

2022-01-25 Special COTW

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MUNICIPALITY OF THE COUNTY OF ANNAPOLIS

SPECIAL COMMITTEE OF THE WHOLE

AGENDA

Tuesday, January 25, 2022

9:00 a.m.

Zoom Videoconference



1. . **ROLL CALL**

2. **DISCLOSURE OF INTEREST**

3. **APPROVAL of the AGENDA (Order of the Day)**
 - 3.1 THAT the Order of the Day be approved as circulated.

4. **NEW BUSINESS**
 - 4.1 **Recommendation Report Nictaux Waste Water Treatment Plant Capital Upgrade**

THAT municipal council approve additional funding from Sewer Reserve in the amount of \$25,000 to complete the Nictaux Waste Water Treatment Plant capital upgrade.
 - 4.2 **Fire Services Funding Review**
 - 4.3 **Draft Annapolis County Accessibility Plan**
 - 4.4 **Recommendation Report – Future Operation of Raven Haven Beachside Family Park**

THAT municipal council authorize the CAO to prepare a long-term plan for future operation of Raven Haven as a Day Use Park commencing in 2022-23

5. . **ADJOURNMENT**
 - 5.1 THAT the Special Committee of the Whole adjourn its meeting.

- . .

MUNICIPALITY OF THE COUNTY OF ANNAPOLIS

SPECIAL COMMITTEE OF THE WHOLE

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Tuesday, January 25, 2022

9:00 a.m.

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COUNTY of ANNAPOLIS
NATURALLY INSPIRED

RECOMMENDATION REPORT

To: Municipal Council

Prepared by: Mark Coles, Municipal Operations

Reviewed by: Janice Young, Acting Municipal Services Manager

Approved by: David Dick CAO, CPA, CA

Date: January 25th, 2022

Subject: Nictaux Waste Water Treatment Plant Capital Upgrade

RECOMMENDATION

To recommend that municipal council approve additional funding from Sewer Reserve in the amount of \$25,000.00 to complete the Nictaux Waste Water Treatment Plant capital upgrade.

LEGISLATIVE AUTHORITY

MGA

BACKGROUND

The current year capital budget has an allocation of \$140,000.00 from Gas Tax Reserve to purchase the headwork screener and complete civil concrete work of the headwork screener at the Nictaux Waste Water Treatment plant.

The budget has been utilized to purchase the screener assembly and carry out the required civil engineering assessment to allow installation, however through the process of procurement there is a deficit in the budget resulting from the received quotes for the civil concrete work for installation of the screener.

This screener is required at this facility to ensure efficient plant operation and outflow compliance with the environmental discharge licence.

The screener is on order and due for delivery in January 2022 (there was a 6 month lead time to order).

The preferred quote is guaranteed until Feb 9, 2022.

DISCUSSION

None

FINANCIAL IMPLICATIONS

Gas Tax Reserves current balance= \$319,582.00

Request for additional funding = \$25,000.00

Gas Tax Reserve remaining balance = \$294,582.00

POLICY IMPLICATIONS

None

ALTERNATIVES/OPTIONS

Carry the project forward to the 2022/23 fiscal year, however, consideration should be given to the warranty period of the screener, delays in installation will shorten the warranty period.

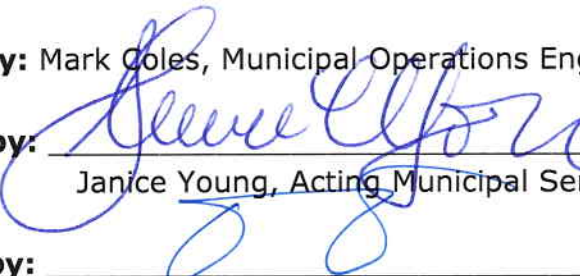
NEXT STEPS

Upon approval of funding the contractors would be given contracts to proceed with the required work.

ATTACHMENTS

None

Report Prepared by: Mark Coles, Municipal Operations Engineering Technician.

Report Reviewed by:  _____
Janice Young, Acting Municipal Services Manager.

Report Approved by: _____
CAO David Dick, CPA CA

Annapolis County Fire Services

Executive Summary

Background on Funding Arrangements

January 2022



Without question the volunteers in eleven (11) fire departments in Annapolis County provide essential and valuable services to residents. It is important for Municipal Council to understand the rationale used to establish funding formulas in the past in order to periodically re-evaluate them.

Municipalities not required to fund fire depts.

- Sub-section 3(ah) MGA:

“fire services” means services related to the prevention and suppression of fires;

- Sub-section 293 MGA :

A municipality may maintain and provide fire and emergency services by providing the service, assisting others to provide the service, working with others to provide the service or a combination of means.

Fire suppression and prevention has been deemed by past councils as a service that benefits local taxpayers and therefore should be funded.

Background:

How Fire Services Funding Has Been Determined

In 2002 the County of Annapolis recognized that fire departments were responding to a significant number of emergency calls that were not related to fire suppression (e.g., medical first response). The position of the County of Annapolis and many other municipalities was that the Province should provide funding to fire department for activities which were the responsibility of the Province – such as health care, rescue and fighting forest fires.

Background *cont*:

How Fire Services Funding Has Been Determined

In 2002-03 County staff undertook a consultative process with the Annapolis County Fire Services Association to reach consensus on how funding should be provided. (The Towns of Bridgetown, Annapolis Royal and Middleton were invited to participate in the consultative process but they declined.)

The funding formula developed at that time remains the basis for funding for fire departments to the present day.

Results of 2002-03 Funding Review:

- Established separate and distinct operating and capital funding programs
- Identified which services would be funded by the County – fire suppression and prevention only
- Created a baseline for necessary buildings, fire trucks, equipment and firefighter training to enable fire departments to carry out fire suppression and prevention activities
- Drafted multi-year budgets related to agreed upon levels of service (up to 2007-08)
- Established a fire truck purchasing schedule
- Identified services cost recovery and / or user fee services (not funded by the County) – first responder / forest fire / MVA
- Required annual statistical and financial reporting
- Initiated the fire service registration program
- Acknowledged the need for County-wide mutual aid agreements
- Confirmed County would directly cover the costs of fire dept. radio licenses and a dry hydrant grant program

Services / Activities Not Funded by County included:

- Medical First Response
- Traffic Control / Hazards (electrical wires, etc.)
- Forest Fires
- Response to Motor Vehicle Accidents (Jaws of Life)
- Fund-raising Activities
- Expenses for Halls (except space to store trucks & equipment)

Operating Funding:

- Funded through County's General Operating Budget (money is allocated from County's general tax rate)
- No conditions placed on funding but identifies the purpose of the funding (e.g., training, truck operation and maintenance costs)
- 2003-04 Base Funding Year \$400,000 - Indexed Subsequently – generally based on annual CPI
- 2020-21 \$698,827 (increase of 74% from base year)
- Commencing in 2021 the Province mandated that municipalities were required to cover the cost of Workers Compensation for firefighters

Annual Operating Funding

	<u>2003-04</u>	<u>2011-12</u>	<u>2021-22</u>
Annapolis Royal (80%)	56,400	83,665	89,512
Bear River (80%)	37,900	56,772	61,138
Bridgetown (+ comm rate)	37,900	56,772 (76,422)	106,750
Lawrencetown	59,050	88,445	94,865
Margaretsville	26,500	39,441	47,835
Middleton (50%)	32,500	48,405	51,846
Nictaux	50,500	75,895	81,624
North Queens (50%)	16,750	22,548	26,899
Port Lorne	26,500	39,441	47,835
Springfield	26,500	39,441	47,835
Kingston (50%)	<u>29,500</u>	<u>39,728</u>	<u>42,692</u>
TOTAL	400,000	590,554	698,827

Capital Funding

- Funded through area rate levied county-wide (currently 6.11¢)
- Proceeds paid into County administered reserve fund
- 2003-04 \$267,614 (excluding Kingston FD)
- 2011-12 \$466,285 (plus Kingston FD levy \$79,910)
- 2021-22 \$657,066 (plus Kingston FD levy \$106,562)
- Levy collection increases annually with assessment growth
- 2003-04 based on capital formula
- Now calculated as percentage share
- Monies held in a reserve and provided to fire departments based upon applications approved by Municipal Council in accordance with *AM-1.4.2.1 Fire Response Services Policy*

Kingston District Fire Department

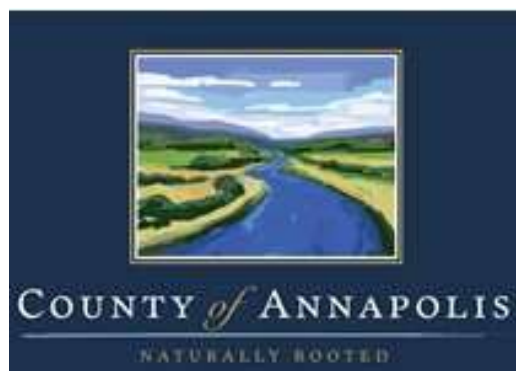
Is a fire commission under the *Rural Fire District Act*. The Act provides the ability (in Section 46) for the commission to prepare estimates and the "*estimates shall be collected by the municipality as an area rate*" – this levy provides for the capital funding for the Kingston Fire Commission

Capital Reserve Fund Conditions

- Capital Reserve Fund is governed by county policies and in accordance with the *Municipal Government Act*:
 - *AM-1.4.2 Fire Department Capital Asset Financing Program Policy*
 - *AM-6.5.2 Fire Services Capital Reserve Fund Policy*
- Fire Departments may withdraw from their allocation for approved purposes (fire stations, fire trucks, equipment)
- Fire Services Capital Reserve must be comprised of a minimum of 50% liquid assets (e.g., short term investment)

ANNAPOLIS COUNTY ACCESSIBILITY PLAN - DRAFT

January 20, 2022



Annapolis County Accessibility Plan - DRAFT

Table of Contents:

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2. Members of the Accessibility Committee
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4. Annapolis County Accessibility Plan – Vision
5. Areas of focus that form the foundation of the plan
6. Methodology
7. Annapolis County Facility Assessment Overview
8. **Actions and Recommendations**
9. Glossary of Terms

Appendix:

- A. Summary of Public information by **Focus Areas**
- B. Public survey results with charts
- C. Public survey – Summary of written comments
- D. Public Meetings and focus Groups
- E. Annapolis County Facility Assessment schedule
- F. Results of Municipal Facility Assessment- To be completed
- G. Educational Features and events- Optional for final report

1. County's Commitment

The Province of Nova Scotia has legislated that all municipal units must have: An Accessibility Advisory Committee made of over 50 % of persons with disabilities; Municipal Accessibility Plan which provide a process for implementation and evaluation toward their mandated timeline of achieving accessibility within the province by 2030.

The original deadline of that plan was April 2021 however due to COVID 19 and the Pandemic, the County of Annapolis requested an extension and was granted one for April 1, 2022.

In March 2021 Municipal council approved a report dated March 9, 2021 entitled NS Accessibility Act and Impacts on Municipalities which included recommendations for the creation of a Municipal Accessibility Plan, advertise for members of the Accessible Advisory Committee; create a budget and action plan to achieve the April 1, 2022.

The Municipality of the County of Annapolis approved the Accessibility Advisory Committee Policy AM – 1.3.6.17 in April 2021 .

As per the County’s Accessibility Advisory Committee Policy AM- 1.3.6.17

“The Accessibility Advisory Committee provides advice to Municipal Council on identifying, preventing, and eliminating barriers to people with disabilities in municipal programs, services, initiatives, and facilities. The committee plays a pivotal role in helping the Municipality of the County of Annapolis become an accessible community and meet its obligations under Nova Scotia’s Accessibility Act.”

The Nova Scotia Accessibility Act, known as Bill No. 59, was passed in April 2017. The legislation aims to make Nova Scotia inclusive and barrier-free by 2030.

The Annapolis County eight member committee was appointed in June 2021. Their first task at hand was to work with staff to create a Municipal Accessibility Plan. An approved plan must be sent to the province before the April 1, 2022.

2. Members of the Annapolis County Accessibility Advisory Committee:

John Smith - Chair

Christine Garde- Vice Chair

Caelin Lloyd

Brenda MacDonald

Lester Bartson

Catherine (Jean) Voysey

Timothy Atkins

Christina (Tina) Hiltz

Debra Ryan - Project Lead (Community Outreach and Tourism Manager)

Warden Alan Parish: Ex Officio

3. Background

Nova Scotia was the third province in Canada to enact accessibility legislation, after Ontario in 2005 and Manitoba in 2013. The goal of the NS Accessibility Act, Bill 59 Act is to prevent and remove barriers that restrict people with disabilities from fully participating in society. It enables the government to develop

standards for accessibility and outlines responsibilities from some public sector bodies, including municipalities. As such they required that all municipalities must have accessibility plans.

In September 2018, the province released the Government of Nova Scotia Accessibility Plan outlining specific actions for achieving an inclusive, responsive, and accessible workplace for NS public servants and ensuring services are accessible to all.

The province created the Accessibility Directorate which has responsibility for administering the Accessibility Act and advancing disability issues within the Government. The Government’s strategy for achieving an accessible province by 2030 is described in Access by Design 2030.

They have created a number of tools that can be used by municipalities which include, “The Accessibility Planning Toolkit for Municipalities. Interim Guidelines for Indoor and Outdoor Spaces;

The Town of Wolfville piloted Nova Scotia’s first municipal accessibility plan (2018) and many Municipality’s created or have been working on plans accordingly to meet the April 1, 2022 extended deadline that was given due to COVID 19.

The province created the Interim Accessibility Guidelines for Indoor and Outdoor Spaces , NS Accessibility Directorate, April 2020 and released a draft (January 2021) Accessibility Standards and when approved those standards must be integrated into Municipal Accessibility Plans.

A disability is defined as “a physical, mental, intellectual, learning or sensory impairment, including an episodic disability that, in interaction with a barrier, hinders an individual’s full and effective participation in Society” A barrier is defined 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 barrier or communication barrier, an attitudinal barrier, a technological barrier, a policy, or a practice.”

Nova Scotia has the highest rate of disabilities in Canada at 30% versus the Canada wide at 22% so it’s time to make a change and to be successful there has to be a cultural shift and understanding at both the political, staff and community level.

4. Annapolis County Accessibility Plan

Vision:

“We envision Annapolis County as a place where the rights, dignity and independence of all persons is valued, a place free of racism and prejudice where both visible and invisible disabilities are respected , a place where all persons have access to community facilities, programs and services to live, work and play to experience their full potential. “

The county is committed to meeting the needs of individuals who face barriers to accessibility in our communities.

5. Areas of Focus that form the foundation of the plan

The five areas of focus that all municipalities have to address in their accessibility plans must include:

(1) Information and Communication - ensuring all people can receive, understand, and share the information they need. To increase awareness and education about accessibility rights and opportunities that can benefit the whole community.

(2) Goods and Services - ensuring that people with disabilities have equitable access to goods and services provided by your municipality.

(3) Built Environment - making public buildings, streets, sidewalks, and shared spaces accessible to all.

(4) Employment - (equitable access) - making workplaces accessible, and supporting people with disabilities in finding meaningful employment.

(5) Transportation - Making it easier for everyone to get where they need to go.

(6) Implementation - Includes a section on the plan implementation, monitoring and evaluation.

6. Methodology

The Annapolis County Accessibility Plan is based on the public consultation feedback, review of provincial documents prepared by the NS Accessibility Directorate and best practices to form a comprehensive plan.

The Advisory committee hosted three public meeting, four focus group sessions including schools, hosted events, met with stakeholders, distributed large scale emails and had direct contact with groups and organizations that would form the foundation of the plan.

Public meetings- Held on the following dates and locations. August 31, 2021, Bridgetown Volunteer Fire Department, 31 Bay Road, Bridgetown, NS; September 8, 2021, Felker Hall Community Center, Cornwallis Park, NS ; September 23, 2021, Nictaux and District Volunteer Fire Department, 9349 Highway #10 Nictaux, NS

Focus Group session - August 27, 2021 Mountains and Meadows Care Group, Mountain Lea Lodge, Bridgetown ; September 27, 2021 Bridgetown Regional School, Bridgetown ; October 20, 2021 CORAH, Middleton, NS; October 25, 2021 Annapolis West Education Centre, Annapolis Royal

All facilities were chosen for easy access for wheelchair and washroom and had to include low ramps or flat entrances and accessible washrooms.

All meetings followed a process of small group discussions centered on five questions to address the five focus areas: information and communication, goods & services, built environment, employment and transportation.

Each table had a facilitator and a recorder.

Overall living in a COVID reality did impact on the process however we were fortunate to complete both the public meetings and focus groups in person following NS Health protocols.

An on - line survey was offered that was open to the public for approximately two months and advertised in a variety of ways which gave residents and visitors to the county opportunities to share feedback.

In addition advertisements, general promotion, featured stories and or events were planned to provide greater awareness of the accessibility plan and to encourage feedback. The public processes and survey were conducted August- December 2021.

In addition, the committee wanted to create a special event around the United Nations International Day for Persons with Disabilities, Dec 3, 2021 to focus attention on disabilities and to provide another avenue for promoting the accessibility plan. That event was held at the Bridgetown Regional Outdoor Sport Hub.

Facility assessments were conducted on 25 facilities indoor and outdoor spaces that are owned and operated by the Municipality to understand the overall state of the facilities. They were not intended to be formal audits and not all county owned facilities were assessed. See listing of Facilities in Appendix E.

Completed research scans of documents offered by the Province through the NS Accessibility Directorate and other Municipalities where available.

7. Annapolis County Facility Assessments -Overview

The accessibility planning process has chosen to do assessments rather than official audits however we have used the criteria listed below in our general assessments which is part of “Interim Accessibility Guidelines for Indoor and Outdoor Spaces. April 2020 NS Accessibility Directorate

The assessments give an general overview of the state of Annapolis County infrastructure however more in-depth audits with an accessibility lens must be created when planning new infrastructure toward 2030 and beyond.

The attached Appendix E gives a quick overview of the 25 facilities that were assessed during the planning process as they are public facilities or building used by the public. Appendix F will includes the results of the municipal facility assessments in the final draft.

Other sites like the Municipal Operations (public works) work sites, storage areas and the dog pound were not included in this assessment as they are not open to the public. These facilities will need to be considered in the future for assessments.

There were general principals used when doing the assessments and they are listed below.

The interim guidelines give some common measurements to be included in the general assessments which include but not limited to the following.

Ramp slope 1:12 (8.3 %) or less is the minimum standard required by CSA. The 1:20 ratio (5 %) recommended when doing new installs. Typical width for crutches (900-950 mm wide) and a standard doorway is 800 mm. A minimum turning radius for a manual wheelchair is 1500 mm minimum and the height of the reach for a person in a wheelchair minimum of 400 and max of 1200 mm.

NS Interim guidelines are grounded in three core principles which impacts on all assessments:

Whole journey approach - all parts of the journey are interlinked and equally Important. A single obstacle can make it impossible to complete the journey, even if the rest of the way is accessible.

Universal Design-any environment should be designed to meet the needs of anyone wishing to use it, regardless of their age, size, ability or disability.

Seasonal Maintenance - seasonal conditions, such as snow and ice, can create barriers to accessibility; seasonal maintenance can help to ensure that public spaces are accessible at all times.

There are three principals to follow in audits.

1. Does the feature follow the whole journey approach?
2. Does this feature reflect the concept of universal design?
3. Is there an adequate seasonal maintenance program for this feature?

In addition signage, wayfinding, ramps, stairs, handrails are to be strategically located to allow individuals of different size, age, and ability to manage a journey. Wide ramps (1500mm, or 59 in. minimum) are placed in all pathway points that are not level, to allow people with a companion, service dog, or mobility aid to complete the journey. Accessible parking spaces are located close to the accessibility entrances – usually no more than 30 metres, or 98 feet.

In newer facilities, exterior pathways and entrances must be designed with minimum level changes so that people of all abilities may easily enter or leave. Doors should be avoided wherever possible or are as easy as possible to open.

8. Actions and Recommendations

8:1 Information and Communication

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

The Municipality of the County of Annapolis will communicate with persons with disabilities regarding to the nature of the barriers in a respectful and understanding manner. The Municipality will be clear and accessible for people of all ages and abilities, and recognizes the definition of accessibility has a broad scope. (NS Accessibility Act, Bill 59 was created to ensure all Nova Scotian’s can receive and share the same information.)

Increase the awareness and education about accessibility rights and opportunities that can benefit the whole community.

8:1 Information and Communication Actions and Recommendations: The Plan

Delivery of communications – Improve overall communications regarding municipal programs, services and events to ensure they are accessible to all persons with disabilities by:

-Ensuring the county’s digital presence (ie website and social media) and Information Technology systems are designed for people of all ages and abilities and written in plain language.

-Creating a web presence that meets the latest Web Content Accessibility guidelines (WCAG) (Presently some features has been added and will be assessed accordingly)

-Working to provide American Sign Language (ASL) and /or communication Access Real-Time Translation- there are limited interpreters in the region so development and training opportunities should be encouraged.

- Understanding CART and making it available where possible. (See definitions in Section 9 Glossary)

-Including braille on council and employee business cards.

-Ensuring that photos and videos used in branding and or promoting the municipality include persons with some type of mobility device, wheelchair and or persons with a disability to be more representative of the population and inclusive.

-Ensuring that live streaming of council sessions and other council activities are fully accessible and the audio can be heard.

Provide Training - The Municipality will provide customer training to employees and volunteers in regard to accessibility concerns, understanding plain language and inclusive communication. The Annapolis County Accessibility Advisory committee will work in collaboration to develop a training manual that is inclusive by nature.

Training will include:

The NS Accessibility Act, Bill 59 and the requirements under that act and its links to the Human Rights Code and the rights of individuals.

The role of the Annapolis County Accessibility Committee.

Awareness of the Annapolis County Accessibility Plan and a commitment to follow the intent, vision and outcomes to meet NS legislated targets of being accessible by 2030.

How to interact and communicate effectively with persons with disabilities and understanding the use of respectful language and body language.

Understanding the whole journey approach and what universal design means to persons with disabilities and the community as a whole.

Sensitivity training for staff regarding the needs of persons with disabilities that is inclusive of Service dogs.

Assessing service delivery through a accessibility lens across the Municipality in regard to emergency evacuation planning; municipal elections planning; recreation programs and events offerings; ensuring tax / utility billing process meet accessibility needs and new plans are written through an accessibility lens that are easy to read and understand.

Any new additions where outside consultants, architects are used are required to know that the upgrades and or retrofits are to be designed using the NS Interim Accessibility Guidelines for Indoor and Outdoor Spaces or latest version. The accessibility committee will be consulted on any upgrades to ensure better communication to follow the intent of the Accessibility Advisory Committee Policy AM-1.3.6.17

Publications - As new publications get created they are to include “this publication available in alternate formats upon request” . ie newsletters, reports of council.

Phone system

Add in TTY or RIT (Real time text) A TTY (teletype) to phone systems and cells.

A TTY (teletypewriter) is a device that helps people who are deaf, speech-impaired, or hard-of-hearing use a phone to communicate.

Interpretative signs – New interpretive signs in public areas such as municipal parks and trails, need to have a Q R code that can incorporate the translation. See Glossary definition.

Signage and or Wayfinding

Signage for Municipally- owned facilities to include the following sign guidelines when replacing signs or adding new. Refer to signage and wayfinding re NS Interim Accessibility Guidelines for Indoor and Outdoor Spaces.

Accessible signs should be provided for any feature of any building that would normally be given a sign that needs to be placed for the general public and staff. The most common is Braille, raised print and raised pictograms.

Communication Font Type - Municipal reports, and memos and reporting style needs to have standard text ie Ariel or Calibri or others types that meet standards. Create easy to read letters, reports and communications with plain language for person with disabilities to read and understand. Also need to be available in large print if requested. The following is included as general guidelines.

Readability for blind, visually impaired, partially sighted. Guidelines
Use a sans serif typeface. Suitable type faces are Arial, Calibri and Helvetica and others can be used.
Avoid the use of italics, underlining and block capitals
Lettering should be in title case and or sentence case
Signs need have Arabic numbers (1,2,3) as per CSA B651-18 (4.5.3a)
Ensure the background contrast with the print. Clear combinations include black text on a white background, White on black, yellow on black
Do not print information over pictures or patterns
The size of the text should be related to distance at which the information will be viewed. Reference in manual when developed.
Readability by Touch:
Letters should be raised from the surface.

