Achievements can be found in "Appendix C: Achievements in Detail (2022-2025)").

Challenges

- Meeting multiple accessibility targets for capital projects can be costly and difficult to prioritize.
- Older buildings often require retrofits to meet accessibility standards.
- Many sidewalks in the Town cores are in poor condition, making them inaccessible for people with mobility challenges.
- Some areas lack sidewalks entirely, forcing mobility device users onto roads or trails.
- Some crosswalks lack curb cuts or have ones that are too high, making access difficult for mobility device users.

- Popular beaches, trails, parks and outdoor spaces are not always accessible.
- Poor lighting in some areas reduces accessibility.
- Some areas lack proper signs and wayfinding.
- Acoustics in some meeting areas could be improved.
- There aren't enough accessible seating or rest areas along main routes and trails.
- Trashcans aren't always available, accessible, or placed where they are easy to use along main routes and trails.
- Some public buildings don't have power-entry doors or have doors that don't open the right way or stay open long enough.
- Not all public buildings have a minimum of one service counter provided at wheelchair-appropriate height.
- Some of our facilities have limited accessible parking.
- Winter maintenance and maintenance in general for accessibility features like curb cuts is not always prioritized.

Actions

Action 2.1 We will complete remaining accessibility audits of our buildings, infrastructure, and outdoor spaces.

- The Municipality and Town of Shelburne will complete this action.
- The Town of Lockeport will review which, if any, accessibility audits need to be updated, as their accessibility audits were initially done several years ago.

Action 2.2 We will develop a workplan of accessibility improvements of our assets to take place over the next three years and beyond.

- We will develop workplans that include the prioritization of accessibility projects, and estimating the costs for these projects in long-term budget planning.

- Workplans will be based on:
  - Priorities as documented in community consultation on accessibility
  - Priorities as documented in accessibility audits
  - Budget
  - Organizational requirements

- Accessibility legislation and best practices, such as (when applicable) the Nova Scotia Building Code, the Built Environment Accessibility Standard, the CSA, i.e. the CSA/ASC B651:23 Accessible design for the built environment and Rick Hansen Foundation accessibility guidelines

- Workplans will consider, but not be limited to (when applicable):
  - Sidewalks, making sure not to forget about proper curb cuts
  - Access to popular beaches, trails, parks and outdoor spaces
  - Adding accessible seating and trash cans along main routes
  - Acoustics
  - Lighting
  - Signs and wayfinding
  - Service counters at wheelchair-appropriate height
  - Automatic doors for main entrances and washrooms
  - An adequate number of accessible parking spaces

Action 2.3 We will conduct a review of our signs and wayfinding, and take accessibility into account for new signs.

- We will make sure our current signs:
  - Are visible and readable from a distance
  - Have an accessible contrast between the background and foreground
  - Don't use any out-of-date language, such as "handicapped parking"

- If replacing or adding signs, we will make sure that they:
  - Use universal symbols or pictograms
  - Use two-tone colours
  - Follow CSA accessible sign guidelines or any legislated accessibility standards

Action 2.4 We will review any maintenance practices that affect people with disabilities, to ensure accessibility is fully taken into account.

- We may include, but are not limited to, the following in our review:
  - Snow or winter maintenance contracts to ensure pedestrian areas are prioritized when clearing snow.

- Priorities for snow or winter maintenance should include accessible building entrances, accessible parking spots, curb cuts, and intersections with pushbuttons and the sidewalks around them.
- Maintenance schedules for accessible infrastructure.
- Priorities for accessible infrastructure should include ramps, washrooms, elevators, painting/re-painting curb cuts and crosswalks.
- Making sure accessible detours are available (and advertised as being available) whenever possible when a sidewalk or shoulder is closed for construction.

Action 2.5 We will work with organizations that lease Municipal or Town owned buildings and consider them in our accessibility planning process when applicable. (This is referring to the library in The Town of Lockeport.)

Action 2.6 We will follow the provincial Built Environment Accessibility Standard.

Information and Communication

Our Goal

We will provide clear and accessible Municipal and Town information to the public, so that people of all abilities can meaningfully access and understand it.

Achievements (2022-2025)

- We created accessibility guidelines related to information and communication for staff to refer to.
- We improved our website accessibility.
- We updated policies related to information and communication for accessibility.
- We used Closed Captioning (CC) for online meetings.

  (Details of Achievements can be found in "Appendix C: Achievements in Detail (2022-2025)").

