



The Regular Meeting of Town Council for the Town of Mahone Bay was held on Tuesday, September 12, 2023 at 7:00 p.m. in Council Chambers and broadcast via YouTube live.

Present:

Mayor D. DeVenne
Deputy Mayor F. Kangata (virtual)
Councillor P. Carver
Councillor R. Nowe
Councillor K. Wilson
Councillor J. Feeney
Councillor S. Lohnes-Croft
CAO, D. Heide
Deputy CAO, E. Levy
Town Clerk, K. Redden

Regrets:

Gallery: Online & 1 in-person gallery

Land Acknowledgement

Let us begin by acknowledging that we are gathered today in Mi'kma'ki. The ancestral, present and future territory of the Mi'kmaw people. Today, we gather with the intent followed by the living Peace and Friendship Treaties - with respect, cooperation and coexistence.

1. Agenda

A motion by Councillor Nowe, seconded by Councillor Feeney, "THAT the agenda be approved as presented." Motion carried.

A motion to amend by Councillor Carver, which did not receive a seconder, "THAT the agenda be approved with the removal of items 7.4 and 7.5 which would be deferred to next regular meeting agenda. Motion defeated.

2. Minutes

A motion by Councillor Feeney, seconded by Councillor Carver, "THAT the minutes of the July 27, 2023 regular meeting of Council be approved as presented." Motion carried.

A motion by Councillor Wilson, seconded by Councillor Nowe, “THAT the minutes of the August 11, 2023 special meeting of Council be approved as amended to add that Councillor Feeney provided regrets to the meeting.” Motion carried.

3. Presentations

4.1 Sustainability Summit

Matt Delorme, Executive Director of the AIM Network presented to Council on the upcoming Sustainability Summit.

4. Public Input Session

Dave Highfield, of 232 Hawthorn Road, spoke to concerns about water run off issues on his property.

5. Correspondence

5.1 Chris Oullette – Noise Bylaw Feedback

Council received correspondence concerning the Town’s proposed Noise Bylaw.

A motion by Councillor Carver, seconded by Councillor Feeney, “THAT correspondence item 5.1 be forwarded to the Policy and Strategy Committee for discussion at their September 25th meeting.” Motion carried.

5.2 Dave and Shawn Highfield – Water Runoff

Council received correspondence concerning water runoff on Hawthorn Road.

5.3 REMO Budget

Council received a recommendation from the Municipality of the District of Lunenburg.

A motion by Deputy Mayor Kangata, seconded by Councillor Nowe, “THAT Council support that at the end of each fiscal year, any unspent REMO funds remain with REMO, for REMO to keep in reserve for emergency spending.” Motion carried.

5.4 Eddie Nickerson, Warden, Municipality of Barrington – Request for Support

Council was copied on a request to the Province that an exemption be made to exempt volunteer emergency service from new fuel taxes.

A motion by Councillor Feeney, seconded by Councillor Wilson, “THAT item 5.4 be received and filed.” Motion carried.

5.5 Addie Burkham – Request for Crosswalk

Council received correspondence requesting that a new crosswalk be installed near 534 Main Street.

A motion by Councillor Wilson, seconded by Councillor Carver, “THAT item 5.5 be received and filed.” Motion carried.

5.6 Joseph Feeney, Chair, PVSC Board of Directors – 2022/23 Annual Report

Council received the Property Valuation Services Corporation’s annual report.

A motion by Councillor Wilson, seconded by Councillor Carver, “THAT item 5.6 be received and filed.” Motion carried.

6. Staff Reports

6.1 Council Report

Council received the September 12, 2023 Council Report.

A motion by Councillor Feeney, seconded by Councillor Carver, “THAT this report be accepted for information.” Motion carried.

6.2 Staff Report – Anti-Discrimination and Racism Committee

Council received a staff report with a draft Terms of Reference for the Lunenburg County Anti-Racism & Anti-Discrimination Committee (ARADAC) and an Inter-Municipal Regional Anti-Racism and Diversity Agreement amongst the municipal units in Lunenburg County for shared delivery of anti-racism and diversity initiatives.

A motion by Councillor Carver, seconded by Councillor Lohnes-Croft, “THAT Council approve the attached Terms of Reference for the Anti-Racism and Anti-Discrimination Committee, with the understanding that, once established, the committee will review the Terms of Reference.” Motion carried.

A motion by Deputy Mayor Kangata, seconded by Councillor Carver, “THAT Council approve the position description and recruitment for the Diversity, Equity, and Inclusion (DEI) Coordinator providing that the title for the coordinator will match what is in the Terms of Reference.” Motion carried.

A motion by Deputy Mayor Kangata, seconded by Councillor Lohnes-Croft, “THAT Council enter into the Inter-Municipal Regional Anti-Racism and Anti-Discrimination Agreement with the Municipality of the District of Lunenburg, the Municipality of the District of Chester, the Town of Bridgewater and the Town of Lunenburg.” Motion carried.

6.3 Staff Report – Light the Town Project

Council received a staff report to present Council with an update on the Light the Town Project with the Mahone Bay Tourism and Chamber of Commerce (MBTCC) and associated recommendations.

A motion by Councillor Wilson, seconded by Councillor Feeney, "THAT Council approve the proposed scope change and associated increased contribution to the Light the Town Project with MBTCC (from \$10,000 to \$17,500) and direct staff to proceed with acquisition and installation of the new light fixtures." Motion carried.

6.4 Staff Report – Updated Municipal Specifications

Council received a staff report with a recommendation to update the Town's Municipal Specifications.

A motion by Councillor Carver, seconded by Councillor Wilson, "THAT Council direct staff to issue a Request for Proposals for update of the Town's Municipal Specifications." Motion carried.

6.5 Staff Report – Water System Assessment Report

Council received the required 10-year System Assessment Report on the Town's water system and associated recommendations.

A motion by Councillor Carver, seconded by Councillor Feeney, "THAT Council direct staff to include an additional operator (shared 50/50 between water and wastewater) in the Water Rate Study." Motion carried.

6.6 Report of the Clerk – Fire Services Bylaw

Council received the Report of the Clerk concerning the draft Fire Services Bylaw.

A motion by Councillor Feeney, seconded by Councillor Lohnes-Croft, "THAT Council provide second reading and adoption of the draft Fire Services Bylaw." Motion carried.

A motion by Councillor Lohnes-Croft, seconded by Councillor Carver, "THAT Council add engagement with the Fire Department to the agenda for an upcoming meeting of the Policy and Strategy Committee." Motion carried.

Deputy Mayor Kangata excused himself from the meeting at 9:10 p.m.

7 Council Items

7.1 Mayor Devenne – Congratulation to New Mayor of Lunenburg

Mayor Devenne, on behalf of Council offered congratulations to Jamie Myra, the newly elected Mayor of the Town of Lunenburg.

A motion by Councillor Nowe, seconded by Councillor Carver, "THAT Council direct staff to draft, for Mayor Devenne's signature, a letter of congratulations to the newly appointed Mayor of Lunenburg, Mayor Myra." Motion carried.

7.2 Mayor Devenne – MJSB Intermunicipal Agreement Review

Council received a report from Lesley McFarlane, COO of the Municipal Joint Services Board with a recommendation that Council direct the CAO's of the three partner municipalities to propose to the Board a process for a formal review of the MJSB agreement.

A motion by Councillor Lohnes-Croft, seconded by Councillor Feeney, "THAT Council direct the Town's CAO to work with the other partner CAO's to propose to the Board a process for a formal review of the MJSB agreement that the Board would present to their respective Councils for approval." Motion carried.

7.3 Deputy Mayor Kangata – Proposed Ladder Truck Purchase

A notice of motion was made at Council's July 27, 2023 regular council meeting concerning a presentation made by the Mahone Bay and District Fire Department for the purchase of a ladder truck.

A motion by Councillor Wilson, seconded by Councillor Feeney, "THAT Council direct staff to work with the fire department to consider the proposal to purchase a ladder truck and to bring forward a recommendation to Council." Motion carried.

7.4 Councillor Wilson – Conversion of Wastewater Treatment Plant Laneway

Councillor Wilson provided a notice of motion concerning conversion of the current Wastewater Treatment Plant Laneway to a public road.

7.5 Councillor Wilson – Flashing Lights at Crosswalk

Councillor Wilson proposed that flashing lights be installed at crosswalks.

A motion by Councillor Wilson, seconded by Councillor Nowe, "THAT flashing lights for mid-block location crosswalks be referred to the 2024/25 budget." Motion carried.

7.6 Councillor Lohnes-Croft – Request for Signage at the Visitor Information Centre

Council received a request from the Mahone Bay Tourism and Chamber of Commerce (MBTCC) to install a First Nation's centre piece sign at the Memorial Garden at the Visitor Information Centre.

A motion by Councillor Lohnes-Croft, seconded by Councillor Carver, "THAT Council approve the request of the Mahone Bay Tourism and Chamber of Commerce to install a First Nations centerpiece sign at the Memorial Garden at the Visitor Information Centre." Motion carried.

7.7 Councillor Carver – Public Information/Discussion Sessions

Councillor Carver proposed that Council consider the possibility of holding a series of public information/discussion sessions with residents.

A motion by Councillor Carver, seconded by Councillor Feeney, “THAT Council refer the idea of holding public info discussion sessions to an upcoming meeting of the Policy and Strategy Committee for consideration.” Motion carried.

8. Committee Reports

8.1 RCMP Quarterly Report

Council received the April – June 2023 quarterly report of the RCMP.

8.2 Lunenburg County Senior Safety Program

Council received the July 2023 monthly report of the Lunenburg County Senior Safety Program.

8.3 SSODA Report

Council received the July 2023 monthly report of the South Shore Open Doors Society (SSODA).

8.4 Policy and Strategy Committee

Council received the draft minutes of the July 23, 2023 meeting of the Policy and Strategy Committee.

A motion by Councillor Wilson, seconded by Councillor Nowe, “THAT Council set the agenda for the September meeting of the Policy and Strategy Committee to include the draft Noise Bylaw.” Motion carried.

8.5 Lunenburg County Senior Safety Program

Council received the August 2023 monthly report of the Lunenburg County Senior Safety Program as well as a promotional poster for the upcoming Seniors Safety Academy.

10. Closed Session

A motion by Councillor Carver, at 9:53pm, seconded by Councillor Nowe, “THAT Council go into Closed Session to discuss Acquisition, Sale, Lease and Security of Municipal Property, Personnel Matters and Contract Negotiations as permitted by the Municipal Government Act sections 22(2)(a), 22(2)(C) and 22(2)(e) respectively. Motion carried.

Council came out of closed session at 10:52 p.m.

Business Arising from Closed Session

A motion by Councillor Wilson, seconded by Councillor Feeney, “THAT Council set the budget for the Stovepipe Lane Service Extension projects – water and wastewater – at \$130,000 combined.” Motion carried.

A motion by Councillor Feeney, seconded by Councillor Carver, “THAT Council confirms the Town of Mahone Bay’s contribution to the Edgewater Street Living Shoreline project at \$440,000 in cash and \$12,500 in in-kind support from staff, should the project move ahead with Provincial SCCF funding.” Motion carried.

Council adjourned at 10:58 p.m. on conclusion of business.

TOWN OF MAHONE BAY

TOWN OF MAHONE BAY

Mayor, David Devenne

Town Clerk, Kelly Redden



Gregg & Christine Little
984 Main Street
Mahone Bay, NS
B0J 2E0

September 11, 2023

Re: Noise Bylaw Feedback

Honorable Mayor and Council Members;

We have a burning bylaw to control outdoor fires in residential zones. We have laws to guard against unwanted trespassing. Is it not time for a bylaw to ensure quiet and peaceful enjoyment of one's property in residential areas? An appropriate restriction on noise levels for a determine time-frame is now needed particularly in light of the disruptions caused by the Airbnb-style business model invading our desirable and peaceful Town. Certainly, noisy activities in the late evening (after eleven pm?) must be curtailed.

The following is a compilation of some of the disruptive Airbnb activities we have been subject to. Also note that this noise is in stereo as our residence is flanked on both sides by these rental units.

After two years of Airbnb troubles invading our residential property's peace and quiet, I really tried, this year, to accept the inevitable and enjoy the quiet and uneventful moments in-between renters. In the past there has been trespassing on our private property, loud music with even louder karaoke from speakers that buzzed and cracked with deafening feedback. The Airbnb owner to the left of us got vindictive when we complained about a particularly loud hot tub party and the very next day, he started a campaign of loud music from his vehicle or a speaker put out on the lawn facing our house playing rap music with all its offensive expletives at top volume. I have recordings and photos to prove it. Without a noise by-law we had no recourse. He not only harassed us; he also targeted the neighbour on the other side of his property who also complained to him about the renters being loud and disruptive. This belligerent owner would sometimes stay in the house when it wasn't rented and would have hot tub parties that one time went on until 3:30 in the morning with the music full blast. At times, he was worse than the renters that stayed there. On the other side of us, the renters dragged and set the steel wood-burning pit on the grass. They then removed the mesh top and burned wood for hours, until 2 am, with flames that shot ten feet up and sparks that drifted

over on our property along with smoke coming into the bedroom window. Drunkenness and swearing were coming at us from both sides, enough so that we were unable to enjoy dinners outside on our back deck. In the colder months loud music, and shouting above it, permeated the inside of our home with all doors and windows shut. In the warmer months there was no escaping the racket with screen doors and windows open. Sleeping was almost impossible as parties usually saw the other side of midnight. Groups would go swimming and leave empty liquor bottles on the neighbour's wharf and shoreline that had signs clearly stating No Trespassing. Additionally, a couples swapping party occupied our private landing and when asked to leave, they left behind a game card suggesting what to do with a partner. Two doors down from the Airbnb to our right, the older woman living there was concerned when younger, rowdier party goers were renting the house. She would phone us to talk through her nervousness.

Over the last two years renters came and went continuously, sometimes four or five cars bringing nine or more people. People who were renting specifically to party had no regard for the neighbours around them. From our facing windows, as cars arrived, we would see by the numbers of people and ages of the renters what we would be in for during their three-day minimum stay. With nine guys carrying flats of beer inside, it was like having a frat house next door with the ensuing noise that goes with it.

We kept our windows, doors, car and garage locked at all times so we didn't expect to be robbed but apparently, we hadn't covered all the bases.

Last week we were in the process of making dinner. When Gregg went out on our back deck, he noticed that the BBQ cover had been put on differently than his usual way. Strange he thought. He took off the cover, cleaned the grill and then opened the door to turn on the propane to discover the tank was missing. It was a new tank we bought last fall, barely used and still covered in the bubble wrap it came in. We phoned the RCMP.

We had a BBQ three days prior so the theft was recent. Talking to the dispatch officer, the only disturbances we knew of when asked if anything had been noticed in that time frame, was rather loud renters at the Airbnb to the right of us. An officer was sent to investigate and he went next door and told the owner of the Airbnb that our tank had been stolen off our back deck. She said that a few days prior, one of her renters had told her that her propane tank had run empty and that he replaced it with another tank and, that she owed him \$40 for it. She paid him. She told the officer it was strange that her tank was empty as she had it filled not that long ago. He had a look at the tank, now in her BBQ and, fitting the description, it was wrapped in bubble wrap. She admitted that it wasn't the tank she had. He said the tank was undoubtedly ours and he could take it and deliver it back to us. She refused saying she paid for it and there was no definite proof that it was our tank. She would not be giving it back.

She knows exactly which one of her renters stole our tank, the guy that asked for the \$40. To refill a tank, it costs about \$40 but buying a filled replacement tank is around \$90. That alone

proves the renter did not buy another tank or he would have asked for more money. So, we are not only out a portion of the money we paid last fall for our lightly used and stolen tank, we now had to buy a new one that cost \$91. You would think for a mere \$40 she would have given us back our tank in an act of being neighbourly. I'm not sure why she would protect this thief by not reporting the person to the officer but I suppose she doesn't want a bad review. The thief not only made off with her tank, but also made money selling ours. Possibly and ironically, I think \$91 was well spent, we now know the character of our neighbour and what we can or cannot expect from her.

The thief was clearly no stranger to deception, having worked out a way to rip us both off. The only question we have is when was our tank stolen? While we were in bed in the middle of the night? Did the person creep on our deck and remove the tank after dark while we watched TV? Had he watched me through the window on my exercise bike with ear buds in? During the day while we were both at my studio? Had he been watching our movements to select the right timing, with the plan already formulated? I personally feel violated and disturbed by the entire incident. It is an offence against our expectation of privacy in a residential neighbourhood. With so many strangers coming and going, without anyone to supervise their actions, it is unsettling. These Airbnb's are commercial enterprises in residential zones that promote excessive noise, trespassing and now theft to neighbouring properties. Traditional neighbourhoods consisted of people who know one another, watch out for each other and respect privacy. With so many strangers coming and going it is inevitable problems will occur. It isn't fair to the residents living around them. The properties we expect to enjoy have become tainted through this callous commercial activity which wormed its way into the heart of our Town's residential zoning.

The RCMP officer told us that perhaps we should buy a lock and chain to prevent this from happening again, and to mark the new tank, record the serial number and take a photo of it. He said it might be best to have motion detector security cameras and lights installed around the outside of our house and garage to have the evidence needed to prosecute if/when it happens again. We shouldn't have to bear these expenses because Airbnb operators and unscrupulous renters show little respect or consideration for those around them. What is next? A locked gate on our landing? An eight-foot fence around our property? Where does it end?

Sincerely,

Christine and Gregg Little

RECEIVED
09/13/23
\$m

Dear Mayor and Council ,

September 13,2023

We live at 384 Main St in Mahone Bay. In a recent meeting on Monday Sept. 11th with the Mayor, Mr. Hiede, Kelly Wilson and concerned citizens in the area we discussed the extreme issues with flooding during rain events. As you are aware, our driveway becomes destroyed each time there is a heavy rain event.

We understand repairs to this area of Main St. will be started in 2024.

That being said, we want to remind you that we have, over the last five years invested approx. \$8,000 over that time in repairs each time our driveway is destroyed by the lack of proper drainage on Main St.

As requested at the meeting on Sept 11, we are sending this in writing.

We are requesting the works department instructed by the Town aid us in two ways.

1) Close the side of Main St. from just before 384 Main St. to the immediate neighbours on the left (where the large conduit empties into the creek). The racing cars speeding through the large amounts of water have caused our windows to become damaged as well as our foundation and increase the already severe damage to our driveway.

2) Barrier the water that is flooding onto our driveway and destroying our property. We cannot do this alone anymore. Sandbags at the end of our driveway or on the side of the road is imperative.

As you are aware there will be a major weather event this weekend. I am asking that you aid us in protecting our property.

Thank you,

Garry Macey and Anya Holloway





Report to Council September 28, 2023

This Report to Council is intended to provide the Mahone Bay Town Council with a high-level summary of staff progress towards Council's direction to staff. As per the Town Council Policy, the report will be provided at each regular meeting of Council. The Report to Council is a living document and will improve and expand to incorporate new source documents as approved, and to respond to feedback received from Council.






Goal	Objective	Assigned	Target	% Completion				
Council Assignments to Staff								
1	Staff to initiate discussion with MODL Planning staff and prepare a report for Council about the possibility of intermunicipal collaboration between the Town of Mahone Bay and MODL on the topic of housing in the preparation of their respective planning documents.	26-Nov-20	Oct., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	75%			
		Notes: In progress. Discussion initiated with MODL Planning staff. Timeline coordinated with Plan Mahone Bay process.						
2	Staff to initiate a Home Charger Pilot Program for electric vehicle owners under the Grow the Load Initiative.	29-Jul-21	Nov., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	75%			
		Notes: In Progress. Town staff coordinating with AREA staff on development of pilot program. Associated residents survey to inform program development completed in 2022. Update report in this regard anticipated in Q3 2023-24.						

3	Staff to produce a report on the Town's Procurement Policy.	28-Jul-21	Oct., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	75%	Notes: Assigned to Manager of Finance (Treasurer). Discussed at July 24th Policy & Strategy Committee meeting.
4	That minimum standards for housing be reflected in any housing strategy that the Town may develop.	14-Sep-21	Feb., 2024	<div><div></div><div></div><div></div><div></div><div></div></div>	50%	Notes: Housing Strategy now reflected as an action in the Town's CMHC Housing Accelerator Fund application.
5	Direct staff to issue an RFP for legal services.	28-Oct-21	Oct., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	75%	Notes: RFP to be issued in Fall of 2023/24 to take effect April 1, 2024.
6	Staff to initiate discussions with the Nova Scotia Liquour Commission concerning potential cyclist and pedestrian safety improvements to their property on Main Street.	08-Mar-22	Oct., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	75%	Notes: Staff in discussion with Nova Scotia Liquour Commission. Report anticipated to Council's October 10th meeting.
7	Staff to reach out to MODL staff to discuss any interest in extending Town water/wastewater services into Mader's Cove / Blockhouse.	14-Jul-22	Nov., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	75%	Notes: In Progress, report anticipated in Q3 2023-24.

8	<p>Direct staff to execute a twenty-five year power purchase agreement with AREA for wind energy incremental to AREA's existing 23.5W Ellershouse Wind Farm, delivered as the wind blows and when the Town can use it in a given hour, with the added option for the Town to increase its annual takings from AREA to achieve 100% renewable energy supply if the town elects to subscribe to energy balancing services from the market.</p>	11-Oct-22	Oct., 2023		75%
9	<p>Inquire of the South Shore Regional Library Board about the rationale for an appointment to that Board and if there is a preference for a community member or a member of Council, and on receiving that answer that Council consider whether an appointment to that Board is necessary.</p>	13-Dec-22	Oct., 2023		75%

Notes: In Progress.

Notes: Correspondence has been sent and staff will share the response with Council when it becomes available.

