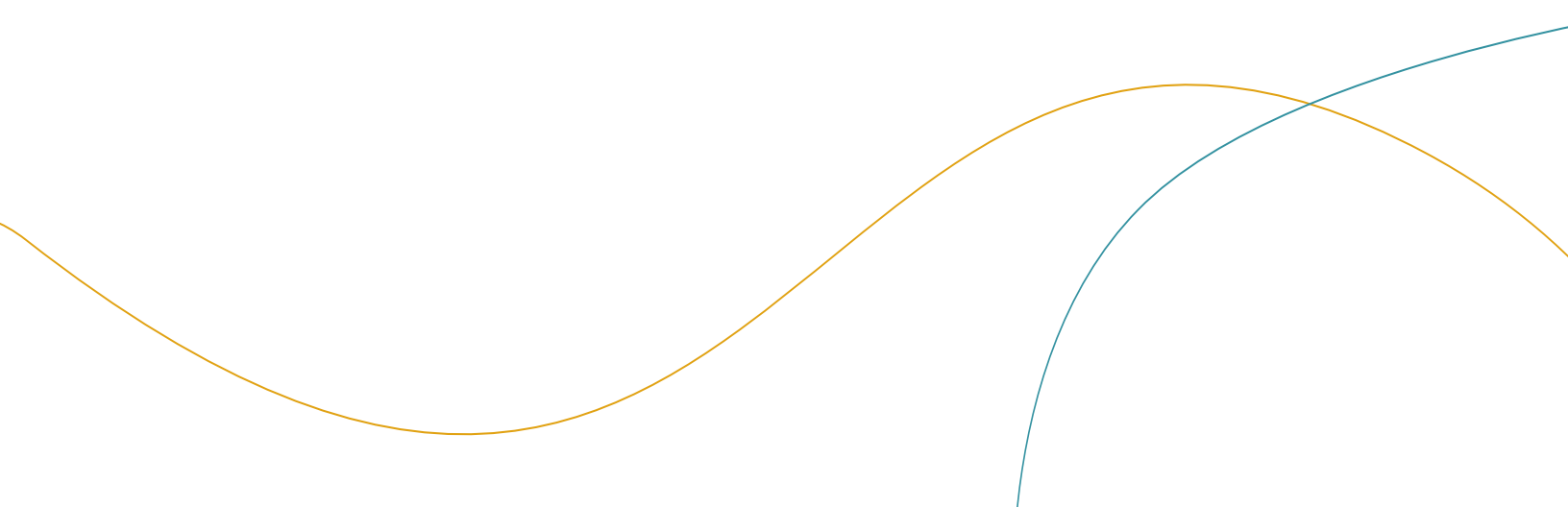




# Municipal Accessibility Plan 2021-2030

Region of Queens Municipality

April, 2021



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## Introduction

In 2017, Nova Scotia was the third province to adopt an Accessibility Act as Bill 59<sup>1</sup>. This legislation requires public bodies, including municipalities and universities, to create accessibility plans by 2021 with the help of local advisory committees made up of people with disabilities or who represent organisations that support persons with disabilities. This 'first person voice' highlights specific experiences of barriers to basic services and opportunities, and provides insights for improvements.

The Canadian and Nova Scotia Human Rights Commissions advocate against discrimination in various ways but are set up to address complaints, i.e. after barriers have been met. Nova Scotia recognises this is reactive and strives to be proactive by preventing barriers in the first place while identifying and removing those that exist already. Region of Queens has embraced this direction by creating a new position of Accessibility Coordinator, who, guided by Queens Accessibility Advisory Committee (QAAC)<sup>2</sup>, helped create this Queens Municipal Accessibility Plan (QMAP). Based on section 40 of the Accessibility Act, Accessibility Plans must be publicly available and include:

- a. A report on measures the public sector body has taken and intends to take to identify, remove and prevent barriers;
- b. Information on procedures the public sector body has in place to assess the following for their effect on accessibility for persons with disabilities:
  - i. Any of its proposed policies, programs, practices and services, and
  - ii. Any proposed enactments or by-laws it will be administering; and
- c. Any other prescribed information.