Challenges

- Not everyone has access to or interest in using computers and the internet.
- There is a lack of Municipal and Town information in print, such as mailouts.
- Information on services for people with disabilities and staff contacts can be hard to find.
- Our websites are not fully compliant with the latest web accessibility standards (WCAG).
- Historical documents such as committee meeting minutes were often not produced in accessible formats and it would be difficult to reformat them all.
- We are not consistently making documents and graphics on the websites and social media screen-readable.
- People are not always aware they can request information in accessible formats.

- There are no policies ensuring information is provided in an accessible way.
- Plain language is not consistently used in our communications.

Actions

Action 3.1 We will provide our communications in accessible formats or with support at no cost to users, whenever feasible. (Accessible formats or support include large print, ASL interpreters, CART, print copies of digital forms, etc.)

- We will have staff refer to the internal document, "Meeting/Event Accommodations Resources," as needed.
- We will more consistently advertise that accessible formats of our information is available.

Action 3.2 We will aim to make sure all our communication materials use Plain Language.

- We will consider staff taking Plain Language training. (Refer to "Appendix A: Accessibility Training Options")
- We will have staff refer to the SeaChange Co Lab's "Plain Language Checklist" and "Plain Language Tip Sheet", as needed.

Action 3.3 We will aim to make sure that all online meetings and video content include Closed Captions (CC).

Action 3.4 We will develop a plan to ensure that our digital communications, such as on Facebook and on our websites, are screen-readable and include alt-text.

- We will consider having staff take Accessible Digital Communication Training. (Refer to "Appendix A: Accessibility Training Options")
- We will have staff refer to the internal documents, "Accessibility Guidelines for Municipal Documents, Social Media and Websites" and "Accessibility Guidelines for PowerPoint Presentations," as needed.

Action 3.5 We will aim to make sure our websites comply with the most current version of Web Content Accessibility Guidelines (WCAG).

- We will complete this action in different ways.
- The Municipality of Shelburne will:
  - Ensure that the remaining non-accessible section of their website (the map section) is updated for accessibility, as suggested by their current website provider, Digital Fusion Inc.
  - Ensure that the website is updated for accessibility on a schedule.
- The Town of Shelburne will:
  - Ensure that their website is updated for accessibility, as suggested by their current website provider, Municipal Website Venture (MWV).
  - Ensure that the website is updated for accessibility on a schedule.
- The Town of Lockeport will:
  - Ensure that their website complies with WCAG, through exploring use of the Municipal Website Venture or other options.
  - Ensure that the website is updated for accessibility on a schedule.

Action 3.6 We will explore creating an accessibility information resource in print form.

- We will explore sending out a resource guide on accessibility in print form to community members through the mail. (This action is completed in digital form on the Municipality of Shelburne's "Accessibility" webpage.)
- The Town of Lockeport will explore setting up a physical accessibility information resource in the Beach Centre.

Action 3.7 We will follow the provincial Information and Communication Accessibility Standard when it is implemented.

Delivery of Goods and Services

Our Goal

We will ensure that people with disabilities have equitable access to services provided by the Municipality and Towns.

Achievements (2022-2025)

- We created a digital accessibility information resource to help make people more aware of the services we offer.
- We created accessibility guidelines related to our services for staff to refer to.
- We updated policies related to our services for accessibility.
- We obtained new accessible equipment for the public to loan.
- We made our events more accessible.
- We improved access to our public washrooms.
- We better advertised our commitment to welcoming service animals into our public spaces.
- We promoted adaptive recreation equipment for public use.
- We created a Vulnerable Person's Registry Pilot Project for the area.

    (Details of Achievements can be found in "Appendix C: Achievements in Detail (2022-2025)").

Challenges

- Information on our services available to people with disabilities can be hard to find.
- Many of the physical spaces that house our events and services are not fully accessible.
- There has been little focus on sensory-friendly hours or spaces at events.
- There are limited policies and procedures, outside of recreation policies, surrounding making our services more accessible.

- There are limited resources to support people with disabilities to participate in recreation programs.

Actions

Action 4.1 We will make our events and meetings more accessible.