10	Provide Council with a report regarding the potential implementation of a marketing levy and interaction with the Provincial Short-Term Accommodation legislation.	26-Jan-23	Oct., 2023		75%
		Notes: Coordinating with other Lunenburg County municipalities in developing report, anticipated to Council's October 26th meeting.			
11	Proceed with recommended tee-up of the Pleasant Street and Main Street intersection.	07-Feb-23	Jun., 2024		50%
		Notes: In progress with WSP (engineering). Tender will be issued over winter for construction in late spring 2024.			
12	Provide Council with a report no later than November 14, 2023, on the potential formation of a Council Remuneration Review Committee.	09-Mar-23	Nov., 2023	Not yet begun	
		Notes:			
13	Investigate potential locations for a new Mahone Bay Pool, as as part of that investigation, a survey be conducted with citizens.	30-Mar-23	Jan., 2024		75%
		Notes: Underway in coordination with Mahone Bay Pool Society. Public survey completed (150 responses received). Update report included on Council's Sept. 28th meeting agenda.			
14	Provide a report on the feasibility of Council receiving periodic summaries of building and development permits issued by the Town's Planners.	30-Mar-23	Oct., 2023		50%
		Notes: In Progress. Report anticipated to Council's October 26th meeting.			
15	Prepare a report on the potential for the provision of access to Oakland Lake for fire services.	30-Mar-23	Oct., 2023		50%
		Notes: In Progress.			

16	Facilitate tours of the Community Solar Garden	11-Apr-23	Nov., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	50%	Notes: In progress with AREA staff for Q3 2023-24.
17	Develop service standards that can be used to benchmark and analyze performance.	11-Apr-23	Oct., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	50%	Notes: In Progress. Report anticipated to Council's Oct 10th meeting.
18	Provide a report on the possibility of shared use of former firehall between Public Works and other possible uses.	28-Apr-23	Oct., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	75%	Notes: In Progress. Report anticipated to Council's October 10th meeting.
19	Request a meeting between Council members and representatives of the Wooden Boat Society concerning the Mahone Bay Marina and future capital expenditures on the wharf.	28-Apr-24	Oct., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	75%	Notes: Wooden Boat Society has been contacted and responded positively to Council's request; discussing upcoming opportunities to meet.
20	Work with the Wooden Boat Society to explore options for a fishing pier at the marina wharf.	11-May-23	Jan., 2024	<div><div></div><div></div><div></div><div></div><div></div></div>	50%	Notes: Staff have engaged in preliminary discussion with Wooden Boat Society; exploring options for extending marina area to the East or West to accommodate fishing pier / potential other facilities expansion. To be included in anticipated discussion between the Society and Council members.
21	Prepare a report on the addition of a Town financed washer and dryer at the marina comfort station, including the feasibility of cost recovery.	11-May-23	Oct., 2023	Not yet begun		Notes: To be included in anticipated discussion between the Society and Council members with report as needed thereafter.
22	Staff to conduct a fire rate study.	11-May-23	Jan., 2024	Not yet begun		Notes:

23	Prepare a report on the potential use of the perpetual care funds to be provided as a loan to the utility to finance any operational deficit in 2023/24.	18-May-23	Nov., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	50%	Notes: Associated with proposed Reserves Policy anticipated to October Policy & Strategy Committee meeting for consideration.
24	Prepare a report on employee pension and benefit plans, benchmarking against other NS municipalities.	18-May-23	Nov., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	25%	Notes: In progress.
25	Support welcome initiatives for the newcomers arriving from Kenya in coordination with MacLeod Group's Settlement Coordinator.	25-May-23	Dec., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	50%	Notes: In progress.
26	Register the property located at 496 Main Street as a Municipal Heritage Property.	25-May-23	Jun., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	75%	Notes: Schedule B picked up by Town solicitor to be registered at Access NS
27	Register the property located at 45 School Street as a Municipal Heritage Property.	25-May-23	Jun., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	75%	Notes: Schedule B picked up by Town solicitor to be registered at Access NS
28	Provide Council with a report on the items outlined in the letter from Mr. Haysom and Ms. Hearder concerning forest fire prevention.	13-Jun-23	Oct., 2023		Not yet begun	Notes: Report anticipated to Council's Oct 26th meeting.
29	Approach the Mahone Bay Tourism and Chamber of Commerce to request that they permanently discontinue the use of their logo, that it might be exclusively used by the Town.	13-Jun-23	Oct., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	75%	Notes: Response received in July, forwarded to Logo Steering Team. Steering Team recommendation received by Council Aug 11, correspondence in this regard sent to MBTCC in August, awaiting response from MBTCC following their Sept. board meeting.

30	Work with Upland to include appropriate language in the draft MPS/LUB concerning applications for Development Agreements received prior to the cut off for new applications associated with the approval process for the draft documents.	13-Jun-23	Oct., 2023	<div><div></div><div></div><div></div><div></div></div>	75%	Notes: In progress.
31	Proceed with an environmental assessment and geotechnical assessment of the Town-owned property located at the corner of Kinburn Street and Hawthorn Road.	29-Jun-23	Oct., 2023	<div><div></div><div></div><div></div><div></div></div>	75%	Notes: In progress. Initial assessments concluded. Staff working with contractors to follow up.
32	Proceed with preparations for the demolition of the Public Works garage on Aberdeen Road.	29-Jun-23	Nov., 2023	<div><div></div><div></div><div></div><div></div></div>	50%	Notes: In progress.
33	Submit an application to the Nova Scotia Thriving Forests program.	27-Jul-23	Oct., 2023	<div><div></div><div></div><div></div><div></div></div>	50%	Notes: In progress.
34	Apply for the ACOA Innovative Communities Fund for funding to support various infrastructure improvements in the downtown core included in the Council's 10-year Capital Invest Plan.	27-Jul-23	Sep., 2023	<div><div></div><div></div><div></div><div></div></div>	75%	Notes: In progress.
35	Issue a request for proposals for creation of a future development plan for Park Cemetery.	27-Jul-23	Oct., 2023	<div><div></div><div></div><div></div><div></div></div>	50%	Notes: In progress

36	Apply for conservation advice funding prior to any work being done on the exterior of Town Hall.	27-Jul-23	Sep., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	★	Notes: Conservation Advice Grant paperwork submitted on September 13th. Awaiting response.
37	Issue a request for proposals for update of the Town's Municipal Specifications.	12-Sep-23	Oct., 2023	Not yet begun		Notes:
38	Include an additional operator (shared 50/50 between water and wastewater) in the Water Rate Study.	12-Sep-23	Dec., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	25%	Notes: Water rate study in progress.
39	Draft, for the Mayor's signature, a letter of congratulations to the newly appointed Mayor of Lunenburg, Mayor Myra.	12-Sep-23	Sep., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	★	Notes: Completed
40	Work with the Fire Department to consider the proposal to purchase a ladder truck and bring forward a recommendation to Council.	12-Sep-23	Nov., 2023	Not yet begun		Notes:
41	Set the budget for the Stovepipe Lane Service Extension projects – water and wastewater – at \$130,000	12-Sep-23	Sep., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	★	Notes: Contract awarded and work to begin in October.
42	Confirm the Town of Mahone Bay's contribution to the Edgewater Street Living Shoreline project at \$440,000 in cash and \$12,500 in in-kind support from staff, should the project move ahead with Provincial SCCF funding.	12-Sep-23	Sep., 2023	<div><div></div><div></div><div></div><div></div><div></div></div>	★	Notes: Letter confirming funding commitment provided to Coastal Action.

Chief Administrative Officer's Report - Sept. 28, 2023

1	Atlantic Infrastructure Management (AIM) Network	Second year as AIM Network Board Chair. Participated in 2023 annual conference in Moncton (Sept 18-20). Participated in AIM-supported South Shore Sustainability Summit (Sept 22-23).
2	Municipal Joint Services Board (MJSB)	Regular CAO/COO meetings ongoing. Topics include additional shared service opportunities among others. Participation in Board meetings.
3	Riverport Electric Shared Service Advisory Committee	Regular meetings continue. Committee discussions focus on opportunities for closer cooperation.
4	Regional Emergency Measures Organization (REMO)	Regular monthly meetings and bi-monthly table exercises between REMO Coordinator and CAOs continue (along with regular planning meetings). Planning Committee established and meeting regularly.
5	Alternative Energy Resource Authority (AREA)	Weekly AREA staff meetings continue by phone. Participation in AREA Board meetings. AREA continues to manage solar garden projects for Berwick, Mahone Bay and Antigonish with regular updates to Council. Joint HOME Program review application with other AREA units submitted to FCM. WIP-funded project now begun with Berwick and RELC.

6	Lunenburg County Accessibility Advisory Committee	CAO serving as staff policy resource to Lunenburg County Accessibility Advisory Committee (LCAAC). Funding for accessibility audits included in draft 2023-24 budget. Draft Operational Plan presented to Council by Lunenburg County Accessibility Coordinator on March 9; draft plan referred to LCAAC for review and recommendation back to Council. LCAAC recommendation to Council included on Sept. 28 meeting agenda.
7	Nova Scotia Federation of Municipalities (NSFM)	CAO continuing to serve on Nova Scotia Infrastructure Asset Management Working Group as AMA/NSFM representative (meeting irregularly at the moment). Participated in Working Group panel/presentation at 2022 NSFM Spring conference (May 5). Participating in scheduled NSFM calls / meetings.
8	New Long Term Care Facility	Water/Wastewater upgrades project serving new long term care facility completed. Wrap-up with MacLeod Group now completed. Electrical system upgrades in progress (voltage regulator received in August, coming online by early October).

Manager of Public Works & Transportation's Report - Sept. 28, 2023

1

Streets & Sidewalks

1. Jubilee Park laneway culvert installed and parking area raised. Edges still need to be blended and rocks placed.
2. 2023 Line Painting completed.
3. Annual shoulder vegetation cut backs completed.
4. All additional, current and revised no parking curb painting starting next month.
5. Larger paving projects (Main St West, Fauxburg/Pleasant and starting early in October.
6. Roy Broadbent driveway completed.
7. RPS to Town Catch basin underground pipe and driveway culvert starting next week.
- 8 Upgrade wastewater plant cross culvert to harbour scheduled for last week in October.
9. Behind in PW regular maintenance due to July 21st and Sept 16th storms. We had many trees fall or are ready to fall. Still in the process of removal over the next week.
10. Dredging under the Kinburn bridge hoping to begin soon. Waiting for Dexter's to here back from Fisheries and NSECC for extension of Sept 30th deadline.
11. Dexter's to conduct assessment of Main street bridge (Ernst Brook) along with upstream and downstream containment walls (armour) to generate a report for all owners to review.

2	Other	<ol style="list-style-type: none"> 1. Swimming pool permanently closed. 2. New Articulating tractor and Thail mower ordered and will be received in October. 3. New 2 ton plow truck with plow to be received in October. 4. Town Hall Exterior Renovations tender awaded to Mid Valley Construction - Project to begin in the spring of 2024. 5. New roof on playground gazebo roof to be installed in later October to early November. 6. Installiton of park benches and picnic table ongoing. 7. Phase 1 Enviromental Assessment on Hawthorn and Kinburn Town Properties completed. Phase 2 and Geotechnical yet to be completed 8. Casual Public Works Technician to start later next week. 9. Bayview fence painting scheduled to begin next week.
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Water/Wastewater System Manager's Report - Sept. 28, 2023

1	Water Supply, Treatment & Distribution	<ul style="list-style-type: none">• CBCL assisting as need for compliance monitoring, data collection, plus on call rotation• Regular monitoring and maintenance activities continued. Routine or as required flushing of water mains conducted in various locations throughout the water distribution system• Watermain project wrapped up week of Sept 12th, some deficiencies still outstanding• Second dead-end flush unit location TBD (Edgewater St., Fairmont St.) Portable flush unit on order• Oakland Lake Watercourse Level Monitoring indicated below seasonal low levels on May 25th, back to normal levels by June 5th.• Draft Cross Connection Control Program due to NSE April 2023, draft by-law in the works and working on identifying and surveying locations• Plans to continue with NRW recommendations• Spring Leak Survey completed with 3 leaks located, potential of a 4th leak discovered after the leak survey. Since the Leak Survey 3 leaks were repaired with the 4th repair pending on the
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		<p>property owner. A fall follow up leak survey will be booked once the repairs are completed.</p> <ul style="list-style-type: none">• CBCL 10yr System Assessment Report completed and submitted to NSE for review and comments.• New 3" water meter installed at new LTCF• Vibration monitoring program started on WTP/WWTF Equipment• Residential auto-flusher installed in problem area, minor adjustments made to maintain positive results
		<ul style="list-style-type: none">• Regular daily compliance monitoring and maintenance activities continued• CBCL has submitted a job proposal including the repairs and upgrades of the Towns current pumping stations, to be reviewed• Door modifications of chemical room WWTP for PAA tote delivery pending on CBCL• Treatment cell #3 drain and cleaning planning started, quotations requested for sludge hauling and disposal (Approval for Summer 2023) <p>potential leak discovered near solar garden.</p>

2

Sewage Collection & Treatment

- Select sewer main cleaning and inspections approved, scheduling to begin late summer/early fall
- New connections on Hawthorn, Longhill, & Welcome St. Summer 2023
- CBCL to update PAA Pilot Project Final Report, 2022 thru current. Lab & Budget information provided
- Investigations started to locate sources of Tidal infiltration affecting collection system
- Pumps pulled and Rags removed from pumps in stations 2 & 3
- Annual sewage lift station pump servicing booked for Summer 2023

Climate & Energy Program Manager's Report - Sept. 28, 2023

1	EV CarShare - Study	MODL Council is in support of partnering with ToMB on this project but has decided to postpone the project until 2025-2027 (aligning with the ToMB Council's decision not to proceed with this project in 2023-24) and has directed their staff to reach out to neighbouring municipalities as well to gauge interest in collaborating.
2	Climate and Environment Advisory Committee	The last meeting of the C&E committee took place on July 5th. Amendments to the GHG Reduction Action Plan have been finalized.
3	HOME program reboot	Greenfoot Energy Solutions are the new contractors for the HOME program. Marketing, including updates to the website, a brochure and a press release to announce the relaunch of the program are being coordinated between AREA and ToMB.
4	HOME Program Review	The full amount of funding was awarded to Navigate Energy from FCM, and the review has begun. Lauren is meeting bi-weekly with Liam to coordinate the process.
5	Solar Garden	Continues to attend bi-weekly meetings to get updates on the progress of the ToMB solar garden and provide general support to AREA staff. An open house is proposed for November.
6	Clean Foundation Internships	The Natural Assets intern, Melissa Walters, has completed her term and is no longer with the
7	Home EV Charger Pilot	Options are being explored in terms of the logistics for controlling the chargers.

8	Urban Forest Management Plan	A public engagement session took place on May 31st and was well attended with around 30 participants. A second public engagement session took place Aug 16, 2023.
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Finance Manager's Report - Sept. 28, 2023		
1	Electric Utility Payment Plans	5 Plans have been implemented with 2 more outstanding for customer signature.
2	Annual Audit Preparation/Support	Audit for 22/23 Fiscal Year is currently outstanding.
3	Financial Information Return (FIR)	2021-22 FIR has not been approved by the Province with outstanding questions to Deloitte. Once they are satisfied I will have to redue the FIR
4	Procurement Policy	Outlined and in the process of being drafted
5	New Hire	Continued training for Pam W.
6	Megamation Onboarding	Training to start this month across several departments

Deputy CAO's Report - Sept. 28, 2023

1	Housing Accelerator Fund	Completed the Housing Accelerator Fund Application including Action Plan with support of the CAO for submission on August 18
2	Managerial and Staff Support	Working with management and staff in a supportive role on several things including: Business Plan Implementation Freedom of Information and Protection of Privacy Communications
3	Emergency Management	Post-rain storm REMO engagement including meetings, training, and table top exercises. In the process of establishing a registered Comfort Centre at the Mahone Bay and District Fire
4	Policy, Bylaw, and Organizational Development	Currently reviewing the following policies, bylaws, or programs in cooperation with various staff: Human Resource Policies Subdivision Bylaw Procurement Policy Occupational Health and Safety Program Pension and Benefits Review Records Management Systems

By-law and Policy Review - Sept. 28, 2023

1	Trees	Target	Staff to research tree policy/by-laws and recommendations received regarding Mahone Bay specifically. In context of Plan Review.
		13-Feb-24	
2	Park By-law	Target	Staff to review Park By-law in context of Plan Review.
		13-Feb-24	

3	Stormwater Management By-law	Target	Staff to draft Stormwater
		13-Feb-24	Management By-law in context of
4	Subdivision By-law	Target	Staff to Subdivision By-law in context
		26-Oct-23	of Plan Review.
5	Fire Services	Target	Public hearing / second reading of
		12-Sep-23	draft by-law scheduled for Sept. 12th.
6	Fees Policy	Target	Not yet begun
		TBD	
7	Penalties By-law	Target	Not yet begun
		TBD	
8	Land-Use By-law and Municipal Planning Strategy	Plan Review Underway. Draft documents now publicly available. Consultations took place May 10th and June 26th (MBTCC stakeholder consultation took place June 14th); engagement period ended July 4th. Steering Team considering possible amendments to draft documents now with revised documents to be posted publicly on Council approval. Public Hearing anticipated not later than November 2023.	
9	Noise By-law	Target	Public hearing took place July 27th.
		25-Jan-24	Council has referred back to Policy & Strategy Committee meeting Sept. 25th for additional consideration.
10	Reserve Management Policy	Target	Discussed at July Policy & Strategy
		14-Nov-23	Committee, drafting underway now.
11	Procurement Policy	Target	Discussed at July Policy & Strategy
		14-Nov-23	Committee, revision underway now.

Service Statistics - Sept. 28, 2023

1	By-law Enforcement	May, 2023	Parking Tickets: 7	
		Notes: Regular patrols and parking enforcement continues. Coordinating LUB enforcement with Development Officer. Followed up on illegal dumping concerns with Town waste bins. Enforcement and education activities in relation to woodlands closure (good compliance from the public). Spoke at the Atlantic By-law Officers Convention at Oak Island.		
2	Police Services (founded & SUI occurrences)	Q1 2023	65	CalendarYTD: 65
		Notes:		
3	Mahone Bay & District Fire Department	Apr-Jun	29	YTD: 29
		Fire Calls: 6; Fire Alarms: 4; Mutual Aid: 12; Medical Calls: 1; Motor Vehicle: 2; Other: 4		
		Notes:		
4	Traffic (Speed Signage)	Aug-Sept, 2023	<u>MAIN STREET (50 km/h)</u> Median Speed ~52 km/h	
			<u>EDGEWATER STREET (50 km/h)</u> Median Speed ~54 km/h	
			<u>115 CLEARWAY ST (30/40 km/h)</u> Average Speed 43 km/h	
		Notes: Tube Counters = 164 Main St. (Weekday ADT: 499, Weekend ADT: 527), 94 Clearland Rd. (Weekday ADT: 747, Weekend ADT: 583)		
5	Solid Waste (Tonnage)	2023-24 YTD	419.00	2022-23: 389.87
		Notes: Recyclables = 39.43 Organics = 91.20; Garbage/Other = 279.92; Septic/Treatment Plant = 0.92; Cardboard = 7.53.		

6	HOME Program	Leads: 50	Installations: 5		
		Notes: Ambassador engagement (previously Oct-Nov 2020) and installations to resume in Spring/Summer 2023.			
7	Water Utility	Pumped	Q4 2023 (flow meter total)		
			58,638,000 Litres Q3: 61,669,000 Litres		
		Treated	Q4 2023 (4th Quarter total)		
			47,996,000 Litres Q3: 49,262,000 Litres		
		Sold	Q4 2023 (4th Quarter total)		
			22,073,153 Litres Q3: 24,114,552 Litres		
		Accounted NRW (flushing,	Q4 2023 (approximate quarterly		
			1,756,080 Litres Q3: 2,876,000 Litres		
		Losses NRW	Q4 2023 (4th Quarter total)		
			24,166,767 Litres Q3: 22,271,448 Litres		
8	Electrical Utility (Q3)	Purchased (AREA)		\$132,608	
		Purchased (NBP)		\$254,524	
		TOTAL Purchased		\$387,132	
		Sold (Commercial)		\$28,130	
		Sold (Residential)		\$367,048	
		Sold (Power & Demand)		\$193,191	
		TOTAL Sold		\$588,370	
9	EV Chargers	YTD	898 Charging Sessions	1742 Hrs / \$2,514	10,005 kWh
		June 2023	77 Charging Sessions	154 Hrs / \$217	896 kWh

10	Development Services	Approved Subdivisions		Q3 2022-23		2
		Development Permits		Q3 2022-23		10
11	Comfort Stations (Aug 2023)	Edgewater Street	1,968 (9,411 YTD)	Main St.	524 in May (Counter Down)	
12	CodeRED Registrations	31/4/2023	Residential: 424; Business: 19; Email: 218; Text: 309			
		31/3/2023	Residential: 417; Business: 19; Email: 216; Text: 305			
		31/1/2023	Residential: 412; Business: 19; Email: 208; Text: 286			
		31/12/2022	Residential: 412; Business: 19; Email:			
		30/09/2022	Residential: 400; Business: 12;			
		31/08/2022	Residential: 393; Business: 12; Email:			
		30/07/2022	Residential: 390; Business: 11; Email:			
		30/06/2022	Residential: 371; Business: 11; Email:			
		31/5/2022	Residential: 369; Business: 11; Email:			
		30/4/2022	Residential: 357; Business: 11; Email:			
		31/3/2022	Residential: 356; Business: 11; Email:			
		28/2/2022	Residential: 356; Business: 11; Email:			
		31/1/2022	Residential: 336; Business: 10; Email:			
		31/12/2021	Residential: 326; Business: 10; Email:			
		30/11/2021	Residential: 319; Business: 10; Email:			
		31/10/2021	Residential: 310; Business: 10; Email:			
		30/9/2021	Residential: 308; Business: 10;			
		31/08/2021	Residential: 297; Business: 10;			
		31/07/2021	Residential: 298; Business: 10;			
		30/06/2021	Residential: 297; Business: 10;			
		31/05/2021	Residential: 294; Business: 10;			
		30/04/2021	Residential: 293; Business: 10; Email:			
		31/03/2021	Residential: 294; Business: 10;			
		28/02/2021	Residential: 290; Business: 10;			
		31/01/2021	Residential: 285; Business: 10;			
		31/12/2020	Residential: 285; Business: 10;			
		31/03/2020	Residential: 243; Business: 12; Email:			

2021-25 Strategic Plan - Sept. 28, 2023

Sustainable Municipal Services

		2021				2022				2023				2024			
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
1.1.1	Undertake water, wastewater & electrical rate studies	Operating Initiatives															
	Water																
	Wastewater																
	Electrical																
		<p>Electrical rate study by BDR (contracted by AREA), presented to Council's October 20th meeting. Application submitted to NSUARB; hearing took place February 14th. Decision Issued April 28th, required compliance filling made May 12th, new rates will be reflected in next billing cycle. Water utility rate study now underway, supporting NSUARB rates decision effective April 1, 2024.</p>															
1.1.2	Implement initiatives to increase utility demand	Operating Initiatives															
		<p>EV Home Charger Pilot under development. FCM-funded HOME Program review/expansion project with Berwick and Antigonish now underway.</p>															

1.1.3 Complete water and wastewater system diagnostics Operating Initiatives

Water



Water Distribution System Audit with Xylem Inc. completed; recommendations incorporated into 2022-23 budget / business plan.