Pictograms
Use internationally recognized symbols. (refer to manual or other NS documents)
Braille and High - Tactile signs shall be provided in the following places:
Washrooms
Elevators if they are added in any of our buildings.
Numbers on stair landing handrail to allow identification of floors (nice to have buildings all on one floor)
Emergency doors and exits
Emergency evacuation instructions
Cautionary signage
Floor plans at building entrances
Identification signs for rooms, titles, names
Placement
They should be consistently located height and location around a building as per CSA B651-18 (4.5.1.a) and they should be positioned to avoid shadow and/ or glare.
Ensure tactile signs can be reached easily.
Place signs logically as close as possible to the object they are indicating.
Sign heights in NS Guidelines.
Avoid suspended signs as they are too high to be read by a low vision person.
Although sandwich boards are popular they need to be placed carefully or eliminated as they can be a safety hazard for person with a disability.
Contrast
Avoid placing signs on busy backgrounds and/ or areas with visual clutter.
Ensure the sign contrasts with its background so it can be seen. For example on a light coloured wall, use a sign with a dark background and a light print.
Ensure there is good lighting.
Use non- reflective surfaces and ensure there is no glare.
Layout
All text and Braille on signs should be left - aligned and set horizontally
Where print and Braille appear on the same sign, place Braille at least one inch below the print.
(Always Check NS guidelines for latest updates)
Braille Signage details are available through CSA.

Service Animals Signage

The Municipality welcomes persons with disabilities and their service animals. Service animals are allowed on parts of municipal premises that are open to the public and include municipal signage.

Notice of Temporary Disruption - Notices will be posted in the event of a planned or unexpected disruption or closure for all customers. For person with disabilities the signs should be posted at the bottom of the ramp or walkway. Postings also include signage in doorways, website and Facebook.

Accessible Service Feedback -The Municipality will provide methods for public feedback on accessible customer service. This will assist in modifying service delivery and provide valuable service. See section #6 Plan Implementation.

Public meetings and events-The Municipality coordinates many public meetings, open houses, programs and events. Every effort will be made to assess those events through an accessibility lens to ensure materials are

offered in various formats, accessible signage, parking, washroom, and venue access and or equipment availability and that it is communicated accordingly in advance.

Creating recreation opportunities that encourage participation by persons with disabilities for programs and/or social gatherings. Is there easy access? Are there resting areas for people with disabilities? Are there accessible picnic tables on site? Are there quiet areas for those with sensory concerns and accessible signage that can be shared in advance on social media and other communications?

Awareness and Education - Work with partners locally, regionally, and provincially to communicate and create awareness around the rights of persons with disabilities. Create a county wide awareness and education campaign that is welcoming, and eliminates the stigma of having a disability.

Proclamations – Creating municipal policy additions to recognize **National AccessAbility Week (NAAW)** end of May each year and **International Day of Persons with Disabilities** in December in any given year.

Outreach- Assess the possibility of creating and defining an information hub in Annapolis County for accessibility concerns that creates open dialogue and accessible opportunities for information. Linked with a disability website and other communication links.

Information Inventory- Create an inventory of opportunities in the county showcasing the type of accessible opportunities that exist at the municipal and community level, and include an “Accessible Map” that show places of interest with accessibility designated information.

Partnerships and Collaboration- Work with regional and provincial partners, agencies, nonprofits, and businesses to creating a culture shift for ensuring accessible communities. Ie evaluate possibilities for subsidizing internet and phone costs and devices to benefit persons with disabilities, etc.

8:2 Goods and Services

Ensuring that people with disabilities have equitable access to goods and services provided by the Municipality of the County of Annapolis.

8:2 Good and Services Actions and Recommendations: The Plan

Municipal Policy- Apply an accessibility lens to all policy, procedures, practices and program offerings.

Training- Provide inclusion, accessibility training and awareness for all staff that work with the general public in providing goods and services. This will include common accessibility language that is fair and equitable.

Refer to Information and Communication training.

Physical Space- Upon entering a municipal building, physical spaces should be conducive to a positive customer service experience. For example provide a welcoming calming entry, ie chairs to rest in and or wait.

Procurement – research best practices and apply an accessibility lens to procurement processes.

Service delivery recreation programs: provide program assessments with an accessibility lens. Continue to provide and expand loan programs that include adaptive recreational equipment. Ensure that sound and sensory is included in program assessments ie provide headphones that can cancel reduce noise in program offerings, ie fireworks and events.

Education – create an annual abilities fair to showcase the benefits and opportunities available in our community and use it as an awareness and educational opportunity.

Social- Create recreation and social programs directed at persons with disabilities including those with mental health concerns. Persons with intellectual disabilities have no opportunity to gather in a programmed activity and more informal social opportunities with other agencies and partners would be beneficial.

Housing -explore housing support opportunities and work in partnership with others to look at creative and affordable solutions to meet the needs of persons with disabilities.

Youth- supports to family with disabled youth are often overlooked and often not considered a municipal responsibility. Create partnerships and collaborations with agencies and levels of government to resolve gaps at the local level that will lead to inclusive communities.

Partnerships- Work with local agencies and businesses to share concerns of persons with disabilities as information is gathered and collected, ie assistance with shopping and /or errand delivery from businesses for persons with disabilities. When there is more awareness and understanding, creative solutions are often found.

8:3 Built Environment

Ensuring public buildings, streets, sidewalks, and shared outdoor spaces are accessible to all.

The NS Interim Accessibility Guidelines for Indoor and Outdoor Spaces. April 2020 NS Accessibility Directorate are the existing guidelines. Once approved they will be the standard that municipalities must follow in regard to upgrades and new additions to the built environment.

The guidelines recommend that three main streams be followed when creating and planning for the built environment.

Whole journey approach - all parts of the journey are interlinked and equally important. A single obstacle can make it impossible to complete the journey, even if the rest of the way is accessible.

Universal Design-any environment should be designed to meet the needs of anyone wishing to use it, regardless of their age, size, ability or disability.

Seasonal Maintenance - seasonal conditions, such as snow and ice, can create barriers to accessibility. Seasonal maintenance can help to ensure that public spaces are accessible at all times.

8:3 Built Environment Actions and Recommendations: The Plan

Barrier Free Access and timelines- Ensure that all county - owned buildings and infrastructure have been assessed with timelines to achieve the Province of NS deadline of 2030 for meeting NS Accessibility Standards that meet the whole journey approach.

Ensure that renovated buildings meet the NS Interim Accessibility Guidelines for Indoor and Outdoor Spaces. April 2020 NS Accessibility Directorate and/ or the most current design specifications as approved by the Province of NS .

Ensure new parking areas, sidewalks, crosswalks, curbs, streetscapes, ramps, parks, open spaces are planned include integrated accessible design plans, taking into account all accessibilities, ie hearing, sensory, mental, physical and include adequate seating areas with benches and lighting.

Municipal buildings in Annapolis Royal and Lawrencetown do require improvements as per the general facility assessments and when renovation and upgrades are planned they need to be assessed with the latest provincial guidelines and or adopted standards referenced above.

The wheelchair ramp in Lawrencetown is the most pending improvement required, as well as the development of an accessible paved parking space in front of the building (Highway #1) that has easy access from the parking spaces to the new building ramp and building itself. The upper level washroom is not accessible and would require rethinking the space. Other improvement suggestions are included in the general assessments.

The Bridgetown Library building owned by the Municipality has had a number of accessible upgrades; however, an accessible parking reassessment is required. See general assessment and suggestions.

Maintain Barrier Free Access to buildings and facilities-The County of Annapolis will maintain barrier - free access in a variety of ways: Examples below.

Provide wayfinding signage to building in a consistent manner and not in excess.

Keeping entrance ways cleared of snow and ice

Keep hallways and waiting rooms free of clutter ie boxes etc.

Ensure placement of standing signage (ie sandwich boards and caution signs for wet floors) is not a tripping hazard for person with canes, mobility supports and or wheelchairs.

Maintenance - Create work plans and standards for the ongoing repair, maintenance and accessibility of sidewalks, crosswalks to meet NS design guidelines on accessibility.

Improve snow removal capabilities- Create winter maintenance plans for sidewalks and other pathways.

Park Maintenance - Pathways at many of the parks are becoming overgrown and clumps of weeds impede flow for person with mobility issues. Proper maintenance to include weed control, erosion control and keeping pathways flat and clear of debris is required. In some circumstances the pathways have completed overgrown with grass. Ie Hebb's Landing Park and Boat Launch.

Parking- Lack of accessible parking is a huge issue throughout Annapolis County. Throughout the public process, this was a repeated issue as parking is often not central to services, lacks good signage, few areas are paved and provide ease of access to the intended building or buildings. Many accessible sites are planned for single use and not for side use for vans with a side entrance wheelchair entry and exit.

Ramps- most ramps in the county do not meet the guidelines and are either too steep or too narrow. They do not provide the turnaround zone platform to easily access a building safely. They are often an afterthought and not planned well with the intended environment and for ease of access.

Sidewalks and crosswalks – the condition of sidewalks and crosswalks can cause limited access to person with disabilities. Well-designed sidewalks that are flat, even and free of obstructions with truncated domes at intersections, lighting and benches, all help to create an environment for all users.

The Paradise sidewalks are in overall good condition. The Bridgetown sidewalks are in need of major assessments and improvements. Granville Ferry sidewalks are new, very few improvements are suggested. The Bear River sidewalks are in need of upgrades and will require collaboration and discussion with NSTIR, NS Power for that to be improved. Cornwallis sidewalks need attention and there is no consistency in linking to crosswalks.

Sidewalks are often key active transportation routes; are used by all age groups and should include benches. In particular, benches should be added along Church Street to Granville Street in Bridgetown for older adults walking from Adult Residential Centre, Group Home and or Mountain Lea Lodge.

Outdoor Public Spaces - Improve accessibility access to outdoor public spaces such as parks, trails, lakes, beaches and playgrounds and create spaces for social gatherings.

Universal Washroom Design- ensure universal design for the public to guarantee accessibility and gender - neutral washrooms facilities are built at public parks and trails and retrofit existing washrooms where possible.

Many washrooms do not have change stations (child or adult) and /or emergency buttons and proper spacing for wheelchair turning and general accessible access, and have not been planned for visual or sensory needs.

The Bridgetown Regional Outdoor Sports Hub requires universal design accessible washrooms that meet the needs of a facility that large.

Assess the need to have an accessible universal design washroom near the downtown core of Bridgetown that is open to the public year round, good lighting and benches.

Bear River has plans for a comfort station (washrooms). Ensure that it has universal design to meet accessibility needs with lighting and benches.

The washrooms at Jubilee Park in Bridgetown do require assessments and flow modifications for accessibility in the park overall. See assessments.

Emergencies- Ensure emergency evacuation plans are reviewed accordingly with accessibility in mind.

Parks and Recreation - Provide assessments of higher profile heavily used parks in more urban settings to include paved pathways and adjustments for grades for accessibility, ie Sports Hub, Jubilee Park and the Annapolis River Causeway Park. Other municipal pathways require packed crusher dust aggregate that provide proper drainage and compaction and erosion control. All parks and trails should have accessible parking and easy flow to picnic areas, washrooms and other amenities.

Public floating docks need to be assessed to add in modifications for wheelchair accessibility for boat launching and /or fishing.

The Bridgetown tennis courts should be accessible to wheelchair users and have easy flow from parking lot to the site.

Planning for parks should include sensory rest areas for persons with autism and other sensory concerns.

All parks should include wheelchair accessible picnic tables.

See general assessments (not Audits) of Parks and Open Spaces for more detailed suggestions on improving accessibility opportunities.

Trails- due to the nature of some municipal trails such as the Delaps Cove Wilderness Trail which has a single uneven path along the Bay of Fundy, the natural landscape is not suited to building accessible trail on the entire trail system. The Municipality could look at creating an accessible pathway on property they own adjacent to the parking lot /trailhead area region with switchbacks to allow for viewing on the shore and make the parking area, picnic area and washroom accessible.

Rest Areas- provide methods to improve seating along County owned sidewalks and along pathways, trails and parks settings. Parks require rest areas with benches to be planned for parents, caregivers and users so proper care of placement needs to be considered for individual families and small groups. Plan sensory quiet places away from main equipment and be creative with designs at not only playgrounds but parks as well.

Accessible Picnic Tables -provide accessible picnic tables at all public venues owned by the County.

Playgrounds- create accessible playground equipment at the Nictaux Park and Playground. Create accessible playground equipment at Queen Elizabeth 11 Jubilee Park. Replace the pea gravel on the pathway with aggregate that supports persons with mobility concerns.

Arena and Pool –the Bridgetown pool and arena require upgrades to meet accessibility guidelines. Canteen areas need to be modified for persons with disabilities for volunteers and or staff to work on site. Bridgetown pool needs a lift and ability for easy flow of person with disabilities to access the site, park, use a washroom and get into the pool.

The Bridgetown arena washrooms are the biggest impediments as are the change rooms however easy access and viewing improvements are required as are strobe lights for person with hearing impairments to name only a few. See facility assessments.

Assess the pool and the arena and implement the changes to make both facilities assessable.

Raven Haven - create an accessible parking space closer to the beach and keep the flat hard packed pathway free of erosion, branches and/ or picnic tables for connectivity to the Mobi Mat (accessibility mat that provides stability for persons with disability to travel over the sandy beach to the water).

Create a landing area for fishing opportunities at Raven Haven and flat easy connective areas to the designated fishing area from the parking area. The canteen area needs to be assessed for serving persons with wheelchairs and small children. See facility assessments section.

Cornwallis Beach- the tidal beach at Cornwallis borders municipality owned lands and has been an informal destination for many residents of all ages. There have been many requests to create accessible opportunities here. Assess and create accessible opportunities to the tidal beach at Cornwallis in cooperation with other stakeholders.

Access the potential of other beaches in the region from parking, access to the beach and landing areas to benefit folks with disabilities and for the benefit of the whole population for viewing the sunsets, water, having a picnic with family and or friends.

Signage- signage is covered under information and communications; however once, established signs need to be at a height that is easily seen for persons with disabilities.

Funding- the built environment has the highest price tag for creating barrier free designs in communities and at municipally owned facilities. Both federal and provincial governments have funding supports for improving accessible opportunities in the community. Creative linkage with accessible grants, age -friendly funding and funding for active transportation can be used to assist with costs in creating whole community designs that benefit all.

Business Opportunities - the study showed gaps in accessible opportunities in many communities in the region for accessing services such as stores, restaurants, dental services, vet services, churches, museums to name only a few. Although this is not under the municipalities jurisdiction, municipal units can assist in sharing information on accessibility resources, ie design standards, funding, etc.

Housing- lack of affordable housing, shortages in housing options, and need for more independent living were seen as barriers for people living with disabilities. Often housing is not on the municipal agenda; however, the creation of partnerships and collaborations can go a long way to look at opportunities that address this gap. There are many agencies and support organizations that can assist with this, and the volunteer sector that can make a difference.

8:4 Employment

Creating opportunities to make workplaces accessible, and support people with disabilities to find meaningful employment.

Provide equitable access to jobs with the Municipality.

8:4 Employment: Actions and Recommendations: The Plan

Leadership – provide the leadership and role modeling to create meaningful employment opportunities and share the learned experiences.

Community Outreach/ Navigator – create a position with the Municipality dedicated to promoting inclusion, training staff and creating opportunities for community outreach, with a goal of creating a culture shift of inclusion, promoting equitable opportunities, working to break down barriers throughout the region. Work in partnership with the Annapolis County Accessibility Committee and local, regional and provincial representatives including community and business stakeholders.

Culture of Inclusion – build capacity with municipal staff to cultivate a culture of inclusion that supports, retains, and provides opportunities for career growth for persons with disabilities and provide the necessary training needed to be successful.

Job Opportunities- Improve opportunities for persons with disabilities to gain employment with the Municipality by ensuring job postings clearly state they are open to people with disabilities and to assess other ways to reach persons with disabilities, ie larger print.

Hiring – improve processes, policies, and practices to facilitate and encourage the recruitment, selection, transition, and advancement of persons with disabilities in their employment at the Municipality. Provide opportunities for youth with disabilities to apply for summer positions.

Flexibility- improve support and flexibility in the workplace by ensuring municipal staff and council members with disabilities have access to adaptive technologies in the workplace, supportive structure, and a flexible work environment .ie ability to work from home, flex hours and other supports.

Recognition – create internal and external recognition programs recognizing those who support the hiring of persons with disabilities and promote role models for the community.

8:5 Transportation

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

Transportation Actions and Recommendations: The Plan

Transit Infrastructure and supports- explore existing (Kings Transit and Annapolis County Trans County Transportation) and alternative transportation that is affordable to persons with disabilities, ie smaller buses, taxis opportunities and /or improving public transportation through the lens of persons with disabilities.

Affordability-Explore a subsidized transit fares and or transit passes for persons with disabilities and low income in partnerships with other municipal units, levels of government and agencies.

Training- influence and encourage the training of staff who transport persons with disabilities to understand their needs and concerns.

Transit Stops- create shelters when and where possible, and have benches at bus stops in the County.

Snow Removal – improve snow clearance at transit stops and collaborate with partners accordingly.

Active Transportation and Pedestrian Infrastructure – improve connectivity in communities by improving pedestrian infrastructure where possible and link the needs of persons with disabilities to the County’s Active Transportation Plan and planning for Age Friendly Communities targeted at walkers, cyclists, persons in wheelchairs, etc.

Create paved shoulders, pathways and improved safe sidewalks in communities to benefit walkers, cyclist and persons with disabilities. See Built Environments section for other supports, ie parking and sidewalks.

Funding Supports- explore creative funding supports to create age - friendly communities and active transportation networks that benefit the whole community.

8:6 Implementation Actions and Recommendations: The Plan

The Annapolis County Accessibility Advisory Committee and County staff were tasked with the responsibility of creating the first Accessibility Plan that was mandated by the Province of Nova Scotia to ensure that the province is fully accessible by 2030.

The plan will be submitted to the Province in March 2022 to meet the deadline that was extended due to COVID 19.

As with any plan it needs to be operationalized and have an integrated approach to dealing with accessibility in the Municipality across all service groups.

Responsibilities

Municipal Council is responsible for adopting and overseeing the Annapolis County Accessibility Plan.

The Chief Administrative Officer (CAO) is responsible for implementing the plan, assigning staff to work on accessibility who will work with senior staff for the ongoing implementation for the plan.

The accessibility designated staff person shall coordinate efforts and liaise with the Accessibility Advisory Committee.

The Accessibility Advisory Committee is responsible for giving feedback and providing recommendations to municipal council as per the municipal policy.

All parties recognize the significant cost of implementation. Operational plans and all parties need to seek funding support from various levels of government to assist in creating an accessible and inclusive municipality.

Monitoring

The Accessibility Advisory Committee will prepare an annual accessibility report card for council at the end of each fiscal year starting in March 2023. The report card will measure the performance of the actions in this plan in cooperation with the accessibility staff person. The advisory committee can also make recommendations to improve the plan.

The Accessibility Report Card will be a public document and posted on the County website once accepted by municipal council.

Evaluating

The plan needs to be reviewed at least every three years as required by the Province and the Accessibility Act, Bill 59.

The Council and CAO are responsible to lead the public review and evaluation of the Accessibility Plan before April 2025 in consultation with the Accessibility Advisory Committee.

Responding to Questions, Concerns and or Complaints.

Anyone can lodge a complaint, pose a question, or express a concern about accessibility in the Municipality of the County of Annapolis. These should be directed to the CAO.

The CAO or designate will respond within a reasonable time. Before responding, the CAO will consult with the person (s) responsible for the area of inquiry. The response will include reasons for the decision and will share information and /or consult with the Accessibility Advisory Committee if required.

The CAO or designate shall keep all records of complaints, questions, and concerns submitted to them, and will provide summary updates to the advisory committee on a regular basis.

These updates will become part of the advisory committee's continual review of the Accessibility Plan, and may form the foundation of future changes.

Anyone can appeal to Council if they are not satisfied with the response from the CAO. CAO or Council may refer appeal to the Accessibility Advisory Committee for additional review and recommendations before issuing a final response to the complainant.

9. Glossary of Terms

Understanding the words in the document

ACAAC: Annapolis County Accessibility Advisory Committee.

Accessibility Assessment: Not an official audit but an overview assessments to allow for more informed decisions when making recommendations in the County of Annapolis Accessibility Plan.

Active Transportation: Active transportation refers to all human-powered forms of transportation, in particular walking and cycling. It includes the use of mobility aids such as wheelchairs, and can also encompass other active transport variations such as in-line skating, skateboarding, cross-country skiing, and even kayaking. Active transportation can also be combined with other modes, such as public transit. (Definition adopted in Annapolis County Active Transportation Plan 2015)

Active transportation encourages governments of all levels to plan well to engage more residents and visitors in creating active communities to work, to school and to play.

Age Friendly Communities: In an age friendly community, the policies, services and structures related to the physical and social environment are designed to help seniors “age actively.” Many of the age friendly recommendations and funding programs support sidewalks that are well lit and building with automatic door openers and elevators so it is complementary to providing accessible communities.

Appeal: Make a formal request to clarify or change a decision.

ASL: American Sign Language: Related to hearing or sensing sound. Requires translators that interpret through facial expression as well as movements and motions with the hands. It serves as the predominate sign language of Deaf communities.

Assistive listening devices: An assistive listening device is part of a system used to improve hearing ability for people in a variety of situations where they are unable to distinguish speech in noisy environments.

Audits: An accessibility audit is an inspection of indoor and outdoor public spaces to systematically evaluate their accessibility for people of all ages and abilities. The key findings should inform commitments for the built environment when new retrofits are planned or built.

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.”

Braille: A reading and writing system for people who are blind or visually impaired.

CSA: Canadian Standards Association. The B651HB-18 specifications may be adopted by NS in terms of Accessibility in the Built Environment.

CART: Communication Access Real-time Translation. Delivers captions remotely to any screen in real time, also known as live captioning. It is live, word for word transcription of speech to text so that individuals can read what is being said in group settings and at personal appointments on a laptop or a large screen. CART services can be provided on site or remotely. It enables culturally Deaf, oral deaf, deafened and hard of hearing people to have visual access to the spoken word. (Source Canadian Hearing Services)

Council: Municipality of the County of Annapolis Council.

Disability: Nova Scotia’s Accessibility Act, Bill 59 defines Disability as the following: “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.” It can be a condition that makes it harder for a person to participate.

EMO: Emergency Management Office.

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.

FCM: Federation of Canadian Municipalities

Infrastructure: The “underlying structure” that makes a place liveable and keeps its systems working (e.g., roads, sewers, clean water, electricity, parks and more).

International Day of Persons with Disabilities (IDPD) ; This is a UN day that is celebrated every year on 3 December. The day is about promoting the rights and well-being of persons with disabilities at every level of society and development, and to raise awareness of the situation of persons with disabilities in all aspects of political, social, economic, and cultural life. World Health Organization joins the UN in observing this day each year, reinforcing the importance of securing the rights of people with disabilities, so they can participate fully, equally and effectively in society with others, and face no barriers in all aspects of their lives.

NS Interim Accessibility Guidelines for Indoor and outdoor Spaces: A document created by the NS Accessibility Directorate in April 2020 and when completed will be the provincial accessibility standards for the built environment. The guidelines are not mandatory, but they can help public sector bodies begin their accessibility planning and be better prepared to meet the provincial standard when it is enacted.

National AccessAbility Week (NAAW) : Every year, starting on the last Sunday in May, Canadians celebrate National AccessAbility Week (NAAW). Founded as ‘National Access Awareness Week’ in 1988 and inspired by Rick Hansen’s Man In Motion World Tour, this week is an opportunity to celebrate Canadians with disabilities and raise awareness of the critical need for accessibility and inclusion for all in our communities and workplaces.

NSBC: Nova Scotia Building Code: “Building Code Act” or “Act” means Chapter 46 of the Revised Statutes of Nova Scotia, 1989, the Building Code Act.

NBC: National Building Code: A collection of rules and regulations adopted by authorities having appropriate Jurisdiction to control the design and construction of buildings, alternation, repair, quality of materials, use and occupancy, and related factors of buildings within their jurisdiction; contains minimum architectural, structural and mechanical standards for sanitization, public health, welfare, safety , and the provision of light and air.

NSFM: Nova Scotia Federation of Municipalities. Represents the provincial interest of local government.

Pedestrian: A person walking outside or using an assistive device outside to travel at a walking speed.

Plain language: Language a reader or listener can understand easily and completely.