- We will hold public meetings in barrier-free spaces.
- We will plan public meetings and events by referring to "Guide to Planning Accessible Meetings and Events" and "Guide to Planning Accessible Online Meetings and Events."
- We will further explore sensory options for events.
- The Shelburne Events Committee, made up of Municipality and Town of Shelburne representatives, will further explore ways to make events, like those on the Shelburne waterfront, more accessible for people with mobility challenges. (This includes working with Sou'West Nova Transit to help those who can't access Dock St. during street closures for events.)
- The Town of Lockeport will explore ways to make Town events, like those held on Crescent Beach, on the wharves and in the harbour, more accessible for people with mobility challenges.

Action 4.2 We will aim to improve the accessibility of our emergency response planning.

- We will take accessibility into account in any future emergency plans, policies, or procedures.
- We will be aware of these guides: "Are You Ready? Emergency Preparedness Guide for Persons with Disabilities and Older Adults in NS," (relevant for the public), and the "Mass Evacuation and People with Disabilities" (relevant for staff planning purposes.)

Action 4.3 We will create a procedure to inform the public when our facilities or services that people with disabilities depend on are temporarily unavailable.

- We will, for example, have a procedure in place for when an elevator, accessible washroom, or sidewalk is out of service.

- Notices of service disruptions should include the reason for the disruption, expected duration, and any alternative measures in place.

Action 4.4 We will explore ways to make the voting process more accessible before our next Municipal election.

- We will review our current voting processes to enhance accessibility, considering:
  - A hybrid voting model with both print and electronic ballots. (The Municipality and Town of Shelburne currently uses electronic voting only, while the Town of Lockeport currently uses print voting only.)
  - Touchscreens and screenreaders can make electronic voting more accessible. A touchscreen is easier to use than a mouse for those with unsteady hands, and a screenreader reads the text aloud for those who can't see or read.

Action 4.5 We will review current recreational opportunities to identify and explore accessible options.

- We will work to include our Physical Activity Strategy (2025-2028) as part of our review.
- We will explore ways to continue to expand the accessible equipment options we loan to the public.
- We will explore options to expand eligibility for the Kid's Fair Play Fund.

Action 4.6 We will review and update our accessible recreation policies.

- The Municipality of Shelburne will review and update their Inclusive Recreation Policy and Affordable Access to Recreation Policy to align with current accessibility best practices. (The Town of Lockeport revised their Affordable Access to Recreation Policy in 2024; the Town of Shelburne doesn't have a Recreation Department.)

Action 4.7 We will improve access to our public washrooms.

- The Town of Lockeport will become a member of the GoHere Washroom Access Program. (This is in place at the Municipality and Town of Shelburne, at their Administration Offices.)

Action 4.8 We will follow the provincial Goods and Services Accessibility Standard when it is implemented.

Transportation

Our Goal

We will support local organizations and businesses in our communities that provide transportation, to ensure equitable access to transportation for people with disabilities.

Achievements (2022-2025)

- We continued to provide funding to support transportation services by Sou'West Nova Transit.

  (Details of Achievements can be found in "Appendix C: Achievements in Detail (2022-2025)").

Challenges

- There are no public transportation services or taxi services in our communities.
- Current service provided by Sou'West Nova Transit, while very beneficial to the community, is limited in its coverage and hours of operation.
- There are transportation barriers to some Municipal and Town events.

Actions

Action 5.1 We will continue to work with the Sou'West Nova Transit Association (SWNT).

- We will contribute funding to SWNT.
- We will partner when we can with SWNT to expand current service offerings.

Action 5.2 We will follow the provincial Transportation Accessibility Standard when it is implemented.

Employment

Our Goal

We will provide access to Municipal and Town jobs, with equitable employment practices for people with disabilities.

Achievements (2022-2025)

- We have made job listings more accessible.
- We updated policies related to employment for accessibility.

  (Details of Achievements can be found in "Appendix C: Achievements in Detail (2022-2025)").

Challenges

- Ableism exists in workplaces.
- We have some inaccessible job advertising and interview processes, such as not consistently advertising the availability of accommodations.
- We don't have many accessible hiring and workplace policies in place.
- We don't have emergency plans that consider the specific needs and the safe evacuation of employees with disabilities.

Actions

Action 6.1 We will make sure all our employment work aligns with the Nova Scotia *Human Rights Act* (1989).

- The Towns of Shelburne and Lockeport will consider accessibility training for hiring managers that covers the *Human Rights Act* (1989). (This is in place in The Municipality of Shelburne. / Refer to "Appendix A: Accessibility Training Options.")