Wastewater



Wastewater system diagnostic project included in 2023/24 budget approved June 13th.

1.1.4 Strategically replace/upgrade utility infrastructure Capital Projects

Project 1



Project 2



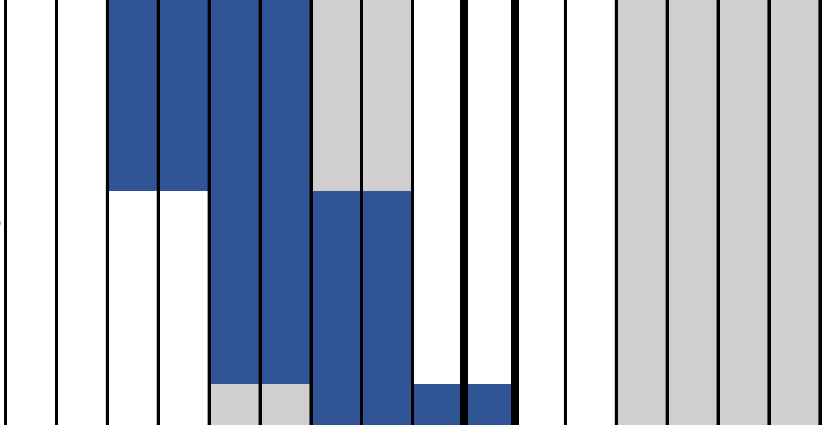
Project 3



Project to upgrade lines from Main Street to Water Treatment Plant (with MacLeod Group) complete. Investing in Canada Infrastructure Program supported project on Main Street (West of Cherry Lane) in 2023-24 budget (engineering); construction anticipated in 2024.

1.2.1 Develop 10-year asset management plans for each asset class

Electrical
Water
Wastewater
Stormwater
Buildings and facilities
Transportation
Recreational facilities
Equipment & Vehicles
Natural infrastructure



AIM Cohort 2.0 completed. Development of draft Water, Wastewater, Stormwater and Transportation asset management plans currently underway with AM Committee. GIS for AM transitioned from ESRI to Civitas/QGIS. Natural Assets / Cemetery data collection project completed in October 2022. 2023 summer intern further progressed Natural Assets inventory. All updates to be incorporated fall 2023.

1.2.2 Integrate asset management plans into 10-year capital budget



1.3.1 Accessibility Operational Plan



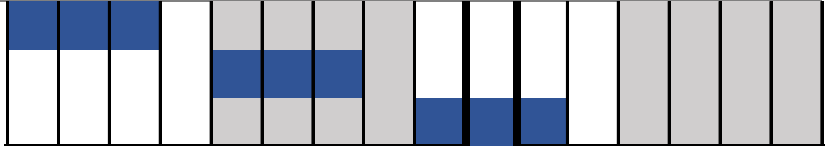
Draft operational plan presented to Council March 9, 2023. Referred to Lunenburg County Accessibility Advisory Committee for recommendation back to Council. Recommendation from LCAAC received Sept 28, 2023.

1.3.2 Improve transportation infrastructure to support healthy living Capital Projects

Project 1

Project 2

Project 3

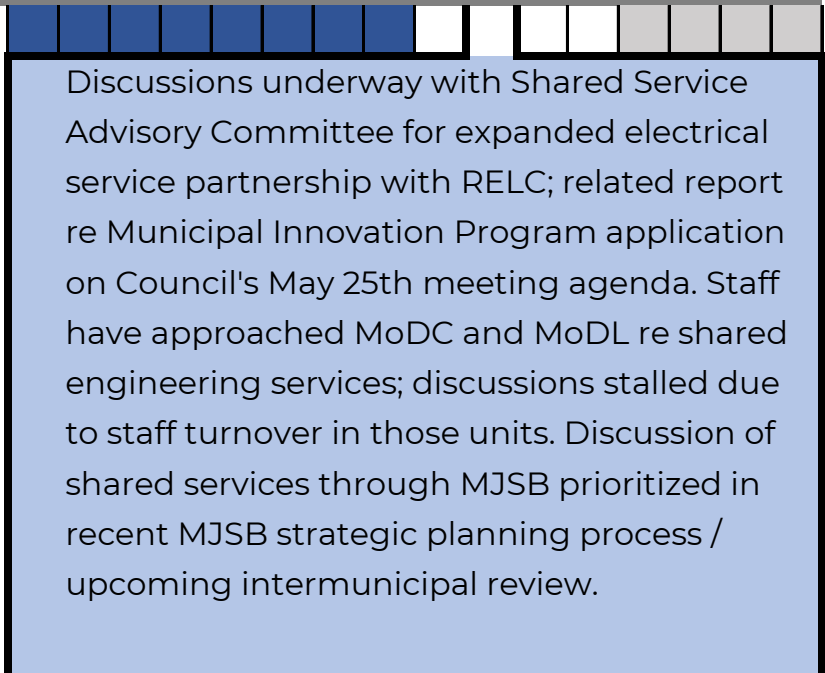


Crossings at Anglican Church, Lutheran Church (pride crossing), Medical Clinic, Kedy's Landing, and Main/Long Hill completed. Trail crossing signage improved. Speed humps on Clairmont/Kinburn and Pleasant/Fauxburg completed. Tee-up of Pleasant/Main in engineering stage. WSP engineers presented concepts report for Edgewater/Main intersection Apr 21, 2023. Edgewater multi-use trail (with anticipated external funding) included in 2023-24 budget approved June 13th.

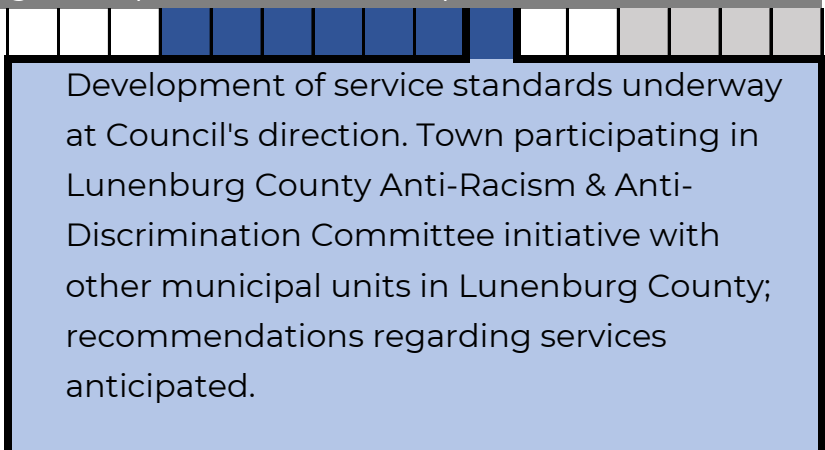
Equitable & Inclusive Growth

		2021				2022				2023				2024			
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
2.1.1	Complete Plan Mahone Bay MPS/LUB Process	Operating Initiative															
		■	■	■	□	■	■	■	■	■	■	■	■	■	■	■	■
		Draft MPS/LUB documents under development now for presentation to Oct 2023 Planning Advisory Committee meeting. Adoption of new documents by Council anticipated in Fall of 2023.															
2.1.2	Develop and implement Housing Strategy	Operating Initiatives															
		□	□	■	■	■	■	■	■	■	■	■	■	■	■	■	■
		Housing needs assessment received from Province July 2023. Housing Accelerator Fund application submitted in August, 2023 including Housing Action Plan component. Development of comprehensive Housing Strategy included on Action Plan. Awaiting confirmation of HAF funds to proceed.															
2.2.1	Review service levels and align with residents' ability to pay																
		□	□	■	■	■	■	■	■	■	■	■	■	■	■	■	■
		Low Income Tax Exemption process enhanced in 2022-23 annual budget. Service standards report requested by Council now under development, anticipated in Oct 2023.															

2.2.2 Explore shared services and partnerships for efficient service delivery

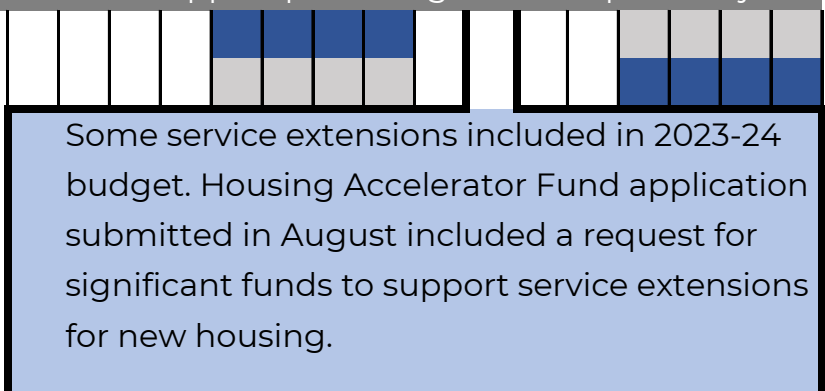






2.2.3 Establish inclusive strategies for provision of municipal services



2.2.4 Expand existing infrastructure to support planned growth Capital Projects

Project 1
Project 2



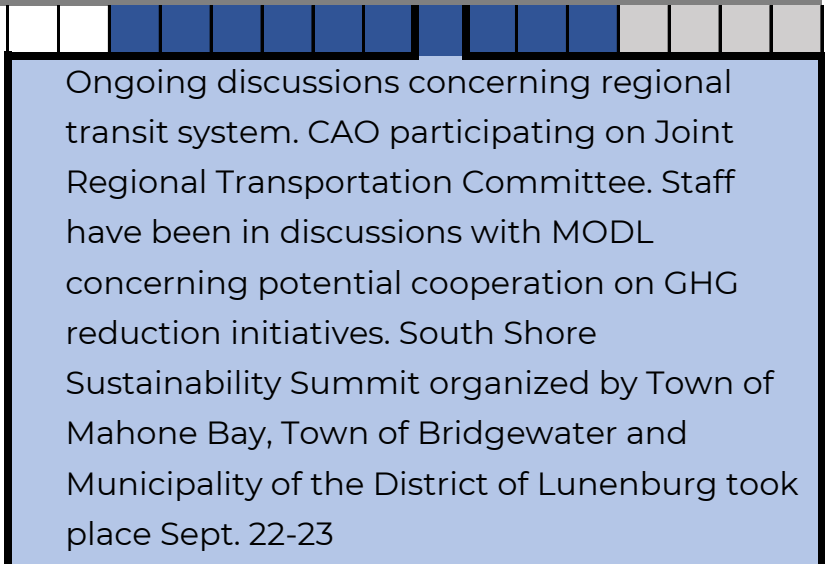
2.3.1	Align staff capacity, capital and operating plans with strategic plan	 <p data-bbox="618 241 1435 499">2022-23 annual budget included investments in staff capacity in Public Works and Finance, 2023-24 budget includes separation of Town Clerk and Deputy CAO positions to improve strategic focus.</p>
2.3.2	Update policies and by-laws for effective governance / Plan implementation	 <p data-bbox="618 600 1435 690">Numerous policies and by-laws developed / amended.</p>
2.3.3	Prioritize public engagement processes supporting Plan implementation	 <p data-bbox="618 791 1435 993">Council adopted Public Engagement Policy and has subsequently approved numerous Public Engagement Plans in relation to Council's strategic priorities.</p>
2.3.4	Regularly review progress and continually improve strategic plan	 <p data-bbox="618 1094 1435 1236">Most recent annual strategic plan review completed April 11, 2023 with amendment of strategic plan.</p>

Environmental Leadership

		2021				2022				2023				2024			
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
3.1.1	Community Greenhouse Gas (GHG) Reduction Action Plan	Operating Initiatives															
		Implementation of Community Greenhouse Gas (GHG) Reduction Action Plan proceeding apace. Climate & Environment Committee established with a mandate to review the GHG Reduction Action Plan and recommend updates to Council. Annual GHG Reduction Plan review and update for 2023 completed with Committee / Council in July.															
3.1.2	Expand home heating program	Operating Initiative															
		Joint review of HOME Program - Berwick, Antigonish and Mahone Bay - underway with FCM support.															
3.1.3	Expand electric vehicle charging infrastructure	Capital Projects															
		Equipment received, installations completed at all locations (town hall, marina, clairmont street, MBC, main street, fire station). Chargers now online. Promotion of EV chargers will															
3.1.4	Invest in renewables (e.g., community solar garden)	Capital Project															
		The construction phase continues, with completion anticipated in late October / early November. The second open house on the project took place October 19th 2022 and was well attended with ~90 participants. Third and final open house anticipated in November.															

3.1.5 Support regional initiatives that contribute GHG reduction

Operating Initiatives

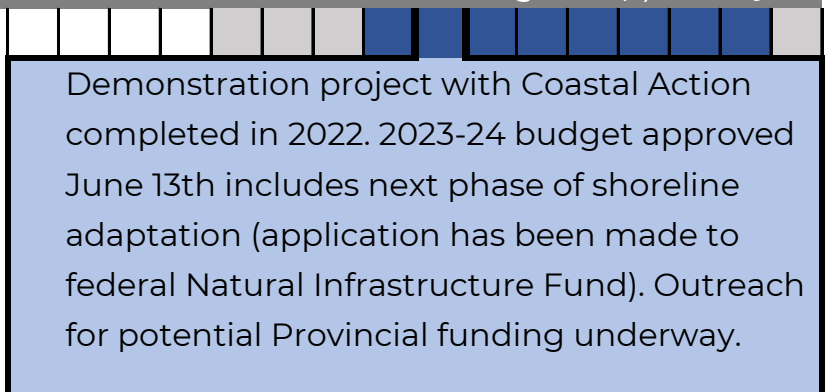


3.2.1 Develop and implement policies / by-laws supporting adaptation measures



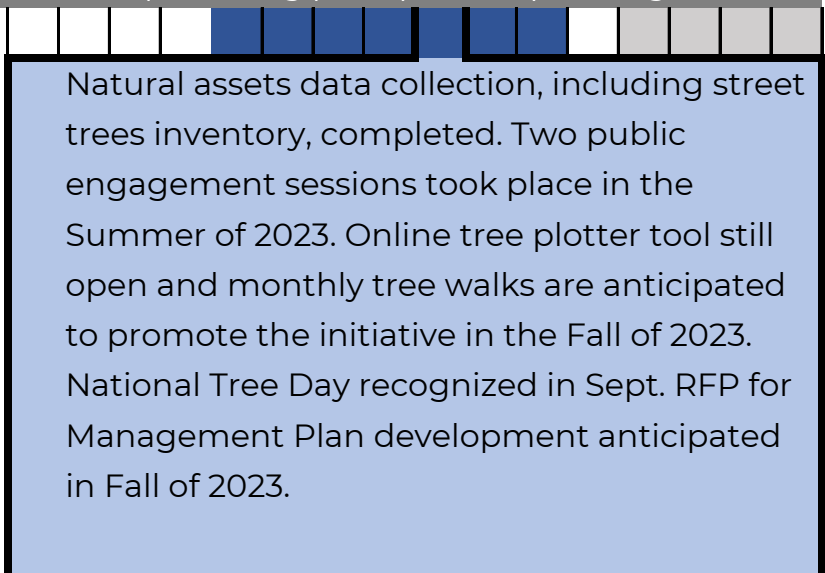
3.2.2 Invest in infrastructure (shoreline and stormwater management)

Capital Project



3.3.1 Urban Forest Management Plan (including parks)

Operating Initiative



3.3.2 Invest in infrastructure (straight pipes) and land acquisitionCapital Projects



3.3.3 Encourage recognition of the value of natural assets Operating Initiatives



2023-24 Budget - Operating Initiatives - Sept. 28, 2023

		23-24 Budget	YTD					
1	MPS / LUB Update	\$31,000		<div></div>	<div></div>	<div></div>	<div></div>	75%
		Notes:						
2	Accessibility Audits	\$20,000		<div></div>	<div></div>	<div></div>	<div></div>	75%
		Notes:						
3	New Logo Development	\$25,000		<div></div>	<div></div>	<div></div>	<div></div>	50%
		Notes:						
4	Urban Forest Management Plan	\$30,000		<div></div>	<div></div>	<div></div>	<div></div>	25%
		Notes:						
5	Housing Strategy Development	\$30,000		<div></div>	<div></div>	<div></div>	<div></div>	25%
		Notes:						
6	Audit Controls	\$27,300		Not Yet Begun				
		Notes:						
7	Stormwater Inflow / Infiltration Study	\$10,000		Not Yet Begun				
		Notes:						
8	Human Resources Manual Update	\$15,000		<div></div>	<div></div>	<div></div>	<div></div>	25%
		Notes:						

9	Traffic Engineering Services	\$18,000	\$17,074.75	<div><div></div><div></div><div></div><div></div><div></div></div>	75%
		Notes:			
10	Water Rate Study	\$10,000	<div><div></div><div></div><div></div><div></div><div></div></div>	25%	
		Notes:			
11	Water System Assessment Report	\$10,000	<div><div></div><div></div><div></div><div></div><div></div></div>	★	
		Notes:			
12	Electrical Rate Study and GRA	\$63,615	<div><div></div><div></div><div></div><div></div><div></div></div>	★	
		Notes:			
13	Resourcing Study	\$30,000		Not Yet Begun	
		Notes:			

2023-24 Budget - Capital Projects - Sept. 28, 2023									
Town General									
		23-24 Budget		YTD					
1	Public Works Garage / Office	\$100,000		<div><div></div></div>					25%
		Notes:							
2	Public Works Articulating Tractor	\$160,000		<div><div></div></div>					★
		Notes: Still waiting on delivery.							
3	Equipment Trailer	\$9,000		<div><div></div></div>					★
		Notes: Purchased and recieved.							
4	Flail Mower Attachment	\$42,000	\$187.00	<div><div></div></div>					75%
		Notes: Still waiting on delivery.							
5	Arrow Board	\$2,000	\$2,256.68	<div><div></div></div>					★
		Notes: Purchased and received.							
6	Replace 2011 Dodge Truck 5500	\$95,000	\$12,201.46	<div><div></div></div>					75%
		Notes: Still waiting on delivery. @12,201.46 8'10 Boss Plow for F550 Ford Truck							
7	Culvert Replacement	\$16,000	\$26.07	<div><div></div></div>					75%
		Notes: Work completed. Waiting on final invoice.							
8	Asphalt Repairs	\$35,000		Not Yet Begun					
		Notes: To begin in October.							
9	Sidewalk - Fairmont St.	\$40,000		Not Yet Begun					
		Notes:							

10	Fairmont Street (Pleasant to top of Fairmont)	\$86,000		Not Yet Begun				
		Notes:						
11	Replace Main St. Brook Railing (394 Main)	\$3,000		<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
		Notes: Completed. We did not replace but instead repaired as this area will be upgraded next year during Main St storm water upgrades.						
12	Install turning area at Town limits on Fauxburg Road	\$4,500		Not Yet Begun				
		Notes: Still working with owners. No monies spent.						
13	Pleasant-Main Intersection	\$5,000		<div></div>	<div></div>	<div></div>	<div></div>	50%
		Notes:						
14	Edgewater Trail	\$148,920		Not Yet Begun				
		Notes:						
15	Town Hall Exterior	\$230,000		Not Yet Begun				
		Notes: To begin in early spring of 2024.						
16	Town Hall Electrification	\$30,000		Not Yet Begun				
		Notes:						
17	Town Hall Parking and Crossing Improvement	\$30,000		Not Yet Begun				
		Notes: Not yet begun						
18	Pump out Station	\$12,000		Not Yet Begun				
		Notes:						
19	Edgewater Shoreline (Coastal Action) - Phase 1	\$100,000		Not Yet Begun				
		Notes:						

20	Edgewater Shoreline - Phase 2	\$200,000		Not Yet Begun			
		Notes:					
21	Community Solar Garden	\$2,909,561	\$349,670.47	<div><div></div><div></div><div></div><div></div><div></div></div>		75%	
		Notes:					
22	Edgewater Beautification	\$6,000	\$213.79	Not Yet Begun			
		Notes:					
23	Waste Receptacles	\$12,000		<div><div></div><div></div><div></div><div></div><div></div></div>		50%	
		Notes: Acquiring quotes.					
24	Michael O'Connor Memorial Bandstand - Phase 3	\$20,000		Not Yet Begun			
		Notes:					
25	Aquatic Gardens Entrance(s)	\$10,000	\$123.17	<div><div></div><div></div><div></div><div></div><div></div></div>		25%	
		Notes: Assessment and design in progress.					
26	Sports Field Barrier	\$12,000	\$3,283.65	<div><div></div><div></div><div></div><div></div><div></div></div>		50%	
		Notes:					
27	Grub B Gone for Bayview Cemetery and Ballfield	\$11,500	\$8,937.31	<div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div></div>		
		Notes: Completed.					
28	Ballfield and Bayview Cemetery Spring Lawn Repairs	\$16,500		<div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div></div>		
		Notes: Completed.					
29	Grub B Gone for Edgewater	\$2,500		<div><div></div><div></div><div></div><div></div><div></div></div>	<div><div></div></div>		
		Notes: Completed.					