Q R Code: A type of Matric barcode. A barcode is a machine- readable optical label that can contain information about an item to read and or to hear in some circumstances.

Real Time text: Telecommunication device on phone systems and cells. A TTY (teletypewriter or text telephone) is a device that helps people who are deaf, speech-impaired, or hard-of-hearing use a phone to communicate. The device translate words into text.

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

RHF: Rick Hansen Foundation.

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

Tactile: Related to the sense of touch. The word “tactile” refers to the sense of touch.

Tactile signs: A tactile sign is **any sign that can be read by touch**. Braille, raised print and raised symbols or pictograms are examples of tactile elements used on signs. Doors and openings that lead to public spaces should be identified by tactile signage including stairways..

Truncated domes: (AKA detectable warnings, tactile paving, detectable warning surfaces) are ground surface indicators designed to assist and warn pedestrians who are blind or visually Impaired. Truncated domes feature a unique pattern of cones that are easily detected by a cane or foot, alerting the visually impaired to the presence of a street or sudden drop - off.

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

Appendix Section- Annapolis County Accessibility Plan:

Appendix A : Summary of Public Processes.

1. Information and Communication: What we have heard and learned throughout the process?

Prevalence of “attitude” and misinformation about the needs of persons with disabilities. An attitude shift is needed.

Better awareness programs are needed targeting persons with disabilities in both the Municipality and the schools and community.

Awareness and education opportunities were seen as an important part of any future accessibility plan throughout the public consultation process.

Understanding issues of persons with disabilities is so lacking including what persons with disabilities can offer to society in a positive and meaningful manner.

Educate the public and stakeholders what accessibility means.

Education around inclusion and a person’s rights to participate.

Literacy barrier is real in this county and most mail and information not easy to read regardless of disability.

All persons need access to internet and needs to be affordable.

Create an information hub with a land line, cell phone access, smart phones and computers and create a welcoming atmosphere and training opportunities and make it barrier free and sensory planned for autism users and intellectual .

The county's website is not easy to navigate with persons with disabilities and needs to be assessed going forward.

The council meetings videos are hard to hear and understand.

There is no process for people with hearing impairments to participate and communicate at public meetings.

Staff are not trained to promote inclusion.

Plain Language is not well known or used.

Need to promote grants to community and business for improving accessibility opportunities.

Planning for Accessibility make sense and benefits the whole community and our ageing population.

Inventory of opportunities need to be created and shared. For example someone in a wheelchair or visually impaired can eat, stay in an accommodation and or go to a park, etc.

Accessible Map with locations of places of interest with accessibility designation information.

Share good news stories on accessibility opportunities that already exist or being worked on.

The county does not address mental health which is part of the provincial definition of Accessibility.

Many people with disabilities do not have access to smartphone and or smart pad and have no funding.

Covid has been a struggle for persons that do lip reading and have struggled silently with masks.

Lack of braille at banks, stores, community parks, etc.

Use of county newsletter to promote accessible opportunities and please redesign for easy reading.

Creating an information Hub and Resource Centre for persons with disabilities with access and or a county website .

Flyers and Facebook posts need to be easy to read and more updates on what is happening.

Showcase good news stories.

Use community halls as conduits for information.

Signage improvement is needed across the county for both county and community owned facilities.

Break down the barrier and stigma surrounding persons with disabilities.

ALS interpretation and closed captioning are not available in this county.

Limited day camps or programs for person with disabilities- not easy to find and access.

Caregivers for mentally challenged persons at home get burnt out and limited support for those caregivers.

Persons with mental concerns have very limited opportunities living in rural areas and often misunderstood and there are so many supports lacking.

Assistance to purchase technology that can benefit individuals in need.

Need a county disability website to improve accessibility opportunities.

Lack of information on disability supports and opportunities.

Provide funding supports for accessibility projects as access to funding is needed.

Improve signage in the county.

Use mail deliver to ensure people have access to information.

Email lists helps but not all people have email or computer or internet and know how to use it.

Poverty is a big issue overall.

Literacy barriers are real in Annapolis County and most mail and information distributed is not easy to read.

Write to a grade 8 and keep it simple. It was suggested that schools now have one in three people that have a learning disability.

Smart pens dictate back what you write so there needs to be more education when people have voice impairment that this is an alternative. Same with bar codes if designed right.

There is no close captioning or sign language. Poor quality sound on municipal council videos.

The video audio is not always very good - each Councillor should have a microphone. There is too much background noise caused at times making it difficult to hear.

Website information is sometimes out of date, and the search feature doesn't work really well. The organization could use an overhaul. It appears to be constructed from the government's point of view, and not with the public in mind. Needs major improvement.

Very confusing search capability on website and need accessible access for people with hearing and seeing loss

Provide printed material such as news bulletins, regular monthly newsletters available in a variety of options such as email subscription, mail, home delivery, including bulletins in mailings such as water and tax bills

Website is not easy to navigate. No accessibility symbols for any disability for activities or locations within the county. No accessibility tools to assist persons with visual or hearing issues on website.

Improve telephone access to the various County departments

Stream council meetings using plain language during meetings and improve the audio.

2. Good and Services: What we have heard and learned throughout the process?

Lack of public areas that have drinking water.

More services needed for seniors.

More services for mental health residents.

Personal support groups to help with social interaction.

Accessibility should be a service not seen as extra.

Grants to small business to make them more accessible.

Set up medical equipment loan and care for it.

Recognition of invisible disabilities in services and programs.

More recreation services and expansion for persons with disabilities. ie fishing opportunities from shore and platform for wheelchair or chair for people with disabilities.

Assistance for shopping and or errand delivery assistance from business for persons with disabilities.

Persons with intellectual disabilities have no opportunity to gather in a programmed activity often. Lack of programs.

Provide equipment for off road wheelchairs and encourage rolling events and walks for persons with disabilities and integrate where possible.

CORAH and groups like them can assist in some program deliver with funding availability.

Libraries are small community hubs and more services could be available there.

Work with partners like School Plus to help break down barriers in schools ie programs, funding supports, equipment for persons with disabilities. Hearing aids and glasses and wheelchairs not cheap .

Buddy system for people with disabilities and seniors that are challenged with declining mobility.

Pharmacies don't have any delivery service which is problematic.

Medical support equipment is too costly and there needs to be a loan system.

(Cornwallis Community Hall provides a equipment loan out system that is done voluntarily.)

Access to doctors and nurses.

Peer group program opportunities.

Outreach opportunities in our rural communities and better information.

Programs for proving healthy eating and sharing opportunities about growing food at home.

Day camp support that support families with disabilities is needed otherwise families often left to find funding or pay for support people.

Difficult to find programs for young adults (age 17-29) . Carleton industries.

Support for medical supplies such as diapers, feeding tube supplies require city trips and funding is limited to families.

Tourists don't know what services they can access. More information needed on accessible accommodation, wineries, restaurants and other services.

Role models needed at work places as champion of disabilities and just like in movies ie Ironside and the Good Doctor. Municipalities can and should lead by example.

No organization to teach life skills anymore and not offered now. Lack of money and there is a big need.

Creating more opportunities to access adaptive equipment in communities from recreation to mobility aids, etc.

Education about brain injuries persons are functioning but slower so adjust and allow for that hardship.

Province through community services has a community outreach based on need but it can be a two year wait. That is support for basic help for banking, leisure service and personal care.

All government need to be aware that ATRC is admitting people that need group independent living but there is no funding and not fair.

Support to families is needed as care providers get burnt out. Funding is key .often they want their children to go to camp but camp leaders don't have the training and parents need to know they will be cared for.

Mixes ability sports teams are needed.

Mental health gets lost in all levels of government overall a lack of understanding and training overall,

Support to families is lacking over all disabilities.

Early intervention in schools is needed to avoid many mental health concerns that escalate in adulthood.

More recreation programs and life skills.

Recreation, particularly during the winter months is very limited. Due to the loss of Basin View Center a great year round and accessible recreational facility is no longer available. It has been a wonderful space to maintain physical and mental well-being.

Poverty is very real and homes are old and not in good shape.

3. Built Environment: What we have heard and learned throughout the process?

Community Access

Barrier free buildings and sidewalk and pathways are key to making a true accessible community however the proper maintenance is also required.

Funding is often limited but should never be an excuse at any government level.

Getting into and out of shops and business is limited in many communities and many are not accessible. This often includes basics dental, vet services, lawn bowling, curling clubs, pool, churches, museums greenhouses.

Historic buildings are a challenge to get into and the county has many. Require a back entrance and not well signed.

Stores shelves too high.

Lack of coat hooks and chairs in public spaces and narrow doorways and poorly laid out washrooms.

Double doorways are a trap zone for people with disabilities.

Doors are often very heavy and difficult to manage when there are no door openers.

No easy place to get a coffee in most communities as not wheelchair friendly or sensory.

Libraries are central and more services for persons with disabilities. Better and improved built access.

No more doorknobs at public facilities as levers work best with persons with many disabilities.

Wheelchair users are in fact unable to access nearly all private homes. Impacts on social opportunities and mental health.

Making sure all entry ways are accessible and to code not only for municipal buildings but also for private businesses and doctors offices and such.

Providing consultation to owners of non-accessible buildings in regards to retrofitting entryways, bathrooms and other areas is important.

Accessibility renovations are very expensive for home owners and need better programs for assistance.

Access for drinking water near public centers is so lacking.

Sensory

Sensory concerns in the built environment from the business community to public facilities are lacking and misunderstood.

Safe zone community rooms are lacking.

Inside air conditioners are often loud and persons with sensory issues have trouble coping

Rest areas for families for quiet areas for those with autism and other disabilities with sensory concerns.

Music is an important opportunity for soothing clients in washrooms and public places.

Lighting

Better lighting is needed in public places.

Housing

Lack of affordable housing

Housing shortages even within residential facilities.

Funding options and possibilities for accessible and affordable housing throughout the County.

Need for more independent living housing.

Rest areas

Benches needed along Church Street for older adults walking from ARC and Mountain Lea Lodge.

More benches at parks and trails and in communities for seniors and persons with mobility.

Parking

Many parking areas not paved not easy to navigate a wheelchair or other devices.

Parking lots need to be planned well, safe and functional.

Parking areas not wide enough for vans as access is on the side.

There is no easy parking in many communities for persons with disabilities. Ie Bridgetown

Paved parking lots are best for people with disabilities and defined areas for accessibility in park and local community centers.

Parking lots are not strategically located and have no accessibility that is easy.

No designated parking space at Lawrencetown municipal building at upper level from street.

Accessible parking needs to be reviewed. It is not only the size of the parking space and the close proximity to the entrance of a building that matters. Often designated parking spaces are on a slope, which makes it hard for transferring from a wheelchair. But also people with different types of disabilities have different needs when it comes to parking. All this needs to be taken into consideration.

Raven Haven accessible parking not available near beach.

Ramps

Annapolis municipal building ramp ratio is not 1:12 and the grade from **parking lot** to the ramp is not easy. Accessible van parking not available.

Curbs

Curbs are difficult for person with cerebral palsy so better designed sidewalks and crosswalks for all users.

Curbs difficult to traverse due to uneven transitions.

Curbs can be limiting and Nictaux paved their road shoulders making it easier to traverse.

Sidewalks

Sidewalks in Bridgetown are uneven, have cracks and holes in them and are not safe.

Bridgetown sidewalks have unsafe crack where a cane can get stuck.

Ramps are so poorly designed as are sidewalks and the slopes for drainage can be problematic with persons with disabilities. ie Bridgetown post Office ramp leads to road and with snow and ice as is slope near Scotiabank and the small café can be dangerous.

Bridgetown sidewalks should be more walkable and rollable and safe.

Sidewalks are uneven in the Bridgetown area and cause issues.

Lack of auditory at the crosswalk intersection of Queen and Granville Street in Bridgetown. Needs assessment for safety.

Sidewalks and crosswalks are crucial to everyone regardless of disability. They need to flow well and for hearing impaired and seeing impaired as well. Bridgetown needs serious attention as do other communities. When you do upgrades don't cut corners do it right. Getting people to services that they need regardless of ability.

Sidewalks from Granville to Annapolis are broken and uneven and dangerous when pedestrians and wheelchairs go on the road shoulders.

Sidewalks are usually on a slope for water drainage but it makes it difficult for wheeling. Sandwich boards in front of businesses also create additional barriers.

Bear River sidewalks need desperate repair and attention. Telephone poles in the middle prevent wheelchairs.

Business block sidewalks with signs in Bear River.

Crosswalks need to be better suited for persons with disabilities in wheelchairs, adding truncated domes for visual and sound for crossings. Safety assessments for person with disabilities.

Paved shoulders

Many county road shoulders are not paved and not easy to get around.

Maintenance

Snow clearing for sidewalks is not well done and limits people with walkers, wheelchairs and other devices to get around.

Sidewalks in general are not cleared well for walkers or for people with disabilities.

Winter maintenance needs improvement. It is more difficult for everyone to get around during the winter but it creates a real challenge for people with mobility issues.

Enforcement

Higher fines needed for able bodies person parking in a convenient accessible parking spot as it is not OK.

Washrooms

Public washrooms for persons with disabilities is lacking in many communities.

No public washroom in Bridgetown.

No washrooms in Bridgetown this year was a problem for clients with intellectual disabilities which is just plain wrong.

Public washrooms in Bridgetown downtown core is needed.

Look at Keji's new washroom and the Annapolis comfort station as a new normal for accessibility.

Many washrooms prevent difficulties for wheelchair users, visual impairments and sensory.

Access to public washrooms all year round that are accessible please make that shift to more inclusive opportunities. .

Washrooms do not have change stations for personal care for disabled adults which is a huge challenge in most communities

Gender neutral washrooms should be the norm with universal design.

Parks and Recreation Facilities

Pools not accessible and most have no shade, no ramp, no access to water, no contrast, no accessible parking. Ie Annapolis Royal pool does have a lift.

Pool and arena canteen services are too high don't allow for someone to work there or acquire food services when in a wheelchair.

Create fishing opportunities in parks for people in wheelchairs and other mobility issues to fish from shore.

Trails are not accessible and many are uneven.

Pool building in Bridgetown needs to be accessible and a lift provided to get in the pool.

The Bridgetown Sports Hub and track needs public washrooms that are accessible to all.

Bridgetown sports hub track good for wheelchairs.

No automatic doors access to the arena in Bridgetown.

Bridgetown tennis is not accessible.

Persons with disabilities will access facilities if they are easy and accessible ie Bridgetown tennis; fitness centers, stores and restaurants and washrooms.

Access to most recreational facilities are limiting ie steps, no ramps, grades, signage, etc.

Fitness areas not accessible and therefore opportunities for active healthy lifestyles compromised.

Restaurants, stores, playgrounds are not planned comfortable spaces.

No accessible boat launching for people in a wheelchair or with mobility issue.

More resting areas on trails and public places.

People who manage facilities must do it from a disability lens and change their perspective.

Fundy YMCA closed and many persons with disabilities lost a recreational complex that was fully accessible via the track, the pool and the fitness area and washrooms.

Cornwallis beach is not accessible and easy to get to for able bodied folks and near impossible for people with mobility issues who just want to sit quietly near the beach. Need a ramp or easy pathway.

Many beaches in the county and unique areas do not have accessible viewing let alone access to the shore for a picnic.

Ramp or Mobi mat should be available at Jubilee Park similar to Raven Haven for easy access to river.

The walkway in Margaretville is good for wheelchair use but you can't get from the parking lot to the boardwalk in a wheelchair. Good for people in walkers or canes but not rolling.

More accessible trails with no loose gravel as hard on strollers and wheelchairs and people with mobility issues.

Playgrounds and public areas need a sensory area that are planned.

There are no accessible playgrounds in the county.

Promote what you have ie floating wheelchair at Raven Haven and the easy access to the beach with that mat.

Building Codes and Built Environment

The building code is not good enough for creating accessible opportunities as they do not reflect the needs of all disabilities and lack a higher standard that is needed to provide universal design for all disabilities.

The county needs to set a higher standard to address universal design and easy and safe access.

Who will enforce regulations on accessibility for business and public?

Ongoing monitoring of business and public areas is required to get the accessibility shift to happen and not half done.

Built environment a challenge for hearing impaired and people with mobility challenges.

NS government and the municipality need to believe that accessibility is a right and that it does come with a price tag as accessibility overall is expensive for individuals and for government but find the money the first round. Cutting corners is not helpful in the long run and additions are expensive.

Buildings need wheelchair ramps that are well designed and not make shift. Often there are ramps but the grade requires huge effort to maneuver and often you get at the top and the ledges are unsafe for the turnaround when the door opens. Better designs and attention to detail is required.

Funding supports exist from federal and provincial sources and accessibility improvements will raise the living capacity of our communities and will be impactful on all age groups.

4. Employment: What we have heard and learned throughout the process?

Barriers: What we have heard and learned?

Transportation is a major barrier for accessing work opportunities.

Getting people with disabilities with job coaches to get a decent job with a fair wage

Workplaces are not barrier free and causes employment challenges.

Many person with disabilities either due to age, limited finances have no means to access the internet.

Free or affordable cell phones and or computers would help.

Educate employers about hiring practices and embracing persons with disabilities.

Persons working at a shelter workshop get \$5.00 per day and it is not a decent wage.

Education and training programs for employers hiring people with disabilities. As there is a shortage of people to fill job vacancies employers should see this as an opportunity to fill those positions where possible.

Provide sensitivity training for all employees to better understand and serve people with disabilities.

Unfairness for people with an invisible handicap in work environments.

More understanding from employers.

Need transportation supports as transportation is a huge barrier for persons with disabilities. .

Buildings need to be accessible if persons are hired and often an impediment.

Willful ignorance of potential employers.

Ageism and sexism exist in work places and worse for persons with disabilities.

Lack of accommodations locally is a growing concern.

Flexible work schedules needed.

Expand opportunities to work from home especially in winter for persons with disabilities and challenges getting around.

Training and support opportunities are needed for young folks who leave school and although some are provided by Carleton Industries they are not adequate for the whole county. Persons with

Attitudes of business and others to employ people with disabilities.

Disability support after age 18 changes if a person works and even a small amount can jeopardize that core funding for persons with disabilities sending them into poverty.

Many would be living in poverty if parents did not support them.

Insurance in work places limits the ability to hire persons with disabilities even if the store owners want to.

Hire a trained navigator to assist with disability issues.

More support by employers for employing people in their homes as the lighting, sound for sensory sensitive people would be better suited for productivity.

Young adults need meaningful work. Important to create a way for them to participate in their community.

New initiatives to develop creative work programs.

5. Transportation: What we have heard and learned throughout the process?

Bus service is not adequate and it does not travel to all communities making it difficult.

Bus fares are too high.

Bus stop in Bridgetown needs attention for snow clearing.

Shelters and benches at all bus stops.

Need for an accessible and affordable bus.

Trans County is not affordable and not convenient for attending recreation programs and having easy access overall. \$50.00 an hour is not affordable. Not everyone has a job. There should be a lower flat rate for person with disabilities.

Kings Transit is not reliable as it is too early or too late and rarely on schedule.

Fix inconsistent bus schedule.

Bus drivers need to be trained to receive and deal with mentally challenged clients respectfully.

Transportation is a barrier to getting to events and having reserved sport for seeing a performance in a wheelchair or designated seating for folks with intellectual disabilities.

More paved shoulders good for people in wheelchairs and the new paved shoulders from Granville to Port Royal is nice but not explained well and the grass on the side of the road not ok for walkers that you meet as it is so overgrown.

Paved shoulders in Nictaux were so welcome for a variety of users including persons with scooters who are in wheelchairs. Curbs would present added issues.

Transportation in rural areas is lacking and an important issue to be resolved going forward.

Accessible taxi is needed.

Appendix B .Public Survey Results
County of Annapolis Accessibility Survey Overview

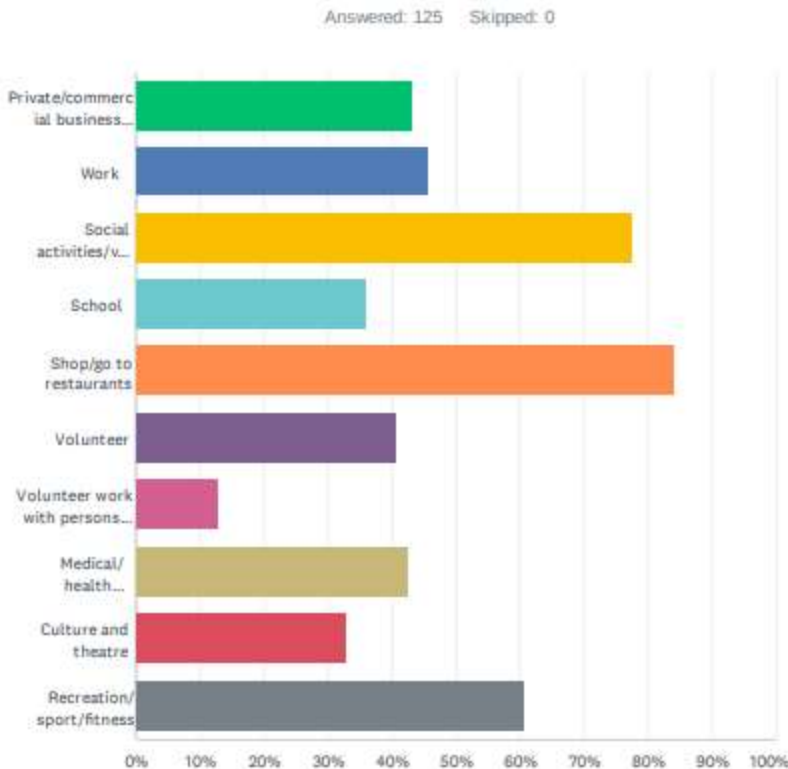
Between September and October 2021, the Accessibility Advisory Committee of the County of Annapolis conducted a survey of residents and visitors to learn about the barriers to accessibility that residents and visitors to the County are experiencing while using County-owned facilities and property. The survey was made available online and on paper and was advertised using various methods including the County website, social media, and the Bridgetown Reader, email distribution and by word of mouth.

125 responses were received. Of those responses, 92 % are residents of the County of Annapolis. 28% of respondents live in Bridgetown. All respondents, 79.2% identified as female, 19.2% identified as male and 1.6% identify as non-binary. Over half of the respondents were adults between the ages of 19 and 64 at 53.6%. 24% were youth aged 18 and under with 22.4% of respondents were seniors between the ages of 65 and 80 plus.

94 responses were received for household income. Households with the income range of \$40,000-\$49,999 and \$100,000-\$149,999 tied at 14.89% each, \$20,000-\$29,999 at 11.70% and 0-\$19,999 at 6.38%. Not all respondents completed this category.

Of the 125 responses when asked to “Describe the activities you do in Annapolis County”, 84.00% of respondents reported contact with the county through shopping and use of restaurants, 77.60% for social activities/visiting friends, 60.80% for recreation and 45.60% for work. Other areas of interest included 43.20% for private business/banks, 42.40% for medical/hospital, and 40.80% for volunteering, 36% attend school locally, 32.6% visit for cultural and theatre.

Q2 Describe the activities you do in Annapolis County



When asked in the survey about use of County-owned services. The largest number of respondents reported use of sidewalks at 84.75% and parking lots at 82.20%. followed by county’s parks and recreation services, with Queen Elizabeth Jubilee Park being the most popular at 68.64% of responses. Over 51.69% use the walking trails throughout the County. 45.76% use the Bridgetown Regional Outdoor Sports Hub, while 41.52% Bridgetown & District Memorial Arena and 36.44% of respondents said they used the Bridgetown Centennial Pool. Other; 41.53% of respondents visited Raven Haven Beachside Family Park and 37.29% Upper Clements Picnic Park. 38.98% of survey participants have visited the Annapolis County Municipal Building/hall in the past year, and 50% have used the Bridgetown library. The County’s website and Facebook page tied at 32.23% to access information and 14.52% have watched the County Council meetings on VIMEO.

Accessibility in Annapolis County

29.60% of survey participants reported that they have a disability. Of those 63.83% reported a physical disability, 44.68% have a Mental Health i.e., PTSD, 21.28% have a hearing loss, and 14.89% reported a visual disability. Other respondents reported visual, speech, cognitive and sensory disabilities. 8% of respondents preferred not to say or identify with as disability. 34.40% of respondents reported they have a family relative with a disability and 10.48% of respondents are guardians or caregivers for a person with a disability.