Action 6.2 We will make sure all job descriptions indicate we are an equal opportunity employer, through use of a consistent Statement of Commitment to accessibility and equity.

- The Town of Lockeport will complete this action. (This is in place at the Municipality and Town of Shelburne.)

Action 6.3 We will develop practices and procedures for job descriptions and interviews with accessibility in mind.

For job descriptions, we will:

- Provide materials in accessible formats.
- Promote the availability of accommodations.
- Focus on essential qualifications to reduce barriers for applicants with disabilities, including clear details about employee tasks, and;
- List pay, any benefits offered, and provide information about flexible work (Example: Schedules are flexible, schedules are not flexible).

For interviews, we will:

- Consider alternate ways to assess applicants, and;
- Provide information to candidates on any accessible features of the interview location/workplace such as accessible parking, and;
- Provide any other information that may be relevant to someone with disabilities, such as an estimate of interview duration, what format the interview will be in (Example: panel format, virtual, in person.)

Action 6.4 We will explore the creation of a Workplace Accommodation Policy.

Action 6.5 We will follow the provincial Employment Accessibility Standard when it is implemented.

Next Steps

Implementing This Plan: Monitoring, Evaluation, and Who is Responsible for What

Note: If an Accessibility Coordinator is not in place, the Accessibility Lead for each Municipality and Town will complete the items that would otherwise be the responsibility of the Coordinator.

Monitoring

To monitor our plan and accessibility work:

- We will create an annual accessibility progress report for the Councils of each Municipality or Town.
- It will report on what we have accomplished in our priority areas.
- The report will be completed by the end of each fiscal year, i.e. March 31.
- It will be a public document that will be posted on our websites.

Evaluation

To evaluate what's working well and what needs improvement in our plan and accessibility work:

- The Accessibility Advisory Committee (AAC) will meet regularly to review our plan, with an in-depth evaluation taking place every three years.
- The Accessibility Coordinator will engage in community consultation on accessibility every three years, to gather feedback from the community, including organizations that work with or represent people with disabilities.
- We'll keep a record of all official accessibility complaints and concerns and update the AAC about them. This information may help shape future improvements to our accessibility plans.

- When the Monitoring, Learning and Evaluation (MEL) Tool is available from the Accessibility Directorate in its final form, we will seek to implement this evaluation tool into our Municipal and Town departments. This will help with assessing our proposed policies, programs, practices, services, bylaws and enactments for accessibility.

Responsibilities

Accessibility Advisory Committee (AAC):

- Meets regularly to review our accessibility plan, with an in-depth evaluation taking place every three years.
- Guides the Accessibility Coordinator in making recommendations to Municipal and Town Councils on identifying, preventing, and eliminating accessibility barriers in our policies, spaces, etc.

Accessibility Coordinator:

- Reviews our accessibility plan on a continuous basis.
- Leads a review, evaluation and update of our plan as legislated (every three years), in consultation with the AAC.
- Drafts accessibility plan updates and accessibility plan progress reports.
- Responsible for community consultation.
- Presents to Councils on behalf of the AAC.
- Acts as a liaison between the AAC and the Accessibility Directorate.
- Advises staff and the AAC on provincial guidelines and standards as they emerge.
- Books AAC meetings, prepares and distribute agendas and minutes, and manages recruitment when necessary.
- Receives, responds and keeps a record of public concerns, complaints, and suggestions on accessibility, the process of which is detailed on the next page of this plan.

Council:

- Municipal and Town councils are responsible for adopting and overseeing the accessibility plan in their respective jurisdictions.

- Municipal and Town Councils should set aside enough resources to achieve the plan's goals and meet the requirements under the *Accessibility Act* (2017).

CAO/Town Clerk:

- The CAOs (Chief Administrative Officers) for the Municipality of Shelburne and Town of Shelburne, and the Town Clerk for the Town of Lockeport are responsible for implementing the plan in their respective jurisdictions.

Responding to Questions and Concerns

- Anyone can file a complaint or concern, or ask a question about accessibility in Eastern Shelburne County.
- The Accessibility Coordinator will respond to questions and concerns within a reasonable time.
- Before responding, they will consult the relevant staff member and provide reasons for any decisions made.
- If dissatisfied with the response, individuals can appeal to their local Council, which may refer the issue to the Accessibility Advisory Committee (AAC) for further review before issuing a final response to the complainant.

Schedule/Timeline

- We will aim to implement all priorities in this plan by 2030.