It is important to note that this municipality is in fact an entire county with a variety of built environments, ranging from untouched natural sites to denser urban settings. There are a number of hamlets, or pockets of semi-urbanised zones, that offer services for the immediate community and there are many residences spaced quite sparsely without the typical 'municipal services' close by. It is also worth noting that the population is under 11,000, with statistically lower incomes than most of the province. It will be a challenge to respect the natural character of Queens that many love and identify with while improving access in the built environment. For example, it is not necessarily realistic that hamlets be completely lined with sidewalks or that every small business owner have a power-operated entry door. What is expected, however, is that by broadening awareness of issues and resources, the municipality can

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<sup>1</sup> [https://www.nslegislature.ca/legc/bills/62nd\\_3rd/3rd\\_read/b059.htm](https://www.nslegislature.ca/legc/bills/62nd_3rd/3rd_read/b059.htm)

<sup>2</sup> QAAC consists of up to 5 volunteer members of the public, who either have disabilities or represent organisations that support people with disabilities, plus 2 elected Councillors, for terms of 1 or 2 years. The Accessibility Coordinator and the Director of Planning sit as non-voting members.

improve accessibility across the board, starting with itself as a role model.

## Definition of Terms

### Barrier

Barriers make it harder for some people to participate in various ways. 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." While economic barriers exist, they are not the focus of this Act.

### Disability

As defined in Nova Scotia's Accessibility Act: "a physical, mental, intellectual, learning or sensory impairment, including an episodic disability that, in interaction with a barrier, hinders an individual's full and effective participation in society." Where no barriers exist, a disability should not be an impediment.

### Equitable Access

If equal access is to give everyone the same thing, barriers may be created for some users. A commitment to fairness looks at the end result and for equitable access which allows all users full participation. Accommodating individual differences by offering flexibility and options is key.



**ASL** is American Sign Language, which needs translators between users and non-users.

**CART**, or Communication Access Real-Time Translation, delivers captions remotely to any screen in real time, also known as Live Captioning.

**CSA** is the Canadian Standards Association, whose B651HB-18 specifications will be adopted by NS in terms of accessibility in the built environment.

## Categories of Accessibility

As laid out in the Nova Scotia Accessibility Act:

1. **Built Environment:** shared indoor and outdoor spaces where we live, work and play, all to be barrier-free. (This is the first set of standards to be developed, currently being reviewed after stakeholder consultation).
2. **Education:** to be inclusive yet individualised.
3. **Employment:** opportunities to be available and accessible to all.
4. **Information and Communications:** to be available in a variety of formats, with or without assistive technologies.
5. **Goods and Services:** to be accessible to all (includes the built environment and information/communications as well as staff training).
6. **Public Transportation and infrastructure:** to be accessible and available within and between communities.

## Region of Queens Commitments

### Guiding Principles

Be a **Champion of Change**, a role model for the private sector and broader community.

**Human Rights** - We uphold accessibility as a fundamental human right. We prioritize the social model of disability, recognizing that limitations are created by environmental, structural and attitudinal barriers that restrict the full participation of persons with impairments.

**First Voice** - We value first voice and prioritize it in our work to advance accessibility, recognizing the lived experiences and expertise of residents with disabilities.

**Diversity** - We understand the diversity of disabilities and how other identities, circumstances, and experiences intersect and impact accessibility. Disability is valued as a category of diversity and is to be reflected in municipal policies, programs and services.

### Goals for Municipal Accessibility Outcomes

Based on Federal and Provincial Accessibility Requirements and following Nova Scotia's 'Access by Design 2030' timeline, (<https://novascotia.ca/accessibility/access-by-design/>) Region of Queens as a prescribed public sector body must aim for the following goals:

- Persons with disabilities (including employees, residents and visitors) receive equitable access to:
  - Municipally-owned and leased buildings and public spaces;
  - Services delivered by the Municipality;

- Municipal information and communications.
- Persons with disabilities are meaningfully employed, engaged and advancing within Municipal service and have appropriate accommodations.
- Municipal employees are aware of the rights of persons with disabilities, are able to identify barriers to accessibility and their impacts, and actively seek solutions to prevent and remove them.