30	Marina boardwalk repair / improvement	\$2,500		<div><div></div><div></div><div></div><div></div><div></div></div>	★
		Notes: Completed. We did not replace the rail but instead repaired it as this area will be upgraded during next years Main St wastewater, water and storm water upgrades.			
31	Edgewater Comfort Station	\$82,500		Not Yet Begun	
		Notes: Not yet begun.			
32	Main Comfort Station	\$77,500		Not Yet Begun	
		Notes: Not yet begun.			
33	New washer and dryer at Marina Comfort Station	\$5,000		Not Yet Begun	
		Notes:			
34	Support for bench installation	\$20,000	\$2,735.55	<div><div></div><div></div><div></div><div></div><div></div></div>	50%
		Notes:			
35	Jubilee Park new gazebo roof	\$3,000		Not Yet Begun	
		Notes: Not yet begun.			
36	VIC: New thermal pane window inserts and mini split	\$10,000	\$4,816.74	<div><div></div><div></div><div></div><div></div><div></div></div>	★
		Notes: Completed.			
37	Pool - new build or major renovation	\$55,000		<div><div></div><div></div><div></div><div></div><div></div></div>	25%
		Notes:			
38	Tree Donation Recognition	\$5,000		Not Yet Begun	
		Notes:			

Fire Services						
1	Radios & Pagers	\$3,000		Not Yet Begun		
		Notes:				
2	New PPE	\$10,000		<div><div></div><div></div><div></div><div></div><div></div></div>		★
		Notes:				
3	Fire Vehicle - Pumper	\$400,000		<div><div></div><div></div><div></div><div></div><div></div></div>		50%
		Notes:				
4	Additional Helmets	\$20,000	\$9,834.17	Not Yet Begun		
		Notes:				
Water Utility						
1	New Water Services	\$5,000	\$1,823.96	<div><div></div><div></div><div></div><div></div><div></div></div>		50%
		Notes:				
2	Hydrant Replacement	\$5,000	\$2,183.75	<div><div></div><div></div><div></div><div></div><div></div></div>		50%
		Notes:				
3	Water Meters	\$3,000		<div><div></div><div></div><div></div><div></div><div></div></div>		50%
		Notes:				
4	Transmission Line Access	\$15,000		Not Yet Begun		
		Notes:				
5	Chemical Room Floor - WTP	\$10,000	\$4,101.57	<div><div></div><div></div><div></div><div></div><div></div></div>		75%
		Notes: In progress.				
6	Automatic Flushers	\$13,000		<div><div></div><div></div><div></div><div></div><div></div></div>		75%
		Notes: In progress.				
7	Security Cameras	\$14,000		Not Yet Begun		
		Notes:				

8	ICIP Priority #2 - Water Rehabilitation and Improvement	\$223,400	\$17,204.57	Not Yet Begun				
		Notes:						
9	Service Extensions	\$41,000	\$1,587.75	<div></div>				25%
		Notes:						
10	Reserve Pump Replacement	\$11,500	\$3,575.97	<div></div>	<div></div>	<div></div>	<div></div>	75%
		Notes:						
11	Flow Meter at Water Treatment Plant	\$3,000		Not Yet Begun				
		Notes:						
12	Gate Valves	\$6,000		Not Yet Begun				
		Notes:						
13	Thermal Imager	\$5,000		Not Yet Begun				
		Notes:						
14	Underground Locator	\$2,500		Not Yet Begun				
		Notes:						
15	Level Control Valve - Smart Positioner	\$2,500	\$1,884.45	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
		Notes:						
Wastewater								
1	New Sewer Services	\$10,000		<div></div>	<div></div>			50%
		Notes:						
2	Security Cameras	\$6,000		Not Yet Begun				
		Notes:						
3	Fairmont/Pinegrove Drainage Improvement	\$120,000		Not Yet Begun				
		Notes:						

4	Main at RPS Stormwater	\$20,000		<div><div></div><div></div><div></div><div></div><div></div></div>	25%
		Notes:			
5	ICIP Priority #2 - Water Rehabilitation and Improvement	\$223,400		Not Yet Begun	
		Notes:			
6	Service Extensions	\$41,000	\$3,185.93	<div><div></div><div></div><div></div><div></div><div></div></div>	25%
		Notes: Stovepipe Lane			
7	PAA Pilot Project	\$37,000		<div><div></div><div></div><div></div><div></div><div></div></div>	75%
		Notes: In Progress. Renovation of Chemical Building awarded to Rikjak Const.			
8	Lift Station Repairs	\$40,000		Not Yet Begun	
		Notes:			
9	Sewer Lift Station	\$2,400		Not Yet Begun	
		Notes:			
10	WWTP Lab / Equipment	\$3,150		Not Yet Begun	
		Notes:			
11	Stormwater Management	\$20,000		Not Yet Begun	
		Notes:			
12	Thermal Imager	\$5,000		Not Yet Begun	
		Notes:			
13	Underground Locator	\$2,500		Not Yet Begun	
		Notes:			
		\$12,000		Not Yet Begun	

14	Sewer Lift Station	Notes:					
15	WWTP SCADA	\$15,000		Not Yet Begun			
		Notes:					
Electric Utility							
1	Electric Line Replacements	\$25,000		<div><div></div></div>		50%	
		Notes:					
2	New Digital Electric Meters	\$4,000		<div><div></div></div>		50%	
		Notes:					
3	Transformers	\$20,000		<div><div></div></div>		50%	
		Notes:					
4	PCB Transformers Replacement Project	\$400,000	\$238,594.40	<div><div></div></div>		75%	
		Notes:					
5	Thermal Imager	\$10,000		Not Yet Begun			
		Notes:					
6	Underground Locator	\$5,000		Not Yet Begun			
		Notes:					
7	New Street Lights	\$5,000		<div><div></div></div>		50%	
		Notes:					
8	Voltage Regulators	\$100,000	\$116,029.82	<div><div></div></div>		75%	
		Notes: West Circuit					
9	Utility Truck	\$80,000		Not Yet Begun			
		Notes:					



SOLAR FOR EVERYONE

community-solar.ca



Community Solar Garden Monthly Update

September 2023



Table of Contents

- Project Information
- Summary of the Last Few Months
- Overview
- Construction Progress
- Health, Safety and Environment
- Milestones Summary
- Upcoming Activities

Project Information

Project Name	Mahone Bay Community Solar Gardens
Owner Name	Town of Mahone Bay
Project Address	918 Main Street
Site Area (Acres)	~6 Acres
System Size (AC / DC)	1.500MWac / 1.816MWdc
Racking	PHLEGON® Fixed – 2P Continuous (GP Joule Product)
Modules	LG440N2T-E6 (440Wp Bifacial)
Inverters/Transformers	Sunny Highpower PEAK3 125-US
Budget	On budget with contingency

Summary of Last Few Months

Goldbeck came across an unpleasant odor in the trench and raised concern on working in these conditions.

New PPE was purchased to accommodate working in these conditions.



Due to excessive water on site, a redesign of the piles was completed to raise the platform for the transformer and switchboard.



Summary of Last Few Months

Mahone Bay was hit hard by heavy rainfall on July 21st. Ditches and swales were washed out.



Swales and check dams were reinforced to help mitigate water flow to neighboring land.



Summary of Last Few Months



Inverters are installed



Back access road and power line is near completion.



Overview

Unpleasant odor in the Trench

The progress of the work was proceeding smoothly until an unpleasant odor was discovered during the excavation of a trench. Additionally, there was a higher than expected amount of water in the area, leading to a redesign of the piles and pad for the transformer in order to safeguard the equipment. Goldbeck temporarily closed the site while awaiting testing results from NSE. To ensure the safety of the crew, Goldbeck provided specialized personal protective equipment (PPE) for working in these conditions.

Heavy Rainfall on July 21

Despite heavy rainfall on July 21, the Mahone Bay site fared well. However, the road leading to the site required remediation to clear the ditches and rebuild the check dams. The excessive water flow caused significant damage to the road, rendering it unsafe for large vehicles. Both Goldbeck and the Town collaborated to ensure the ditches were cleared and the road was reconstructed to withstand future heavy rainfall. Goldbeck took additional precautions by implementing hay bales and silt fences to effectively control sediment.



Overview cont'd

Our Neighbours

AREA and STRUM Consulting are actively working together to address the challenges faced by our neighbors. Once the final design is obtained, we will present our proposed solutions to the Town and the affected neighbors.

Full Steam Ahead

Significant progress is being made on the site. The installation of the switchboard and transformer is scheduled to take place within the next few weeks. Commissioning is planned for the final week of October. Additionally, AREA and Town are planning an open house event in November.

AREA continues to review Change Orders and keeping the project in line according to the contract and defending the Town's interests.



Construction Progress

Scope of Work	Total QTY to be Installed	Installed This Week	Installed To Date	Performed %
Site Trailer and Facilities	1		1	100%
Site Grading (Cut & Fill)	1		1.0	100%
Erosion Control	1		1.0	100%
Security Fence Installation	1		1.00	100%
Pile Installation	297		297	100%
Racking	258		258	100%
Modules	4,128		2,784.00	98%
PV Wire Pulling (per string)	10,668		10,668	100%
DC Combiner Mechanical Installation & Termination	10		10	100%
Underground Trench (DC)	491		491	100%
Pad for Inverter and AC Panel Board	1		0.4	40%
Transformer Pad	1			0%
Inverter Mechanical Installation & Termination	10		10	100%
Transformer Installation & Termination	1			0%
AC Panel board Installation & Termination	1			0%
SCADA and Weather Station Installation	1			0%
Substantial Completion	1			0%
Performance Test 1	1			0%
Performance Test 2	1			0%
Demobilization/Site Clean-up / Punch List	1			0%

Health, Safety and Environment

Safety

Days without Injury	Near Misses	First Aids	Recordable
321	0	0	0

Health & Environmental

Event	Date	Mitigation
0	N/A	N/A

Milestones Summary

	Contract Baseline	Scheduled App'd	Actual
LNTP Agreement	20-01-2022	20-01-2022	20-01-2022
EPC Agreement	18-07-2022	18-07-2022	18-07-2022
LNTP Milestone 1	23-03-2022	23-03-2022	23-03-2022
LNTP Milestone 2	07-04-2022	07-04-2022	07-04-2022
LNTP Milestone 3	04-07-2022	04-07-2022	04-07-2022
Mobilization	26-07-2022	26-07-2022	26-07-2022
Modules Delivery (Owner Supplied)	21-09-2022	16-09-2022	16-09-2022
Inverters Delivery (Owner Supplied)	16-09-2022	16-09-2022	16-09-2022
Foundation Delivery	14-09-2022	14-09-2022	21-09-2022
Racking Delivery	30-09-2022	30-09-2022	14-11-2022
Transformer Delivery	28-03-2023	30-05-2023	
AC Panel Board Delivery	09-05-2023	31-08-2023	
Substantial Performance	25-05-2023	06-09-2023	
Final Completion	22-06-2023	04-08-2023	

Upcoming Activities

- Pad construction for the Transformer
- Grounding Grid
- Megger Testing
- Inverter Terminations
- Access road to be completed
- Oct 23–27 Commissioning



**Town of Mahone Bay
Staff Report
Re: Mahone Bay Pool Project Update
September 28, 2023**

General Overview:

The purpose of this report is to provide Council with an update on the Mahone Bay Pool Project included in the 2023-24 Capital Budget.

Background:

At Council's March 9, 2023 meeting Council passed the following motion:

THAT Council direct staff to investigate potential locations for a new Mahone Bay Pool, as part of that investigation, a survey be conducted with citizens.

The 2023-24 budget passed by Council on July 28th, 2023, included an allocation for pre-design work anticipated in fiscal 2023-24.

Analysis:

Public Survey

Staff waited until the start of the pool season to launch a survey. The survey was advertised in the Mayor's Newsletter, on Facebook and the Town website, posters were put up at Town Hall and the Pool property, and rack cards were provided to pool staff to distribute.

The survey was completed by 150 people. Survey results are attached to this report as an attachment.

Pre-Design

Location considerations are included in the pre-design process which is intended to develop a preliminary design suitable for inclusion in a design-build tender process. The 2023-24 Capital Budget included an allocation of \$55,000 for this process.

In addition, staff have applied for and anticipate the receipt of a Planning Assistance Grant in the amount of \$10,000 from the NS Dept. of Communities, Culture, Tourism and Heritage to support the pre-design process.

A request for proposals for pre-design services closed on September 12th with the contract (in the amount of \$78,743 +HST) awarded to Vigilant Management Inc. on September 22nd. Vigilant staff will be provided with the public survey results and will meet directly with project stakeholders in the development of preliminary designs for Council's consideration.

Additional topographical surveying and geotechnical testing is also anticipated in association with the confirmation of location.

Financial Analysis:

In addition to the pre-design costs outlined above, the 10-year Capital Investment Plan included in the 2023-24 budget established an expectation for total project costs – including construction – in the amount of \$505,000 over a minimum of two fiscal years.

As a component of the pre-design process estimates for various options will be considered and expectations for the overall project cost will likely change. Staff are working hard to identify sources of external funding to share in these expected project costs.

Links to Strategic Plan:

2.3 Governance to Meet Expectations of our Growing Community

Recommendation:

It is recommended:

THAT Council accept this report for information.

Respectfully submitted,

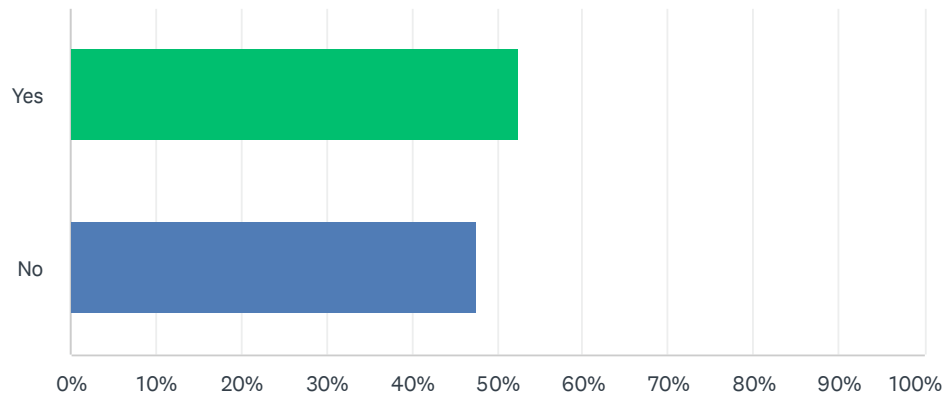


Kelly Redden
Town Clerk



Q1 Are you a user of the current Mahone Bay Pool?

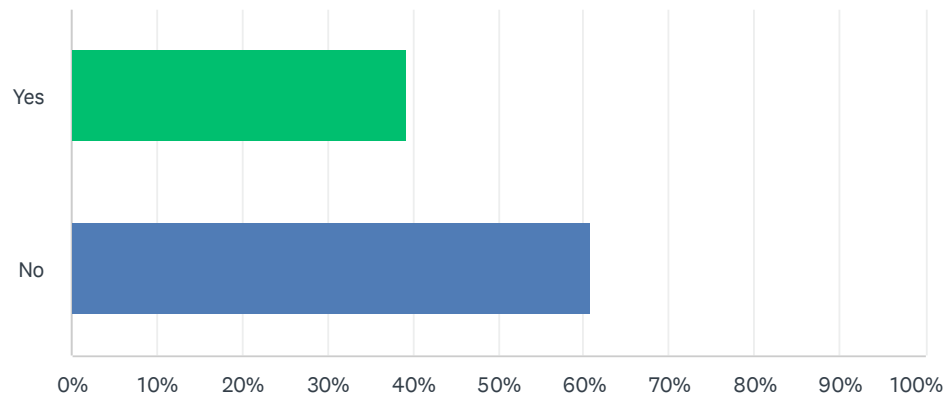
Answered: 149 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	52.35%	78
No	47.65%	71
TOTAL		149

Q3 Do you or any members of your household currently access any of the programming (swimming lessons, lifesaving classes, family swim time, etc.) at the pool?

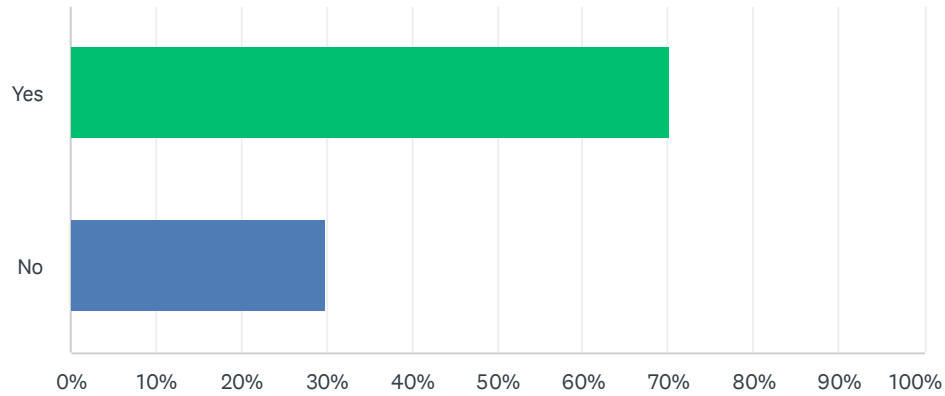
Answered: 150 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	39.33%	59
No	60.67%	91
TOTAL		150

Q5 Do you think you would take advantage of additional programming if a larger variety were available?

Answered: 144 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	70.14%	101
No	29.86%	43
TOTAL		144

	A	B	C	D	E	F	G	H
1	Are you a user of the current Mahone Bay Pool?	If you answered no, why not?	Do you or any members of your household currently access any of the programming (swimming lessons, lifesaving classes, family swim time, etc.) at the pool?	If you answered yes, what program(s)?	Do you think you would take advantage of additional programming if a larger variety were available?	If you answered yes, what programming would you like to see?	Are there any amenities you would like to see at a new pool facility, that the current facility doesn't have?	Do you have any other suggestions or ideas for the new pool facility?
2	Response	Open-Ended Response	Response	Open-Ended Response	Response	Open-Ended	Open-Ended Response	Open-Ended Response
3	No	Hours did not suit me, pool just looks old & tired.	No		Yes	Aquasize classes.	Snack availability, better change rooms, easier	Just have it easily available to access, park etc
4	No	Prefer the ocean	No		No			This should be user funded. Already pay heavy tax for things like the fire hall. Have a referendum on it.
5	Yes		Yes	Swimming lessons, family swim, public swim			Handicapped accessible, easier gradual entrance	Updated washrooms
6	No	Used it for years when the kids were small. Older now and mobility issues.	No		No		No	I'm not sure spending a large amount of money on a new pool which operates for eight or nine weeks out of the year can be justified. We use the pool at the LCLC which, as you are aware, operates year round and includes a therapy pool which is a Godsend to old, aching joints and muscles. The present pool obviously is functioning and using the "it's looking old and tired" line doesn't, in my opinion, warrant the construction of a new facility.
7	No	Not interested	No		No			
8	No	Prefer the beach	No		No		Don't waste money on it. Don't tax me for it unless there is a referendum on the investment.	
9	Yes		No		Yes	Kids swimming classes	Hot tub	No
10	Yes		Yes	Fam swim				Not too helpful but firmly support kids learning how to swim and how to safely enjoy the water!
11	Yes		Yes	Family swim	Yes	Lifesaving lessons, etc.	Indoor	An indoor/outdoor facility would lengthen the swimming season and facilitate a wider range of programming.
12	No	It seems crowded.	No		Yes	Adult programming	Salt water pool instead of chlorine	It would be great to have a bigger pool
13	No	Too old	Yes	Learn to swim	No		Shade. More seating. Closer parking	Try to keep it where it is now.

	A	B	C	D	E	F	G	H
14	No	For kids	No		Yes	Water park	Water Slide	Changing rooms lockers - little cafe or food window you can access even if not going to the pool. Like at a baseball game.
15	No	Don't like chlorinated water	No		No		Indoor pool and walking track	Aquasize
16	Yes		No		Yes	Later afternoon/early evening swimming lessons	More shaded areas on pool deck	Lockers (bring your own lock), updated facilities, accessible entry/exit, paved driveway for transporting young children (ie stroller)
17	Yes		Yes	Swimming lessons and public swim time	Yes	Slide, lanes for lane swimming	More showers and washrooms	It's not just a pool, it's a wonderful place to bring the community together. Maybe more events like BBQ's, games etc to bring the community out.
18	Yes		Yes	public swims	No		nothing of the top of my head	keep the diving board please
19	Yes		Yes	Family swim time	Yes	Water aerobics, swimming lessons		
20	No	Too old to swim anymore	Yes	Swim lessons for the grand children	No			Keep it as close as possible to the existing pool.
21	Yes		Yes	Family swim	Yes	If pool was indoors and offered year round programming. Adults would use for exercise lane swims, kids for swimming lessons and weekend recreational time for the whole family.	Indoor facility. Adult pool and kid pool. Deep pool for laps, diving. Shallow pool for leisure or family time.	East Hants Aquatic Center would be a great facility to visit and get ideas. We have loved and travelled all over and we're surprised to find such an all inclusive centre outside the city. Two pools, offering lane swims, diving, climbing wall, basketball, and large walk in/ramps for both pools AND large hot tub. They also have a small "lazy river" with sprinklers that the whole family really enjoyed. Floor to ceiling to windows that allowed you to feel like you were outside with all the natural light but it's an inside all year facility. They offer aquatic exercise programs, swimming lessons, lifeguard training and leisure. I saw a number of individuals attending for therapeutic purposes as the leisure pool and attached hot tub are warm/hot and easy to enter and exit.