Acknowledgments

Thank you:

- To those who attended public community engagement events on accessibility and to the organizations and individuals who took part in interviews on accessibility. Your contributions greatly informed our Accessibility Plan update.
- To the Eastern Shelburne County Accessibility Advisory Committee (AAC), for your dedication to accessibility in your community, and for the vital role you play in advising Councils on accessibility.
- To past AAC members for your contributions.
- To those who participated in first-voice accessibility audits with us.
- To staff at the Municipality of Shelburne, Town of Shelburne, and Town of Lockeport, for sharing your knowledge and expertise.
- To the Accessibility Leads at each unit: Adam Dedrick, Director of Recreation & Parks at the Municipality of Shelburne, Frances Scott, Community Coordinator, at the Town of Lockeport, and Jessie Dyer, Administration and Human Resources Coordinator at the Town of Shelburne, for incorporating an accessibility lens into your work.
- Additionally, the AAC would like to extend a thanks to Michelle Vacon, our regional Accessibility Coordinator, for her work on this plan.

Resources

These resources include ones that are referenced in the plan, or that we have found useful in developing this plan.

211 Nova Scotia. *211 Nova Scotia.* https://ns.211.ca/

Crohn's and Colitis Canada. *GoHere Washroom Access Program.* https://crohnsandcolitis.ca/Support-for-You/GoHere-Washroom-Access

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Government of Nova Scotia. 2017. *Accessibility Act.* https://nslegislature.ca/sites/default/files/legc/statutes/accessibility.pdf

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Government of Nova Scotia. Nova Scotia Accessibility Directorate, Department of Justice. 2018. *Guide to Planning Accessible Online Meetings and Events*. https://novascotia.ca/accessibility/docs/online-Accessible-Events-Guide.pdf

Government of Nova Scotia. July, 2023. *Equity and Anti-Racism Strategy*. https://novascotia.ca/just/publications/docs/equity-and-anti-racism-strategy.pdf

Government of Nova Scotia. 2022. *Nova Scotia Building Code Regulations*. https://novascotia.ca/just/regulations/regs/bcregs.htm

Government of Nova Scotia. 2019. *Nova Scotia Human Rights Act*. https://nslegislature.ca/sites/default/files/legc/statutes/human%20rights.pdf

Government of Nova Scotia. *Office of Equity and Anti-Racism*. https://beta.novascotia.ca/government/equity-and-anti-racism

MacEachen Institute for Public Policy and Governance, Dalhousie University. *Mass Evacuation and People with Disabilities*. https://cdn.dal.ca/content/dam/dalhousie/pdf/dept/maceachen-institute/ASC_ESDCReport_EN.pdf

Municipality of Shelburne. 2025. *Accessibility*.
https://www.municipalityofshelburne.ca/accessibility/

Municipality of Shelburne. *Kid's Fair Play Fund*.
https://www.municipalityofshelburne.ca/kids-fair-play-fund/

Nova Scotia Human Rights Commission. 2025. *Working with Abilities Training*.
https://humanrights.novascotia.ca/education-training/working-abilities

SeaChange CoLab Inc. 2025. *ACE Trainings*.
https://seachangecolab.com/ace-trainings/

SeaChange Co Lab Inc. *Plain Language Checklist*.
https://seachangecolab.com/wp-content/uploads/2024/06/Plain-Language-Checklist.pdf

SeaChange Co Lab Inc. *Plain Language Tip Sheet*.
https://seachangecolab.com/wp-content/uploads/2024/06/Plain-language-Tip-Sheet.pdf

Web Accessibility Initiative. 2025. *Web Content Accessibility Guidelines*.
https://www.w3.org/WAI/standards-guidelines/wcag/

Appendix A: Accessibility Training Options

Current accessibility training options include the following online, on-demand options that provide a certificate of completion at the end.

Introduction to Accessibility and Disabilities Training, such as:

- "Accessibility Foundations" by SeaChange CoLab or the Accessibility Directorate - Broad, covers the Accessibility Act and Municipal responsibilities under The Act; relevant for all staff and anyone who wants to learn more about accessibility

Accessible Communication Training, such as:

- "Core Skills of Plain Language" by SeaChange CoLab - Relevant for all staff
- "Introduction to Accessible Communications" by SeaChange CoLab - Relevant for those responsible for the website and social media
- The more advanced "Core Skills of Digital Accessibility" by SeaChange CoLab - Relevant for those responsible for the website and social media

Accessible Employment Training that covers the NS Human Rights Act and what it entails, i.e. the Duty to Accommodate, such as:

- "Working with Abilities Training" by the Nova Scotia Human Rights Commission - Relevant for hiring managers

Note: Also consider other emerging training options.