## Responsibilities

- The **Accessibility Coordinator** is responsible for receiving and responding to public concerns, complaints and suggestions as well as recruiting members for the Advisory Committee and serving as a resource to the community. Accountable to the Director of Planning and Development, they will develop the municipal strategy and plan.
- The **Accessibility Advisory Committee** is responsible for guiding the Accessibility Coordinator in creating the Municipal Accessibility Plan, reporting and making recommendations to municipal council.
- **Council** is responsible for adopting and overseeing the Municipal Accessibility Plan as well as allocating sufficient resources to fulfill its goals.
- The **Chief Administrative Officer** is ultimately responsible for having the plan implemented under the framework of the Act.

## Existing Policies

The Region of Queens Policy #87 - Recreation for All approved in March 2020, already lays out some areas for accessibility, which can be highlighted and implemented. Similar clauses need to be carried through all aspects of municipal operations.

- 87.11 Council shall ensure that any future leases or agreements consider the accessible nature of such facilities for all users.
- 87.12 Council shall seek to improve accessibility incrementally for all existing municipal recreational properties with budget allocations each year.
- 87.22 The Municipality will inform, educate and communicate all recreational facilities in various formats, accessible to all.
- 87.25 Training opportunities for staff to ensure all services are accessible to all.
- 87.27 All events hosted by the Municipality will consider physical accessibility needs, audio and visual needs, transportation and parking, etc.
- 87.28 Community Organisations can apply for the Community Investment Fund program encouraging inclusionary events, programs and services.

## Community Engagement

The Accessibility Coordinator reached out to dozens of 'Intermediaries', including the Department of Community Services, Queens Home Support Services, the local Doctors' Association, NS Works, Queens County Food Bank, the Thomas Raddall library, Pharmasave in Liverpool and Caledonia, Queens Community Health Board, Queens Senior Safety Association and the local VON nursing office to inform them of the municipal efforts and request that communications pass through them to target audiences.

An Accessibility Survey was created and launched in September 2020 and resulted in almost 100 submissions with general and specific feedback on priority concerns for Queens County. This plan takes notes from the Survey and encourages continued community input. Detailed responses are available upon request.

Public Awareness sessions, both online and in-person are prepared and to be presented widely and in focus groups. An exterior "Rollabout Event" or interior Simulations will occur when Covid restrictions allow.

## Implementing the Plan

### To Do Items, according to the categories of accessibility:

- 1. Built Environment** – See the proposed updated provincial standards in Appendix A.
  - All municipal properties will be assessed and recommendations made by end of July 2021. See the following section for details. Cost estimates of priority upgrades to be developed by October 2021, with the intent of long-term budget planning.
  - Council will allocate amounts for priority upgrades, general and/or specific, in next budget(s) (expanding on Recreation Policy # 87.12).
  - Grant applications are developed for large renovation projects. Examples include The Astor Theatre: entry, elevator, washroom; QPEC bleacher rails, auditory supports; beach access and rentable adaptive equipment such as a hippocampe.
  - Engineering Department staff and Building Official(s) receive Universal Design and/or Aging-in-Place training, also offered to community builders.
  - Building inspections identify and capture a count of which applications are accessibility-related and post/distribute a pamphlet for accessibility remodelling (for example to all who apply for ramp addition permits).

- All future plans and built projects for Queens are reviewed by the Accessibility Advisory Committee or Coordinator (as in Recreation policy # 87.07).
- Provide public awareness on the possibilities made with new Land Use Planning Bylaw and Municipal Planning Strategy, via home support service providers, realtors, contractors, lawyers, etc. in terms of housing types: accessory and converted dwellings; supportive housing and land lease communities.
- Liaise with the South Queens Chamber of Commerce and the North Queens Board of Trade to support small businesses as they work to improve accessibility in the built and digital contexts.

## **2. Education**

The elementary, middle and high schools in Queens are managed by South Shore Regional Centre for Education in Bridgewater. There are no post-secondary institutions in the county. The municipality recognises the partnership between the Department of Education and the Rick Hansen Foundation Schools Program and will promote participation from the Accessibility Coordinator, Advisory Committee and community members.

Region of Queens will continue to support school-aged residents with the Recreation for All policy and to promote accessibility awareness through public outreach and educational programs.