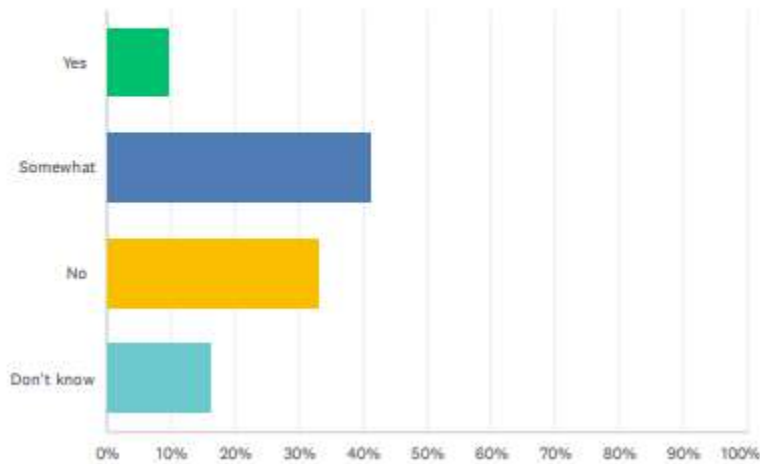
When asked if they use assistance or an assistive device to help with access in their daily life, a majority said no at 60.40%. 24.30% of respondents indicated that they use a device., 11.21% of respondents use a cane to assist with mobility. 5.63% respondents use a walker, 6.54% respondents use devices to assist with hearing

and 4.67% use a wheelchair for mobility. 2.80% respondents require reading material to be in large print and 1.87% require a Guide dog/service animal.

When asked if they think the County of Annapolis is accessible to everyone, 33.06% of respondents indicated that it is not accessible, 41.13% said it is somewhat accessible and 9.68% believe that the town is fully accessible. 16.13% didn't know.

Q11 Do you believe that the Municipality of the County of Annapolis is accessible to everyone? (Choose one of the following answers)

Answered: 124 Skipped: 1

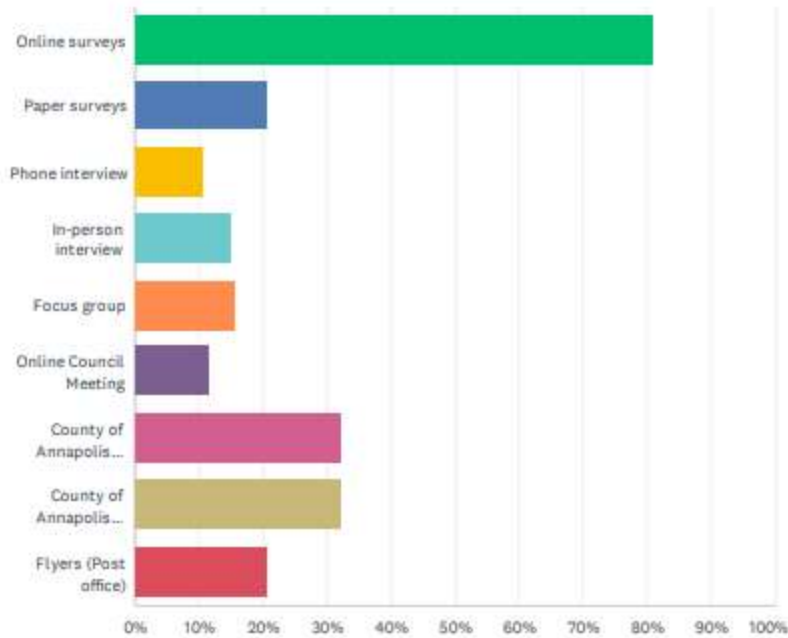


Information and Communication

98.37% of respondents say they have internet service. 83.20% and 77.60% of the survey respondents indicated that they use a computer or smart phone to access the internet. 4.92% require assistive technology magnifier and screen reader to access the internet. When asked how they would like to respond to surveys or information in the future in future, 88.99% prefer to provide feedback using online surveys and 20.66% would like to use a paper survey. Several respondents also asked for phone, in-person format and focus groups as another option.

Q15 What format would you prefer to receive information? (Check all that apply)

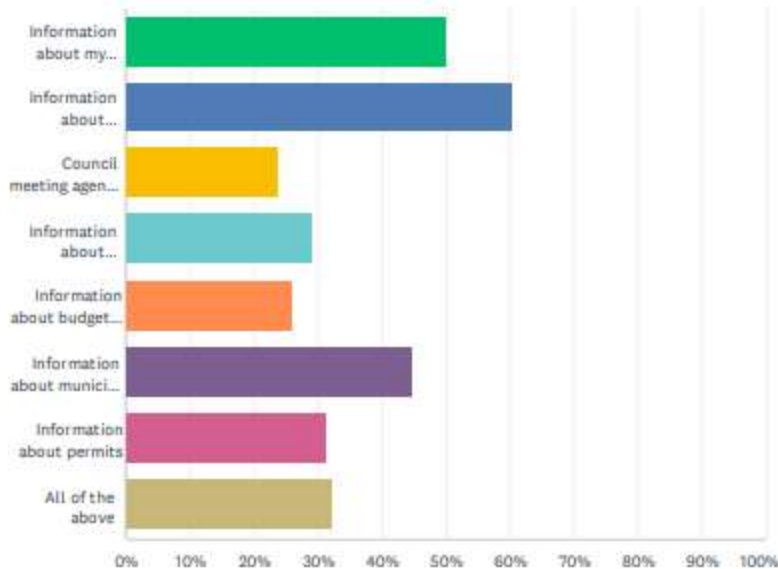
Answered: 121 Skipped: 4



When asked, what kinds of information do you need from the Municipality of the County of Annapolis, 60.42% of respondents said Information about recreation activities and 50% Information about property taxes and water bill. Other items mentioned information about employment with the municipality, Information about municipal bylaws, Information about permits, Information about budgets and finances and Council meeting agenda and minutes.

Q18 What kinds of information do you need from the Municipality of the County of Annapolis? (Check all that apply)

Answered: 96 Skipped: 29



58.20% of survey participants use the County’s website, and 14.52% watch County of Annapolis Council meetings on VIMEO.

The survey asked suggestions to make comments about the council broadcast, the website easier to use or information you would like to see on the website that isn’t there, Responses included:

- There is no close captioning or sign language. Poor quality sound.
- The audio is not always very good - each Councillor should have a microphone. There is too much background noise caused at times making it difficult to hear.
- Information is sometimes out of date, and the search feature doesn't work really well. The organization could use an overhaul. It appears to be constructed from the governments point of view, and not with the public in mind.
- Very confusing search capability and need accessible access for people with hearing and seeing loss
- Providing printed material such as news bulletins, regular monthly newsletters available in a variety of options such as email subscription, mail, home delivery, including bulletins in mailings such as water and tax bills
- Website is not easy to navigate. No accessibility symbols for any disability for activities or locations within the county. No accessibility tools to assist persons with visual or hearing issues on website

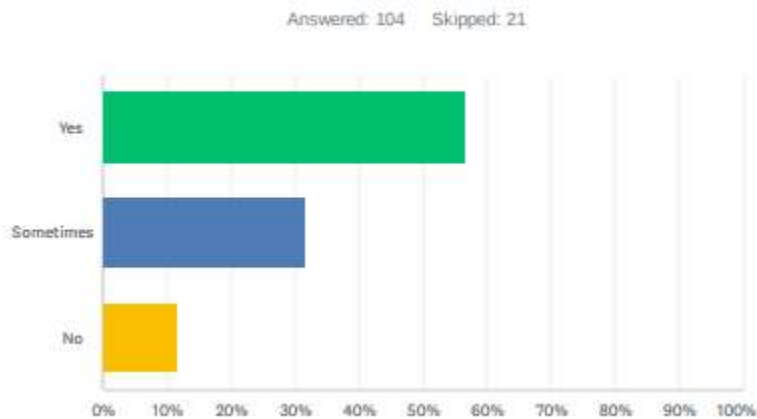
Other comments to improve communication, and video of meetings include:

- Improving telephone access to the various County departments
- Stream council meetings using plain language during meetings, improve audio
- Accessible Map with locations of places of interest with accessibility designation information
- Consider implementing a suggestion box or online feedback form to allow for easier communication

Goods and Services

104 Survey Participants responded, when they ask for information from the staff of the Municipality, do they get the information they need? 56.73% of respondents indicated yes 31.73% sometimes and 11.54% no.

Q19 When you ask for information from the staff of the Municipality, do you get the information you need? (Choose one of the following answers)



Built Environment

Survey participants were asked about County owned properties that have barriers to access.

The largest number of comments were related to sidewalks. 40.91% of respondents raised issues with existing sidewalks and 22.73% Parking lots as barriers to access. Other areas that had access concerns were Bridgetown Queen Elizabeth 11 Jubilee Park, Lawrencetown Municipal Building, Annapolis County Municipal Administration Building and Bridgetown Library for example and some responses included:

- Better education of the Disabled community
- The lack of auditory signals at the intersection of Queen and Granville streets was mentioned.
- Besides that, the sidewalk in Bear River needs desperate repair, there are certain businesses that block the sidewalk with either their signs or deck/ landings
- No accessible boat launch or transfer station for getting in a boat, canoe, or kayak
- There is still a barricade across the entrance to the Upper Clements Picnic Park and no washrooms open.

- No accessible picnic tables, no accessible washrooms at the sports hub, Hebbs landing or causeway. No accessible entrance to tennis courts, Bridgetown sidewalks poor condition.
- No ramp or stairs, just a step into the centennial pool building in Bridgetown, and or no easily accessible way to enter or exit the pool for physically disabled persons
- Some respondents raised the issue of curbs and curb cuts being too narrow for some mobility devices, and curbs that are difficult to traverse due to uneven transition.
- No designated parking space at Lawrencetown municipal building at upper level from street. Tennis court has no accessible access, Sports hub has no accessible washrooms or van parking space. Annapolis Municipal building ramp is not 1:12, no publicly accessible washroom and no van accessible parking spot. Raven Haven has no designated accessible parking close to the beach, designated trail that would allow unobstructed path from parking to beach. Sidewalks are cracked or heaved in Bridgetown.
- Bridgetown sidewalks need huge improvement. Crosswalks are not easy for people with disabilities. Website improvement for people with hearing and sight loss.
- Sidewalks with large cracks or that are uneven are very difficult to use a white cane on, because it constantly gets stuck.
- Other issues raised were related to weather/snow removal

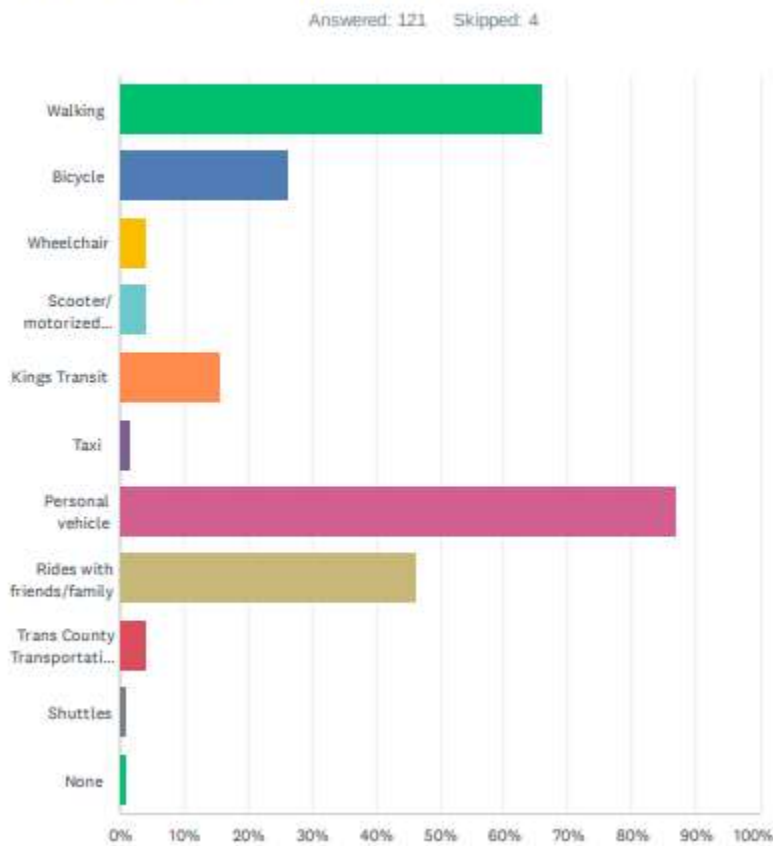
Suggestions to improve physical access to County properties include:

- Accessible washrooms in more locations with longer hours
- Defined parking spots in parking lots, with clearly defined handicap spaces and “no parking” signs, more parking spots
- Re-surfacing of sidewalks, more sidewalks for accessibility and safety
- Paved parking and pathways in parks to all amenities, boardwalks
- Wider curb-cuts
- Doorways large enough for wheelchairs and scooters
- Better crosswalk signage/lights to increase safety at pedestrian crosswalk
- Benches throughout the County to enable walkers to rest

Transportation

When asked survey respondents reported that 86.78% driving personal vehicles and 66.12% walking and were their usual mode of transportation. 46.28% Rides with friends/family 26.45% of respondents ride bicycles 15.70% take Kings Transit. Others indicated using a wheelchair, scooter, TCTS, taxi and shuttles.

Q30 What kind of transportation do you use? (Check all that apply)



26.67% sighted physical access as a barrier and 13.33% of participants shared that the cost of transportation is a barrier.

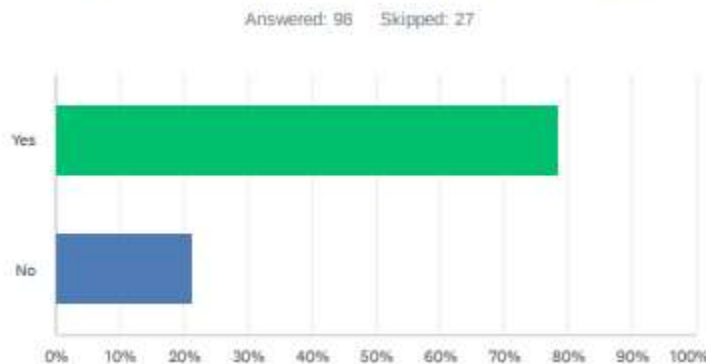
Suggestions to improve transportation include:

- Shelters and benches at all bus stops
- Snow removal on sidewalk
- Traffic signals at crosswalks and intersections
- Expand bus to include 201 routes
- Fix inconsistent bus schedule

Employment

The survey asked for feedback on which medium would they like to learn about job opportunities from the County of Annapolis. Of the 93 responses, 70.97% said social media, 58.06% County’s website, 20.43% employment sites and remaining being on posters and signage. 78.57% felt welcome to apply for employment. 64.44% prefer to send in job applications and resume by email, 55.56% by application form on the County website and 14.44% by explaining my qualifications verbally. Several other respondents also preferred to drop resumes off at the County office and to Mail in resumes.

Q27 Do you feel welcome to apply for any position within the County?



Conclusion

The survey delivered a wide age range of respondents with a large youth content represented. The survey also saw a low 9.68% that believe that the Municipality of the County of Annapolis is accessible to everyone.

Appendix C. Public Survey -Summary of written comments

Transportation:

Bus service is not adequate.

Buses do not travel into many communities

Buses could be smaller- thus more affordable

Bus fares are too high

Need for bicycle lanes

Parking is not adequate

Transportation and child care for community meetings

Built Environment:

Buildings need wheelchair ramps

Way to make sure people who cannot see or hear are comfortable on streets and safe

Need for washrooms

Snow clearing - early in the day

Sidewalks and trails need improvement

Consideration for non-visible handicaps

Lack of affordable housing

Variety of recreation activities for all ages both indoor and outdoor

Access to drinking water

Consideration of visual and sensory issues

Getting in and out of shops and services

All opportunities and activities should be acceptable to everyone no matter their ability

Change stations in a couple of locations where a family can go to take care of personal care needs for disabled adults (diapers) huge challenge in most communities

Better lighting

Parking lots need to be more accessible

More respite programs for people with developmental disabilities

Safe zones community rooms

Personal assistance without financial limits

Grant money for services to help with home renovations

Information and Communication:

All persons need to have access to internet

Affordability for all

All people need access to resources

More services for seniors

Accessibility a service not an extra

Make sure all disabilities are thought about

Grants to small businesses to support them with becoming more accessible

Provide people with access to services they need

Website and information access awareness as to what is available for residents and tourists

Inventory of opportunities and planned access

Newsletter of opportunities and positive outcomes

Flyers and Facebook posts

Info via social media

More public information regarding progress and supports

Good news stories out there

Use the local community halls as conduits for information

Develop emails notices or regular mail/ pos for important information

Council hold community meetings in every community

Check businesses regularly to see if they are adhering to accessibility

Promotional campaign

Hear challenges of those affected

Groups for people with disabilities to discuss their challenges and how it affects their everyday life

Notices on poles

Valley Reader

Difficulty accessing mental health

Goods and Services:

Space for people with disabilities to socialize in the community

Employment:

Getting people with disabilities with job coaches and getting a decent job with a fair wage

Talk to employers about hiring practices

Education:

Education versus mandatory as to the needs for inclusion of all citizens

Teaching folks to respect handicaps and people with disabilities

Educate staff and councils as to what accessibility is in all its forms

Educate staff and councillors what accessibility is in all its forms

Educating public and council learning what the difference is between accessibility and functionality

Education versus mandating as to the needs for inclusion of all citizens

D .Appendix re public meetings and focus groups.

Annapolis County Accessibility Advisory Committee- Public Meetings and Focus Groups – note consolidation

Consolidation of notes from public meetings and focus group sessions .

Public meeting August 31, 2021, Bridgetown Volunteer Fire Department, 31 Bay Road, Bridgetown, NS

Public meeting September 8, 2021, Felker Hall Community Center, Cornwallis Park, NS

Public Meeting September 23, 2021, Nictaux and District Volunteer Fire Department, 9349 Highway #10 Nictaux, NS

Focus Group session - August 27, 2021 Mountains and Meadows Care Group, Mountain Lea Lodge, Bridgetown

Focus Group session - September 27, 2021 Bridgetown Regional School, Bridgetown

Focus Group session- October 20, 2021 CORAH, Middleton, NS

Focus group Session – October 25, 2021 Annapolis West Education Centre, Annapolis Royal

All facilities were chosen for easy access for wheelchair and washroom and had to include low ramps or flat entrances and accessible washrooms.

All meeting followed a process of small group discussions centered on five questions to address the built environment, transportation, goods & services, communication, & employment.

Each table had a facilitator and a recorder. Thanks to everyone who facilitated, recorded notes and typed notes.

The Annapolis County Accessibility Advisory Committee would like to thank the following participants who participated in public meetings and focus groups.

Carolyn Sanford, Sparrow Baranyai, Melissa Wade, Julie Hannam, Denise Smith, Orris Orlando, Chris Rice, Dawn Scott, Nancy Price, David Hudson, Steve Clayton, Marcia Sanford, Marty Felker, Jane LeFurgey, Paige Goodwin, Josh Gallagher, Betty Wright, Joanne Aubertin, Councillor Alex Morrison, Kimberley Chute, Diane Heaton, Krystal Brown, Chase Brown, Councillor Wendy Sheridan, Ann Cliché, Janet Kroetch, Clayton Dauphinee, Councilor Diane LeBlanc, Councillor Bruce Prout, Sharon Elliott, Bonnie Annis, Anne Crowell, Sue Anne Cooper, Teagan Butler, Joel Hardy, Patty Cornwall, Kelly W, Courtney M, Jennifer M-H, Laura, Julie, Suzanne, Heather, Joyce d'Entremont, Pataches Desrochers, Brenda Brown, Tammy Havenga, Brenda Firth, Jackie Clements, Ann Morrow & Heather McCormick .

We would also like to thank those folks who took the time to call, share information and or participate in the on line survey.

Public Meeting #1 Bridgetown Volunteer Fire Department, 31 Faye Road, Bridgetown, NS

Annapolis County public meeting in Bridgetown Group 1

WHAT ARE THE MAIN BARRIERS PEOPLE LIVING WITH A DISABILITY?

(BARRIERS IN THE BUILT ENVIRONMENTS, POLICIES, PROGRAMS, PRACTICES AND SERVICES)

- DIFFICULTY WITH RAMPS AND DOORS FOR PEOPLE IN WHEELCHAIRS. THIS DISCOURAGES PEOPLE FROM GOING OUT.
- SOME PLACES A DOOR OPENS ONE WAY BUT THE INSIDE OPENS ANOTHER WAY AND PEOPLE BECOME TRAPPED UNTIL SOMEONE ARRIVES TO OPEN THE DOOR
- WASHROOMS PREVENT MANY DIFFICULTIES-WHEELCHAIR USERS, VISUAL IMPAIRMENTS, SENSORY ISSUES

- EMPLOYMENT-EVEN FOLKS WORKING AT THE SHELTER WORKSHOP ONLY RECEIVE \$5.00 A DAY, THEY DO NOT HAVE JOB COACHES TO HELP THEM TO ADVANCE INTO JOBS WITHIN THE COMMUNITY
- HOUSING- even within residential facilities there is a shortage people could be in more independent facilities if more were available.
- Pools many are not accessible to wheelchair users and other disabilities. Annapolis Royal pool is accessible for wheelchair users.
- Fitness facilities are not accessible to many people with disabilities
- People with intellectual disabilities have no opportunities to gather within a space within the community. Little activities available for them.
- restaurants , stores, playgrounds don't have a space that they feel comfortable in
- Need for space for intergenerational gathering of people within the community
- Bridgetown Sports Hub is very good for wheelchair users.
- Transportation.
- Internet access not available in many parts of the community
- Annapolis Royal has many opportunities for music However, it is not possible for many people to get there to take part in these activities
- Bank machines not accessible to everyone
- Unfairness for people with an invisible handicap in work environments
- Trails have holes, which make them dangerous for people with disabilities
- Sideways in Bridgetown have cracks, which make them dangerous for people with certain disabilities It was discussed that there are devices people can wear to block out noises but this is not available for everyone and for some not practical
- Sensory issues even an air conditioner can be unbearable for someone
- Much discussion ensued regarding what one of the group had experienced living in States and other parts of Canada- a ball game that everyone could participate in reduced cost of internet, free phone , IPAD for people with a disability It was felt that large companies might be asked to support these initiatives. Fact that other places Importance of physical activity and the fact Annapolis had many spaces for this. However, that was not what everyone wanted, people need this but it is not a priority for everyone Question arose as to whether an Occupational therapist was available in the area to assist with employment Fact that Transportation that existed for people in other places could be accessed easily and when needed

2. What programs or services need to exist or expand to support individuals living with disabilities?

- Something set up that listed all facilities in the county that could be accessible to a disability. It would need to explain which disability they could accommodate
- Wheelchairs, with large tires that people could use to access trails etc.
- Employment for people with disabilities. Workspaces need to be accessible Job coaches
- Elevators need a button such that a person with a visual impairment can operate them.
- A central contact number that people can use to check what services are available
- Transportation
- Housing, even present facility such as residential ones are not able to accommodate people in a facility that best suits them.
- More consideration for sensory needs
- Understanding of seizures and what to do should one occur

-

3. What employment challenges do you see that exist for those living with a disability?

- More understanding from employers
- Transportation
- Need for job coaches
- Wage compatible to people who do not have a disability
- Buildings that can accommodate various disabilities
- Advocate for hiring of people with disabilities

4. What strategies or resources would be needed to support opportunities for those living with a disability?

- Job coaches/ OT to support employment
- Education to develop a better understanding of disabilities
- Transportation
- Advocacy
- Per support
- Internet access for all
- Technology such as phones and iPad

5. What are the top priorities for improving accessibility in Annapolis County/

- Transportation
- Info Hub
- Physical Accessibility-this has multi facets
- Public education

Bridgetown Meeting Group 2

1. What are the main barriers facing people living with a disability?(Barriers in the built environment, policies, programs, practices ,and services)

First: Built environment is good at times but not there yet.