Appendix B: Accessibility Advisory Committee Members

Community Members:

- Wanda Buchanan – Municipality of Shelburne
- Catherine Jones – Town of Shelburne
- Eric MacIntosh – Town of Shelburne
- Holly Perry – Town of Shelburne
- Terry Stacey – Town of Lockeport

Council Members:

- Ron Coole – Councillor, Municipality of Shelburne
- Therese Cruz – Councillor, Town of Shelburne
- Craig Hillen – Councillor, Town of Lockeport

Staff Members:

- Adam Dedrick – Director of Recreation & Parks, Municipality of Shelburne
- Jessie Dyer – Administration and Human Resources Coordinator, Town of Shelburne
- Frances Scott – Community Coordinator, Town of Lockeport
- Michelle Vacon – Accessibility Coordinator, Municipality of Shelburne, Town of Shelburne, Town of Lockeport

Appendix C: Achievements in Detail (2022-2025)

Awareness

General (The Municipality of Shelburne, Town of Shelburne, and Town of Lockeport):

- We had staff and Councillors attend accessibility training:
  - "Accessibility Foundations" – an introduction to accessibility and disability
  - "Accessibility Communications Workshop" – training on plain language and digital accessibility
- We hosted a public information session on the provincial Business Access-ABILITY Grant.
- We promoted important days and weeks for accessibility on our social media accounts and websites.
- We raised public awareness of our own (as well as community, provincial and federal) accessibility resources:
  - We posted an "Accessibility Friday Spotlight" each Friday on our Facebook accounts for a year, to highlight accessibility resources.
  - We created an "Accessibility" page on the Municipality of Shelburne website that provides consolidated information about accessibility resources. (This page is available for The Municipality and Towns to share.)
- We're looking at our work through an accessibility lens more than we were before.

The Municipality of Shelburne:

- The Municipality of Shelburne made accessibility training mandatory:
  - "Accessibility Foundations" - mandatory for all staff and Councillors
  - "Working with Abilities" - mandatory for those responsible for hiring

Buildings, Infrastructure, and Outdoor Spaces

General (The Municipality of Shelburne, Town of Shelburne, and Town of Lockeport):

- We compiled a document of our assets, including which have been audited, and which are priorities to be audited next.

The Municipality of Shelburne:

- The Municipality of Shelburne completed accessibility audits on these assets:
  - An audiologist assessed the acoustics of the Administration Building lobby and hallways.
  - A Rick Hansen certified professional conducted an accessibility audit of the Administration Building and provided a Rick Hansen accessibility rating.
  - The Accessibility Coordinator performed an informal accessibility audit of the Regional Materials Recovery Facility (C & D site).
- The Municipality of Shelburne made these public buildings more accessible:
  - The new Administration Building was built to Rick Hansen accessibility guidelines, and received a Rick Hansen Foundation accessibility rating of Gold, the highest rating.
- The Municipality of Shelburne made outdoor spaces and parks more accessible, with significant accessibility upgrades to Welkum Park, which had a grand opening in summer of 2024.
- The Municipality of Shelburne improved the acoustics in public spaces, through the installation of a hearing loop in Council Chambers/the main meeting room of the Administration Building.

The Town of Shelburne:

- The Town of Shelburne completed accessibility audits on these assets:
  - An architect completed an accessibility audit of the new Town Office.
  - The Accessibility Coordinator carried out informal accessibility audits with first-voice participants of Dock St., Mowatt St., King St., and Water St. She and the Building Inspector also carried out an informal accessibility audit of The Community Centre.
- The Town of Shelburne made these public buildings more accessible:
  - The new Town Office was retrofitted to current accessibility standards.

- An elevator was installed at new Town Office, making the second floor accessible for those who cannot use the stairs.
  - Town Council meetings are now held in an accessible location, in the Community Centre.

   In Progress
- The Town of Shelburne is preparing to start Phase 1 of a project to restore the Roger Grovestine Recreation Complex, and are exploring accessibility options for the washrooms, parking, and courts.
- The Town of Shelburne is in the process of updating the Land Use By-Law to include a provision for accessible parking for properties zoned R-A with Town water and sewer.