- Create awareness campaigns to inform residents, service providers and business owners on the Act itself and the Municipality's commitments, using a variety of engagement methods and formats:
  - Audio podcasts and interviews through local radio and Queens Community Health Board, with all files recorded and posted online;
  - In person presentations (where COVID-19 restrictions allow);
  - Webinars initially for registered participants with recordings available online;
  - Articles on updates in South Shore newsprint;
  - Social media promotion, possible blog on the Region of Queens' website.
- Target audiences to include but are not limited to:
  - The business community through South Queens Chamber of Commerce and North Queens Board of Trade;



- Builders and contractors through three Home Hardware stores in Queens, the NS Builders Association, municipal Building Officials, realtors and word of mouth;
- The elderly through local organisations such as the Queens Senior Safety Association, pharmacies, Queens Home Support, VON, residential care facilities and more;
- People with disabilities through Dept. of Community Services, Queens Learning Network, NSWorks, Queens Association for Supported Living and the Doctor's Association.

**3. Employment** - See notes on NS Human Rights Commission in Appendix B. Also note Canada's Employment Equity Act 1995 that promotes equity in the workplace and protects employees from unfair treatment and any form of discrimination.

- Region of Queens ensures that all announcements of job opportunities are available in multiple formats, distributed through a wide range of intermediaries and promotes that accommodations are possible.
- Assign a designated staff person to help individuals who may need accommodations, either a Human Resource person or another personnel staff.
- Establish a centralized accommodation fund to pay for assistive devices or accommodations for employees.
- Continue accessibility improvements of the built environment for staff as much as for the public, i.e. accessible kitchens, internal doors, etc. in municipal sites.

Integrate efforts with the Diversity and Inclusion Coordinator and Committee on the following goals:

- All staff have some Disability Awareness Training, including watch the video from Human Rights Commission on Working with Abilities:  
<https://nshrc.myvcampus.com/shop/working-with-abilities>.
- Outreach: Working with NSWorks, SQ Chambers of Commerce and NQ Board of Trade to support training on diversity in the workplace to all employers in Queens.
- Track (anonymously) the number of employees with disabilities, diagnosed or self-identifying, with the aim of reflecting diversity in the workforce. Following the Employment Equity Act 9.1(a) and 2), only self-identification is counted as a member of designated group.

- Set out long-term goals for increasing the representation of persons with disabilities in the total municipal workforce and the employer's strategy and timeline for achieving those goals.

#### **4. Information and Communications**

- By end of January 2021, all current municipal office staff will watch some of, and some staff will watch all of, the Digital Accessibility Webinars and other relevant training relevant to their tasks. New employees will receive training within their first month of starting work.
- As of June 2021, all new municipally-created documents will be screen-readable, using current best practices including coded structure to improve navigation.
- The new website(s) is to follow the internationally recognised 'Web Content Accessibility Guidelines', WCAG2, at minimum and be tested by various assistive technologies. An accessibility clause will be added to the footer indicating continuing efforts, alternative formats available upon request and providing a feedback capability.
- All printed information for the public is to have audio options, at least alternatives online with alternative text for images; use of QR codes and/or button-activated speakers on visual interpretation panels or visitor signage.
- A quarter of all business cards continue to have Braille.
- ASL or CART services will be readily available upon request with appropriate notice. Assistive hearing device(s) are to be in Council Chamber.
- All municipal videos will have closed captions where possible and described video where appropriate.

#### **5. Goods and Services** (beyond the other categories such as access to the physical environment, information-communications and staff training).

- All public service counters will have a dropped area with knee clearance, according to revised building codes.
- Establish a fund for accommodations for customers such as telecoil hearing systems, CART, Video Relay Services and/or ASL translators.
- Promote the existing accessible recreational equipment and continue to apply for grants for other assets, such as mobi mats at the beach.
- Recognising the extra financial burden that people with disabilities typically carry, the Municipality will determine the impacts of offering free parking to vehicles with accessible parking permits and decide whether to implement this or not.

- Waive or discount entrance fees at events and leisure activities provided by the municipality for those whose role is to provide service to someone with disabilities. Easter Seals has an “Access 2” program in which venues such as museums and theatres that recognise the need for support persons are registered and anyone holding a members card receives discounts.
- Region of Queens will allow for and consider the needs of service dogs such as the provision of water and rest areas without requesting proof of certification.