- Color coding on stairs
- Inclines
- Washrooms

Second:

- Website to state which buildings or county sites are accessible
- Grants or similar options to help improve access
- What rec services are accessible to community members- expansion of rec services i.e. platform to sit in chair or anyone with a mobility issue to fish from the shore
- Trail systems-more sitting areas/resting areas

- No public washrooms in Bridgetown
- Signs and font size
- More inclusive wording and plan language
- Lack of accessible housing and affordable

2. What programs or services need to exist or expanded to support individuals living with disabilities?

First: Transportation can be an issue

- Smaller buss and more runs
- Affordability for users
- Accessible bus

Recreational opportunities

- Playgrounds
- Signage for sight
- No accessible entrance into the pool
- No change rooms accessible
- No washrooms accessible
- Tennis court no access
- Track needs washrooms

Snow clearing

- Tractor clears sidewalks but tends to be slushy

Computer/internet access isn't available to all

- Library access points or hubs
- Printing

3. What employment challenges do you see that exist for those living with a disability?

- Pay equity for all
- Willful ignorance of potential employers
- Education of potential employers
- Lack of opportunities available
- Supportive employment
- Ageism
- Sexism

Regards to county

- Hard to get employment if a disability already exists for an applicant
- Transportation

4. What strategies r resources would be needed to support opportunities for those living with a disability?

- Money funding
- Funding for services, programs, education. Transportation. Training, recreation
- Communication accessible for all i.e signing and cc

- Monitoring the accessibility plan

5. What are the top priorities for improving accessibility in Annapolis County?

First -communication

- Awareness
- All the different ways to communicate

Second-Funding

- Sourcing funding
- Tax initiatives
- Help business improve access and remove barriers

Third-Access

- Equality
- Diversity

Fourth-

- Transportation accessible
- Bus Stop-snow clearing

Group 3

1. What are the main barriers facing people living with a disability? (Barriers in the built environment, policies, programs, practices, and services)

- **Annapolis Royal**-Pharmacy ramp is very narrow
- Opposite Town Hall steps are high to get into chops
- On access crossing warnings-only hear when you press on
- **Bridgetown**-Post office ramp does not go into the parking lot the ramp goes to Granville Street and with snow/slush in winter, wheelchair can go right into the roadway
- Sanding ramps instead of salt—safer and better for materials in the car
- Awareness campaign to spotlight handicapped parking and / or enforcing the correct handicapped car signs
- Snow clearing on the curb cuts
- Sidewalks from Granville Ferry to Annapolis is broken up and narrow- dangerous when pedestrians or wheelchair go on the road
- Sidewalks on Queen Street and part of Granville Street are broken up and too rough to be safe
- Bike lane on Granville Road is too narrow
- Services to hire those with disabilities-increase awareness about the challenges and programs to hire those with disabilities
- Lack of EHS services in Annapolis County

- Bridgetown just for transport, Annapolis staff are leaving/ called to larger areas with “more” need
 - All of the sidewalk’s problems/signage etc. needs to be easily seen-anxiety causing
 - Funding for equipment to be loaned- a pool of devices to be loaned
 - A line to call when you have very targeted access problems and a on line option
 - On number 1 in front of St. Mary’s church-large hole in pavement very dangerous for bikes
 - Barrier free employment certification
 - Accessible washrooms in parks
 - Accessibility to town pools and recreational facilities
 - A minor at the Lawrencetown exit#19 when turning towards town -can’t see cars
 -
2. What programs or services need to exist or expanded to support individuals living with disabilities?
- Mental Health -lack of timely response- more trained response
 - Instead of disability -use “different” ability
 - Kings Transit schedule is not always reliable too early or too late
 - Expand on inclusion in schools, classrooms, not all with disabilities in the same room
 - Continue and expand virtual care for mental and physical concerns
 - More help from staff in grocery stores “errand assistance”-will increase independence
 - Personal support groups to help social interaction
3. What employment challenges do you see that exist for those living with a disability?
- Lack of accessible workplaces-for all disabilities
 - Only accessible jobs require degrees
 - Employers can’t afford to make workplace accessible
 - Lack of accommodations
 - Raise awareness about what those with disabilities have to offer
 - Flexible work schedules would help
 - Awareness of intermittent disabilities physical (illness etc.) mental illness
 - Awareness of programs for employers to hire those with disabilities
 - More opportunities to be able to work from home- especially in winter when mobility/ disability is difficult.
 - Employers could strive for a “barrier free” status-inclusion of everyone who is able.
4. What strategies or resources would be needed to support opportunities for those living with a disability?
- An “abilities “fair- an expo (maybe in cooperation with special Olympics)
 - Accessible tools
 - Reps to show what is available for homecare- cancel accessible etc....recreation, cooking, self care
 - Things that make living easier/ and more fun
 - Phone line/ website where someone can talk to someone about the disability challenge
 - An information mailer/flyer to inform the county residents about what is available, what is being done etc. with links to specific organizations’ services that are available
 - Strategy-when planning events for the county and towns-have accessibility as one of your check lists items -designated for mobility helps
 - Add to the county newsletter updates on accessibility
5. What are the top priorities for improving accessibility in Annapolis County?

- Respond timely when concerns are raised
- Fix sidewalks in Bridgetown
- Watch connecting walk/rollways raised concrete/rollways-raised concrete slabs are dangerous for everyone
- Pavement is better than concrete-no cracks-curb areas are often eaten away and create barriers to crossing safely

Group 4

1. What are the main barriers facing people living with a disability?
 - Access to just about all of the recreational facilities in the county (such as steps, no ramps...)
 - Some businesses downtown Bridgetown not accessible-dentist, animal hospital, lawn bowling, curling club, pool
 - Pool does not have a lift, building not accessible
 - No automatic door access to doors in rink (push buttons)
 - Is public transportation (Kings Transit) accessible?
 - Cost of transportation may be barrier
 - Lack of properly designed accessible parking spaces in core shopping areas and recreational facilities
2. What programs or services need to exist or expanded to support individuals living with disabilities?
 - More options for people with hearing impairments, visually impaired
 - Programs are geared for the able-bodied people. More attention needed when designing
 - Programs for the general population to ensure that the needs of people with disabilities are
 - Addressed, ensuring them equal access to programs.
 - Improving knowledge and awareness of existing transportation options in the county.
 - Explore cost options, ensure that people on disability pensions get help to understand how to access funds, can organizations offer discounts of fees that they need?
 - Dedicated look at our recreational facilities in Annapolis County
 - Improve availability of structurally appropriate and accessible washrooms
3. What employment challenges do you use that exist for those living with a disability?
What employment challenges do you see that exist for those living with a disability?
 - Access to affordable transportation
 - Create awareness education sessions for employees as to how they can best accommodate employees with disabilities. Include person with disabilities in the education process
 - Reinforce the importance of building an environment that we gave in question 1
 - Support people to help other people work by providing funding, training, employer understanding - all of these are lacking and are needed
 - Create training programs so that people can participate in the workforce, particularly those above school age. School age children generally have access to programs and supports but once they are

out of school, options dwindle. We have Carleton Road Industries but not sufficient to meet the needs of the entire county

- Think outside the box to help mentor and support people with disabilities to acquire the skills to work (adult population)

4. What strategies or resources would be needed to support opportunities for those living with a disability?

- Please see response for answer #3
- Improve public awareness through education. Use all methods of dissemination of information – social media, print, access to technology, resource center
- Assistance to purchase technology
- Explore other ways to get information out to people

5. What are the top priorities for improving accessibility in Annapolis County?

- Building accessibility
- Outside environmental such as streets, crosswalks and parking
- Transportation
- Community accessible washrooms

What are the main barriers facing people living with disabilities?

Sidewalks are not even and difficult to navigate

Trails in some regions have holes and hard to walk with folks with disabilities

Noise in some environments indoors are a challenge

People read lips and with COVID it has been a challenge as they can't do that anymore and adds to frustrations

Kings County has headphones that can cancel noise for productions.

Employment is not easy for people with disabilities as transportation is an issue.

No easy public washrooms in communities ie Bridgetown no public ones.

Annapolis Royal Comfort station is amazing

Parks Canada has washrooms but door is extremely heavy to navigate.

Fundy YMCA is closed and was an important center for people with disabilities and chronic conditions. Ie the pool and various programs for seniors helped with issues associated with pain management.

Water sports or art is helpful for people in pain.

Need new programs to fill the gap.

Creating adaptive sports that will include but not limited to Frisbee golf and other sports.

Sports Hub breaks down barriers for intergenerational as now young people can see people training in a wheelchair.

Handicapped people will access facilities if they are easy and accessible ie tennis courts in Bridgetown are not accessible.

People who manage need to assess facilities from a disability lens and change their perspective.

Fundy YMCA /Middleton Gym and BT Gym are important to the health of all.

Intellectual challenged folks have more barriers ie washrooms

Music is an important opportunity for soothing clients in washrooms and public places

Transportation is a barrier in getting to events and having reserved spots ie the O in Annapolis Royal re concerts.

Bridgetown sidewalks are not in good shape and not easy to navigate

The banks have limited hours

Basin wellness water and accessibility is lost for pool programs

More outdoor pools in local communities need to be accessible

More programs needed as lack of programs

Sports hub in Bridgetown very accessible

More paved shoulders as there are few. The Blue Route in Granville to Port Royal is nice but not explained well and the grass on the side of the road is too high for walkers.

No easy place to just get a coffee if you are in a wheelchair.

Many communities are not wheelchair friendly or sensory.

No washrooms in Bridgetown this summer and it was a problem for people with disabilities.

What programs, or services need to exist or expanded to support individuals living with disabilities?

Central Hub or calling # 211

Better brochures that identify accessible business (eat, stay overnight) and community opportunities.

People have already asked in the Bridgetown area so a website would be nice. What is accessible for people in wheelchairs?

Some machines have braille for banking and others do not same for many other services

Other places have braille in elevators and public places very little in Annapolis County communities.

What employment challenges do you see that exist for those living with a disability?

Joint dysfunction provides limited access to work and be employed.

Attitudes of business and others to employ people with disabilities.

What Strategies or resources would be needed to support opportunities for those living with a disability?

Playgrounds need a sensory area

Promote the Mobi chair more and more

Other off road wheelchairs should be promoted for programs for kids and others.

They are expensive but necessary

Can't park, can't get in can't work their or get services.

Need more education with employers and other employee for creating new jobs.

Understanding various needs for persons with disabilities for employability

Funding support to business

Increase info in county newsletter for accessibility and opportunities

Disability in rural is different than urban and transportation is a challenge as is sidewalks and crossing areas.

Need creative solutions for crosswalks

Ramps in sidewalks are not ok difficult but with old building and access is a challenge – new creative solutions

Rest areas for families for quiet area for those with autism and other concerns.

Awareness is the first step

Better signage including the height of signs

Need a buddy system

Community and public sector need to embrace the built environment and program opportunities.

Need promotion.

Educate the public

More places for independent living for mentally challenged

Improve the lack of information and have sites for people to go to – create a section on county website

Build an inventory of opportunities ie Margaretsville and Tupperville, Bridgetown, etc.

Internet availability for people low income as it is not ok for it to be so expensive- needs to be affordable.

USA Obama plan – affordable for people with disabilities only 9.95 per month (so important to be affordable

Wheelchair fat tires for trails and easy access and sign out for people to try ie libraries and or rec department

5. What are the top priorities for improving accessibility in Annapolis County?

Affordable opportunities

Easy access to information on county website

Create a lens for assessing accessible opportunities and educate staff and public – change is needed

Promotion of opportunities

1. What are the main barriers facing people living with a disability?

Most obvious are physical barriers. These include: overly short or abrupt ramps, steps, heavy and/or self-closing doors, damaged sidewalks and streets, hills or steep inclines, switches and shelves too high or low, lack of coat hooks, chairs, furniture and other objects in the way, narrow doorways, extra heavy doors, crooked hallways with sharp right angles, cramped and poorly laid out washrooms, etc. Wheelchair users are the most commonly and obviously challenged by all of the foregoing, but it is often overlooked that such barriers also challenge people with sight and sensory as or even intellectual issues. It should also be noted that these problems affect not only the general category of buildings but importantly, private homes. Wheelchair users are in fact unable to access *nearly all private homes*. This is a major block to wheelchair users' social interaction! Building codes need to be updated so that it is expected that newly designed and built homes have zero thresholds and entryways plus alternative means of accessing all floors. Fitness centres are also in need of similar universal accessibility since the health of people with disabilities is compromised by the inaccessibility of many extant fitness centres, gymnasias, and sports centres.

2. What Programs or Services need to be expanded to support individuals living with disabilities?

There is a pressing need for an Information Hub, accessible by phone or internet, whereby people with any of an array of disabilities may find information about availability of agencies or groups which offer aid relevant to a broad range of challenges or specific problems. In addition, attention must be given by government, educational facilities, and specialized support groups to educate and make the public aware of the nature of

the various categories of disability and how each impacts those affected, along with their families, associates, and society in general. The public needs to be made aware of sensitive and helpful ways in which to interact with the disabled, whether wheelchair using, sight and sensory challenged, or intellectually diverse. It should also be made generally known that all disabilities are not visible. The foregoing issues also impact importantly on disabled persons' opportunities to obtain meaningful employment whereby they can support themselves independently and earn a viable income. Transportation, public and specialized, is an overarching issue with reference to all of the foregoing concerns. Particularly in rural areas, the lack of public transport is a salient, ongoing, and indeed critical factor.

3. What employment challenges exist for those living with a disability?

The following issues: 1) available transportation, 2) barrier free work places and 3) educational programs and settings, alternately can provide either barriers or opportunities for employment of the disabled, depending on how these same issues are ignored or improved. It is exceedingly urgent that comprehensive information about disability types, including the true nature and characteristics of each is made available. As the public is made more aware of the actual nature of each disability type, and consequently acquires real and accurate information, as opposed to longstanding stigma and false impressions of disability, opportunities for employment, and corollary inclusion of the disabled will improve.

4. What strategies or resources would be needed to support opportunities for those living with a disability?

Many disabled people, either because of age or limited finances, have neither the knowledge nor the means to use the internet. Reaching out to them with training and providing them with free or affordable cell phones and computers will help to integrate them to contemporary society. In many cases this will also augment employment opportunities. The formation of groups in which both disabled people and members of the general public come together and interact socially will also be of great benefit. Transportation may be repeated here as a crucial need

5. What are the top priorities for improving accessibility in Annapolis County?

The following four issues, all equally important, may be identified:

Transportation. (Discussed throughout the previous categories.)

Information Hub. There is great need for systematic access to an Information Hub. It needs to be accessible by standard Land Line, or Cellphone in addition to Smart phone and Computer. Groups in which both disabled people and members of the general public come together and interact can provide further means for exchange and origination of information and helpful programs. Barrier free and User friendly physical accessibility to buildings, gathering places, streets, sidewalks and thoroughfares must again be stressed as foundational to accessibility on all fronts. Looking ahead, building codes should include zero thresholds and access to all floors in public buildings as well as housing, including new built private homes.

Public Education about Disability *per se*. The public needs to be accurately aware of the conditions that are inherent in the following categories: Paraplegia, Quadriplegia, and other conditions resulting in use of a wheelchair or walking aids; Vision issues including Blindness, short-sightedness, colour blindness; Auditory issues including Deafness and Speech limitations; Intellectual Diversity including Down’s Syndrome and special education issues. There is a dearth of such information and awareness. For example, large portions of the general public, in spite of their almost overwhelming concern and good will, simply do not know *how* to interact with individuals in any of the categories just listed here. The public underestimates the ability of most people in these categories to go about their daily business but, simultaneously, the same public remains oblivious to the many barriers, physical and social, that still are present. In this context, the term “*differently abled*” would apply more accurately to most people with any of the issues discussed above, rather than “*disabled*.”

Public Meeting #2 Cornwallis Park Felker Hall Community Centre- 734 Broadway Avenue, Cornwallis Park, NS

Cornwallis public meeting- September 8, 2021

1. What are the main barriers facing people living with a disability?

- Getting into buildings
- Push buttons to get in are not in all buildings
- Private centers regulation (for example, community centers)
- Annapolis Royal “O” is not friendly to people who have difficulty with mobility. People have to go “around” to access the lower part which may be necessary for people with difficulty hearing or seeing
- Cornwallis Park beach access is limited, ie. ramp to go down to the beach
- Municipal ramp not user friendly (it was hard to push husband up the ramp)
- Lacking in community disability transportation, no organized support
- Access to public washrooms all year round is not available in Annapolis Royal

2. What programs or services need to exist or expanded to support individuals living with disabilities?

- Organized transportation program (work, appointments, social)
- Organized assistance with home adjustments program
- CORAH involvement with disabilities
- County Web Site, not user friendly with these program issues
- Comprehensive list aids that can be accessed from communities on county website (for example, there is equipment available for free loan in Cornwallis Park)
- Comprehensive list of support groups on county site

3. What employment challenges do you use that exist for those living with a disability?

What employment challenges do you see that exist for those living with a disability?

- Equipment such as desks needed for access
- Access to buildings

- Bathrooms need to be accessible
- Configuration of spaces
- Climate challenges in winter parking and ramps (ie. clearing of snow)
- People assisting in work environments may be needed
- Transportation to employment

4. What strategies or resources would be needed to support opportunities for those living with a disability?

- Financial assistance programs
- Affordable that meets needs of people
- Improve ways to share information about what programs are available
- Share more information on what is available on the county site
- Transportation, is there a deficit that needs to be addressed?
- Council priority of money needed to budget on final county assessment
- County representative job/role for disabilities needed

5. What are the top priorities for improving accessibility in Annapolis County?

- We need an excellent county disability website
- Access to funding needed
- Access to information to education re: resources available
- Transportation
- Disability friendly environment
- Improvement with signage

Cornwallis

Group:

1. What are the main barriers facing people living with a disability?(Barriers in the built environment, policies, programs, practices ,and services)

- Physical-particularly many of our older buildings not wheelchair accessible
- Transportation-even time between buses makes it difficult
- Internet services- poor or non- existent in some areas, for some cost is too much
- Pharmacies-no delivery service, some volunteers help out
- Medical equipment -too costly for some, need a loan service and someone needs to keep loan equipment in good condition
- Medical transportation-Some people can't get to medical appointments
- Sensory- many businesses do not make provisions for this
- Restaurants, Churches and museums are not accessible for all
- Ambulance service-there is such a delay that sometimes it is impossible to even get one.
- Affordability wages so low
- Recreation - very little for anyone with a disability.
- Some before Basinview was closed

- For instance Basin (YMCA) had “Walk the Doc” where people could walk and talk with a doctor.
 - Social opportunities need to be put in place-better communication, affordability for healthy foods, community kitchens, some form of exercise for all
 - Mental Health support- needs to be easy to access
 - Bicycle lanes
 - Sidewalks/ lighting
2. What programs or services need to exist or expanded to support individuals living with disabilities?
- Easy medical transport
 - Internet- basically free, internet hub in many spots
 - Increase transportation and make it affordable
 - Increase transportation
 - Set up medical equipment loan service and care of it
 - Education re barriers and better understanding of disabilities
 - Consideration of sensory issues
 - Sound system at intersections
 - Knowledge of mental health issues
 - Medical leave for employees
 - Access services support group
 - Recognition of invisible disabilities
3. What employment challenges do you see that exist for those living with a disability?
- Buildings are not accessible for people with various challenges -for instance counters are either too high for many, possibly designed such they can be raised or lowered,
 - sensory concerns need to be addressed
 - No job coaches so people can be moved into appropriate positions
 - Unfair wages for those with intellectual disabilities, \$5.00 a day at Carleton Road not fair
 - More education regarding what people with a disability are capable of
 - Transportation
4. What strategies r resources would be needed to support opportunities for those living with a disability?
- Fostering awareness
 - Transportation
 - Internet, cell service available for all
 - Food sensitivity needs to be considered
 - Community kitchens established
 - Public vegetable gardens need to be designed at a higher level so all can access them
 - Manpower is needed – paid and volunteers
 - Access to more nurses and doctors
 - Grants applied for
 - Wages that make it feasible for people to work
 - Peer Groups
 - Advocating-more education/training, outreach program to bring people together

- Out Reach Programs
- Everyone has to work together

5. What are the top priorities for improving accessibility in Annapolis County?

- Education-fostering awareness for all, bringing people together
- Transportation
- Internet technology
- Physical adaptations-multi facets
- Advocating
-

Cornwallis Public Meeting

Built environment, transportation, goods & services, communication, & employment.

What are the main barriers facing people living with a disability? (Barriers in the built environment, policies, programs, practices and or services)

- Stigma & misunderstanding + lack of compassion or understanding by others. Ableism.
 - Leads to people being defeated before they go through the door.
 - Education would be a good solution.
 - Fear of asking questions or starting conversations that can help others learn.
 - Disabled people are not an inspiration for getting out of bed and remembering their own name. Just because someone is physically disabled, doesn't mean they have intellectual disabilities.
 - Appropriate times to ask questions.
 - Stigma surrounding language of disability.
- Employment inequality
 - Wage gap shows lack of value on the part of the employer
- Equal opportunities for all minority groups are important.
- Communication:
 - Difficult to reach people by mail in further reaches of the county.
 - Email list? People don't like them sometimes.
 - Survey includes method of communication.
- Built environment:
 - Municipal building
 - Washrooms
 - Hallway width
 - Budgetary and physical barriers.

What program, or services need to exist or expanded to support individuals living with disabilities?

- Support small businesses
 - Education

- Financial
- Employment:
 - It's important for people to be able to sustain themselves.
- Build environment:
 - Library
 - Funding for build-environment
 - Many ramps are not 1:12, or built to standards
 - Tested by disabled people, and design process
 - Accessibility regulation at the municipal level

What employment challenges do you see exist for those living with a disability?

- Transportation
- Building access
- Education
 - Staff understanding
 - Knowledge of the law
- People with difficulties are not being paid minimum wage.
- Opportunities within the county for people with disabilities
 - Lack of knowledge
 - Skill building
 - Employment
 - Recreation
 - Equal opportunity employment
 - Policies
 - Fear of speaking up for things
 - Committees
- Communication & supporting businesses
 - Information gathering
 - Sharing support opportunities
 - Grants
 - Info

What strategies or resources would be needed to support opportunities for those living with disabilities?

- Funding for all previous things
- Doorknobs

What are the top priorities for improving accessibility in Annapolis County?

- Website
- Doorknobs
- ASL interpretation / closed captioning
- Education

- The report, the committee, the directorate, and act
- Built environment
 - Washrooms & Comfort Stations
 - Cracked sidewalks
 - Sidewalks

Cornwallis

Group:

1. What are the main barriers facing people living with a disability?(Barriers in the built environment, policies, programs, practices ,and services)
 - Education and lack of awareness is a barrier
 - Hesitancy to ask questions or to be informed' fear of being perceived as being discriminatory
 - Stigma and fear discriminatory barrier
 - Acceptance of diversity for all minority groups
 - Cultural misappropriation as a hindrance to inclusion
 - Built environment/ digital environment
 - Disability is disability
 - Educating at the appropriate time
 - Physical accessibility as a starting point
 - Poverty is a huge barrier as people with disability are at increased risk of being poor
 - Communication regarding resources within the community to be part of the mandated of the community
 - Internet and reader
 - Built environment-budget, physical plant limited-where will funding
 - What is the mandate of the committee?
 - Support re education and awareness for all of the county(including small business, organization)
 - Is the plan solely for county owned
2. What programs or services need to exist or expanded to support individual living with disabilities?
 - Setting the stage for more inclusive employment settings
 - Transportation/ barriers
 - Income limiting to inclusion
 - Library utilize -sensory, assistive technology resources
 - Partnering with agencies in county
 - Advocating for federal funding
 - Education piece around accessibility
 - Design and sign off by users-user testing versus “so called experts”
 - Building codes-Canadian
 - Can the County set a higher standard
3. What employment challenges do you see that exist for those living with a disability?
 - Transportation

- Building access
 - Education
 - Knowledge of the law
 - Opportunities within the county that support persons with disabilities
 - Policies-assume often times that everyone is able bodied
 - People with disabilities need education on being assertive and speaking up
 - Society needs education on being open and transparent, hearing versus listening
4. What strategies r resources would be needed to support opportunities for those living with a disability?
- Funds-equal employment
 - Increased funding for five areas
 - Accountability built in to the as to the goals and recommendations set.
 - Education
 - Sharing of funding resources
 - Door knobs need to go
 - Website
5. What are the top priorities for improving accessibility in Annapolis County?
- Website-horrible not accessible
 - No close captioning-ASC interpretation
 - Communication need on overall
 - Built environment-built in maintenance program re sidewalks, comfort stations
 - Retrofit versus build it right from the get go
 - Historic buildings a challenge
 - Slopes/contrast on crosswalks
 - The county to be a role model

Public meeting #3 Nictaux and District Volunteer Fire Department – September 23, 2021

Annapolis County public meeting, Nictaux, September 23, 2021

1. What are the main barriers facing people living with a disability?
- Parking
 - Getting in and out of buildings and businesses. Some are accessible but no inviting
 - Entrances are often blocked or around the back (not the main entrance). This means that you usually have to call or let the know ahead if you are coming (ie dentist in Bridgetown)
 - Shoulders are not paved and often non-existent. This makes it difficult for wheelchairs to get around on rural roads unless you go on the road. This is not safe with the speed of traffic in some areas
 - Mikey Hill is not accessible with the Hippocamp chair
 - Fees for support working who are taking people with disabilities to events. For example, support people have to pay admission to the Lawrencetown Exhibition, and it is often a different person each day. This limits the ability to buy a bracelet for the week because it can't be shared between support workers.
 - We have a lot of rocky beaches in NS which are difficult to access with equipment
 - The walkway in Margaretsville is good for wheelchair users
 - Greenhouses not accessible

2. What programs or services need to exist or expanded to support individuals living with disabilities?
 - Need to improve entertainment and leisure opportunities
 - Day camps that do say they will accept someone with a disability often do not have any funding for additional support people. Families often left to find funding or pay for support people
 - Transportation improvements in general are needed
 - It is difficult to find programs for young adults (age 17-28). There are not many of them in Annapolis County. We have Carleton Road Industries and Outside of the Box.
 - Support for medical supplies such as diapers and tube feeding supplies is difficult in rural areas. Parents often need to go to the city to get the supplies. Funding programs and support for these vary.
 - Need a better plan or funding for care during exam time at schools. Students who do not write exams have no school for the week and care is the responsibility of the parent
 - Lack of information on county events (Is there still a booklet with community events in the county?)
 - Age barriers-difficult to when transitioning between systems such as child service to adult service

3. What employment challenges do you use that exist for those living with a disability?

What employment challenges do you see that exist for those living with a disability?