	A	B	C	D	E	F	G	H
22	No	I take my grandchildren and neighbours' children to the pool but do not use it myself. I do not like chlorine.	No	I take grandchildren and neighbours' children but they are not "members of my household".			The question assumes a new pool facility. I thought the survey was about whether Mahone Bay should have a new pool. No new pool is needed.	
23	No	We now have our own pool but used it a lot when our child was young	No		Yes	Aquafit	Better change rooms. Wading area or slash pad	
24	No	Too difficult to get in and out of the pool.	No		Yes	Exercises for seniors in the pool.		Do we really need a new pool? How many children from town actually use the pool? How many children from out of town use the pool. What about the adults? The pool is used 8 weeks in the year for how many children and adults. Why not fix up what there is. Spending a million dollars for a pool for so few people and for such a short period of time is foolish
25	Yes		Yes	Family swim	Yes	Aquacise class		
26	No	My kids used to spend all summer at the pool but have outgrown it now.	No		No			Please upgrade the change rooms and washrooms as they are pretty rough. Please also consider the landscaping around the pool to include some planted areas and seating areas. Thanks!
27	No	It doesn't appeal, out of the way and not easily accessible. Down the big hill is not easy for all.	No		Yes	Gym section/workout facility		Turning the old firehall into a swim/fitness center
28	No	I go to the LCLC in Bridgewater for Aquafit classes.	No		Yes	Aquafit	Indoor pool would be great	
29	No	Schedule is not user friendly.	No		Yes	Water running		A new pool is not needed
30	No	I am a senior thought it was more of a kids pool	No		Yes	Aquarobitcs and exercise for seniors	Sauna or steam room Slide for kids into pool	Indoor if that is possible financially
31	No	not senior friendly	No		Yes	Adult swim, and exercise in pool		
32	Yes		Yes	Lessons	Yes	Indoor swimming		
33	Yes		Yes	Family swim	Yes	More swimming times and a longer season	No	I do not think that Mahone Bay needs a new pool. I am likely missing information, but this survey reads like "we are getting a new pool". When was this decided? What is the budget?

	A	B	C	D	E	F	G	H
34	Yes		Yes		No		I would like to see some kind of splash pad for kids to play at. Also some sort of water slide as well	A splash pad please
35	No	Too old	No		No		Solar hear. Salt water. Indoor/outdoor.	
36	Yes		No		Yes			I have previously filled out a survey but I wanted to add something. It is way too early to close the pool. Some of our nicest weather is in September and it's a busy tourist month. I went to go for a swim yesterday but the pool was closed. I've only been a few times this year but have some time off now and I was really looking forward to a daily swim for the next few weeks. To make it worth investing in a new pool it should be open until mid to late September, even if opening hours have to be reduced.
37	No	I use it when I can.	No		No		Improved sitting/walk areas	
38	No	Limited operating hours, size, not open many times due to weather conditions, not heated	No		Yes	Additional Adult swimming programs	Heated pool	Increased size, covered from elements such as with an awning or other means, heated, separate area for small children, saltwater
39	Yes		Yes	swim lessons	No			no
40	Yes		Yes	Lessons / family swim	Yes	Swim team elder swim	Family change room/shower Access ramp into pool for no barriers	Closer parking with a roundabout for drop offs and pick ups Sauna Aed Updated pool rules A greater number of operating days 4 food diving board Salt water Heated pool walls and floors
41	No	Why? I use a wheelchair.	No		No		I don't see any real reason to build a new pool given our demographics. Go to Bridgewater if you want a pool or the beach for god's sake.	

	A	B	C	D	E	F	G	H
42	No	I am in my seventies and my pool days are behind me as I prefer to spend time on, or in, the water in the natural environment of the ocean rather than in an artificial one.	No		No			
43	Yes		No		Yes	Evening swim lessons	Water Slide and Splash Pad and Infant/Toddler Pool	Sun lounges
44	No	Limited opening hours for people who work!	No		Yes			
45	No	I am new to the community and currently the weather and my time off aren't cooperating with pool hours.	No		Yes	I would love to see some time slots available for adults who are working for quality swims without the pool being filled with young people.	Well, I would very much k love an indoor year round facility. I would be an avid user then. However, I recognize this is probably not feasible.	Sections for children to play including splash park features while having areas for lane swims etc.
46	Yes		Yes	Swimming lessons Family swim, open swim, pool parties	Yes		Splash pad, Toddler/ baby pool	Accessible buildings and pool, more shade areas. Water fountain/ water bottle refill station. Improved parking for parents with big loads, keeping close to tennis courts with a safe walking route for children transitionina to either facility.
47	Yes		No		No		Indoors	Indoors
48	No	I went to swimming lessons there growing up but now I normally go to the beach to swim.	No		Yes	My daughter like to take youth water aerobics as well as public swims	No	Just a newer pool. One that offer swimming lessons, public swims, maybe cardiac low impact programs. One that large enough for swim competitions.
49	Yes		Yes	family swim time	No			No. I always thought it was fine as is. I would use it more often if there was a decent seniors' fee.
50	Yes		Yes	Family swim but did swimming lessons in the past .	Yes	A swim team would be a great addition to the swimming program.	Easy access for people with mobility issues. A water fitness program would also be great!	We love our pool and would be terrible for our town to not have a pool! I grew up swimming there and now our children use the pool daily .
51	Yes		No		No		Splash pad	Hot tub, splash pad, kiddie pool
52	Yes		No		Yes		More seating and shaded area.	

	A	B	C	D	E	F	G	H
53	Yes		Yes	Swimming lessons, family swim time	Yes	Maybe more family/little kid friendly times.	Accessibility (walk/wheel into pool), more accessible change room areas, semi-separated area for smaller children/families, more seating.	Obviously a year round indoor pool would be great but understandable that that may be beyond scope of this project. My family and I love the pool and want to be able to continue to use it for many years. Accessibility is main current issue (as well as the general state of the old pool). All people should be able to use the pool regardless of physical limitations
54	No	Prefer swimming in ocean or lake but have used the pool in the past.	No		Yes	Adult or senior swim times.	Better showers, change rooms iand washrooms. It's been an important provider of training and work for students and is a community asset.	I think it's important that the town have a pool suitable for all residents and perhaps extend the season into October.
55	No	Not well and trying to stay inside when hot. Great for younger people but not on my list at this time in my life	No		Yes	Gentle exercising for seniors	Some type of shading and cleaner	Would actually like a tally of who uses the pool now if just young people
56	Yes		Yes	Life saving, family swim, lane swim	Yes	Aquafit, adult training like “better stroke” training. Mahone Bay Swim Team, learn to dive, sport camp,	Better shower/change rooms, shelter from the sun, concession with healthy choices	Better signage for visitors, better access for chairs/elders entry. Better seating for onlookers/caregivers
57	No	Too busy, but if I had more time I would	No	I previously used swimming lessons, public swim, etc, just not this summer	No			
58	No	Senior accessibility Sun exposure Washrooms are never clean looking	No			Maybe	A ramp into the pool Better parking for disabled More protection from sun if not in the pool	Increased space and accessibility for washrooms and change rooms Honestly, an indoor pool to be used year round would be awesome!
59	Yes		Yes		Yes	aquafit	slide, better change rooms	
60	Yes		Yes	Swimming lessons for children	No		It would be lovely to have a grassy picnic area or something like that, comfortable spots to lay a towel and lie down,	The change room situation can be improved a lot. The change room/bathroom doors are always kept wide open during operating hours and that's uncomfortable for some folks who would like some privacy for changing. People use the toilet stalls to change in, which isn't ideal.

	A	B	C	D	E	F	G	H
61	No	Just relocated to the area	No		Yes	Adult swimming lessons	Sauna	Private washrooms/showers
62	Yes		No		Yes			All season pool.
63	Yes		Yes	Swimming lessons Family swim time	Yes	Swim team	Sauna	Hot tub Water slide Water fall
64	Yes		Yes	Currently just family swim but we will do swimming lessons in the future	Yes	Aqua fit Swim team	Sauna	
65	Yes		No		Yes	swim team	not a liner pool	have locker rooms
66	No	Because it's old and only open two months per annum. It's expensive, given I'm a town resident	No				A covered facility that can be used all year round.	
67	No	It is a Chlorinated pool and I avoid Chlorine for health reasons.	No		Yes	Aqua fit. Early lane swim.		Please consider a non-chlorinated solution for swimming pool sanitization and maintenance. Much healthier options include Saltwater or UV pools. Chlorine affects the skin and the eyes and many people are allergic to Chlorine. The initial upfront cost of the other two options may be higher, but long term it evens out. I would become a member of your pool if it was non chlorinated. Any health conscious person that has done their research would prefer this option. Thanks for your efforts to make our town unique and a place where we can all thrive. See below a quick comparison between Chlorine and Saltwater pool from the web. Best Regards, Factor Chlorine Pool Saltwater Pool Average Cost\$35,000\$45,000 Upkeep Weekly Monthly Maintenance\$400 – \$800 yearly \$100 – \$400 DurabilityDepends on materialsDepends on materials InstallationSame installation needsSame
68	No	Don't want a membership, want affordable pay as you go	No		Yes	Prefer pool be open earlier hours for seniors/adults	Combine with splash pad	Splash pad for toddlers/young children, easier access for older persons or those with disabilities
69	Yes		Yes	Swimming lessons and free swims	Yes		Vending machine	Sun bathing chairs for parents watching their kids.
70	Yes		Yes	Bronze Cross/Med	Yes	Lots more area of pool	No	Deeper pool

	A	B	C	D	E	F	G	H
71	No	It's more set up for kids	No		Yes	Lane swimming, maybe		I thought the survey would be more about support for a new pool. While I don't use it now, my kids grew up and worked at that pool. They were there every day. I very strongly support continued town involvement in this pool. It's important for families. I'm 100 percent in favour of resources being directed to the pool.
72	No	Wasn't aware there was a pool	No		Yes	Senior exercise	Can't say. Haven't seen present facility	More information to general public
73	Yes		Yes	Family swim time	No		How tub	If possible with staffing shortages, I'd love to see it open at the beginning of June instead of the end.
74	Yes		Yes	Family swim	Yes	Extended season, kids activities, pool parties, possible rentals for birthdays, adult swim	More snacks/beverage, hot tub	
75	Yes		Yes	Lessons, public swim	Yes	Life guard training	Splash pad	
76	No	I don't think there are any seniors' hours. I don't see any seniors' rates either.	No		Yes	Seniors' swimming times, with reduced seniors' rate for individuals/couples.		
77	Yes		No		Yes	Frequent lane swimming	Better changing facilities and secure storage	

	A	B	C	D	E	F	G	H
78	No	not intersted in aquatics	No		No			Conduct a needs assessment and feasibility study to determine the capital and ongoing operating costs of a new facility. What amount will tax payers have to contribute to offset the annual financial loses of the pool operation. Share with the public user data for the pool to help justfy why a new one is needed....if usage is minminal and user fees will only cover a small portion of the capital and operating costs then perhaps now is not the time to build a new pool. An outdoor pool is a big expense for the 30-40 days a year it actually gets used. Hope Town Council can make a smart and inormed decision this time and not be lead strictly by special interests and the squeaky wheel. The Pool Society is not a strong organization and has be propted up by the Town. If the Town is going to be in the pool business it better be prepared to provide qualified staff resources and leadership required to run the facility as a municipal entity. Other real issues to
79	No	Swim in the sea	Yes	family swim, visiting grandchildren.	No			Yes replace it. It's great for the town's youth
80	Yes		Yes	open swims	No			
81	No	I'm a senior and I don't like to go to the pool when there is a lot of kids	No		Yes	I would love to go to the pool for a senior's afternoon.no kids.	yes,just look at the pool they have in Truro at Victoria Park.It is build like 3 seperate pools but it is one.First section inrun around in the water with water spraying great for toddlers.the second part has a ramp to go down for someone in a wheel chair the last part of the pool has water slides and is deep water.	please don't put in a pool for only one section of people.If it is a town pool it should be for all aged people.Right now babies can't really use the pool and seniors need an afternoon with no kids and seniors need a safe way to enter the pool.
82	Yes		Yes	Family swim	Yes	Swim lessons later in the day/evening	Slide, diving board	Snack bar with the pool
83	Yes		Yes	Daily open swims and bronze Cross	Yes	Team Swimming. Adult time. Hot tub lol	Hot tub lol. Better bathrooms and changing rooms	Better bathrooms and changing rooms

	A	B	C	D	E	F	G	H
84	Yes		Yes	Family pass and kids lessons. Son wants to train as a lifeguard for summer job.	Yes	Swim teams, water polo games, free swims,	Splash pad, wheelchair ramp into the pool, water polo nets, hot tub, higher diving board, little cafe, more comfortable chairs for poolside	More choices at the canteen, floaties, better lockers for safe storage of kit
85	No	Too old	No		Yes	Lap swimming, elder fit	Walk in steps, modern changing area and washrooms.	
86	Yes		Yes	Family swims	Yes			Keep it in the current location as it is centrally located but far enough away from the busy Main Street. This makes it much safer for kids walking to the pool.
87	No	I prefer to swim laps and current pool not set up to offer that	No		Yes	Aqua fit classes, lane swims	Better shower/changing facilities, lane swimming set up	A wading pool for littles would be amazing
88	Yes		Yes	Lifesaving classes, family swim, anytime the pool is open we are there.	Yes	Hosting provincial competitive swim meets would be great for the town.	Can't think of anything.	Ensure it is the correct dimensions for competitive swim meets according to provincial regulations.
89	Yes	I use to use the pool for swimming lanes. This year I've been recovering from some medical treatments and I would LOVE to use the pool for more leisurely swims given that I am not up for doing lanes. So I would love to see some open adult swims/activities that were more leisurely and relaxed.	No		Yes	I would love to see all levels of aquafit and aqua yoga. Aqua therapy sessions! Adult swimming lessons and over 50 swimming lessons. Learn to Kayak both river (playboat) and ocean.	Updated changing rooms and bathrooms. An extended deck with plenty of shade and lounging chairs. An extended area for on deck activities such as yoga, aerobics, birthday parties etc. More picnic tables. A decent canteen. Accessible pool entry (gradual beach like entry and wheelchair lift into deep end - if it's not already there.). A slide for children and the young at heart. A separate splash pad and shallow pool for small children. A hot tub, steam room and sauna. I know that the latter	
90	Yes		Yes	Family swim time	No		Separate kiddie pool	More changing rooms

	A	B	C	D	E	F	G	H
91	Yes		Yes	family swim	No		better change rooms	
92	Yes		Yes	Bronze Cross	Yes	National lifeguard and Swim instructor lessons	Water slide	Good diving board
93	No	I am an older adult and don't swim often and the water isn't warm enough	No		No		accessibility, larger pool, maybe a wading area and/ or splash pad	be great if we created a place where families and kids liked to hang out - that might mean a splash pad, picnic tables or benches, a path or connector to the playground
94	Yes		No		Yes	Swimming lessons in morning hours- extended hours overall	Extended hours Lanes available during open swim	Shallow kids area for littles or splash pad
95	Yes		Yes	Public swim	Yes		Improved change rooms/ showers, improved canteen space, more chairs/loungers	Accessibility should be a priority. The pool in Victoria park in Truro is an excellent example.
96	Yes		No		Yes		Ramp for accessibility use and bigger bathrooms	Deeper shallow end and overall bigger
97	No	Used to be. Forgot about the pool as an option	No		Yes	More swim times	Splash pad	
98	Yes		Yes	Open swim	No		Tall diving board	Needs to be torn down and a new pool needs to be rebuilt. Larger pool and better flow of patrons.
99	Yes		Yes	Family	Yes	Hot tub	Hotub	High dive
100	Yes		Yes	swimming lessons, public swim	Yes	- more bronze courses - NL and Swim Instructor courses - earlier and later swims - aqua fit - swim team - rehabilitation swimming - autism swim	2 diving boards a bigger one and a shorter one with handrails on both, diving blocks, deeper deep-end and shallow end for swim meets, lights in the pool for later swims	the pool should be concrete and we should paint lane lanes on the bottom, bigger washrooms and changing rooms with lockers in the building, a membership identification system
101	Yes		Yes	Swimming lessons for our daughter, Family membership for the season --> open swim	No		Baby pool, area to lay down on a towel for resting/ sun bathing, Refreshment area to get drinks, fries, ice cream (similar to rissers beach) Nicer changing room, showers	Not really you guys are doing an amazing job!

	A	B	C	D	E	F	G	H
102	Yes		No					More adult swim time and more opening times during the day and evenings - suitable for retirees.
103	Yes		No		No			I believe you need to prioritize. Fix the infrastructure first and stop spending millions of dollars on lower priority items. Do not charge us on our taxes for this. Citizens cannot afford anvmore money .
104	No	I have my own	No		No			Keep it simple, and set a realistic budget, it only operates for 2 months of the years and is used by a very small percentage of the population.
105	No	It does not look very appealing	No		Yes	Aqua aerobics especially for seniors and for people going through physical therapv	Refreshment cafe	
106	No		No		No			
107	No	I grew up using the town pool and worked there. No longer live in town, but I understand how important it is to have.	No		Yes	More lane swims, water polo		
108	No	Outdated facilities, needs a makeover	No		Yes	Swim time with music, adult water activities to stay fit	Just more updated fixtures and perhaps more of a deck/poolside area for parents/guardians.	I think more signage around town would be helpful in attracting tourists to the pool. Right now it's kind of a hidden gem of the community but I think more should be made of it!!
109	No	Only recently moved to town	No		Yes	Aquafit		Universal change room facilities
110	Yes		Yes	Family swim	Yes	Swimming lessons more times for public swims or more times for member swims		
111	Yes		No		Yes	Water aerobics		
112	No	Not interested in going.	No		No		No	It only needs to be replaced the same as it is now. That is good enough. We need no more added to our taxes for something to just show off. The kids like it as it is now.

	A	B	C	D	E	F	G	H
113	Yes		No		Yes	Water aerobics, more swim line time. Swimming with families in the morning would be great.	It would be nice if there was more shaded areas around the pool for onlookers/guardians being there with their kids. Pool loungers, tables with shade would be great	Getting in and out of the pool with steps (with safety bars) would be great as sometimes ladders aren't always the easiest for those with disabilities or those families carrying their kids in and out of the pool.
114	Yes		Yes	Family swim time	Yes	Morning swim	Heated pool would be great! Kids went today and only stayed for less than a half hour because they were too cold.	
115	Yes		Yes	I go for the lap swim, almost every day.	Yes	More lap swim times, and possibly exercise classes.	A bit more seating around the pool.	Lines in the bottom of the pool to keep us headed in the right direction, and, like they have at the LCLC, poles with bunting flags just before either end of the pool so that when you're swimming on your back, you are alerted to imminent crash zone. The pool staff is terrific! It's a huge benefit to the community to have the pool
116	Yes	Live at our cottage during the summer.	No		No			
117	Yes		No		Yes	Lessons.	Splash pad. More seating. Hot tubs.	
118	No	DON'T KNOW	No		No		SAUNA	I would love to see a new pool with all the trimmings
119	Yes		Yes	Swim lessons, open swims	Yes	More lessons, lane swims and open swims	Canteen better change areas shaded areas	
120	No	Small facility, not good for toddlers	No		Yes	Swimming lessons, once my children are a bit older	Splash pad, easier public access/parking/showers/ place to sit and watch/ kiddie pool/wading pool	Integrated solar hot water heater on roof of building to "heat pool" , canteen?
121	No	to cold for me , I am a senior	No		Yes	Adult swims, exercise etc	Indoor pool. The kids have nothing to do in the winter in town, this will be a huge thing for them.	No suggestions but maybe a dog park could be associated with it also. I do not have a dog myself but it would be nice for others.
122	Yes		No		Yes	Swimming lessons	Slide and climbing wall	Slide and climbing wall
123	No	We don't swim in public pools	No		No			

	A	B	C	D	E	F	G	H
124	Yes		Yes	swimming lessons, open swims	Yes	Continued lessons, programming available in collaboration with Bayview Community School (swim to survive/ swim team), 1/2 or full day camps, aqua fit classes, sensory sensitive swim times	-Improved washroom/ change and shower facilities -Improved accessibility re: parking, ramps into pools and access to change facilities -extended food/ beverage service - Toddler/ play pool area - set up for swim meets/ water polo/ aqua fit	- regulation size for hosting swim meets - putting accessibility at the forefront - staff retention- the current employees are absolutely terrific! - heated pool for extending the swim season
125	No	I swim at the LCLC which is a much larger pool for doing laps with access early in the morning. It would be nice to swim in an outdoor pool close to home though. The current pool has not been of interest to me (yet).	No		Yes	lessons for adults to improve their swimming techniques, learn to dive, learn to 'flip around' at the end of the pool.	I don't know what amenities are currently available	it be a larger size
126	No	Have my own pool.	No		Yes	Fitness classes and wider range of programs.	Better access for mobility impaired and better solar water heating system. The average population of the area is over 60, but there are few programs for that demographic.	Literally hundreds of young people received their start as a leader working as a lifeguard and swimming instructor. Many more learned the basics of water safety. Assess the facility as a piece of infrastructure that will attract families to the area (majority of users are outside the town) and not just from the youth recreation perspective.
127	Yes		No		No		A better seating area and some sun lounges around the edge of the pool. A small canteen rather than a few bits sold out the life guard office.	Much better changing rooms, the ones there are old and often the locks don't work, they are also quite dirty. There is also only one sink in there. A lot of children in there area use the pool during the summer, it is a great recreational space for them. Better signage to let visitors know the pool is actually there. I have heard so many people say they didn't even know we had one.