## 6. Accessible Transportation

- Support Queens County Transit services as appropriate and possible. Designated QCT pick-up and drop-off stops in high-use areas will be considered.
- Detail a parking and sidewalk remediation plan, with a timeline and budget: access aisles, protected paths, lowered curbs, slopes, use of high-contrasted tactile indicators. etc. in the areas that are within municipal control (Liverpool, some of Milton, Brooklyn and Caledonia) and according to updated provincial standards.
- Prioritise snow removal areas with training and awareness around accessible parking spots to maintain barrier-free paths in commercial and recreational areas that are maintained by the municipality.
- Develop incentives for accessible taxis such as waiving the annual municipal registration fee in Bylaw 15.
- Ensure that crosswalks are well marked and that audible traffic signal stations are safe and helpful, with clear instructions for all users. Use provincial regulations for design needs of pedestrians with impaired vision. Timing and volume of signals are specified as well as guidelines for tactile information.

## Detailed Built Environment Recommendations for Queens

Detailed Audits have been completed for Queens’ Municipal Properties with many specific recommendations made. The following list highlights priority issues to be addressed, supported by the newly recommended Standards for the Built Environment. Quantitative reports with photos are available on request.

### Site Place Name Priority Issues

1. **Administration Building:** improve accessible parking by adding upright signage and another accessible stall / replace the exterior path to Council Chamber and add a rail / install signage for the accessible washroom / create lowered

sections of service counters / provide hearing assistance in Council Chambers / put a bench along the exterior path.

2. **Queens Place Emera Centre:** widen parking stalls and add accessible aisles and a protected path (forthcoming in Spring 2021) / install toilet back rests in accessible stalls (completed March 2021) / add elevator and washroom signage (end March) / install hand-rail posts at some bleachers, top & bottom four rows for example / improve audio supports in the arena, the reception desk and community room with an induction loop or other / confirm visual emergency alarms exist, that evacuation plans have tactile information and that areas of refuge have signage / replace or improve toilet paper dispensers / replace the exterior push button door opener with a sensor-powered one for the front doors / consider how to offer a universal, non-binary change room.
3. **Town Hall / Astor Theatre:** create a ramped entry to the central space from the back parking to the side gallery / provide a universal washroom on the main floor / offer audio-visual supports such as caption readers and described video receivers and induction loops in community rooms / install an elevator to the second level and a lift to the stage / create the standard number, size and selection of flat wheelchair viewing spots in the theatre.
4. **Liverpool Courthouse:** Create a wheelchair accessible washroom / offer audio support / ease tension on entry doors and install a viewing panel on inside vestibule doors.
5. **Fort Point Lighthouse:** improve paths from parking / install ramps to and an emergency call system in the washrooms / offer audio-visual options for the interior presentations and exterior interpretation panels (such as button-activated speakers, QR codes to websites with videos, possibly lending a device. Consider a foghorn at the ground level to try.)
6. **Milton Centennial Pool:** The pool & building need major renovations and project development.
7. **North Queens Aquatic Centre:** major renovations and project development required.
8. **Liverpool Visitor Information Centre/Privateer & Centennial Park:** increase the number of accessible parking stalls and add upright signage / erect signage showing ramped access at back (end of April, 2021) / facilitate entry to the building with a power-operated opener or install a doorbell / provide audio support such as an induction loop or microphone-speaker and screen reader on the information device / increase the number of picnic tables with extensions

and install concrete pads at the sides of benches. Consider a year-round accessible port-a-pottie.

9. **Ground Search and Rescue Building:** provide a threshold ramp at the front door entry / make the washroom accessible with a 36" door, grab bars and accessories located correctly.
10. **Call Centre Building:** Audit not yet performed but a quick walk-through showed good accessibility in this more recently-constructed building.
11. **Hank Snow Museum:** improve entry with a power operated door or at least a doorbell / create two paved, accessible parking stalls and path at the entry ramp / add rails to side ramp / install a visual fire alarm / install a emergency call button from washroom / recommend audible information and website upgrades.
12. **Hillsview Acres:** not yet audited but as a care facility, it is likely wheelchair accessible.
13. **South Shore Regional Airport, Terminal Building:** not yet audited.
14. **Beach Meadows Beach:** have a MOBI mat and sand barrier at the ramped boardwalk, plus a storage shed for these / construct accessible change rooms (existing stalls are small with short steep ramps) with an adult-sized change table / pave a minimum of 2 parking stalls connecting to the boardwalk and add upright signs.
15. **Pine Grove Park:** have at least 1 accessible area with extended picnic table(s) by creating a second parking lot and flat entry point to the Trestle Trail and Anniversary Walk or by cutting a zigzag path on the hill in from the existing parking / consider a section with a rope-guided path for low-vision users / more benches along the wide flat trail.
16. **Port Medway Lighthouse & Park:** designate parking spots with upright signs and protected aisles / construct a ramp to the gazebo / have a roll-in portable toilet.
17. **Liverpool Fire Station:** install a power door –operator and threshold ramps at the front entry /install visual alarms in the washrooms.
18. **Milton Blacksmith Shop:** Not yet audited.
19. Municipal buildings without public access have not been audited:

**Town 'Cowie' Well**  
**Solid Waste Management**  
**Public Works Garage**

**NQ Sewage Treatment Facility**  
**SQ Sewage Treatment Facility**  
**Water Treatment Plant**  
**Leaf and Yard Waste Facility**

20. Outdoor spaces for the public's use have not been audited yet but all built elements will be upgraded for accessibility, such as barrier-free path of travel, picnic benches, gazebos and parking.

Cobb Park  
Tupper Park, Milton  
Garika Park, Milton  
Trestle Trail  
Thorburne Baseball Field  
Liverpool Tennis Court (Leased)  
Skateboard Park  
Bicycle Park  
Queens Place Walking Trail  
Meadow Pond Trail  
Scout Camp, Greenfield  
Path Lake Park, East Port L'Hebert  
Miriam Hunt Park, Caledonia  
Hunts Point Beach ROW

# Appendices

## Appendix A New Accessibility Standards for NS in the Built Environment

This section is provided as information on the provincial recommendations as they are being proposed at the time of writing. <https://novascotia.ca/accessibility/built-environment/Built-Environment-Recommendations-Phase-1.pdf> is a revised edition submitted in October 2020. Phases 2 was sent to the Department of Justice in March 2021 for review and phase 3 is scheduled for the Fall. The following is a summary of highlights that will have to be implemented by all municipalities.

- Parking
  - The province will review the current system, application process for and levels of dedicated parking spaces as well as enforcement procedures.
  - Municipal Accessibility Advisory Committees will determine the need, location and design of accessible spaces and ensure sufficient curb cuts with tactile surfaces and 70% colour contrast and safe pathways;
  - Light levels are to be 20-50 lux from parking spaces to the main entrance and a marked speed limit for vehicles posted (especially at QPEC & Waterfront lots);
  - Municipalities will install and maintain vertical signage, prioritize snow removal for accessible parking areas and appoint a specific person to ensure the enforcement of standards.
- Pedestrian Facilities
  - Public sidewalks to follow Transportation Association of Canada and have both tactile and colour-contrasted curb cuts.
  - Streetscape planning to be reviewed by Municipal Accessibility Advisory Committee: furniture to be cane-detectable, no obstructions for barrier-free paths.
  - Tactile indicators at tops of stairs.
  - Consider raised crosswalks at high-volume pedestrian traffic intersections.
- Emergency Services
  - All buildings requiring visual Emergency Plans according to Fire Code need updated and tactile evacuation maps located no more than 1200 mm from floor and with 1200 mm x 750 mm clear area in front of the sign, in a prominent location near entry points; well-marked areas of refuge with evacuation chair or alternative and a hands-free communication system not more than 1200 mm from floor; and staff training in public facilities. Copies of these plans will be forwarded to responding authorities.
  - Visual alarms: lights flash when audio signals; LCD systems should have captions.
- Wayfinding