- Access to funding
- Disability support vs pay cheque, not a living wage
- Insurance for employees
- Not many opportunities available
- Some people want fair wages. If a person with a disability make too much money, they will lose their disability support after the age of 18
- These young adults would be in poverty without the support of their parents
- Transportation to employment is an issue
- There are insurance issues with people who do work experiences or volunteer work. There are short term government programs to hire support people for “on the job” training but once this is completed, some stores will not allow the work experience or volunteer work to continue due to lack of insurance.

4. What strategies or resources would be needed to support opportunities for those living with a disability?

- Better living wage
- Housing, not many accessible housing options. Parents are responsible for accommodations.
- Grant applications are difficult and lengthy. This may be a challenge for some and are often the only way people with low income can afford equipment or home renovations (or building an accessible apartment)

5. What are the top priorities for improving accessibility in Annapolis County?

- Parking and Access - improve physical environment and obvious physical barriers like parking
- Sharing programs and resources - Database for accessible events and venues so we know what is available re: programs and resources

- Programs - More programs should be available (employment & leisure)
- Housing
- Transportation

Nictaux Group:

WHAT ARE THE MAIN BARRIERS PEOPLE LIVING WITH A DISABILITY?

(BARRIERS IN THE BUILT ENVIRONMENTS, POLICIES, PROGRAMS, PRACTICES AND SERVICES)

- LACK OF MEANINGFUL EMPLOYMENT-SHELTERED WORKSHOPS WHERE MOST OF THE SAME PEOPLE ARE EXPECTED TO CONTINUE WORKING FOR YEARS WITHOUT EVER MOVING ON TO MINIMUM WAGE JOBS. RECEIVING \$5.00 PER DAY FOR WORKING AN 8 HR. DAY JOB IS NOT FAIR. DOES NOT EVEN COVER BUS FARE.
- TRAINED JOB COACHES ARE NEEDED TO WORK WITH PEOPLE ONE ON ONE TO ALLOW THEM ACCESS TO JOBS WITHIN THEIR COMMUNITIES
- PATRONIZING BEHAVIOR
- HOUSING- ACCESS TO AFFORDABLE AND SUPPORTED LIVING WITHIN INDIVIDUAL COMMUNITIES.
- SOCIAL OPPORTUNITIES-SO MANY PEOPLE ARE CONFINED TO THEIR HOMES BECAUSE THEIR ISN'T ACCESS TO SUPPORTS WITHIN THE COMMUNITY TO ENABLE FREEDOM OF MOVEMENT AND ACCESS TO ACTIVITIES. ACCESS TO AVAILABLE ACTIVITIES WITHIN THE COMMUNITIES DEPENDS ON PARENTS BEING AVAILABLE TO ASSIST THEIR ADULT OR CHILDREN IN THEIR CARE TO PARTICIPATE IN MOST ACTIVITIES
- TRANSPORTATION- ACCESS TO TRANSPORTATION IS VERY LIMITED, MAKING IT DIFFICULT FOR PEOPLE WITH PHYSICAL AS WELL AS INTELLECTUAL DIFFICULTIES, TO ACCESS ACTIVITIES, SHOPPING, EMPLOYMENT IN THE COUNTY AND BEYOND
- TRAINING- BETTER TRAINING FOR RESPITE WORKERS AND STAFF AT GROUP HOMES AND PLACES OF RESIDENCE FOR PEOPLE WITH DISABILITIES BOTH PHYSICAL AND INTELLECTUAL OR MENTAL IMPAIRMENTS.
- SENSORY-MANY PEOPLE IN OUR COMMUNITY SUFFER FROM PTSD OR HAVE SENSORY ISSUES THAT AFFECT THEIR DAILY LIVING SOME HAVE ISSUES WITH FLUORESCENT LIGHTENING, LOUD MUSIC PLAYING IN STORES SINGLE CAN EVEN SHOP AS CHILD MIGHT HAVE A MELTDOWN. STORES CAN ASSIGN AN HOUR FOR THEM CAROLINE SHOPPING CARTS COULD BE AVAILABLE

2. What programs or services need to exist or expand to support individuals living with disabilities?

- EDUCATION- FOR EVERYONE AND EXTRA TRAINING FOR THOSE HAVING DIRECT CONTACT WITH PEOPLE WITH A DISABILITY
- MORE AWARENESS OF DISABILITIES
- TRANSPORTATION- COULD THERE BE SMALLER BUSES SO THAT THEY COULD COVER MORE ROUTES
- HOUSING IN EACH COMMUNITY
- JOB COACHES
- ATTITUDE OF SOCIETY

3. What employment challenges do you see that exist for those living with a disability?

- Acceptance of them as regular people if given a chance they can do the job
- Society attitudes
- Job Coaches
- Support people trained
- Fair wage not \$5.00 a day
- Transportation

4. What strategies or resources would be needed to support opportunities for those living with a disability?
 - More training for everyone
 - Mental Health Resources
 - Internet
 - Support for people living in poverty
 - More opportunities for socialization
 - Transportation
 - Disability Navigator
 - Support people who are trained and can provide support for those living in own homes
 - Blister Packs- might be helpful for some

5. What are the top priorities for improving accessibility in Annapolis County?
 - Meaningful and fair wages for everyone, not \$5.00 a day
 - Trained navigator
 - Job Coaches
 - Opportunities for socialization
 - Housing in each community
 - Transportation
 - More support for people in their homes

Nictaux Accessibility Public meeting September 23, 2021

What are the main Barriers facing people living with a disability?

Physical Barriers

Transportation

Education

Enforcement is lacking

Need code that works

Better signage including font size

Built environment is a challenge for hearing impaired and those with mobility challenges

Tourist don't know what services they can access

Most business and coffee shops not easy to get into in this county and elsewhere

Size of doors are prohibitive

The American Disability Act works in the USA because it has enforcement. Enforcement is important as that way people are accountable to get it right.

Follow the consistent codes and get it right for the end user which is the person it was designed for.

No exceptions allowed

Many people living with disabilities are lonely – encourage networks in the county

Newsletters and better communication

Good information distribution and remember not everyone has a smart phone.

Leaving people behind in how we promote or communicate- use plain language.

No training or lack thereof for people in business to show resourcefulness of people living with disabilities.

What programs, or services need to exist or expanded to support individuals living with disabilities?

Finding creative ways to make sure people have what they need to live well with a disability!

Transportation

A workplace code and enforcement

Access to computers and smart phones that are affordable

Workable code and enforcement

Need to make architects, builders and inspectors accountable for the job when they are designed and built.

Esso garage in Bridgetown the door opens the wrong way and it's hard to get in and out if in a wheelchair for which it was supposed to be designed for.

Comfort Station in Annapolis Royal did it right very impressive but still has a few things to tweak.

Better signage as there are approx. 4 and the ones for people with disabilities are not marked.

As you go in the planters won't allow someone in a walker to pass if people are sitting there.

Creating better networks.

Newsletters that are written well and distributed widely.

People with disabilities can feel invisible and there is a stigma. No one wants to feel invisible.

Website improvements are needed to the county one and others.

Create opportunities throughout the year to educate the public and find creative ways.

What employment challenges do you see that exist for those living with a disability?

Better ramps at all facilities that are done right. Not everyone is in good shape so a steep ramp does not help anyone.

Better parking areas and close to buildings.

Many ramps don't have handrails.

Public washrooms need to be done right so the installers and owners need to be accountable.

It might say accessible but in reality there is so much wrong in many place Nictaux Fire Dept...MLA office in Middleton. Small items are big items for those with a disability.

Rethink our policies for employment to be welcoming to persons with disabilities.

Educating staff and councilors.

Transportation is needed for employment so an assessment is required.

Role models and promote that.

“Differently able versus disability”

Attitude change is needed.

Accessibility, barrier free and enforcement

Positive interaction with co workers

Role models on TV and movies ie iron side

What strategies or resources would be needed to support opportunities for those living with a disability?

Education overall and education in schools and municipalities.

Barrier free facilities would be a start and then comes policy and action.

Engineers, architects, and builders / contractors need to get it right. Inch to a foot rise; creative well designed solutions needed.

Awareness

Too many codes get clarity around best practice. It gets confusing ie Canadian Building code, Ns Builders code, CSA, Rick Hansen are based on CSA B651.

Why are others being used? Municipalities are being trained in Rick Hansen and now universal washrooms might be the answer. Covers off gender, accessibility at all levels and families that need change rooms. Make sure they are in braille.

Interpretative signs in parks.

Elevators in school where needed- need practical suggestions from the users ie disability users

Pull cord emergency button instead of a push button in case you're on the floor in a washroom

Bridgetown Sports Hub and wheelchair training and interaction with young people is important as it normalizes people in wheelchairs and fun dialogue begins! Good role modeling.

What are the top priorities for improving accessibility in Annapolis County?

Education that is meaningful

Enforcement (Making people accountable to get it right!)

And make sure you have consistent code to follow that meets all accessibility needs.

Clarity from building inspectors that the package given out does not allow for the size of an accessible toilet bowl in the washrooms? 21 inches in the difference.

Better information on the website / Facebook on community accessible changes and opportunities.

Education is needed

Make transportation easy for people who need it!

Better internet and affordability.

1. What are the main barriers facing people living with a disability?

- Steps, narrow doorways - built environment
- Receptions to change accessibility – built environment
- Website needs
- Education
- Location of auto door opening/ timing of doors
- Washroom locations
- Sharp turns in hallways
- Testing accessibility projects(built environment)
- Building codes to meet the requirements not just the building codes
- Parking areas not wide enough for (vans)
- Parking areas used by others with the excuse of they are parking there for just a moment
- Not enough parking areas

2. What programs or services need to exist or expanded to support individuals living with disabilities?

- Education Education Education
- People accessibility as a “disability” for people in wheelchairs”
- Many forms of disabilities
- Focus built environment to meet the needs of an aging population

- Recreation Areas- no use of arenas, no accessible washrooms
- County website-highlighting accessibility areas, restaurants, shopping, resource section for accessibility
- Safety programs-accessibility support resources home visits
- Accessibility support resources home visit other Services
- Resource section for accessibility
- Information reliability and information gathering
- Resources in a moment when there is a life changing occurrences
- Question “where are Shops

3. What employment challenges do you see that exist for those living with a disability?

- Database for people with disabilities looking for work
- Disability itself
- Employment environment-steps to second floor
- Education- value understanding in a work place
- Paid wages-labor standards, paid government program
- More creative with job accessibility
- Accommodation- working from home better working environment lightening, sound for sensory sensitive people
- Gender neutral in job description
- Better understanding between employer and employee needs
- Transportation-huge issue- time of departure, days of week
- Buddy system in schools, seniors (environment)
- Home share programs
- Support people housing -student use to help with chores for seniors
- Supporting communities-welcoming and increase health overall and life span

4. What strategies or resources would be needed to support opportunities for those living with a disability?

- Hearing Aids-people -hearing loss ...they loose their privacy when having a speech
- Adaptive equipment
- When in doubt, hearing impaired persons miss out on important info.
- Vision-adaptive equipment
- Sensory adaptations-more meaningful no beeping at lights/transportation
- Transportation -bring forward for transit
- Accessibility with cost of transportation for special needs
- Weather related issues-ice, snow, rain employment lateness, financial issues, support needed for people living with hardship due to weather.
- Police cheques needed to allow employees some freedom.
-

5. What are the top priorities for improving accessibility in Annapolis County?

- Website needs improvement
- Secondary news outlet
- Paper products with info, mail
- Radio media blasts

- Grocery stores
- Library as a source of info/resources
- County- Branding opportunity, Accessibility N.S., Doctor to hand out info depending on need
- 2030 due date
- Historic Gardens-wheelchair
- Raven Haven- Mobi chair not accessibility cannot maneuver alone on beach
- Accessibility beaches for wheelchairs strollers picnic tables
- Bathrooms- design length of bars and standard height and make it easy.
- Code is not always right
- Transportation
- Shopping- Grocery Store gripper at end of isles.
- Adaptive tools
- Staffing education
- Clothing/Retail and general business not accessible to everyone and need easy access.

Focus Group # 1 Accessibility August 27, 2021 Mountains and Meadows Care Group - focus group session

1. What are the main barriers facing people living with a disability?

Understand the issues at the local level to share with province and municipality.
Public education is lacking province needs to walk the talk.

Transportation for people with disabilities is difficult and is a huge barrier.
TCTS is \$50.00 an hour which is not affordable. Not everyone can afford that cost and certainly not people with mental challenges who need these services. Not everyone has a job .

If a residents wants to do a recreation class ie Zoomba in an evening it is not convenient to book with TCTS.

In other places out west there is a membership where people with disabilities can pay a flat rate of \$ 30.00 a year and they have a bussing system.
Here that does not exist and it is prohibitive.

Literacy barriers - most mail and information is not easy for people to read. Many need to have information that is easy and simpler to understand. Don't make it hard and write to a Grade 8. Intellectually many can't understand so please keep it simple for everyone.

Suggested that statistics in the schools show that 1 in three people have a learning disability.
(Use simple language average grade 8 would be a good start.)

Policy is important for Nova Scotia and it needs to be taking serious.
Accessibility policy for buildings and access is a right but it is expensive. Must be done right first time around and they need to find the money on new builds and stop cutting corners.

Cross walks and sidewalks need to be safer and consistent. Why don't we have beepers so that people can count the seconds to cross.
Many cross walks not easy for wheelchair folks to cross. There are so many bumps and cracks.

“Those changes are like turning the titanic on a dime you can't do it overnight but when you decide to do it , do it well.”

Lack of public washrooms in Bridgetown is a big concern. Residents walk to town but no central easy public place to access. Covid made it worse but it is a problem regardless of COVID.

No benches along the way and so no easy stop areas for older adults with mobility issues. More planning for those items would make it best for all.

Day programs and training is lacking.

No organizations to teach life skills anymore and they just are just not offered anymore. Lack of money and resources. They are needed. Carleton industries used to do it but not anymore.

Business don't want to hire handicapped or get involved anymore with mentally challenged?

They say too much work to coordinate or they use the insurance excuse. Regardless of the reason it is a barrier and those barriers need to change.

Big concern is that disabled workers should get a fair wage but they don't. No respect.

At least give minimum wage.

\$5.00 a day is simply not ok. Terrible message that it sends and we all need to advocate for change.

Large concern is the stigma of disability. Ie not valued

Won't change overnight but a shift needs to occur and it starts with training and with policy.

What programs and or services need to exist or expanded to support individuals living with a disability?

Education is needed

Put them away is not ok and the stigma still exists in communities.

Parents still fight in schools for child's rights and that is a sad reality.

The UN Charter of Rights says the sigma must go! Break down the barriers.

Why can't someone with a mental disability stack shelves, pack at stores and get a decent wage.

Perhaps government services needs to subsidize services.

Provide benches along the road to Bridgetown, provide better signage, make sure the crosswalks are suitable and up to date.

The sidewalks need upgrades and governments at all levels need to ensure that the most venerable have easy access.

Get public washrooms in the core of Bridgetown, please make it easy.

3. What employment challenges do you see exist for those living with a disability?

People with disabilities have adaptive devices that are expensive. They can and do break and it is costly for folks.

Not everyone can afford those.

Brain injuries may make people slower but the work is still good. Adjusting to quality not being fast and employers being adaptable. More understanding.

Value phased on fast work but consistent steady work should count .ie fish plant owners don't want **slow**.

Government sub sizes migrant workers and pay up to 50 % of wages and lodging. (even migrant workers barely get minimum wage)

Government walk the talk and look at more accessible opportunities and maybe time to subsidize. It could boost the economy.

The system is broken overall. Wipe the slate clean need to rethink and start over.

Federal SERB- many people left good jobs with benefits and opted for SERB

Community services does have community outreach based on need and that includes support for banking, leisure services, etc but it can be a two year waiting list. Needs to be improved so ask the users.

ARC is admitting people they should not be admitting. Those residents would do well in an independent living situation. But there is not enough places. Government needs to step up and make changes.

Attitude shift is needed.

Province needs their own accessibility strategy.

Governments at all levels have to be more proactive.

Not well advertised and promoted so that needs improvement.

Another barrier: Medical services –very often residents with mental disability are treated as a third class citizen.

Need education and an attitude shift !

Middleton hospital do not treat our residents with respect.

Symptom of society today, people are burnt out, overwhelmed and tired. Respect should always remain and be kind.

What strategies or resources would be needed to support opportunities for those living with disabilities?

Education needed in both communities and population. So many skills and abilities in our community and we need readiness!

Bridgetown community has been adaptable and kind to our clients.

More work is needed ie example of person going to church and being Incontinent and the church saying they can't come anymore is not OK.

Education and understanding needed!

Day respite needed for people looking after children or adults People who have children with disabilities difficult to get help.

A caregiver works 24/7 in their care and they need help coping and they need a break as well.

Support to families is important.

Independent living setting is important.

Many parents don't trust and they need to know their family members will be cared for so need to build trust.

Like to have children go to camp but camp staff have no training.

Transportation needs to be on the agenda and solutions found.

Funding is key.

Attitude and wiliness of program providers need to change and look at new programs. Very little offered but it costs money, time and training. Municipal governments can have huge impact on people lives.

So glad the plan is in the works and create the opportunity to create a needed cultural shift throughout the region.

More programs for clients and better communication.

5. What are the top priorities for improving accessibility in Annapolis County?

Municipality needs to look at new opportunities through a disability lens in the five categories.

Training needed for that and all staff need that training.

Design for public building is very important based on use.

For example new buildings being built in Bridgetown to replace Mountain Lea Lodge need good colour choices on walls for dementia patients; noise control soothing colours; greenery is important as are pets and sunlight. Many old buildings very little sunlight.

Parking lots need to be planned well. Safe and functional.

Sidewalks and crosswalks are crucial to everyone regardless of disability. They need to flow well and for hearing impaired and seeing impaired as well. Bridgetown needs serious attention as do other communities. When you do upgrades don't cut corners do it right.

Getting people to services that they need regardless of ability.

Need transportation and it needs to be assessed if its meeting the community needs?

Need drivers to be trained to include understanding and empathy.

Need to allow more time not everyone is fast and people with impairment seen or unseen need to have time to get on and off. More training for those bus drivers.

Talking services or programs should be available. Look at different solutions.

Need funding for iPads, cellphones so they can FaceTime if needed if there are issues. It's a method of and communication will calm clients that are physical and mental challenged. Perhaps even the I watch. New solutions are needed.

Smart pens dictate back what you write.

Bar codes read it back to you very helpful. Exploration needed if you want to make positive changes on signs and such.

Address the employment issues and work with the province and institutions to find the creative solutions. Not fair for able people with disabilities not to find meaningful employment. Everyone can have their own workable employment niche that they can excel at if given the opportunity.

Focus group # 2 Meeting September 27, 2021 at Bridgetown Regional School

Annapolis County Focus Group Meeting

Purpose: To identify accessibility issues across the county to create an accessibility plan in the county that will cover the following priorities: **Good and Services; Information and Communication; Built Environment; Employment and Transportation.**

The NS Government has released draft-built environment standards that will guide development in the future once approved.

What are the main barriers facing people living with a disability? (Barriers in the built-environment, policies, programs, practices and/or services)

- Barriers not identified
- Physical barriers
 - Entrances to buildings
 - Bumps, grades
 - Hallways and doorway width
 - Bathrooms
- **COST**
- Lack of political will to fix things
- Communication
 - Online not accessible to everyone
- Transportation
 - Sidewalks are cracked and bad
 - Mobility scooters on roads
 - Inconsistent sidewalks
 - Bridgetown should be more walkable/rollable
- Programs
 - Programs assume an unreasonable level of physical ability
 - Transportation, access and lack of supports at programs
 - Pool has no shade, no ramp. Access to water. No contrast. No accessible parking. Not metric lol.
 - Recreational opportunities very limited
- Education
 - People don't understand and can't identify barriers

- Track is only accessible place in Bridgetown for sports. Not the tennis courts, no accessible washrooms.
- No accessible public washroom in Bridgetown.

What programs or services need to exist or be expanded to support people living with a disability?

- Technology access
 - Cannot be relied upon as primary means of independence.
- Remember when Bell went down? John's student.
- Social & Support services for diverse or minority groups
 - Connections and peer support
 - Social opportunities.
- County Website
 - It's a mess
 - Hard to find what you're looking for
 - Not accessible
 - Poor interface
 - Beta test with disabled people
- EVs
- Accessibility is often an afterthought in programs. Rebuild the whole program, don't make temporary solutions. It shouldn't always be on the disabled people to advocate.

What employment challenges do you see that exist for people living with a disability?

- Transportation
- Accessible facilities
- Employers not knowing duty to accommodate
- Training pre-employment
- Discrimination
 - Equality
 - People in training don't get minimum wage if they're in a government program thingy
- Insurance/benefits can be taken away
- Rural mentality of 'this is the way it's always it's been done'. Not conducive to change. Leaders not open to change. Resistance.
- Education.
- Everybody has something to give. Issues with other staff.
- Universal design.

What are the main barriers in schools for students with disabilities? (Include any ideas for possible solutions or program development)

- Some classrooms are SOOO crowded.
 - Wheelchair user isn't able to go everywhere.
- 30 kids noise level.

- Sensory?
 - Stress
 - Noise dampening?
- Design standards?
 - Seating placement
 - Classroom person limits.
 - We need laws for change.
- Government wants to do what they want?
- Heat in the building.
 - Lack of air conditioning
 - With masks.
- Microphone system feedback is annoying and not good.
- Tables are noisy.
- Lunchtimes
 - Tables are inaccessible
 - They have bars everywhere
 - Students with learning disabilities often aren't included.
 - They're with the EAs often.
- LGBTQ+ Community
 - Mme. Says it's 'fairly well'.
 - No slurs said around teachers.
 - Good washroom setups.
 - Kids are outspoken.
 - Kids comfortable asking questions
 - We have a GSA
 - Being an ally
- BIPOC
 - Race related incidents happen each year, while often few
 - Language
 - Education
 - It's everybody's issue
 - Being an ally
- Access to education
 - French resources
 - Lots of translating
- Hallways are not wide enough and full of hazards
- IT's hard to talk about something without lived experience
 - Don't want to come across as 'you know' -John S
 - Encourage parents to encourage children to ask questions
 - Communication and education
 - Intrusive questions

What are the top priorities for improving accessibility in Annapolis County and your schools?

- Most affected people are heard the loudest
- Look at everything through an accessibility lens

- Change needs to be made through policy and law
- Noise in stalls

- Students and staff are all included, not 'us and them'
- Them needs to be part of us
- Inclusion

- General
 - Single washrooms doors are heavy
- Playground
 - Not accessible
 - All p-gravel
 - Better have good breaks
 - Paved paths makes it easy for all
 - Lack of shade everywhere
 - Accessible play structures
- Education and attitudes
 - IN multiple languages
- Recreation
 - Swimming pools are always mixed age, gender, etc.
 - Beach stuff
 - Queer recreation/sport
 - Inclusive sport
- US homophobic and transphobic laws
- Recreation 2
 - Expand idea of sports hub
- Accessibility is broad.