	A	B	C	D	E	F	G	H
128	Yes		Yes	Free swims	Yes		updated washrooms/showers/change areas, cafe (!), therapy pool, water slide for the kids	indoor space and/or additional shade space
129	No	It seems a bit small and run down. Not very inviting. But to be fair, I have not giving it a chance.	No		No		If it was incorporated into a fitness center with a small gym and steam room, I would be delighted.	A year round pool would be wonderful.
130	Yes		Yes		Yes	Aqua classes	Splash pad for kids and much better washrooms	More seating better washrooms
131	No	Needs repair	No		Yes	Swimming lessons	More public swim	
132	Yes		Yes	family swim time	No		Gender neutral change rooms and a hot tub	Would like to see the new facility be fully accessible for those with physical disabilities/limited mobility
133	No		No		Yes			
134	Yes		Yes	Family swim time	Yes	Extended hours	waterslide, more seating	
135	No	I swim all year round and prefer the ocean and have a resistance pool at home.	No		No			I filled this in just to say that swimming is essential for health and it is vital for Mahone Bay to have the best pool possible with the longest season possible.
136	No	My children are older and I don't like 'peopling'	No		Yes	Aquafit	Coffee	Comfortable chairs...tables
137	No	I'm new to town and wasn't aware we had one.	No		Yes			
138	Yes		Yes	Family swim time	Yes			It would be lovely to have a separate pool for babies and toddlers that has simple access and is much shallower.
139	Yes		Yes	Family swim time	No			
140	No	I used to go more often when our kids were smaller. Also the current facility is not very comfortable or safe, in my opinion.	No		Yes	Water polo?		It would be incredible if it could be open more than two months a year... is there any talk of enclosing or heating it?
141	No	Not big enough for laps	No		Yes	Aquafit	Umbrellas for sun protection, longer pool with lap lane.	

	A	B	C	D	E	F	G	H
142	No	Not currently able to make hours and don't want to purchase a membership. Would like a drop-in options.	No		Yes	Water Yoga, Fitness Class	Nice to have a splash pad for kids!	
143	No	It's open air, and too visible to the public.	No		Yes	Elderfit, aqua aerobics.	Screening from the road. Covered.	Make it an all year round pool.
144	Yes		Yes	Swim lessons for three children plus family swim time	Yes	Perhaps swim race coaching/swim team	See above	Heating the pool for a longer season. This may not be financially feasible.
145	Yes		Yes	Family swim time	Yes	Rent out the pool for bday parties, etc.	Water slide and splash pad	
146	Yes		Yes	Family swim	Yes	Pool volleyball / bbq accessibility / more for adults	Bbq & picnic tables	Umbrellas, loungers, music, popsicles and freezies for sale
147	No	Just moved here, not sure if coat, opening times etc	No		Yes	Aqua aerobics	Slide	
148			No		Yes	Lame swims and recreational swimming YEAR ROUND.	Indoor option, up-to-date changing facilities, family swim pass option.	Possible exercise facility for seniors to operate year round.
149	Yes		No		Yes	it would be nice to have lessons that are available without a pool membership. Also, daily lessons are sometime difficult for working parents to manage, it would be nice to see some lessons available that are either weekly or twice a week instead of every day.		The current pool is always extremely cold. The pool deck could use improvement. It always feels like we are dragging sand from our feet into the pool
150	No	Too old	No		No		Solar heat to extend season. Salt water pool to improve the experience and reduce maintenance.	
151	No	Price is too ridiculous for the season.	Yes	Family swim	No			

	A	B	C	D	E	F	G	H
152	Yes		No		Yes	We still need more for our kids to do. We have young kids but ages 3-12 need more programming in general.	Splash pad. The new one in Liverpool is amazing.	

Kelly Redden

From: Kelly.Redden@TownofMahoneBay.ca
Subject: FW: New Fire Inspector

From: Chad Haughn <chaughn@chester.ca>
Sent: Wednesday, September 20, 2023 3:06 PM
To: Dylan Heide <dylan.heide@townofmahonebay.ca>
Subject: New Fire Inspector

CAUTION: This email originated from an external sender.

Hi Dylan,

Just a quick note to let you know that we have been successful in hiring a new Fire Inspector – Matthew Bustelli. He just started work this past Monday and we are working through orientation and the usual onboarding. I'll make sure we get him into your office for introductions sometime soon.

I'm going to have Matthew appointed as fire inspector by our Council at their next meeting and I'd like to request that you do the same with your Council so that we don't have any gaps in service.

Matthew can be reached at mbustelli@chester.ca or by calling the front desk at 902-275-3080.

If you have any questions, let me know. Thanks, Chad.

Kelly Redden

From: Kelly.Redden@TownofMahoneBay.ca
Subject: FW: Join the Nova Scotia Non-Profit Housing Association

From: Pauline MacIntosh <coadycom@stfx.ca>
Sent: September 11, 2023 11:21 AM
To: Penny Carver <penny.carver@townofmahonebay.ca>
Subject: Join the Nova Scotia Non-Profit Housing Association

CAUTION: This email originated from an external sender.

Join the Nova Scotia Non-Profit Housing Association (NSNPHA) and WIN!

The newly formed Nova Scotia Non-Profit Housing Association (NSNPHA) – an association of member organizations - is having a membership drive and your organization could win two tickets to see Michelle Obama on October 18 at the Scotiabank Centre in Halifax.



Please join the NSNPHA in its efforts to enhance non-profit housing in Nova Scotia!

What is the NSNPHA?

The mission of NSNPHA is to support the mobilization, empowerment, growth and sustainability of Nova Scotia's non-profit housing providers and the informal housing groups, networks, and coalitions that support their work.

Who can join?

If you are a non-profit housing provider, an informal housing group, network or coalition, a government organization (federal, provincial or municipal), or an associate (a non-profit organization with a vested interest in housing), the NSNPHA wants to hear from you.

How to join?


To apply to become a member of the NSNPHA:

[**Click Here**](#)

Organizations that apply and are accepted as members of the NSNPHA before September 30, 2023 will be entered into a draw to win two middle-bowl seats to hear [Michelle Obama at Scotiabank Centre in Halifax on October 18](#) - compliments of the NSNPHA.

Sharing is caring!

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Kelly Redden

From: Kelly.Redden@TownofMahoneBay.ca
To: Kelly Wilson
Subject: RE: Agenda Item

From: Kelly Wilson <Kelly.Wilson@townofmahonebay.ca>
Sent: Friday, September 22, 2023 9:36 AM
To: Kelly Redden <Kelly.Redden@TownofMahoneBay.ca>
Subject: RE: Agenda Item

Sure, here it is.

For Several years the owners of the property adjacent to the waste treatment site have asked the town to create a way for them to subdivide the rear of their property to allow them to build a retirement home.

There has been no resolution to date.

Most recently they were told we would wait until the new Land Use By-Law was complete to see if their needs could be accommodated there. The LUB does not have a provision that will satisfy their requirements.

Council has discussed in recent months the need to create a special category of 'lane' to accommodate the road to the solar garden as well as other, currently private, lanes in town, for example Skipper Lane. This would allow owners to access the rear of larger properties and thus allow potential development of those properties. There are several such properties in town.

The Solar Garden Lane needs to be designated an official roadway for two reasons.

1. To allow potential subdivision of the property to the south-east.
2. To ensure proper access for fire and emergency vehicles should they ever be needed at the solar garden installation.

Thus, I would propose a motion to that effect.

That council direct staff do take the necessary steps to designate the road to the solar garden an official street/lane of the town.

Kelly

Council Item for agenda, September 28, 2023

Councillor Penny Carver

Suggested changes to the Town Council Policy

4.5 Agenda: Draft agendas for Council meetings are completed through consultation between the CAO and Town Clerk. Agenda items may be added by Council members, Town staff and the public as specified in this policy.

Motion:

That Council direct staff to change the wording of section 4.5 of the Town Council Policy to read, "...through consultation between the Mayor, CAO and Town Clerk."

I also have a question about the reference to the public being able to add agenda items "...as specified in this policy." What does the policy specify about the ability of the public to add agenda items?

4.13 Public Input Session: Fifteen minutes after the approval of the minutes will be reserved for a public input session. Members of the public who have comments to make will be asked to state their place of residence and will be allotted an equal share of the fifteen minutes for public comments. This is a standing agenda item and will be skipped if no citizens attend the meeting to provide input.

Motion:

That Council direct staff to change the wording of section 4.13 of the Town Council Policy to add a new third sentence as follows: "Members of Council may seek clarification by directing questions to members of the public following the comments."

UPDATES FROM SSODA AS OF AUGUST 31, 2023



INTAKES

26 intakes were completed in July 2023.
In total, **390** intakes have been completed
from May 25, 2022 to August 31, 2023.

123 households currently
experiencing homelessness

46 households currently
experiencing
chronic homelessness

BREAKDOWN OF HOUSEHOLDS FROM TOTAL INTAKES

Families - 154	African NS - 11
Seniors - 100	Youth(25 & under) - 59
Veterans - 10	Latin Hispanic - 1
Indigenous - 44	Other - 18

ORIGIN OF HOUSEHOLDS

178 residing in Bridgewater
108 residing in MODL
43 residing in Queens
12 residing in Lunenburg
17 residing in Chester
14 residing in Mahone Bay
18 did not disclose



129 identified as
experiencing
energy poverty. Totalling
\$102,275.20
in NS power arrears.

TOP REASONS FOR HOUSING LOSS

- Building being Sold
- Leaving home due to Domestic Violence
- Eviction due to Renovations
- *Eviction due to Breach of Conditions

*A breach of conditions includes a breach by
either the property owner or the tenant

MOST COMMON SLEEPING ARRANGEMENTS

- Renting - Pending an Eviction Notice
- Couch Surfing - Safe
- Hotel Stay
- Sleeping Rough - Tent

AVERAGE NUMBER OF MONTHS EXPERIENCING HOMELESSNESS:

4 months

**SINCE MAY 2022, 92 OF
SSODA CLIENTS HAVE
BEEN CONNECTED TO
HOUSING.**

COMMUNITY REFFERALS

Part of our delivery of services includes ensuring households
engaging in the Coordinated Access System have access to local
resources offered by our partners, requiring a collaborative
approach. Here are the total number of referrals to SSODA from the
Community since our opening date:

Self Referral - 252
Harbour House - 19
Schools Plus - 10
St Vincent De Paul - 3
YMCA Youth Outreach - 4
Income Assistance - 39
Police/RCMP - 1
Senior Safety - 4
Souls Harbour Rescue Mission - 11
Agency outside of Lunenburg County - 16
Hospital - 20
Justice / Probation - 4
Legion - 2

**CONTACT US:
INTAKE@SSODA.ORG
(902)521-0994**

THE DIFFERENCE A YEAR CAN MAKE...

AUGUST 2022

Total Intakes = 106

NUMBER OF
HOUSEHOLDS
EXPERIENCING
HOMELESSNESS (AUG.
31, 2022)
83

NUMBER OF
HOUSEHOLDS
EXPERIENCING **CHRONIC**
HOMELESSNESS *
22

HOUSEHOLDS IDENTIFIED AS
EXPERIENCING ENERGY
POVERTY
31

MOST COMMON SLEEPING
ARRANGEMENTS AT TIME OF
INTAKE

- Couch Surfing- Safe
- Sleeping Rough**
- Renting Pending Eviction

AUGUST 2023

Total Intakes = 390

NUMBER OF
HOUSEHOLDS
EXPERIENCING
HOMELESSNESS (AUG.
31, 2023)
123

NUMBER OF
HOUSEHOLDS
EXPERIENCING **CHRONIC**
HOMELESSNESS
46

HOUSEHOLDS IDENTIFIED AS
EXPERIENCING ENERGY
POVERTY
129

MOST COMMON SLEEPING
ARRANGEMENTS AT TIME OF
INTAKE

- Renting Pending Eviction
- Couch Surfing- Safe
- Hotel Stay

*Definition of Chronic Homelessness-
Individuals or households that have been living in
situations of
homelessness for 6+ months
within a 12 month period,
or 18+ months within a 3 year period.

**Sleeping Rough includes tenting, sleeping in public
spaces like parks or makeshift shelters.

A meeting of the Climate and Environment Advisory Committee for the Town of Mahone Bay was held on Wednesday, September 6, 2023, at 9:00 a.m. in Council Chambers

Present

Mayor David Devenne
Councillor Penny Carver
Councillor Kelly Wilson (virtual)
Veryan Haysom
Richard Wilson
James Tilley
John Evarts
Gregg Little (joined at 9:45am)
Amanda Montgomery
Dylan Heide, CAO (left at 10:00am)
Lauren Clark, Climate & Energy Program Manager

Absent:

1. Approval of Agenda

A motion by Mr. Haysom, seconded by Mr. Evarts, "THAT the agenda be approved as presented." Motion carried.

2. Approval of the Minutes

A motion by Mr. Haysom, seconded by Ms. Montgomery, "THAT the minutes of the June 7, 2023 meeting be approved as amended to correct the spelling of Mr. Evarts first name." Motion carried.

A motion by Mr. Haysom, seconded by Mr. Evarts, "THAT the minutes of the July 5, 2023 meeting be approved as amended to correct the spelling of Mr. Evarts first name." Motion carried.

3. Updates

a. Sustainability Summit Event

Ms. Clark updated the committee on the planning for the Sustainability Summit event.

b. Status on Request for Harbour Quality Monitoring

A verbal update was provided with respect to harbour water quality monitoring and discussions in this regard with the Mahone Bay Wooden Boat Society.

c. Tree Map and Natural Assets

Ms. Clark gave an update on the progress of the community tree inventory.

d. Work Plan Update

Ms. Clark updated the committee on what projects she has been working on and to expect a Q2 work plan update at the committee's next meeting.

4. Agenda Items for Future Meetings

The committee reviewed the list of future agenda items.

5. CLIMAtlantic Toolkits

This item was deferred to the next meeting of the committee.

6. Sustane Facility Visit

A Doodle Poll will be sent to committee members to find a date for a tour.

On completion of business, the committee adjourned at 10:30am.

TOWN OF MAHONE BAY

TOWN OF MAHONE BAY

Chair, Councillor Penny Carver

Town Clerk, Kelly Redden

A meeting of the Heritage Advisory Committee for the Town of Mahone Bay was held on Wednesday, September 13, 2023 at 3:30 p.m. in Council Chambers.

Present:

Councillor Joseph Feeney
Councillor Penny Carver
Bryan Palfreyman
Annette St. Onge
Mayor David Devenne
Deborah Trask, Heritage Researcher
Kelly Redden, Acting Town Clerk

Absent:

Garry Macey (regrets)

1. Approval of Agenda

A motion by Councillor Carver, seconded by Ms. St Onge, "THAT the agenda be approved as presented." Motion carried.

2. Minutes

A motion by Councillor Carver, seconded by Ms. St Onge, "THAT the minutes of the July 12, 2023 meeting of the Heritage Advisory Committee be approved as presented." Motion carried.

3. Correspondence from Bryan Palfreyman

The committee received correspondence from Bryan Palfreyman concerning increasing interest in and registration of Heritage Properties.

The committee discussed doing a review of the current Heritage Property recruitment process. At the committee's next meeting they will review all marketing and information documents. Ms. Redden will send the current invitation letter to the committee members for their review and discussion at the next scheduled meeting and well as all other documents included with those invitation letters.

4. Review of TOR

The committee discussed the committee's Terms of Reference. Some changes were suggested. Ms. Redden will bring a draft back to the next committee meeting.

5. Review of FAQ Sheet

The committee will review at their next meeting.

6. Annual Plaquing Ceremony

The committee will review at their next meeting.

Next Agenda

Review of FAQ sheet

Package to potential heritage property owners

Review of TOR

Annual Plaquing Ceremony

The meeting adjourned at 4:50pm at the conclusion of business.

TOWN OF MAHONE BAY

TOWN OF MAHONE BAY

Chair, Councillor Joseph Feeney

Acting Town Clerk, Kelly Redden

The regular meeting of the Town of Mahone Bay's Asset Management Committee for the Town of Mahone Bay was held on Thursday, September 21, 2023, at 12:05 AM via video conference.

Present:

Mayor, D. Devenne

CAO, D. Heide

Manager of Finance, A. Yeadon-Wentzell

N. Pavlinic

D. Waterfield

H. Baxter

Absent:

Councillor R. Nowe - with regrets

Climate & Energy Program Manager, L. Clark- with regrets

Gallery:

None

Land Acknowledgement

Let us begin by acknowledging that we are gathered today in Mi'kma'ki. The ancestral, present and future territory of the Mi'kmaw people. Today, we gather with the intent followed by the living Peace and Friendship Treaties - with respect, cooperation and coexistence.

Approval of Agenda

A motion by, D. Waterfield seconded by N. Pavlinic "THAT the agenda be approved as presented." Motion Carried

Approval of Minutes

A motion by D. Waterfield, seconded by N. Pavlinic, "THAT the minutes of the July 13, 2023, Asset Management Committee be approved as presented." Motion carried.

AIM Conference (Sept 19-20) Debrief

D. Heide, D. Devenne and N. Pavlinic attended the AIM Conference in September and provided their feedback to the Committee.

It was noted by N. Pavlinic how both the Town and D. Heide are invested in Asset Management and are well ahead of the process when compared to other towns of similar size.

Review of 10-year Capital Investment Plan (CIP)

D. Heide and A. Yeadon-Wentzell discussed how the 10-year CIP has been created during the budget process and how the Committee can properly read and work with the plan.

The 2024-25 budget preparation process will afford the opportunity for Committee members to engage with staff on the creation of the 10-year CIP.

D. Devenne noted to the Committee that the items on the CIP (outside of the current budget year) have not been approved by Council and the timelines for the projects in the future are subject to change.

Initial Discussion re Reconciliation of AM Data with 10-year CIP

D. Heide went over section 4.0 (Guiding Principles) of the Town's Asset Management Policy for the Committee – focusing specifically on parts 4.3 and 4.4 – and how this guides the annual development of the CIP.

In response to discuss between members, D. Heide suggested an additional subsection of 4.6 focusing on natural infrastructure which will be discussed during the annual Asset Management Policy review in December.

D. Heide went through a detailed review of the Asset Management system and what types of data input is required as well as examples of outputs from the system to be used with the development of the CIP. Outputs include probability/consequences of failure, assets useful life/book value life, etc.

In the future it is hoped that these outputs from the Town's Asset Management system can also be used to inform the public.

Opportunities for Cross-Committee Meetings

The Committee felt there would be advantages in cross-committee meetings in the future, such as when dealing with discussions around climate and infrastructure.

Training Opportunities

AIM Conference was just completed. Training opportunities will be updated once available.

Committee Membership

The Committee is currently seeking two public members to join.

Next Meeting

October 19, 2023, at 12 PM.

The meeting adjourned upon motion at 1:51 PM

TOWN OF MAHONE BAY

TOWN OF MAHONE BAY

Mayor, David Devenne

Recording Secretary, Ashley Yeadon-Wentzell





A regular meeting of the Audit & Finance Committee for the Town of Mahone Bay was held on Thursday, September 21, 2023 at 7:00 p.m..

Present:

Mayor D. Devenne (Chair)
Deputy Mayor F. Kangata
Councillor P. Carver
Councillor J. Feeney
Councillor R. Nowe
Councillor K. Wilson
Councillor S. Lohnes-Croft
CAO D. Heide (Secretary)
Manager of Ashley Yeadon-Wentzell

Absent: NONE

Gallery: NONE

Land Acknowledgement

Let us begin by acknowledging that we are gathered today in Mi'kma'ki. The ancestral, present and future territory of the Mi'kmaw people. Today, we gather with the intent followed by the living Peace and Friendship Treaties - with respect, cooperation and coexistence.

Call to Order

The meeting was called to order at 7:00 p.m.

1. Approval of Agenda

A motion by Councillor Feeney, seconded by Councillor Carver, "THAT the agenda be approved as amended to reflect that verbal reports would be provided for items 3-5."
Motion carried.

2. Approval of Minutes

A motion by Council Feeney, seconded by Councilor Carver, "THAT the minutes of the Meeting of March 1, 2023 be approved as presented."
Motion carried.

3. 2021-21 Financial Statements and FIR Update

Manager of Finance Ashley Yeadon-Wentzell provided the Committee with a verbal update.

4 2022-23 Financial Statements

Manager of Finance Ashley Yeadon-Wentzell provided the Committee with a verbal update.

5 RFP for 2023-24 Audit Services

Committee members discussed options to contract for the provisions of needed audit services.

6 Closed Session – Contract Negotiations

A motion by Councillor Feeney, at 7:52pm, seconded by Councillor Wilson, “THAT Council go into Closed Session to discuss Contract Negotiations as permitted by the Municipal Government Act section 22(2)(e). Motion carried.

Council came out of closed session at 9:11 p.m.

Adjournment

Council adjourned at 9:12 p.m. on conclusion of business.

TOWN OF MAHONE BAY

TOWN OF MAHONE BAY

Chair, Mayor D. Devenne

Committee Secretary, Dylan Heide

Minutes of the Meeting of Lunenburg County Accessibility Advisory Committee (LCAAC)

Held online via Zoom.

September 6, 2023 from 6-7:30pm

Members Present:

Theresa Alexander-Arab (Community Member), Louise Hopper (Community Member), Peggy McCalla (Community Member), Councillor Kacy DeLong (MODL), Councillor Abdella Assaff (MODC), Councillor Susan Sanford (TOL), Councillor Penny Carver (TOMB), Geraldine Pauley (Vice Chair VOC), Councillor Jennifer McDonald (TOB).