- Nova Scotia adopts the CSA B651 and Communications NS will monitor international best practices towards future recommendations.
- Washrooms
  - Number of accessible stalls or rooms according to building code will meet CSA B651-18 until such time as the NSBC is updated. This includes clear signage, colour-contrasted accessories, visual alarms and emergency call buttons.
  - Have automatic door opener if occupancy loads require (see NS Building Code for numbers) or a door-less, screen wall entry, i.e. no force is required.
  - Essential service buildings are to have at least one adult change table and a lift (as a proposed guideline, not a regulation).
  - Municipally-specific requirements are to be stated in municipal accessibility plans for easy to find public information.
- Interiors
  - Stairs and ramps meet CSA B651 with recommended rail design, tactile indicators at tops and bottoms, and colour contrasting alerts at nosing.
  - Lowered service counters measure 730-860mm max surface height with knee clearance of 480mm depth, 685mm underside height minimum.
  - Lighting options are adjustable where practical in public and commercial buildings.
  - All primary accessible public entrances in buildings offering essential services require automatic door openers. All doorways meet CSA B561, ie 34" clearance (36" door), with levered handles, glass inserts where privacy allows and are colour-contrasted.
  - Elevators meet CSA B561 with tactile buttons, emergency call and auditory announcements.
  - Assistive Listening Systems are required in assembly areas greater than 100sq.m.
- Parks and Recreation
  - Nova Scotia will adopt Rick Hansen Foundation Guidelines for new trails and accessibility will be reviewed as part of annual maintenance plans (recommended regulation to be followed if passed). This means a minimum trail width of 1.2 m with passing spaces every 6 m unless the width is over 1.5 m. Surfaces should have minimal slope with level landings every 9m, firm, stable and slip resistant without obstacles on the path and head clearance of 2,030 mm. Illumination, guard-rails, drainage and colour contrast have guidelines as well.
  - Signage for parks, trails, and play spaces will be marked with braille and tactile surfaces stating accessible amenities, slope, distance and difficulty of trails.
  - Seating is offered at regular intervals, are clearly identified and 20% of which will be wheelchair accessible, including picnic tables, and spaces adjacent to benches.
  - New or renovated public pools will have ramps or a lift, and colour contrasting edges and access points.
  - One public beach per "tourist region" will be accessible.



- All recreation facilities will have accessible change rooms including adult change table, accessible showers, lockers and a lift (as a proposed regulation).

## Appendix B Employment under the Nova Scotia Human Rights Commission

A free online course, Working With Abilities (<https://nshrc.myvcampus.com/complete-registration/>) is offered to help one:

- Understand the Nova Scotia Human Rights Act's definition of disability;
- Learn about various forms of mental and physical disabilities;
- Build your understanding of employer obligations in Nova Scotia through the duty to accommodate;
- Learn best practices to build a respectful workplace culture for persons with disabilities;
- To find out more about this course visit the Nova Scotia Human Rights Commission website or call 1 877 269 7699 (Toll-Free in Nova Scotia).

Managers must focus on the functional limitations and safety issues in order to determine the appropriate accommodation. Managers are not entitled to know the exact diagnosis.

**Accommodation** can entail a number of solutions, temporarily or for various durations of terms, including, but not limited to:

- Modifying appropriate aspects of an employee's job;
- Modifying hours of work;
- Gradual return to work schedule;
- Changing or modifying the work environment;
- Purchasing or modifying tools, equipment and aids;
- Searching for an alternate position (where the employee cannot be accommodated in their own position);
- Reallocating work duties within the work unit;
- Bundling duties;
- Changing an employee's place of work.

When accommodation is requested, the Employer and the Employee create an individual PLAN with all details together with Human Resources. Document all steps taken.

Confidentiality must always be maintained, but the degree of disclosure is up to the Individual.

**Undue hardship** occurs when an accommodation would create a substantial and unmanageable workplace burden for the Employer, such as substantial expense (guided by quantitative assessments determined by the province).

## Monitoring and Evaluating

The initial survey will be kept open for a number of months as determined by the AAC, and a short follow up survey will be launched after a year of the plan being launched. A list of actions completed will be maintained and promoted on the Region of Queens/accessibility website.

An Accessibility Report Card will be prepared for Council a month prior to the end of every fiscal year measuring the performance of the plan and making amendments and recommendations as needed. This will include public input and will be a public document, available in various formats on the Region's website.

Anyone can lodge a complaint, pose a question or offer suggestions to the Accessibility Coordinator who will consult with the responsible staff and respond within a reasonable time. Appeals can be made to the Advisory Committee first and to Council second if any response, or lack thereof, is unsatisfactory.

## Committee Members April 2021

Councillor Ralph Gidney, Chair

Councillor Vicki Amirault

Wayne Huskins

Kelly Oxner

Tyler Roy

Mike MacLeod, Director of Planning

Elise Johnston, Accessibility Coordinator