Annapolis County Focus Group Meeting; Bridgetown Regional Community School

September 27, 2021

1. What are the main barriers facing people living with a disability?

- access to sidewalks, many are not in good condition in Bridgetown area (in front of sports hub), there are tripping hazards and puddles
- poor lighting on sidewalks around parts of the walkway at the Bridgetown Sports Hub (path from tennis court, along the small soccer field, to Granville St)
- sidewalks are now plowed well in winter
- frost heaves on sidewalks not repaired
- high speeds in rural areas and no shoulders to walk on, not a safe place for walking or use of equipment, need wider shoulders
- limited public bathrooms in Bridgetown area
- some restaurants are not accessible (Bistro East)
- no crosswalks at the bathroom at Annapolis Farmer's market
- Bridgetown rink does not have seating for wheelchair users or strollers
- There are only stairs to access the curling rink in Bridgetown

2. What programs or services need to exist or expanded to support individuals living with disabilities?

- Increase access to leisure and recreation
- Ramp mat at Jubilee Park for accessing the water (similar to Raven Haven)
- Improve physical access for kayaks or other water recreation for people with a disability or mobility challenges (dock is often too high to access small boats/kayak if you have mobility challenges)
- More accessible walking trails needed, there is often loose gravel and not accessible with stroller
- We need more activities for the whole family to participate
- Access to the beaches such as Hampton could be improved
- Mixed ability sports teams are needed
- Grocery delivery for people unable to drive to the store or people who are unable to access the inside of the store (expand from pick up service)
- Accessible taxi is needed

3. What employment challenges do you see that exist for those living with a disability?

What employment challenges do you see that exist for those living with a disability?

- Public mindset needs to be changed
- Accessibility challenges eliminate options. For example, physical environment or physical barriers would immediately limit the possibilities for employment
- Counter heights in many business and offices may limit people
- Transportation and sidewalks are a challenge to get to/from work

- Are employers not willing to adapt their workplace or not as flexible? Physical changes to small business may not be affordable but they would benefit from education and motivation to make change
 - Income limitations
 - Funding
 - There is a lot of work when applying for grants, make it easier to complete these applications
 - Young adults need meaningful work. It is important to create a way for them to participate in the community
 - Have jobs when attached to the school but the jobs won't continue when done school. The employers want people who can work faster or have better interpersonal skills.
 - Need initiative to develop programs. For example, Halifax area had a program that young adults worked in to make food for the local food banks. These programs help develop work experiences.
4. What are the main barriers in schools for students with a disability? (Include any ideas for possible solutions or program development)
- It is a challenge to find time for teachers to find appropriate supports for students and then put these strategies in place
 - Physical space is tight in some classrooms in the school, small rooms do not have enough space for wheelchairs
 - High tables in the lab, not ergonomic seating, not sure if the eye wash station is accessible for someone seated in a wheelchair
 - Cafeteria tables have benches and not space to pull up in a wheelchair
 - The chairs will break in the classroom, they are not holding up to children who are overweight or are bigger than their peers. This creates an embarrassment for these students
 - Not enough educational assistant support
 - Increased classroom size, this may create a challenge to meet all the different needs in the classroom
 - Less support is available as the students get older
 - After school programs are not accessible. Some families do not have the money to play. Some students do not participate because they do not have a ride home after practice so they have to leave when the bus leaves
 - Playground is not accessible
5. What are the top priorities for improving accessibility in Annapolis County?
- Safe roadways and sidewalks
 - Transportation
 - Job opportunities/transition from child to adult/improving access to meaningful participation in our communities for work and leisure
 - Mental health supports

Annapolis County Focus Group Meetings AWEC- October 25, 2021

Purpose: To identify accessibility issues across the county to create an accessibility plan in the county that will cover the following priorities: **Good and Services; Information and Communication; Built Environment; Employment and Transportation.**

The NS Government has released draft built environment standards that will guide development in the future once approved.

What are the main barriers facing people living with a disability? (Barriers in the built-environment, policies, programs, practices and/or services)

- Built Environment
 - Use of space.
 - Outdoor spaces often aren't accessible to wheelchair users unless paths are made.
 - Rural context makes most things more challenging.
 - Bad sidewalks

 - Bridgetown: flood

 - Annapolis Royal adding curb cuts

 - Many stores are inaccessible for wheelchair users
- Services
 - Mental health service providers
 - Affordability is important
 - Many people fall through the cracks
 - Mostly not covered by insurance
 - Resources stretched thin
 - One person covers six schools at times
 - Reason for optimism:
 - Schools Plus positions created to break down barriers and link people to community networks and school services through collaboration.
 - Often equity positions
 - Inclusion policy
 - Access to medical equipment
 - Hearing aids
 - Glasses
 - Wheelchair
 - All not cheap
 - Funding sources are difficult to find
 - One spot to access many funding sources and/or contacts.
 - APSEA is pretty great
- Transportation
 - Buses only every two hours.
-

What programs or services need to exist or be expanded to support people living with a disability?

- Increased mental health resources
- Transportation
- Services for Persons with Disabilities Program?
 - Direct family support

- Access to birth control
 - Free in schools?
 - Some schools have contraceptives and hygiene products available.
- Recreation
 - Accessible equipment
 - Recreation, sport and fitness programs
 - Mixed ability teams?
- Bathroom facilities
 - Different in every school
 - Gender neutral washrooms
-

What employment challenges do you see that exist for people living with a disability?

- Transportation
 - Many jobs require reliable transportation, often incorrectly so
- Employer and colleagues awareness and education
 - Hiring various abilities
 - Employer rules
- Transition
 - Advocacy
 - Transition planning for services outside the education system

What are the main barriers in schools for students with disabilities? (Include any ideas for possible solutions or program development)

- Built environment
 - Hallways aren't wide enough
 - How are we using it?
 - Are lockers accessible? Lower tier is reachable. Shelves.
 - Cafeteria
 - Inaccessible tables
 - Hallways aren't wide enough
 - Timely fashion
 -

What are the top priorities for improving accessibility in Annapolis County and your schools?

TRANSPORTATION

- Appears in every guiding question answer
- School gets snow days. We're so lucky.
- TCTS is incredibly expensive. Subsidy?

Education

- Most people have an able-bodied point of view

Services we don't have

- Clinics understaffed
- Doctor shortage
- Mental health

CORAH Focus Group Meeting

CORAH is a place where you connect with others, exercise your mind and body and empower yourself through learning.

Middleton NSCC

October 20, 2021 @ 10 am

1. What are the main barriers facing people living with a disability?

(Barriers in policies, programs, practices and or services which can include but not limited to the built environment)

Physical Accessibility on existing infrastructure is lacking. Example of a mother with daughter who has cerebral palsy and trying to maneuver a child over a curb is difficult almost everywhere in this county. Sidewalks and crosswalks are not easy to travel when in a wheelchair or with mobility issues so upgrades are so needed.

Change rooms who have change tables is great but don't forget about people who need to change the diaper of an older adult with a disability and needs assistance. Can there be an upper and lower level (two tier) .

Supports for any Disabilities in form of life skills , supporting programs to families is lacking overall Mental health gets lost at all government levels

People start drinking or do drugs (self-medicate) to get the voices out of their head and it's a downward spiral.(Psychosis)

Poverty is real with people with disabilities- less supports and ability to get jobs that give people confidence that leads to lack of self esteem

Need supports in schools to circumvent – get it early for interventions

Health services in schools is so needed (ie support contraception and general education and talk though addictions, etc)

Full time councilors needed in schools

Used to have red door/ green door and they are all now nonexistent.

Lack of political will with mental health supports at all levels.

Transportation is either too expensive or non-existence

Washroom needed to include gender neutral so no more his or hers on the doors anymore.

Wider doors for walkers/ wheelchairs and other mobility devices and for seniors in general

No automatic doors at key locations so that needs to change.

Lack of services in valley as people have to drive to city for services and in one case they have to live there to access services.

The connection program in the city has an employment councilor, Physical Activity programs where there is access to pools ,etc and many other services and it is day services with five days per week.

The funding for that program is a partnership.

There is overall better transportation in cities but not fair to rural living.

There are training programs for volunteers and teaching these skills by volunteers require a huge commitment of time as it is 12 week program however many do but not enough.

Poverty – old homes ...damp and moldy.

Lack of personalized, long term, consistent, relationship-based advocacy.

Lack of affordable, widely accessible public transportation.

A culture of stigmatization.

2.What programs, or services need to exist or expanded to support individuals living with disabilities?

Our children are our future and many kids are falling through the cracks and don't have services

More mental health services in the county and in the valley (so lacking right now)

Adult Residential Center used to have an outreach program ie home support, for shopping, money management and doing budgets and so on so bring those back.

More recreation programs and life skills.

Churches have community outreach ie Kingston and are aware of the needs in community as they see homelessness and issues around poverty .people are living on the streets with drug and alcohol issues.

Understanding that there is a problem is the first awareness and looking at solution to combat this is a important step forward. Addictions are real and there are usual traumatic issues that may have led to the addictions so it is complicated and leads to mental health decline . Older people are normal the ones on the streets.

Accommodations are lacking and just poor conditions living in a house or apt with no heat or substandard living.

More social workers and supports for drug and alcohol

Sustainable disability- need monitoring with mental health and follow up once help is giving.

More advocates needed

Assess what is needed and then deliver on key services

Lack of personalized, long term, consistent, relationship-based advocacy.

Lack of affordable, widely accessible public transportation.

A culture of stigmatization.

3.What employment challenges do you see that exist for those living with a disability?

Create business awards or recognition program to those that support the hiring of persons with disabilities

Give them a working wage

If you work you need transportation so that requires transportation supports.

Really good examples

Give a fair wage

Review the Labour Standard Association – under those training programs supported by the province they are not entitled minimum wage. Not fair!

Underutilization of skills and abilities: I have witnessed people in sheltered workshops and entry level jobs without a means to advance to better jobs. What if a client working for decades at Subway could be supported to set a goal to train for a higher paying, more satisfying job?

4. What strategies or resources would be needed to support opportunities for those living with a disability?

Creating role models and a volunteer network of trained individuals.

Need more efficient programs that meet the needs of residents in the county.

Need more awareness as there are creative solutions when government and community work together.

Train volunteers

Community outreach is important for a variety of social issues

If basic needs are not being met (housing and food) then that leads to depression- need to make sure that municipalities know they have a role to play

(Look at the creativity of community and government working together to create 96 mini homes for people in need.)

Make it easier for volunteers and social workers and people who are working at the community level to have the services needed to prevent burn out.

Being creative: example of young women age 19 working together to create spaces for young women at risk that are in need of housing and need family supports. They need to have their own entrances and a separate room to create supports for independent living under adult supervision.

Ensures no drugs and no alcohol. Grants from NS to modify homes and families willing to help. Helps to stop the slide into depression when they find themselves homeless.

Promote the registered disability – ie parent gives 1500 and government adds support 4 X

Improve transportation network in Annapolis County and find creative solutions- Look at the study that CORAH and COGS did. ie prov transportation map re taxis, bus, and other transportation networks.

Free phones and free data for people with disabilities

VON has vans but they are too limited and need to be better supported to expand . They are limited in providing service as not enough drivers but find creative solutions. Awareness needed as few know about it.

Meals on wheels has limitations ie Lawrencetown and many communities not in the range affordable where offered between 5.50 and 6.50 per meal.

Heart to Home is more expensive but they do deliver to valley and its \$8.00 (give out coupons for people in need)

Talk with social services and social workers and housing about poverty and real issues in the county Cogs does frozen meals ...CORAH has a freezer now and helps where and when needed.

Poverty is real in the county and homes are not in good shape.

CORAH developed a program called Home Safe and Sound and provides support and links carpenters to volunteer to assist. CORAH developed satellite communities for outreach that is needed for the programs they deliver : Cornwallis, Centrelea, Berwick, Port William, and Centerville

Good programs need to continue

Overall there is so much mental health that goes unnoticed and it creates long term chronic issues for families and the recipient. Takes the person out of growing with the community and having a normal lifestyle. Action needed by province on more research around brain disorders. More supports to families.

What if social services delivery involved a one-on-one, individualized goal-oriented approach? For example, Autism Nova Scotia offers a new [PERSON DIRECTED PLANNING PROGRAM](#). It involves “a process of imagining what a person’s idea of a positive and possible future looks like and then bringing together the resources and connections that will help them to achieve those goals.”

This innovative model accomplishes several important objectives:

It is cost effective. Through cultivating a direct, personal knowledge of the client, the agency assigns one point person that manages the entire menu of needs and services. This is in contrast to the current delivery method of many people over many different service sectors who have little knowledge of the history and circumstances of the person in need.

It is efficient. It plans, coordinates and streamlines all aspects of a person’s life rather than assigning each separate need through siloed agencies.

It is respectful of the person’s particular circumstances. The clients are the ones who set their own goals. It preserves the dignity of the individual by inviting them to determine their own needs.

It is successful. The client is motivated, not resistant to, assistance since they direct their own process. By building a meaningful, caring relationship with a service provider, the client is more apt to develop trust and commitment. From AA to prison reform to community gardening, building “real” relationships works!

5. What are the top priorities for improving accessibility in Annapolis County?

Physical Accessibility on existing infrastructure is lacking.

Supports for any Disabilities in form of life skills, supporting programs and understanding of the disabilities including mental health

Transportation is either too expensive or non-existence so attention needed to create new solutions

What are the top priorities for improving accessibility in Annapolis County?

Stigma exists in our community. For example, I know several older community members who are native to the mid-valley. They have faced lifelong discrimination due at least in part to misunderstood learning disabilities and early family trauma. They have come to my door hungry and depressed.

The good news is that these people have been supported throughout their lives by a few kind souls. How do you create a culture of kind souls? I do not know. But that is the top priority for this community: TO ENCOURAGE AN ATTITUDE OF GENUINE ACCEPTANCE, UNDERSTANDING AND INCLUSION FOR EVERY ONE OF US.

An additional thought: When parts of a community are “othered,” all sides of the community are harmed. When a person is excluded from “the village,” their knowledge, skills and perspective are also excluded. The community ends up paying dearly for the results of isolation and lack of social participation. The result is personal damage, ultimately very expensive as it will require government funded interventions and a village that is more insular and less resilient in the long run.

Note: Being old has a few advantages! My perspective is built upon decades of experience working with new immigrants of color, those living in poverty including the homeless, and those living with autism and mental illness. And thanks for including the public in your planning process!

Other feedback received.

1. Important issue is transportation in rural areas of our County. There is an accessible bus but it only covers a few stops. People may require something like a taxi van with a ramp to be picked up at their homes and dropped off at the locations of their appointments or shopping. An individual may want to set up a business in coordination with the County, including a business grant.

2. Making sure all entry ways are accessible and to code not only for municipal buildings but also for private businesses and doctors offices and such.

Providing consultation to owners of non-accessible buildings in regards to retrofitting entryways, bathrooms and other areas is important

3. Looking into funding options and possibilities for accessible and affordable housing throughout the County.

4. Education and training programs for employers hiring people with disabilities. As there is a shortage of people to fill job vacancies employers should see this as an opportunity to fill those positions where possible.

As well as sensitivity training for all employees to better understand and serve people with disabilities.

5. Accessible parking needs to be reviewed. It is not only the size of the parking space and the close proximity to the entrance of a building that matters. Often designated parking spaces are on a slope, which makes it hard for transferring from a wheelchair. But also people with different types of disabilities have different needs when it comes to parking. All this needs to be taken into consideration.

6. Sidewalks are usually on a slope for water drainage but it makes it difficult for wheeling. Sandwich boards in front of businesses also create additional barriers.

7. Winter maintenance needs improvement. It is more difficult for everyone to get around during the winter but it creates a real challenge for people with mobility issues.

8. Recreation, particularly during the winter months is very limited. Due to the loss of Basin View Center a great year round and accessible recreational facility is no longer available. It has been a wonderful space to maintain physical and mental well-being.

My comments are focusing on accessibility and how it relates to me and my life in a wheelchair, being aware this is only one point of view.

Creating a barrier free environment has brought diversity from all over the world in many business who have embraced and planned for accessibility.

I think it is important for us to work toward this goal so we can promote Annapolis County as an accessible community and I am sure there will be many benefits for all.

Appendix E

Appendix E Schedule for facility assessments

Annapolis County	Accessibility	Facility assessments
Facility Name/ Address	Date completed	Committee Members
Raven Haven Beachside Family Park – 2239 Virginia Road , West Springhill	September 3	John and Debra
Bridgetown Centennial Pool – 18 Freeman Street	September 7	John and Debra with Steve Clayton
Bridgetown and District Memorial Arena – 30 Jeffrey Street	October 6	John , Debra, with Steve Clayton
Nictaux Park and Playground – 15 Old Runway Drive	October 21	John, Lester and Debra
Scotney Pathway , 101 Orchard Drive	October 21	John, Lester and Debra
Old Mill Trail	October 21	John, Lester and Debra
Lake Pleasant Park and Boat Launch	October 21	John and Debra

Shannon River Canoe Access Park – 4081 Highway 10	October 21	John and Debra
Youngs Cove Coastal Access Park #1 – 6169 Shore Road West	October 22	John and Debra
Youngs Cove Coastal Access Park #2- 6531 Shore Road West	October 22	John and Debra
Delaps Cove Wilderness Trail – 2077 Shore Road West	October 22	John and Debra
Annapolis River Causeway Park – 4468 Highway 1 Granville Ferry	October 22	John, Debra and Brenda
Granville Ferry Sidewalks	October 22	Brenda and Debra
Hebb’s Landing Park and Boat launch – 7464 Highway #1	October 26	John, Jean and Debra
Queen Elizabeth 11 Jubilee Park - 228 Granville Street, Bridgetown	October 26	John , Jean and Debra
Bridgetown Regional Outdoor Sports Hub – 30 Faye Road	October 26	John, Jean, Lester, Caelin, Debra
Bridgetown Tennis Courts and Building- 30 Faye Road	October 26	John, Jean, Lester, Caelin, Debra
Bridgetown Memorial Ballfield- 20 McKenna Street	October 26	John, Jean, Lester, Caelin, Debra
Cornwallis Veterans Memorial Park -266 Spinnaker Drive Sidewalks	October 28	Tina , Debra
Upper Clements Picnic Park – 2895 Highway #1	October 28	Tina , John and Debra

Annapolis Royal Municipal Building – 752 St. George Street	November 4	Committee
Bridgetown Library	Nov 9, 2021	John and Deb and the Library folks/ Mark Coles
Lawrencetown Municipal Building	November 22	Upstairs and downstairs John, Debra and Mark
Bridgetown Sidewalks	November	Lester
Bear River sidewalks	Nov 26	John and Debra

Appendix F

E. Results of Facility Assessments Overview – To be added

Appendix G

Educational features and events- Annapolis County Accessibility Plan.

Atlantic Canada News

Accessibility plans aim to make Annapolis Valley communities more inclusive
Committees in Annapolis, Kings gathering input, assessing facilities

Kirk Starratt | Posted: Nov. 25, 2021, 11 a.m. | Updated: Nov. 25, 2021, 2:10 p.m. | 6 Min Read



John Smith, chairman of the Annapolis County Accessibility Advisory Committee, says one of the greatest challenges he encounters in terms of public accessibility is parking. CONTRIBUTED

NEW MINAS, N.S. — For society to be truly inclusive, everyone has to be considered, says the chairman of a committee advising Annapolis County on accessibility planning.

Annapolis County Accessibility Advisory Committee chairman John Smith, who uses a wheelchair, said an attitudinal shift in society where people want to make changes to improve accessibility is, in some ways, “half the battle.”

Smith said accessibility for all, on every level, helps build community and increase engagement and involvement in all facets of society.

He said perhaps the greatest challenge he encounters is parking. It’s important to educate people they shouldn’t be parking in spots designated for those with mobility issues unless they need to.

“Many times, you can see that parking spaces are taken by individuals who maybe didn’t need the parking space, or are using a sign that doesn’t really belong to them,” Smith said.

He said education is important so that people understand why a counter would have to be so low for him to be able to access services, for example.

The advisory committee provides advice to Annapolis County council on identifying, preventing and eliminating barriers to people with disabilities in municipal programs, services, initiatives and facilities.

“We have a dedicated committee of volunteers who are hoping to make the County of Annapolis as barrier-free as possible through our recommendations to council,” Smith said.

The provincial government has mandated municipalities across Nova Scotia to develop accessibility plans, with recommendations being implemented by 2030. The goal is to make communities more accessible and to promote greater inclusion in all aspects of society.

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The provincial government has mandated municipalities across Nova Scotia to develop accessibility plans, with recommendations being implemented by 2030. The goal is to make communities more accessible and to promote greater inclusion in all aspects of society.

Smith said he believes the goal of having municipal accessibility plans implemented by 2030 is realistic. There are supports in place for municipalities and he believes “it can be done.”

Smith said it will take political will and the will of society, in general, to get there. People have to recognize there is a significant financial cost involved.

The five key areas of focus for municipal accessibility plans include equitable access to goods and services; information and communication, the built environment, employment and transportation.

“When you include all of those things, it’s a massive undertaking, but we’ve learned so much even by talking with each other and talking with the community,” Smith said.

Assessments underway

Annapolis County community outreach and tourism manager Debra Ryan said her role is to co-ordinate the development of the county's accessibility plan, working in conjunction with the eight-member accessibility advisory committee appointed by the municipal council in June.

“It’s mandated that over 50 per cent of members must have some form of disability so that the assessments and the dialogue is real and it reflects people who have gone through it and have lived it,” Ryan said.

They are currently assessing parks, trails and other public facilities throughout the municipality to understand where they currently stand and where they need to go.

Having been involved in recreation for 30 years, Ryan said she has witnessed barriers to participation, such as people not being able to access buildings or facilities. Although they have been working for years to help improve accessibility in the community, there is a lot involved and it can’t happen overnight.

Ryan said she believes the planning process has great value. It’s been educational, informative and everyone is learning together. They’ve already held public consultations through three meetings, several focus groups and an online survey.



Lexie Misner, Kings County councillor for District 2, serves on the Joint Accessibility Advisory Committee which is currently developing an accessibility plan for the municipality and the villages within. CONTRIBUTED

Lens of ‘lived experiences’

Coun. Lexie Misner serves on the Joint Accessibility Advisory Committee in Kings County, which provides advice to Kings County council, the village commissions within Kings County and Kings Transit as they work toward developing an accessibility plan.

Misner said the committee wants to assess accessibility through a lens of lived experiences. In other words, “when you know better, you do better.”

“I think that we are at the cusp of a really great shift in terms of societal inclusion in a lot of ways,” Misner said.

“We’re at a point where I think that we can really hone in on an opportunity to include people from their point of view instead of what we perceive as their necessity.”

They are working with a consulting firm, Intelligent Futures, to gather public input and feedback on what works, what doesn’t and how things can be improved. Outreach initiatives have included stakeholder interviews, breakout community sessions and an online survey.

The second phase runs until late January, giving the project team the opportunity to check back with the community to ensure their insights have been captured effectively. The plan is due to be completed by April.

“There have been some really great points brought up, there’s been a lot of really great communication and I think that it’s been a really great learning opportunity for some people who do sit on the committee who don’t have those lived experiences,” Misner said.

Areas for improvement

With a background as an educational assistant and having worked in early childhood development for 15 years, considering accessibility is nothing new for Misner. She said the human services field, special education and accessibility is “kind of my passion.”

Misner said she was very excited to be asked to serve on the committee. She recognizes that there are many opportunities to address service gaps and to “create a better sense of belonging” for people across Kings County and the Annapolis Valley who face barriers to accessibility.

She said it’s also been an eye-opener in identifying areas within the municipality that would often be overlooked as having an accessibility issue.

Misner uses the example of an accessible swing for children in wheelchairs in a playground. If the pathway leading to the swing is uneven, covered in pea gravel and has a ledge, children may not be able to get to the swing, which defeats the purpose.

Need to know

Details about accessibility planning going on in Kings and Annapolis counties.

- Annapolis County residents can still give input into their accessibility plan by emailing dryan@annapoliscounty.ca, by calling 902-532-8498 or by contacting any of the advisory committee members. Focus group meetings can be arranged during November.