Staff Present:

Heather McCallum (Clerk/Treasurer VOC), Tammie Bezanson (Engineering-MODC), Dylan Heide (Policy-TOMB), Lauren Isabelle (Planning-TOL), Andrew LeBlanc (Recreation-MODL) Ellen Johnson (Accessibility Coordinator)

Guests Present

None

Regrets:

Deputy Mayor Cathy Moore (MODL), Councillor Mike Conklin (TOB), Arthur MacDonald (Heritage-TOL), Sheila Landry (Community Member),

1. Meeting Called to Order

Meeting called to order by Chair Penny Carver.

2. **Land Acknowledgement and Accessibility as a Human Rights Reminder**- Penny started the meeting by reading a land acknowledgment and noting that accessibility is a human right.

3. Approval of Agenda

MOTION TO APPROVE the agenda, moved by Susan Sanford, seconded by Geraldine Pauley. ALL IN FAVOR, SO MOVED.

4. Approval of Minutes

MOTION TO APPROVE previous meeting minutes for July 5, 2023, moved by Louise Hopper, seconded by Susan Sanford. ALL IN FAVOR, SO MOVED.

5. Matters Arising

5.1 Accessibility Coordinator Update- Ellen advised there is one vacancy on the committee as Jeanne Fay resigned just before the last meeting. The MOC is working on getting an advertisement out, the deadline for applications is the 14th so the Mayors and Wardens can vote/nominate at their next meeting.

Draft of the Accessibility Implementation Plan for MOC is with senior management for review and the TOL plan will be sent to the senior management there soon. Ellen plans to meet with senior management teams to prepare for bringing them before Councils. The drafts will be circulated with the committee for input.

The Built Environment Standard under the Accessibility Act has been released. Ellen will share a link via email to provide feedback to the province, the deadline for feedback is October 30th. The group agreed to talk about it as a group in more detail at their next meeting.

5.2 LCAAC Terms of Reference- Draft for Approval- The updated terms of reference were shared since the last discussion. Feedback/thoughts and concerns are welcome to be sent to Ellen. Dylan advised that discretion was left with appointing Councils and some flexibility was given in the verbiage when a new member is replacing another member mid term.

MOTION TO APPROVE circulating the amended Terms of Reference to the 5 Councils and Village Commission for review and approval moved by Abdella Assaff, seconded by Kacy Delong. ALL IN FAVOUR. Motion carried.

5.3 Accessibility and Disability FAQs for Councillors: Draft for approval- This will be a working document; Ellen will continue to update with best practices as she identifies them. Ellen explained that she is hesitant to put examples in because they may not be applicable across municipalities.

The committee felt it is a great foundation and agree with Ellens approach to having it as a working document. The committee asked Ellen to circulate the document to staff with the request to bring it forward to Councils for review.

5.4 Town of Mahone Bay Accessibility Implementation Plan-Draft for approval- Ellen has sent the most recent draft for review. All sections that were changed have been highlighted. Any additional comments or questions are welcome, otherwise it is at its final stage. The committees next step is to recommend their council to adopt the plan. MOTION TO APPROVE taking the draft Town of Mahone Bay Accessibility Implementation Plan document to Mahone Bay Council for review, moved by Geraldine Pauley, Seconded by Susan Sanford. ALL IN FAVOUR. Motion carried.

6. New Business

6.1. Accessibility Foundations Training Discussion- Training was developed by the province and was piloted with some of the region's Councillors earlier this year. It is a 2-hour training course and Ellen and Louise have both done the train the trainer course and can facilitate the training. Ellen will be working with several staff from the five municipalities who have taken or are scheduled to take the train the trainer course and co-facilitate training for staff regionally over the next several months. Ellen asked if the LCAAC members would like to have the training facilitated for them as a group. As

Louise has also been trained, the two can cofacilitate Accessibility Foundations for the LCAAC. The committee was very open to training opportunities. Ellen will coordinate.

- 6.2. Confirm next meeting date and format- October 4th at 6:00 p.m.– 7:30 p.m. is listed as the next meeting. Some members felt it was too early. After discussion the group determined a later start would be more accommodating to the members and agreed to a 7:00 p.m. start to be held virtually.

7. Roundtable Discussions

7.1 Mahone Bay has contractors hired to complete a series of accessibility audits for recreation/outdoor spaces in Town with work getting underway this week.

MODL reminded the group of the importance of climate and invited everyone to the Climate Sustainability Summit Conference on September 23.

Louise Hopper advised about the Accessibility Foundations training that will be taking place with Public Health Staff and how beneficial it will be to have the accessibility lens moving forward for the public to access their services.

8. Date of Next Meeting: October 4th at 7:00 p.m. Virtually.

9. Adjournment

Meeting adjourned.

Town of Mahone Bay Accessibility Implementation Plan

September 2023

Introduction

The Province of Nova Scotia passed the Accessibility Act in 2017 with the goal of creating an accessible province by 2030. As a Prescribed Public Sector Body, the Town of Mahone Bay was required to create an Accessibility Advisory Committee and an Accessibility Plan. The Town partnered with the towns of Bridgewater and Lunenburg, the Municipality of the District of Chester, Municipality of the district of Lunenburg and the Village of Chester to create the Lunenburg County Accessibility Advisory Committee (LCAAC) in 2019 and the Lunenburg County Accessibility Plan in 2021.

This implementation plan was developed to guide the Town toward meeting the commitments made in the Lunenburg County Accessibility Plan. This plan used information about barriers experienced by persons with disabilities and the actions to identify, remove, and prevent them as identified by persons with disabilities themselves, staff of the five municipalities in Lunenburg County, and additional research about barriers and accessibility best practices in Canada and beyond.

The Accessibility Implementation Plan is organized using the five categories outlined in the regional accessibility plan:

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

The plan has three sections.

1. [Implementation Plan: Actions by Fiscal Year](#)

These tables correspond to each sub-commitment in the Lunenburg County Accessibility Plan that summarize the actions required to meet the sub-commitment organized by the fiscal year in which they are scheduled to be implemented. This is the “snapshot” of what is to be done in each fiscal year.

2. [Appendix A: Actions with Corresponding Barriers to Access and Goals](#)

Town of Mahone Bay Accessibility Implementation Plan

This section includes a second set of tables containing more detail, including the barrier to be addressed, a goal related to the barrier, and the actions to be taken for each of the sub-commitments from the Lunenburg County Accessibility Plan. This section shows why these particular actions were chosen.

3. [Appendix B: Additional Documents](#)

This section contains supporting documents that add detail or context to the actions identified and described in sections one and two.

Implementation Plan: Actions by Fiscal Year

The following tables show the actions the Town of Mahone Bay will take to move toward meeting the commitments in the Lunenburg County Accessibility Plan (2021). Actions are organized by sub-commitment and fiscal year. To learn more, use the number in parentheses after each action to find more details about it in Appendix A.

1. Goods and Services

The Commitment: Residents and Visitors with disabilities have equitable access to goods and services provided by our municipalities.

Sub-commitment 1.1

Services: Enhance services provided by municipal units by making municipal services and events more accessible to people with disabilities, including, but not limited to, accessible communication, accessible digital content and technologies, and welcoming service animals and support persons.

1.1 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2024 -Provide training for staff who interact with the public about the rights of people and their service animals. (1.1.1)		
	2023-2024 -Create and implement public education about service animal rights. (1.1.1)		
	2023-2025 -Collaborate regionally to explore a contract with ASL interpreters (or other comparable solution) to provide consistent and reliable ASL interpretation services. (1.1.2)		
	2023-2025 - Develop a process to record, manage and track complaints, inquiries, and instances of barriers related to		

Town of Mahone Bay Accessibility Implementation Plan

	accessibility of municipal spaces, programs, goods and services. (1.1.2)	
	2023-2025 -Assess and update payment technology to improve accessibility. (1.1.3)	
		2024-Ongoing -Use record of accessibility barriers encountered in provision of goods and services to determine needs of the public at points of contact with the Town], identify appropriate assistive devices/technology to meet needs and procure identified equipment. (1.1.2)

Sub-commitment 1.2

Service Delivery: Improve service delivery by developing and implementing ongoing awareness and training programs for municipal staff and Council to increase knowledge and understanding of accessibility, equity, human rights, disability rights, and accessibility barriers in our community, as well as developing and implementing new awareness and training opportunities as part of an orientation package for new employees. This will ensure that all municipal staff and Council are educated in and striving towards building competency in accessibility matters.

1.2 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-Ongoing -Collaborate regionally to access disability and accessibility awareness training appropriate for various municipal roles. (1.2.1)			
	2023-2030 - Develop and implement a process to include Accessibility Coordinator and/or Lunenburg County accessibility Advisory committee (LCAAC) member in early project planning stages to ensure an accessibility lens is applied. As staff capacity in accessibility matters grows, reassess the need for this action. (1.2.1)		
	2023-2024 -Develop a procedure for regular accessibility training and include this training requirement into training tracking. (1.2.1)		

Town of Mahone Bay Accessibility Implementation Plan

	2023-2024 -Provide accessibility and disability awareness training to current Councillors. (1.2.2)		
		2024-2025 -Add disability and accessibility awareness training to orientation training for new councils. (1.2.2)	

Sub-commitment 1.3

Physical Space: Upon entering a municipal building, physical spaces should be conducive to positive accessible customer service experiences. For example, provide chairs to rest in while waiting and/or sensory sensitive spaces to communicate with staff.

1.3 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2025 -Assess Town Hall entrance areas, counters and front desks for auditory and visual noise, physical barriers, and lighting. Create and implement a plan to increase accessibility for these areas. (1.3.1)			
	2023-2024 -Assess the entrance areas (interior and exterior) of Town Hall to determine seating needs. Install seating as appropriate. (1.3.2)		
	2023-2024 -Create a Town Scent Free policy and ensure employees, Councillors, and the public are aware of the policy. (1.3.3)		

Town of Mahone Bay Accessibility Implementation Plan

	2023-2024 -Clarify appropriate distance for a smoke-free area and determine if signage is required at Town Hall entrances. (1.3.3)		
	2023-2025 - Identify an appropriate space near the entrance inside Town Hall and create a sensory friendly space. (1.3.4)		

Sub-commitment 1.4

Programs: Deliver programming to people of all ages and abilities and commit to training all program delivery staff as per 1.2.

1.4
The Town of Mahone Bay does not offer programming directly to the public. Issues of accessibility with respect to public participation in other service delivery are addressed in the Goods and Services and Information and Communications sections of this document.

Sub-commitment 1.5

Events: Improve accessibility of public events planned and delivered by a municipal unit by planning events with an accessibility lens including, location, event delivery, and/or participation. Planning should consider the needs of persons with disabilities including, but not limited to, having adequate accessible event parking, accessible portable toilets, and when possible, places to rest from sensory overwhelming environments.

1.5 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024 - Create a guide to be used by staff that provides guidance on how to plan an event using best practices in accessibility. (1.5.1)			
2022-2024 -Create a process to seek input from Accessibility Coordinator, community member with a disability and/or			

Town of Mahone Bay Accessibility Implementation Plan

LCAAC on planning for events organized by the Town to ensure application of accessibility lens. (1.5.1)		
2022-Ongoing- Provide accessible portable toilets at outdoor events organized by the Town where other portable toilets are provided for public use or provide adequate numbers of accessible portable toilets in place of standard portable toilets. (1.5.3)		
2022-Ongoing- Ensure that accessible indoor washrooms are available in proximity if indoor washrooms are expected to be used by the public at events organized by the Town. (1.5.3)		
	2023-2025- Where seating is provided at Town organized events/meetings, determine needs and purchase appropriate seating to ensure that there are choices including chairs with and without arms, bariatric chairs, and adjacent space for a person using a wheeled mobility device or for a service animal. (1.5.2)	

Sub-commitment 1.6

Procurement: Apply an accessibility lens to all procurement processes, including creating common accessibility language, accessibility requirements, and factoring accessibility into the scoring process for procurement.

1.6 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2024- Ensure that documents uploaded to the provincial procurement website are in accessible formats. (1.6.3)		
		2024-2025- Develop language to include in procurement scoring that reflects an accessibility lens. (1.6.2)	
		2024-2025- Research options to include social procurement into decision making	

Town of Mahone Bay Accessibility Implementation Plan

		processes related to procurement. (1.6.2)	
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Sub-commitment 1.7

Internal Policy; Apply an Accessibility lens to all policy, procedures, and practices.

1.7 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2025- Create a schedule to conduct a full review of bylaws, policies, procedures and practices using an accessibility lens. Coordinate this review with those considering equity, diversity and inclusion where possible. (1.7.1)		
	2023-2025- Revise policies and practices related to municipal grant allocations to external organizations. Incorporate consideration of the external organizations efforts to increase accessibility. (1.7.3)		
	2023-Ongoing- Ensure all new bylaws, policies, procedures, and practices are created using an accessibility lens. (1.7.1)		

Sub-commitment 1.8

Emergency Management: Emergency management plans and prioritization of critical infrastructure need to consider accessibility barriers and vulnerable populations to ensure safety of people with disabilities in emergency and evacuation plans.

1.8 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024- Regional Emergency Management Coordinator receives training to increase knowledge of accessibility and disability. (1.8.1)			

Town of Mahone Bay Accessibility Implementation Plan

2022-2024 -Regional Accessibility Coordinator and Regional Emergency Management Coordinator meet regularly to align goals and actions and ensure that accessibility is incorporated in the 2023-2024 update to the Regional Emergency Response Plan. (1.8.1)		
2022-Ongoing -Work through REMO to explore best practices in emergency management for persons with disabilities and implement as appropriate. (1.8.1)		
2022-Ongoing -Explore options to participate in research/pilot opportunities related to emergency and mass evacuation (1.8.1)		

2. Information and Communications

The Commitment: People with disabilities can equitably access information and communication provided by our municipalities.

Sub-commitment 2.1

Delivery of Communications: Improve communications about existing municipal programs, services, and events that are accessible to people with disabilities by delivering communications in a wide range of accessible formats.

2.1 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024 -Explore the feasibility of the Town providing communications in alternate formats. This may include, but is not limited to, Braille, large print, text-only Word documents, audio, plain language, or ASL interpretation. (2.1.4)			
2022-2024 -Explore ways of removing barriers to accessing the Internet at Town facilities. (2.1.6)			
2022-Ongoing -Ensure that all policies, plans, and procedures that include accessible communications identify a means of maintaining accountability. (2.1.2)			

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	2023-2024 -Develop/update Standard Operating Procedures to reflect the commitment to accessible communications. (2.1.2)		
	2023-2024 -Ensure that, when possible, communications are provided in multiple location/media to provide choice in how the public accesses the information. (2.1.4)		
	2023-2024 -Explore option of having a percentage of business cards printed with braille. (2.1.5)		
	2023-2024 -Consider options to increase accessibility of printed documents. (2.1.5)		
	2023-2025 - Inventory all current channels of communication, technologies, and processes and assess compatibility of inventoried channels with commonly used assistive technologies. (2.1.3)		
	2023-2025 -Review Website Accessibility. (2.1.3)		
	2023-Ongoing - Collaborate regionally to identify preferences for methods of accessible communication. (2.1.4)		

Sub-commitment 2.2

Public Meetings: Ensure that all public open houses and meetings are as accessible as possible to all members of the public by offering materials in various formats, providing support to facilitate participation, and ensuring topics are discussed in plain language when possible.

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3.2 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024 -Explore how procedures for meetings and events incorporate accessibility. Begin with online meetings. (2.2.2)			
2022-2024 -Develop a guideline for external contributors to encourage plain language in presentations for the public (verbal and written formats) including at public meetings. (2.2.3)			
2022-2024 - Determine which meetings and events can be attended remotely. Review policy regarding remote participation in meetings to remove unintended barriers to access. Consider accessibility in choosing remote meeting platforms. (2.2.4)			
2022-2025 -Ensure the practice of having staffing levels for meetings and events informed by information from accommodation request forms or other sources. (2.2.2)			
2022-Ongoing - Content presented by staff at public meetings and events is in plain language where appropriate (staff receive plain language training as per 1.2.1 if appropriate to their role). (2.2.3)			
	2023-2024 -Include a statement in advertising for public meetings and events inviting conversations about accommodations. (2.2.1)		
	2023-2024 -Create and make available an accommodation request form for meetings and events. Determine which types of events should require these forms. (2.2.1)		

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Sub-commitment 2.3

Advertising/Marketing: Develop and implement a standardized symbol system for all public communications or programs and events to clearly identify what accessibility accommodations are available on site. For example, accessible entrances, scent free facility, and accessible washrooms.

2.3 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024 -Develop and implement a system to identify and communicate accessible features of facilities and events. (2.3.1)			
2022-Ongoing -Monitor provincial and national standard development for creation of a symbol system to incorporate into regional system. (2.3.1)			

Sub-commitment 2.4

Wayfinding: Improve signage and wayfinding for municipal buildings and public facilities by implementing signage and wayfinding consistent with accessibility best practice. Prioritize having signage and wayfinding where necessary, but not in excess.

2. 4 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-Ongoing -For each new and revised wayfinding and signage project, new and existing technologies are considered in addition to traditional signage. (2.4.1)			
	2023-2024 -Review the CSA/ASC B651 and CNIB Clearing Our Path as they apply to interior and exterior wayfinding and signage and consider adopting for that purpose going forward. Adopt Built Environment Standard as it applies to wayfinding		

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	and signage when available. (2.4.1)		
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3. Transportation

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

Sub-commitment 3.1

Pedestrian Infrastructure: improve connectivity in communities by improving pedestrian infrastructure where possible including constructing sidewalks, improving surface quality of sidewalks, and implementing appropriate curb cuts. Prioritize safety of pedestrian infrastructure by implementing audible signals, tactile walking surface indicators at crossings, appropriate lighting, and benches to rest where possible. Municipalities will comply with the Accessibility Act's Build Environment Standard (when implemented).

3.1 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2023 -Develop a bench program to determine location, type of seating, and to support implementation and maintenance of benches along streets. (3.1.9)			
2022-2024 -Continue to review CBCL engineering report on crosswalk placement in town and implement improvements to new and existing crossings at the direction of Council. (3.1.7)			
2022-2025 -Create a procedure to identify, prioritize, and address gaps in the accessibility of sidewalk infrastructure. (3.1.3)			
2022-Ongoing -Consider audible and vibrotactile pedestrian signals at all new and existing push-button crossings. (3.1.7)			

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2022-Ongoing -Update Public Works Standard Operating Procedures to consider placement of construction signs and possible obstructions to paths of travel. (3.1.10)			
2022-Ongoing -Electric Utility to consider accessibility in the decision making/planning process related to installing utility poles and related obstructions to paths of travel. (3.1.10)			
2022-Ongoing -Continue to identify, prioritize, and address gaps in cycling network continuity and apply best design practice. (3.1.13)			
	2023-2026 -Develop an annual sidewalk assessment program to ensure accessibility considerations are included. Include a sidewalk maintenance standard and inventory of curb ramps and tactile walking surface indicators. (3.1.1)		
	2023-2025 -Review sidewalk maintenance standards to ensure appropriate consideration of accessibility. Include consideration of appropriate budget allocation. (3.1.4)		
	2023-2025 - New intersection design will consider providing adequate space for pedestrians to wait safely and will comply with Built Environment Standard when available. Existing intersections will be assessed. (3.1.7)		
	2023-2025 - Review CSA/ASC B651 and Built Environment Standard (when available) with consideration of signage, lighting, and markings of crosswalks (update crosswalk painting specifications accordingly). (3.1.7)		
	2023-2025 -Identify areas where there is a lack of continuous visual and/or tactile indications across long driveways/entrances to parking areas and research options to resolve. (3.1.11)		

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	2023-Ongoing -When Council makes decisions about new and existing pedestrian infrastructure, consider the application of the Town's Public Engagement Policy (requirement for Public Engagement Plan to solicit First Voice input). (3.1.5)		
	2023-Ongoing -For new and revised intersections, include tactile walking surface indicators at curb ramps. (3.1.6)		
		2024-2025 -Research indications for and best practices around use of raised pedestrian crossings. (3.1.7)	
		2024-2026 -When available, incorporate the Accessibility Act Built Environment Standard into relevant bylaws, processes, standards, policies, and procedures. Identify which documents need proactive review and update. (3.1.1)	
		2024-2026 -Review existing intersections and implement best practices regarding what promotes pedestrian visibility and decreases crossing distance at intersections and mid-block crosswalks where applicable. (3.1.12)	
		2024-2026 -Explore standards around lighting of pedestrian routes with focus on intersections between pedestrian and vehicular infrastructure. (3.1.8)	

Sub-commitment 3.2

Snow Removal: Prioritize snow clearance at transit stops, public buildings, and in municipally managed parking areas.

3.2 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2024 -Review snow clearing prioritization and level of service to ensure the quality of sidewalk/pedestrian walking surface snow clearing		

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	is adequate to meet the needs of people walking and wheeling and that access to accessible parking spaces is prioritized and done thoroughly. (3.2.1)		
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Sub-commitment 3.3

Parking: Ensure all municipal parking areas and municipally managed parking areas have accessible parking spaces and appropriate drop-off locations for larger vehicles. Accessible parking shall meet the Accessibility Act's Build Environment Standard (when implemented).

3.3 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-Ongoing -Investigate ways to ensure appropriate enforcement of parking regulations. (3.3.1)			
	2023-2024 -Conduct a review of the number, location, and design of accessible parking spaces on street and in Town owned and managed parking lots and determine compliance with user needs and identified standard. (3.3.1)		
	2023-Ongoing - Continue with annual repainting of accessible parking spaces and ensure that appropriate vertical signage is present (3.3.2)		
		2024-2025 -Identify standard to be used to assess/design accessible parking spaces. (3.3.1)	

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Sub-commitment 3.4

Transit Connectivity: Where possible, support improving transit connectivity by expanding public transportation systems.