The Town of Lockeport:

- The Town of Lockeport made these outdoor spaces and parks more accessible:
  - Installed an accessible walkway between the pavilion and ramp leading to the accessible washrooms at Seacaps Park.
  - Added an automatic door to the main entrance at Crescent Beach Centre.
  - An old section of boardwalk has had accessibility and safety improvements.
- The Town of Lockeport worked with organizations that lease Town-owned buildings to undertake their own legislated accessibility audits:
  - The Town leases the Lockeport library to Western Counties Regional Library (WCRL). WCRL had a professional audit completed on that building in 2024.

   In Progress
- The Town of Lockeport is working on improvements to lighting at Trestle Trail.
- The Town of Lockeport is working on having power-operated doors for the one washroom at Crescent Beach Centre, and one washroom at Seacaps Park.
- The Town of Lockeport is working on retrofitting a ramp at the Medical Centre to be more accessible.
- The Town of Lockeport is working on installing accessible washrooms at the Fire Hall.

Information and Communication

General (The Municipality of Shelburne, Town of Shelburne, and Town of Lockeport):

- We created accessibility guidelines related to information and communication for staff to refer to. This involves a Resource Library with guidelines such as "Accessibility Guidelines for Municipal Documents, Social Media and Websites," and "Accessibility Guidelines for PowerPoint Presentations."

The Municipality of Shelburne:

- The Municipality of Shelburne improved website accessibility, by completing a website accessibility audit and following that, the creation of a new website with improved accessibility.
- The Municipality of Shelburne has an option to turn on Closed Captioning (CC) for Council meetings. Their Council meetings are recorded and made available for staff online with this in place.

The Town of Lockeport:

- The Town of Lockeport passed a policy related to accessible information and communication, an Accessibility Policy.

The Town of Shelburne:

- The Town of Shelburne has an option to turn on Closed Captioning (CC) for Council meetings. Their Council meetings are recorded and made available for the public online with this in place.

Delivery of Goods and Services

General (The Municipality of Shelburne, Town of Shelburne, and Town of Lockeport):

- We created a digital accessibility resource to help people learn about the goods and services we offer. This involves an "Accessibility" page on the Municipality of Shelburne website that includes information on our accessibility resources. (This page is available for The Municipality and Towns to share.)

- We created accessibility guidelines related to goods and services for staff to refer to. This involves a Resource Library, which includes

"Meeting/Event Accommodations Resources," and "Tips on Serving Customers with Disabilities."

- We promoted adaptive recreation equipment for public use, such as the Hippocampe All-Terrain Wheelchair.

In Progress
- We created a Vulnerable Person's Registry for the area.

  The Vulnerable Person's Registry Project is just beginning. It will start as a pilot project in Lockeport and expand to encompass Shelburne County. It is a collaboration between Senior Safety Services and local municipal units.

The Municipality of Shelburne:

- The Municipality of Shelburne updated a policy related to goods and services for accessibility. The Grants to Organizations Policy now includes a question as to whether the applying organization has considered accessibility in their planning process.
- The Municipality of Shelburne obtained new accessible equipment (a Mobi Beach Chair) for the public to loan, and will be officially launching this chair in 2025 as part of the Municipality's Equipment Loan Program.
- The Municipality of Shelburne better advertised a commitment to welcoming service animals into public spaces, through placing a "Service Animals Welcome" sign on the front door of the Administration Building.
- The Municipality of Shelburne improved access to public washrooms, through the Administration Office becoming a member of the GoHere Washroom Access Program, and through adding all the public washrooms in Eastern Shelburne County to the "Public Facilities" Section of the map on the Municipal website.

The Town of Lockeport:

- The Town of Lockeport passed a policy related to the accessible delivery of goods and services, an Accessibility Policy.
- The Town of Lockeport obtained new accessible equipment (a parasport wheelchair) for the public to loan.

- The Town of Lockeport made Town events more accessible, by partnering with Autism Nova Scotia to create a sensory hour at the Winter Carnival.
- The Town of Lockeport better advertised a commitment to welcoming service animals into public spaces, through producing an updated, more accessible "Service Animals Welcome" sign on the front door of the Town Office.

The Town of Shelburne:

- The Town of Shelburne improved access to public washrooms, through the Town Office becoming a member of the GoHere Washroom Access Program.