- For more information on accessibility planning in Kings County, visit www.countyofkings.ca/accessibility. Questions and comments can be emailed to the project team at accessibility@countyofkings.ca.
- The Nova Scotia Accessibility Act, Bill 59, 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 includes 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.
- Annapolis County will celebrate International Day for Persons with Disabilities from noon to 2 p.m. on Dec. 3, with a ceremonial walk and roll starting at 12:30 p.m. The event takes place at the Bridgetown Regional Outdoor Sports Hub at 30 Faye Rd. in Bridgetown.

End Salt Wire feature by [Kirk Starratt](#)

Web version:

<https://www.saltwire.com/atlantic-canada/news/accessibility-plans-aim-to-make-annapolis-valley-communities-more-inclusive-100662723/>



Annapolis County Celebrates

International Day for Persons with Disabilities



International
Day of
Persons with
Disabilities
3 DECEMBER

* Meet and greet the Annapolis County Accessibility Advisory Committee

Come and talk about the Annapolis County Accessibility Plan being developed and give us feedback.

Inclusion matters and learn more about breaking down barriers.

Come check out our Hippocampe (All terrain wheelchair) and other equipment available to use.

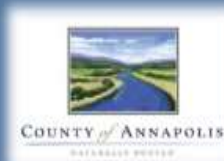
Ceremonial Walk and Roll starts at 12:30 pm.

December 3, 2021, 12 to 2 p.m.

**Bridgetown Regional Outdoor Sports Hub
30 Faye Road, Bridgetown NS**

AnnapolisCounty.ca

Questions: DRyan@annapoliscounty.ca



Bridgetown Reader October 1, 2021

Sat. Oct. 9, 7-9pm House Concert at Dawn Oman's-Featuring **Sarah Pound and John Ebata**. Please join us as we welcome Sarah Pound and accomplished Musician and Composer, John Ebata, of "Classic Duets" who just recently gave an awesome performance at our home gallery. Sarah's latest song, co-written with John Ebata and Stephen Gaetz, titled "Nova Scotia Strong" is now on multiple MBS and affiliated radio stations in Nova Scotia and New Brunswick. Sarah's style is eclectic and is best described as Americana. A blend of pop with touches of country, bluegrass, blues, gospel and R&B. Sara also performs in the five piece country band, The Sundries and a 15- piece dance band, Bluesmobile. Tickets- \$15, available at the Dawn Oman Art Gallery, 298 Granville Street, Bridgetown, or reserve by calling 902-588-2002.

Sat. Oct. 16, 1-3pm **Book Signing with Steve Skafte** at aRoma mocha café, 278 Granville Street, Bridgetown. "In the Shadow of the Mountain" is his latest book of photography and prose, featuring beautiful and atmospheric images captured in all seasons and weather over the past 12 years – all along his hometown street of Clarence Road, north of Bridgetown, where he's lived all his life. Steve is a

well-known and popular local artist, featured on CBC, The Chronicle-Herald, and Rural Delivery. All of his other books and some prints will also be available. Support the café by grabbing a coffee or snack when you stop by!

Sat. Oct. 16, 4-6:00pm All Saints A.C.W. will be holding a **Fall Harvest Take-Out Supper**. Menu: Ham, baked beans, scalloped potatoes, peas, pumpkin pie, apple pie. Adults - \$12, Children: \$6. You must call before Oct. 15 evening to pre-order your meal! Telephone 902-760-0729 or 902-765-3753. Pick up will be at the church hall. 521 Pleasant Street, Kingston (turn west off Bridge Street).

Sat. Oct. 16, 8pm **Keeper E and waants** at Evergreen Theatre, 1941 Stronach Mountain Road Margaretsville. Two three-piece bands in the same show. Keeper E: Combining her silvery voice with playful synths and driving rhythms, Keeper invites us into the world inside her mind, sharing pages of her journal combined with sweet melodies. waants: After a decade as a driving force behind the Halifax indie pop scene, Adam Warren has emerged as a solo performer with his new band waants and a debut album Love You Forever. Tickets: Adults \$35, Military \$30. Students \$20. 825-6834 evergreentheatre.ca

Let's Talk Accessibility - Survey

Annapolis County Accessibility Survey— extended to October 25, 2021.

Please share with family and friends!

If you are a person living with a disability, volunteer, family member, caregiver of someone with a disability or an organization that represents people with disabilities, or have concerns in your community in breaking down barriers please complete the on - line survey at

<https://www.surveymonkey.com/r/3FMLX8Q>

or find the link at www.annapoliscounty.ca



LET'S TALK ACCESSIBILITY!

Please join us during our public meetings and complete a survey!

We want to hear your voice to understand accessibility issues in creating barrier free opportunities that will be reflected in the Annapolis County Accessibility Plan.


Public Meetings:
Pre-Registration is required due to COVID 19 protocols.
Please register by contacting: Debra Ryan, Community Outreach and Tourism Manager dryan@annapoliscounty.ca 902 532-8498. We will confirm your registration by sending an e-mail.

September 8, 2021 6:30 p.m. - 8:30 p.m.
Cornwallis Park Felker Hall Community Centre
734 Broadway Avenue, Cornwallis Park, NS

September 23, 2021 6:30 p.m. - 8:30 p.m.
Nictaux and District Volunteer Fire Department
9349 Highway #10, Nictaux, NS

The on line accessibility survey opens September 3 and closes October 1, 2021.

More information and survey link:
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ANNAPOLISCOUNTY.CA



COUNTY OF ANNAPOLIS
ESTABLISHED 1996

September and October, 2021 samples

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COUNTY of ANNAPOLIS
NATURALLY ROOTED

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Aug



474 Main Street
PO Box 1676
Middleton, NS

Middleton Physiotherapy & Osteopathy

Physiotherapy Osteopathy
Massage Therapy Acupuncture
Naturopathic Medicine.

We are pleased to welcome
Tannis Harrison
BMR - PT, Certified in Acupuncture
Physiotherapy
To our team starting September 7, 2021

Tannis has over 20 years experience working as a licensed physiotherapist in private practice, community, and hospital settings. Since receiving her Bachelor of Medical Rehabilitation in Physical Therapy at the University of Manitoba in 1993, she has continued to pursue education and training to upgrade her skills including but not limited to specialized training in foot and ankle bio-mechanics and treatment, vestibular issues, and level 3 musculoskeletal training with the Canadian Physiotherapy Association as well as extensive acupuncture training which she uses in conjunction with soft tissue release techniques to reduce pain, improve joint biomechanics and increase muscle strength.

Tannis has recently moved to the Annapolis Valley from Comox, BC, where her commitment to client care was recognized with a 2019 Comox Valley Physiotherapist of the Year Award.

With the addition of new physiotherapists to our practice we are pleased to announce that we can offer evening appointments and **we can now accept WCB clients.**



902-825-1567 

midvalleyhealthcentre@gmail.com

www.mid-valleyhealth.ca

County Looking at Accessibility Issues

The Annapolis County Accessibility Advisory Committee provides advice to Municipal Council on identifying, preventing, and eliminating barriers to people with disabilities in municipal programs, services, initiatives, and facilities. The advisory committee will launch an Accessibility Survey to hear from people with disabilities who live, work, play or visit the Annapolis County region. The survey opens September 3rd, 2021 and closes October 1st, 2021.

The committee is also planning a series of public meeting, please reach out so that your voice can be heard as we move forward in creating barrier free opportunities that will be reflected in the Annapolis County Accessibility Plan.

All public meetings will be held 6:30 p.m. -8:30 p.m. Pre-Registration is required due to COVID 19 protocols to meet space requirements and distancing. Please register by sending an email to: accessibility@annapoliscounty.ca We will confirm your registration by sending an email. All public meetings will adhere to strict COVID 19 protocols. Please wear a mask.

Tues. Aug. 31: Bridgetown Volunteer Fire Department, 31 Bay Road, Bridgetown, NS

Wed. Sept. 8: Cornwallis Park Felker Hall Community Centre 734 Broadway Avenue, Cornwallis Park, NS

Thur. Sept. 23: Nictaux and District Volunteer Fire Department, 9349 Highway #10, Nictaux, NS

For more Information: 902 532-8498



Pension Pies

4497 Granville Road
Granville Beach, Nova Scotia

Sandra Travis
902-969-5576

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August 27, 2021



COUNTY of ANNAPOLIS
NATURALLY INSPIRED

RECOMMENDATION REPORT

To: Committee of the Whole
Prepared by: Brian Orde, Reg Emergency Management & Recreation Coordinator
Reviewed by: Dawn Campbell, Director of Legislative Services and HR
Approved by: David Dick, Chief Administrative Officer
Date: January 25, 2022
Subject: Future Operation of Raven Haven Beachside Family Park

RECOMMENDATION

That Municipal Council authorize the CAO to prepare a long-term plan for future operation of Raven Haven as a Day Use Park commencing in 2022-23.

LEGISLATIVE AUTHORITY

Section 65 of the *Municipal Government Act*, as amended

BACKGROUND

The County of Annapolis leased Raven Haven from the Cornwallis Park Development Agency and opened the site as a municipal operation in 1995. In 1997, the Cornwallis Park Development Agency agreed to transfer Raven Haven to the County to be retained as a public recreation facility. Both the Development Agency and Municipal Council recognized the importance of protecting access to one of the more popular lakes, as well as the value of this site for future recreation opportunities for county residents.

Raven Haven has had some minor upgrades over the years – i.e., siding, decks, minimal interior renovations to canteen / cabins, signage. There have been some major upgrades such as the addition of a washhouse with male & female washrooms that include change rooms, showers, sinks and toilets. Cabin #1 and the main building (canteen & washhouse) have had metal roofing installed.

DISCUSSION

Over the past two summers during COVID-19 Raven Haven has operated as a day use park only. Some services continued - canteen, picnic areas, swimming (unsupervised), canoeing, kayaking, pedal boating, public boat launch, public washrooms. Overnight accommodations did not operate during this time.

Inspections have been completed by the Chief Building Inspector, Municipal Operations Maintenance Technician and Recreation / Parks Staff. See *Appendix B* for a summary of their findings. The infrastructure is aging and electrical wiring of the main buildings is in poor condition. Some buildings are in need of major repairs, replacement or demolition:

- o Cabins - Built in the 70's, they are in need of structural repairs to walls, electrical upgrades (to meet code), new windows, flooring, roofing, doors / door casings, mattresses, deck maintenance. Cabins are not wheelchair accessible.
- o Mini-cabins - There are major concerns with electrical and the cabins do not comply with the current electrical code for building use. Complete rewiring is needed. Additional work should be undertaken to re-shingle the roof and replace the doors. The mini-cabins are not wheelchair accessible.
- o Canteen Building - The main issues found were problems with the electrical wiring and lighting.

Other structures:

- Maintenance Building - This building requires roof re-shingling and replacement of the support system to meet building codes.
- Small Storage Buildings (3) - These buildings should be demolished.
- Garbage Hut - This building is in a serious state of disrepair and needs to be replaced.
- Fence - This needs to be replaced for safety.
- o Equipment - The kayaks and pedal boats are in need of repair or replacement.
- o Pathways / Landscape - The pathways need restoration and should be upgraded to be accessible for all abilities. Trees and branches should be removed for protection of onsite structures.

Below are three options for consideration:

Option 1. Day Use Park (remove old structures / multi-year plan for new amenities)
The size and layout of the site provides great potential for creating new spaces or retrofitting current spaces to provide new recreational amenities. Eliminating some of the current structures like the cabins, hostel and some of the out buildings and replacing them with sheltered picnic structures, group use structures, perimeter (accessible) walking trail, and activity areas.

Actions Required

- Remove cabins and small storage buildings
- Renovate mini-cabins into a storage for canoes, kayaks, pedal boats, and equipment
- Repair the Maintenance Building. (roof re-shingling / replace support system underneath)
- Replace fence and garbage hut
- Upgrade Canteen Building for use as public washrooms and change rooms. Showers should be removed.
- Upgrade Canteen Area electrical and lighting.

Staffing

- o Park Attendants for light maintenance and cleaning(full time)
- o Program Staff to do equipment loans / rentals, programs and events
- o (Optional) Canteen Staff / Lifeguards

Benefits

Day Use Park would provide new amenities replacing those removed. It would provide residents and tourists of all ages and abilities with more variety of recreational and leisure opportunities. (Some examples - floating dock for fishing/boating opportunities (away from the swim area), playground area (s) and structures, sheltered picnic structures, perimeter (accessible) walking trail, activity areas more picnic tables, Community/facility bulletin board.)

Option 2: Full Replacement and Upgrade (remove old structures / multi-phase plan for new cabins / campground)

If it is Council's wish to continue to operate this facility as a recreational day use park AND overnight accommodations, the facility and structures will need significant upgrades or replacement and development. There are currently only two rental cabins at Raven Haven. Neither cabin has washroom or shower facilities. They are not wheelchair accessible.

Actions Required

- o Cabins to be significantly repaired or replaced – other innovative / energy efficient buildings might be considered
- o Mini cabins renovated to turn into storage for canoes, kayaks, pedal boats, and equipment with other, older storage buildings demolished
- o Upgrade Canteen Area electrical and lighting / add new amenities if to be operated fully as prior to COVID-19
- o Repair and upgrade washrooms and showers
- o Repair the Maintenance Building. (roof resurfacing / replace support system underneath)
- o Replace fence and garbage hut

Staffing

- o Park Attendants / Cleaning Staff for light maintenance and cleaning of cabins
- o Program Staff to do equipment loans / rentals, programs and events
- o Canteen Staff
- o (Optional) Lifeguards

NOTE:

- 24-hour operation of an accommodation facility requires significantly higher staffing levels
- Past operations indicate that only ice cream sales and cabin rentals operate as "break even"
- Issue has been raised in the past as to whether the County should operate accommodation facilities in competition with private operators.
- Staff estimates on the electrical upgrades required – approx. \$40,000-50,000
- Rebuild or replacement costs – At this time staff know from speaking with contractors on current projects that costs are around \$300/sq. ft. at this time. We are told that this is a significant increase since the pandemic when it was around \$140/sq. ft. As well, material & contractor availability and costs are continuously changing with the continuing pandemic.(Inflation rates are the highest since 1991)

Benefits:

Provides another option within the County for residents and tourists to come and experience both recreational and overnight camping experiences.

Option 3: Divest Ownership

Possible Actions

- Extend an offer to Annapolis Basin Conference Centre to assume ownership of the facility

Note: The original agreement between the Municipality of the County of Annapolis and Cornwallis Park Development Association (ABCC) states that:

"The Grantor (County of Annapolis) covenants to provide the Grantee (ABCC) in writing with a first right of refusal to purchase the property should the Grantor decide to sell the property in some future date, for the sum of One Dollar (\$1.00) plus the current improvements made since the date hereof by the Grantor in an amount to be determined by an agreement between the parties or if agreement cannot be reached as to the value of improvements, to be determined by a single arbitrator appointed by the parties pursuant to the Arbitration Act"

Option 4: Divest Ownership

Possible Actions

- The Municipality could lease the facility in full or parts to an external operator

FINANCIAL IMPLICATIONS

The recent announcement that Camp Acadia will not be returning to Cornwallis in the summer of 2022 will reduce Raven Haven revenue by at least \$13,000 (not including loss of canteen revenue). Based upon the option chosen by Council, costs will need to be fully examined and a comprehensive budget developed for presentation at budget time.

POLICY IMPLICATIONS

None known

NEXT STEPS

Provide direction to the CAO regarding whether Council concurs with the recommendation; if not, which option should be further investigated with such plans being brought back to Municipal Council for further consultation.

ATTACHMENTS

Appendix A – Financial Update on Raven Haven 2021 Operations

Appendix B - Staff Facility Assessments

Report Prepared by: Brian Orde, Recreation Coordinator

Report Reviewed by:

Dawn Campbell

Director of Legislative Services and HR

Report Approved by:



CAO David Dick, CPA CA

Appendix A – Financial Update on Raven Haven 2021 Operations

EXPENSES	
Salaries - Parks/Trails staff F/T	3,698.46
Overtime Wages	416.70
Wages/salaries (summer)	18,475.03
Benefits	2,431.82
Training/education	371.75
Kilometric allowances	528.17
Professional Membership Dues & Fees	30.00
Office supplies/expenses	468.10
Advertising	150.00
Promotion/Family Fun Day	1.10
WRM Expense (waste removal)	0.00
Electricity	1,128.98
Building/facility maintenance	23.74
Building/facility insurance	4,593.00
Vehicle/Equipment Maintenance (Gator/2004 trk)	0.00
Equipment insurance (Gator/2004 truck)	460.00
Operational materials/supplies	685.48
Testing	0.00
Maintenance materials/supplies	635.90
Telecommunication	52.15
Cost of sales (Canteen)	1,409.28
Uniforms/Clothing	0.00
Licenses/permits	157.56
TOTAL	35,651.22

REVENUE	
Canteen Sales	1,479.85
Other Revenue (Camp Acadia)	13,000
TOTAL	14,479.85

Net Loss \$ 21,171.37
Less: Camp Acadia \$13,000.00
\$34,171.37

The net cost (net loss) to operate Raven Haven in recent years has been:

2021 (Day Use Only)	\$21,171
2020 (Day Use Only)	\$32,676
2019 (Full Operation)	\$44,166
2018 (Full Operation)	\$55,394

RAVEN HAVEN – Current Status

Building Inspector Assessment	Municipal Ops. (Engineering Tech.) Electrical Assessment	Recreation Staff assessment
Main Building (Canteen and Washrooms)		
Present condition of building is vinyl siding, metal roofing and vinyl windows	This building has some original electrical with a few later additions, in general the electrical system throughout the entire site is due for an upgrade.	Pop/Water cooler leaking and rusting out on bottom
Regular maintenance of staining/painting of the deck is required to maintain surface.	In the canteen area the lighting is old and not suitable for the locations of the kitchen and the wash rooms, all lighting should be updated with energy efficient LED lighting that is suitable for the location.	Poor Lighting
Replace entrance door to canteen. This was listed for replacement in the March 2017 review.	Several smaller rooms have light fittings with pull cord switching, this should be replaced with a wall mounted switch as access could become an issue with the rooms in constant use.	PFDs stored in room with electrical panel. Not enough clearance for storage of PFDs in this room. Creates a safety issue and doesn't meet code.
Note: The flooring in the freezer/storage room has existing 9" x 9" tiles that may have asbestos and will require a qualified person to remove.	The existing water heaters require rewiring with mechanically protected cable.	
	In several areas where electrical apparatus has been installed the wall material has failed allowing for ingress of rodents and moisture.	
	With the ever changing use of the building and equipment several of the electrical outlets are not in the correct locations and could be a safety issue whilst the appliances are in use, these need to be relocated.	
	Power outlets in the public area changing rooms are not GFCI protected and should be upgraded.	
	Some appliances are being powered via extension cords so additional power outlets are required.	
	In several areas there are exit signs but they do not have exit lighting over the main exit doors.	
Cabins – General		
These cabins are surface mount on concrete pads and columns to the floor systems. They are subject to frost jacking and therefore movement throughout the changing seasons. They are only seasonal so are subject to moisture damage and potential molds requiring attention by staff.	The three cabins are all of a similar condition.	Mattress old and need to be replaced

	circuit protection provided is not up to the latest code standard	Bed frames are man-made of plywood and 2x4. Issues – splinters, need repainting, look unprofessional.
	outlet locations are not correct for the current use	Flooring, if beds removed then the flooring will have to be replaced. New beds
	hot water tanks are incorrectly wired	Exposed light fixtures in bedrooms next to the bunk beds. Potential for visitors to bump and break.
	Overhead wires feeding the units are entangled in the trees.	Update the interior of the cabins - the flooring and furniture in the cabins are worn and outdated
	Exposed light fittings should be replaced with LED enclosed types.	
	All power outlet circuits for general use should have GFCI protection fitted.	
	As part of any future redevelopment of this property consideration should be given to rewiring the installation to ensure the electrical safety.	
Cabin #1 (Managers Cabin)		
Repairs to eaves and soffits as they are rotted and wood is not holding paint.	(SAME AS PREVIOUS SECTION)	Mattress old and need to be replaced
		In one of the bedrooms, the bed frames are man-made of plywood and 2x4. Issues – splinters, need repainting, look unprofessional.
		Flooring, if beds removed then the flooring will have to be replaced. New beds Exposed light fixtures in bedrooms next to the bunk beds. Potential for visitors to bump and break.
Cabin #2		
Resurfacing of roof required.		
Repairs to soffit and fascia and are to be covered with metal.	(SAME AS PREVIOUS SECTION)	Mattress old and need to be replaced
Repairs to any floor area that has rotted including around the base of the door.		Bed frames are man-made of plywood and 2x4. Issues – splinters, need repainting, look unprofessional.
Replace windows.		Flooring, if beds removed then the flooring will have to be replaced. New beds
Perform annual maintenance of deck.		Exposed light fixtures in bedrooms next to the bunk beds. Potential for visitors to bump and break.
Cabin #3		
Resurfacing of roof required.	(SAME AS PREVIOUS SECTION)	Mattress old and need to be replaced
Repairs to soffit and fascia and are to be covered with metal.		Bed frames are man-made of plywood and 2x4. Issues – splinters, need repainting, look unprofessional.
Repairs to any floor area that has rotted including around the base of the door.		Flooring, if beds removed then the flooring will have to be replaced. New beds
Replace windows.		Exposed light fixtures in bedrooms next to the bunk beds. Potential for visitors to bump and break.
Perform annual maintenance of deck.		Mattress old and need to be replaced

Front wall is rotten to the point that it is not attached to the floor and therefore free floating. This allows infiltration of water and increases damage to structure.		
Hostel		
Resurfacing of roof required.	This building is in need of a complete rewire.	Mattress old and need to be replaced
Replace doors. Should be upgraded to 36" minimum (depending on use).	The existing instillation is not fit for purpose and does not comply with the current electrical code for the building use.	
Replace windows.	There is no access to the electrical panel which is located in a storage area to the rear of the building, all electrical panels require a clear space extending to one meter from the panel.	
	The outside lighting is equipped with exposed CFL lamps, this poses a safety issue due to the height of the fitting and the possibility of the lamps becoming damaged.	
	CFL lamps have been associated with a fire risk upon failure and should be replaced.	
Maintenance Building		
Resurfacing of roof required.	N/A no electricity in this building	Building is not on firm footings and needs to be addressed.
Support system is required to be completed as per Code.		
Fenced Off Compound		
Demolish the three storage structures within the compound as all are in a bad state.	N/A	Fix the corral fence as it is leaning and getting worse every year.
Demolish/remove the fence.		
Wood Storage Area		
Recent repairs to roof surface and structure is in fair condition.	N/A no electricity in this building	
Garbage Hut/Containers		
Replace or demolish.	N/A	
Flag Pole		
Wooden pole is rotten and should be remove or replaced	These two buildings are both in need of rewiring, the existing dry location instillation is not within code.	
Outhouse (near campground)		
No feedback	These two buildings are both in need of rewiring, the existing dry location instillation is not within code.	
General thoughts and other recommendations		
The use of this facility at status quo requires a huge amount of upgrades and regular routine maintenance.	The entire site has an older electrical instillation which is left uninhabited for a period of each year.	
Removal of cottages and dilapidated storage buildings therefore rendering the site a public beach	The electrical instillation should be tested by a certified electrician	Redesign the pathway from Cabin 2 down to Cabin 3 as the slope is steep.

with focus on canteen and rentals of water sports equipment which could be housed in the former hostel and gator buildings.	annually and the test results recorded.	
Trimming or removal of large trees close to the structure to prevent regular build-up of needle and debris on the roofs as well as potential damage by falling branches.	Any future electrical wiring should be carried out using mechanically enclosed cables.	Painting needed for all the decks for all the cabins and hostels as well as canteen, lattice work, fences and the corral area.
	All exposed light fittings should be replaced with LED enclosed types.	None of our Cabins, or Hostel is Wheelchair accessible.
	All power outlet circuits for general use should have GFCI protection fitted.	Cabins have some aging appliances that will likely need to be replaced in the near future.
	As part of any future redevelopment of this property consideration should be given to rewiring the installation to ensure the electrical safety.	Some of the current recreation equipment is broken down and needs replacing. Pedal Boats, Kayaks,
	A re-design of the buildings electrical system should also be carried out to ensure the site is fit for purpose.	Overall the pathways should be fixed up, accessible for all abilities,
		Some trees and branches should be removed.