Transportation

General (The Municipality of Shelburne, Town of Shelburne, and Town of Lockeport):

- We continued to provide funding to support transportation services by Sou'West Nova Transit.

Employment

The Municipality of Shelburne:

- The Municipality of Shelburne made Municipal job listings more accessible, through use of a consistent Statement of Commitment to accessibility and equity.

The Town of Lockeport:

- The Town of Lockeport passed policies related to accessible employment, A Scent-Free Workplace Policy, and an Accessibility Policy.

Appendix D: Previous Achievements (-2022)

Awareness

No achievements at this date.

Buildings, Infrastructure, and Public Spaces

General (The Municipality of Shelburne, Town of Shelburne, and Town of Lockeport):

- We arranged for the Building Inspector (a shared service between the Municipality and the Towns) to take the Rick Hansen Foundation Accessibility Certification training.

The Municipality of Shelburne:

- The Municipality of Shelburne is improving Welkum Park to make it more accessible based on an Accessibility Audit performed in 2018.
- The new Municipality of Shelburne Administration Building is being built to meet Rick Hansen Foundation Accessibility Standards.

The Town of Shelburne:

- The Town of Shelburne makes extensive use of its facilities at the Community Centre to ensure accessibility for many meetings and events, including a chair lift for the stage.
- King Street Centre is undergoing a retrofit which will improve accessibility.
- The new play area at Graham's Park in the Town of Shelburne was built with some accessible features including the splash pad and public washrooms.

The Town of Lockeport:

- The Town of Lockeport carried out an accessibility audit of its facilities in 2020.
- The Town of Lockeport has installed an elevator at the Town Hall.
- Lockeport Town Hall has access ramps installed at both entrances.

- A quiet area and other improvements have been carried out at Seaside Play Park (12 Howe Street, Lockeport) to make it more accessible based on an Accessibility Audit performed in 2018.
- Hall Street, Lockeport will soon become a more accessible pedestrian route.
- The Community Coordinator for the Town of Lockeport took the Rick Hansen Foundation Accessibility Certification training.

Information and Communication

General (The Municipality of Shelburne, Town of Shelburne, and Town of Lockeport):

- We post Council meeting minutes on the Municipality and Town websites.

The Municipality of Shelburne:

- The Municipality of Shelburne has begun the process of developing a new website with improved accessibility.

Town of Shelburne:

- The Town of Shelburne has installed large outdoor digital screens listing Town news, services, and initiatives, and providing associated contact information.
- Shelburne Town Council meetings air online through the town Vimeo Channel and on Eastlink once per month.

Town of Lockeport:

- The Town of Lockeport has installed a large outdoor digital screen listing Town news, services, and initiatives, and providing associated contact information.
- The Town of Lockeport has produced recreation programs in large print format.

Delivery of Goods and Services

General (The Municipality of Shelburne, Town of Shelburne, and Town of Lockeport):
- We provide online credit card payment options for Municipal/Town taxes and certain Municipal/Town services in addition to in-person, online and telephone banking payment options.

The Municipality of Shelburne:

- The Municipality of Shelburne implemented the Municipal Recreation and Physical Activity Inclusion Policy for Individuals with Disabilities.
- The Municipality of Shelburne provides adaptive equipment (the Hippocampe All-Terrain Wheelchair, hockey sledges, etc.) on loan to members of the community through their Equipment Loan Program.
- The Municipality of Shelburne is actively working to improve accessibility at Welkum Park.

The Town of Shelburne:

- The Town of Shelburne extends grants to organizations working to support people with disabilities.

The Town of Lockeport:

- The new stage and associated improvements at Seacaps Park, Lockeport make community events more accessible.

Transportation

General (The Municipality of Shelburne, Town of Shelburne, and Town of Lockeport):

- We provide funding to support transportation services by Sou'West Nova Transit.

The Town of Shelburne:

- The Town of Shelburne received funding in 2016-17 to complete some of the Town's active transportation network.

The Town of Lockeport:

- The Town of Lockeport received funding to improve the Town's active transportation network.

Employment

The Municipality of Shelburne:

- The new Municipality of Shelburne Administration Building will meet Rick Hansen accessibility standards.

The Town of Shelburne:

- Job posting for the Town of Shelburne includes a statement outlining the Town's commitment to hiring members of the community who may have accessibility needs.

The Town of Lockeport:

- An elevator was installed at Lockeport Town Hall, making the second floor accessible for people who cannot use the stairs.