3. 4 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2023- On the Town website, include a link to Need a Ride? website to facilitate the public learning about existing transit options in the region. (3.4.2)			
2022-Ongoing- Consider options for participation in transit services between the Town and neighboring communities and beyond. (3.4.1)			

Sub-commitment 3.5

Transit Infrastructure: Improve existing transit infrastructure and ensure transit vehicles, transit stops, and signage are accessible to people with disabilities.

3. 5
Transit infrastructure to be considered in association with transit options (see 3.4.1).

4. Employment

The Commitment: Our municipalities are accessible and equitable employers and support the careers of employees with disabilities. We will seek to attract and retain a skilled workforce that reflects the diverse residents of the municipalities.

Sub-commitment 4.1

Job Opportunities: Improve opportunities for people with disabilities to gain employment at the municipality by ensuring job postings clearly state they are open to people with disabilities, accommodations may be available in the workplace, and/or advertise job postings across different platforms.

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4.1 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024 -Review and update all employment advertising to ensure accessibility language is included to communicate to persons with disabilities that they are welcome to apply and are encouraged to identify any accommodations needed to equitably participate in the recruitment, hiring, and employment processes. (4.1.1)			
2022-2024 -Review and adjust employment advertisements to ensure formats are accessible. (4.1.2)			
2022-2024 -Identify locations to post employment advertisements that will better reach applicants with disabilities. (4.1.2)			
2022-2024 -Develop partnerships with external organizations supporting employment for persons with disabilities and share employment opportunities directly. (4.1.2)			
	2023-Ongoing -Explore options for supporting access to transportation within the workplace where possible. For example, support flexible work hours, where appropriate, to facilitate individual needs related to transportation barriers. (4.1.3)		

Sub-commitment 4.2

Hiring: Improve processes, policies, and practices to facilitate and encourage the recruitment, selection, transition, and advancement of people with disabilities in their employment at the municipalities. Improve job standards to reflect the actual standards of the job and examine what assumptions are being made in the job standards.

4. 2 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2023 -Create a process to ensure that applicants can easily request accommodations for the			

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application and interview processes. (4.2.1)			
2022-2023 -Pair new employees with a mentor within the organization to support transitions. (4.2.2)			
2022-2024 -Staff involved in hiring and advancement receive training to increase knowledge about disability, accessibility, and the barriers that may exist in the recruitment process as per 1.2. (4.2.1)			
2022-2024 -Implement a procedure to ensure that any discussion of accommodations is raised in advance of a start date as much as possible. This will limit delays related to an employee beginning work without the necessary equipment, supports, or other arrangements. (4.2.2)			
2022-2024 -Review all standard training required for new employees (e.g., First Aid, Safety) to ensure it is accessible for employees with disabilities. This can avoid barriers and delays in the onboarding/transition process. (4.2.2)			
2022-2024 -Review and update all job standards to ensure that they reflect the true requirements of the job. (4.2.3)			
2022-2026 -Research best practices in benefits offered by employers with respect to employees with disabilities. Review existing benefits packages to ensure they include appropriate coverage considering best practice. Ensure consultation with current employees about their benefits needs. (4.2.4)			
	2023-2024 -Schedule regular reviews and updates of policies and practices related to recruitment, hiring, and evaluation/advancement to ensure their contents do not create barriers to persons with disabilities. (4.2.1)		

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	2023-Ongoing -Research and identify organizations that can facilitate and support persons with disabilities as they are hired and onboarded. This includes identification and acquisition of accommodations. Build relationships and/or partnerships with identified organizations to support employees with disabilities to be hired and through the onboarding and accommodation processes. (4.2.5)
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Sub-commitment 4.3

Flexibility: Improve support and flexibility in the workplace by ensuring municipal staff and Council with disabilities have access to adaptive technologies, possible accommodations in the workplace, appropriate and supportive leave policies and return to work plans, and a flexible work environment such as the ability to work from home.

4.3 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2024 -Inventory all software and platforms currently used by employees in the Town. (4.3.1)		
	2023-2025 - Collaborate with other municipal units in Lunenburg County to investigate accessibility features of current technology (e.g., software programs, apps, etc.) and identify and/or develop training tools for all employees with inclusion of accessibility. (4.3.1)		
		2024-2025 -Update procedures to include a check in at annual performance evaluations or other existing annual event to review potential needs for accommodation. (4.3.2)	
			2026-2027 -Explore the concept of creating a shared

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			fund and/or equipment/assistive technology bank among municipal departments to meet accommodation requests from potential and current employees. (4.3.2)
			2026-2027 -Clarify policies to ensure that the ownership of any equipment purchased to meet the accessibility needs of an employee with a disability is determined on a case-by-case basis and clearly communicated to relevant people/departments. (4.3.2)

Sub-commitment 4.4

Culture of inclusion: Build capacity among staff and senior leadership to cultivate a culture of inclusion that supports, retains, and provides opportunities for career growth to people with disabilities. Municipal units will develop Employment Equity Statements.

4.4 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2024 -Create an Employment Equity or comparable statement to reflect a culture of inclusion. Ensure that this statement is easily accessed by applicants for employment at the		

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	municipality and by current employees. (4.4.1)		
	2023-2025 -Encourage inclusion of employees with disabilities on planning committees for internal staff activities/events to enhance consideration of accessibility. (4.4.3)		
	2023-2025 -Develop basic guidelines for employee social events and activities that include accessibility considerations such as choosing a venue, travel expectations, dietary considerations, and choosing activities. Ensure communication of accessibility barriers. (4.4.3)		

Sub-commitment 4.5

Representation: Actively recruit people with disabilities on all municipal committees and working groups. Review committee and Council recruitment materials to ensure they are accessible.

4.5 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024 -Review and update advertising and recruitment materials for committees and working groups to ensure they do not include unintentional barriers to persons with disabilities and clearly communicate that persons with disabilities are welcome to participate/apply. (4.5.1)			
	2023-2024 -Review and update committee and working group policies and practices to ensure that details such as meeting times and locations, communications, and timelines are compatible with		

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	the inclusion of persons with disabilities.		
	2023-2025 -Review all Councillor recruitment materials to ensure they include language around accessibility. For example, that persons with disabilities are welcome to run for Council, that accommodations will be available where possible, and links/reference to any materials that support current or potential Councillors with respect to accessibility (e.g., Elections Nova Scotia materials). (4.5.3)		
	2023-2025 -Review all Council recruitment communications, documents, location choices, and processes within the Town's control to ensure they do not create unintended barriers to access. (4.5.3)		

5. Built Environment

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

Sub-commitment 5.1

Buildings: Improve and maintain the accessibility of municipal buildings and outdoor spaces to comply with the Nova Scotia Building Code, and the Accessibility Act's Built Environment Standard (when implemented), aiming to exceed them when feasible.

5.1 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2023 - Create an accessibility audit tracking document including all Town buildings and outdoor spaces, their audit status, and a			

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schedule of audits to be completed over time. (5.1.1)			
2022-2024- Develop a strategy to get public input about accessibility barriers in Town owned or operated buildings and outdoor spaces. (5.1.2)			
2022-2025- Increase capacity of staff involved in building and outdoor spaces management, planning, and maintenance by providing training as per 1.2 including RHFAC, Accessible Spaces 101, or comparable training. (5.1.3)			
2022-Ongoing- Complete scheduled accessibility audits and follow up on subsequent recommendations to increase accessibility. (5.1.1)			
2022-Ongoing- Equipment intended to increase accessibility at Town buildings and facilities is maintained properly through preventative maintenance schedules. (5.1.4)			
2022-Ongoing- Staff receive training as per 1.2 including how to properly support a person with a disability using Town owned accessibility equipment. (5.1.4)			
	2023-2025- Collaborate regionally to develop/adopt a resource for staff that highlights key accessibility considerations and features that are often overlooked. Provide awareness to staff about this resource. (5.1.6)		
	2023-Ongoing- Incorporate accessibility into site selection processes for new Town buildings and outdoor spaces. Consider LCAAC and public consultation. (5.1.5)		
	2023-Ongoing- The Town will explore ways to encourage an increase in accessible and affordable housing through policy, processes, bylaws, and engagement with the private sector. (5.1.7)		

Sub-commitment 5.2

Public Spaces: Improve access to public spaces and opportunities for recreation by improving access to parks and playgrounds, lakes and beaches, diversifying recreation equipment, and creating accessible parks, playgrounds and trails. Municipalities will comply with the Accessibility Act's Built Environment Standard (when implemented).

5.2 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond

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2022-Ongoing -Ensure that all trails that cross vehicular paths are clearly identified using visual and tactile indications. (5.2.2)		
2022-Ongoing -Investigate opportunities to ensure that trails are connected to other pedestrian infrastructure where possible. (e.g., Sports Field). 5.2.2)		
2022-Ongoing -Incorporate accessibility for children and caregivers into processes for construction of all new or upgraded outdoor play spaces. (5.2.3)		
	2023-2025 -Assess the Mahone Bay Pool for accessibility and address identified barriers. (5.2.5)	
	2023-2026 -Ensure that outdoor seating areas have a barrier free path of travel, have adequate accessible seating, and, where there is more than one table, include round tables to facilitate visual communication such as ASL. (5.2.7)	
	2023-Ongoing -New trails will be designed with accessible sections at designated trail heads where possible and meet best practice accessibility standards where appropriate. (5.2.1)	
	2023-Ongoing -Ensure that any accessible features and equipment in an outdoor space are clearly identified using accessible signage. (5.2.4)	
		2024-2025 -Ensure that all recreation facilities that have showers, washrooms, change rooms, and lockers also have comparable accessible facilities as per CSA/ASC B-651 or Built Environment Standard (when available). (5.2.6)

Sub-commitment 5.3

Washrooms: Look for opportunities to construct and maintain more accessible public washrooms and retrofit existing washrooms where possible.

5.3 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond

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2022-Ongoing -Continue to explore options for access to washroom facilities at outdoor public spaces such as bandstand. (5.3.1)		
		2024-2026 - Use information from accessibility audits, input from LCAAC and the community to determine appropriate location for adult change table(s) and implement installation of adult change table in appropriate location. (5.3.3)

Sub-commitment 5.4

Temporary Disruptions: Establish and implement processes to ensure accessibility is maintained during temporary disruptions including emergencies, evacuations, and/or special events.

5.4
See 1.7.1, 1.7.2.

Sub-commitment 5.5

Emergencies: Ensure emergency management and building evacuation plans are reviewed with accessibility in mind.

5.5 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2024 -Research the option of creating a voluntary list of people who require assistance to evacuate a Town building in the event of an emergency. (5.5.2)		
		2024-2025 -Review and update emergency evacuation plans and procedures to ensure they are accessible and include information about how persons with disabilities can	

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		be supported during an emergency. (5.5.1)	
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Sub-commitment 5.6

Construction Mitigation: Municipalities should ensure accessible detours are available when a sidewalk is closed for or affected by construction.

5.6 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-Ongoing -Ensure that all work impacting pedestrian routes is advertised well in advance with a clear description of how routes will be impacted and what alternatives will be available. Ensure signage and/or assistance is available to support pedestrians to navigate the area safely. Review Streets and Sidewalks Bylaw to ensure obstructions of pedestrian paths of travel impacted by work on private property are managed appropriately. (5.6.1)		
	2023-Ongoing -The Town considers the potential impact of noise, lights, and odours on persons with disabilities and the greater community when planning construction in identified areas. The Town takes action to minimize these impacts through communication and regulation of construction activities.. (5.6.2)		

Appendix A: Actions with Corresponding Barriers to Access and Goals

The following section shows how the barriers to persons with disabilities participating in the Town led to the actions identified in Section 1. Goals related to addressing these barriers have also been identified to help provide direction for these and future actions to increase accessibility.

1. Goods and Services

The Commitment: Residents and Visitors with disabilities have equitable access to goods and services provided by our municipalities.

1.1 Services: Enhance services provided by municipal units by making municipal services and events more accessible to people with disabilities, including, but not limited to, accessible communication, accessible digital content and technologies, and welcoming service animals and support persons.			
	Barrier to Access	Goal	Action
1.1.1	People may not be aware they are welcome at events with service animals and support persons.	People and their service animals are welcome at Town facilities and advertising clearly indicates that they are welcome.	2023-2024 -Provide training for staff who interact with the public about the rights of people and their service animals. 2023-2024 -Create and implement public education about service animal rights
1.1.2	Persons with disabilities may not receive service from staff that meets their accessibility needs.	Service options available to the public offer choice in how to interact.	2023-2025 -Collaborate regionally to explore a contract with ASL interpreters (or other comparable solution) to provide consistent and reliable ASL interpretation services.
		The Town is aware of barriers to goods and service delivery provided by the Town.	2023-2025 - Develop a process to record, manage and track complaints, inquiries, and instances of barriers related to accessibility of municipal spaces, programs, goods and services.

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		The public has access to assistive devices/technology at points of contact with the Town to enable equitable service.	2024-Ongoing -Use record of accessibility barriers encountered in provision of goods and services to determine needs of the public at points of contact with the Town, identify appropriate assistive devices/technology to meet needs and procure identified equipment (e.g., standard and digital magnifiers, assistive listening devices, signing guides, text option for persons who are Deaf or Hard of Hearing.)
1.1.3	Payment technology may present a barrier to people with sight loss, cognitive or developmental disabilities and print disabilities	Payment terminals used by the Town are accessible as much as possible for persons with disabilities.	2023-2025 -Assess and update payment technology to improve accessibility.

1.2 Service Delivery: Improve service delivery by developing and implementing ongoing awareness and training programs for municipal staff and Council to increase knowledge and understanding of accessibility, equity, human rights, disability rights, and accessibility barriers in our community, as well as developing and implementing new awareness and training opportunities as part of an orientation package for new employees. This will ensure that all municipal staff and Council are educated in and striving towards building competency in accessibility matters.

	Barrier to Access	Goal	Action
1.2.1	Town staff do not have adequate knowledge and awareness to identify, prevent	Training is provided to current and new employees on accessibility, equity, human rights, disability rights, and	2022-Ongoing -Collaborate regionally to access disability and accessibility awareness training appropriate for various municipal roles. 2023-2024 -Develop a procedure for regular accessibility training and include this training

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	and eliminate accessibility barriers.	accessibility barriers in our community.	requirement into training tracking. Include a regular review of training resources.
		Town staff seek input from Accessibility coordinator and Lunenburg County Accessibility Advisory Committee (LCAAC) when there are questions about accessibility.	2023-2030- develop and implement process to include Accessibility Coordinator and/or Lunenburg County accessibility Advisory committee (LCAAC) member in early project planning stages to ensure an accessibility lens is applied. As staff capacity in accessibility matters grows, reassess the need for this action. (Inclusion of these people and perspectives will also support capacity building among staff as proximity and interaction with persons with disabilities aids awareness and understanding).
1.2.2	Town Councillors do not have adequate training to identify, prevent and eliminate accessibility barriers.	All Town Councillors receive disability and accessibility awareness training.	2023-2024- Provide accessibility and disability awareness training to current Councillors. 2024-2025 - Add disability and accessibility awareness training to orientation training for new councils.

1.3 Physical Space: Upon entering a municipal building, physical spaces should be conducive to positive accessible customer service experiences. For example, provide chairs to rest in while waiting and/or sensory sensitive spaces to communicate with staff.

	Barrier to Access	Goal	Action
1.3.1	Upon entering Town Hall, persons with disabilities	The entrance to Town Hall is free of excess auditory and visual	2022-2025- Assess Town Hall entrance areas, counters and front desks for auditory and visual noise,

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	may encounter barriers related to physical spaces, auditory and visual noise, and inappropriate lighting.	noise, physical barriers, and has appropriate lighting.	physical barriers, and lighting. Create and implement a plan to increase accessibility for these areas.
1.3.2	Entrance areas of Town buildings lack appropriate seating for people to rest inside and outside.	Seating is provided to the public in the entrance area of Town Hall both inside and outside.	2023-2024 -Assess the entrance areas (interior and exterior) of Town Hall to determine seating needs. Install seating as appropriate.
1.3.3	Scents in the entrance areas of Town buildings may be a barrier for people with sensory sensitivities.	The Town has a scent free policy and has taken measures to protect air quality through compliance with the Smoke Free Places Act at Town Hall.	2023-2024 -Create a Town Scent Free policy and ensure employees, Councillors, and the public are aware of the policy. 2023-2024 -Clarify appropriate distance for a smoke-free area and determine if signage is required at Town Hall entrances (NS Smoke Free Places Act sets a minimum smoke free area at 4m from entrances, windows, and intake vents at workplaces).
1.3.4	Overwhelming sensory input in municipal building entrance areas can result in discomfort for people with sensory sensitivities.	Town Hall has a designated sensory sensitive space near the entrance that can be used by visitors to interact with staff when needed.	2023-2025 -Identify an appropriate space near the entrance inside Town Hall and create a sensory friendly space. This may involve altering the space to minimize scents, light, colours, patterns, noise, and textures while also considering other accessibility needs. Develop a procedure for use of this space when needed to meet with members of the public.

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1.4 Programs: Deliver programming to people of all ages and abilities and commit to training all program delivery staff as per 1.2.

The Town of Mahone Bay does not offer programming directly to the public. Issues of accessibility with respect to public participation in other service delivery are addressed in the Goods and Services and Information and Communications sections of this document.

1.5 Events: Improve accessibility of public events planned and delivered by a municipal unit by planning events with an accessibility lens including, location, event delivery, and/or participation. Planning should consider the needs of persons with disabilities including, but not limited to, having adequate accessible event parking, accessible portable toilets, and when possible, places to rest from sensory overwhelming environments.

	Barrier to Access	Goal	Action
1.5.1	Event planning processes do not adequately consider accessibility from inception.	Staff responsible for planning events have adequate training and guidance to incorporate accessibility from inception and incorporate first voice perspective when appropriate.	<p>-Ensure staff training as per 1.2.1 to ensure events are planned using an accessibility lens.</p> <p>2022-2024- Create a guide to be used by staff that provides guidance on how to plan an event using best practices in accessibility.</p> <p>2022-2024-Create a process to seek input from Accessibility Coordinator, community member with a disability or LCAAC on planning for events organized by the Town to ensure application of accessibility lens. For example, include a member of the LCAAC or another volunteer with accessibility knowledge on event planning committees.</p>
1.5.2	Seating options at events may not meet needs of persons with disabilities.	Seating provided at events is varied in type and location of accessible spaces to provide function and choice.	2023-2025- Where seating is provided at Town organized events/meetings, determine needs and purchase appropriate seating to ensure that there are choices including chairs with and without arms, bariatric chairs, and adjacent space for a person using a wheeled mobility device or for a service animal.

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1.5.3	Event washroom facilities may not meet the needs of users with disabilities.	Event attendees with disabilities have equitable access to washroom facilities.	<p>-Assess accessibility of existing municipal public washroom facilities (i.e., ball field, waterfront, marina) as per 5.1.1.</p> <p>2022-Ongoing- Provide accessible portable toilets at outdoor events organized by the Town where other portable toilets are provided for public use or provide adequate numbers of accessible portable toilets in place of standard portable toilets (providing accessible public toilets for all users is an equitable way of providing washroom facilities for everyone.).</p> <p>2022-Ongoing-Ensure that accessible indoor washrooms are available in proximity if indoor washrooms are expected to be used by the public at events organized by the Town.</p>
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1.6 Procurement: Apply an accessibility lens to all procurement processes, including creating common accessibility language, accessibility requirements, and factoring accessibility into the scoring process for procurement.			
	Barrier to Access	Goal	Action
1.6.1	Staff involved in procurement processes do not have adequate training to incorporate accessibility.	Staff responsible for procurement can apply an accessibility lens to the procurement process.	-Staff involved in procurement processes receive training as per 1.2. and additional accessibility training related to procurement if available.
1.6.2	Procurement policies and practices to not consider accessibility in the scoring and evaluation process.	Scoring and evaluation in the procurement process includes accessibility.	<p>2024-2025-Develop language to include in procurement scoring that reflects an accessibility lens.</p> <p>2024-2025-Research options to include social procurement into decision making processes related to procurement.</p>

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1.6.3	Procurement processes do not have accessibility requirements.	Vendors with disabilities have equitable access to information about procurement opportunities from the Town.	2023-2024 -Ensure that documents uploaded to the provincial procurement website are in accessible formats.
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1.7 Internal Policy; Apply an Accessibility lens to all policy, procedures, and practices.			
	Barrier to Access	Goal	Action
1.7.1	Town bylaws and internal policies, procedures and practices do not consistently consider accessibility.	All Town bylaws and internal policies, procedures, and practices have been assessed using an accessibility lens.	2023-2025 -Create a schedule to conduct a full review of bylaws, policies, procedures and practices using an accessibility lens. Coordinate this review with those considering equity, diversity and inclusion where possible. 2023-Ongoing - Ensure all new bylaws, policies, procedures, and practices are created using an accessibility lens.
1.7.2	Staff responsible for policy development do not have adequate knowledge/skills to apply an accessibility lens in the policy development process.	Staff responsible for policy development and revision have the knowledge and skills required to incorporate accessibility.	-Ensure staff receive training as per 1.2.1 and additional training in policy with respect to accessibility if available.
1.7.3	Mechanisms to increase accessibility in the	Municipal policies and practices encourage increased accessibility in the community.	2023-2025 - Revise policies and practices related to municipal grant allocations to external organizations.

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	greater community (beyond municipal control) are limited.		Incorporate consideration of the external organizations efforts to increase accessibility
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1.8 Emergency Management; Emergency management plans and prioritization of critical infrastructure need to consider accessibility barriers and vulnerable populations to ensure safety of people with disabilities in emergency and evacuation plans.

	Barrier to Access	Goal	Action
1.8.1	Existing emergency management plans do not consistently consider accessibility barriers	Emergency management plans and prioritization of critical infrastructure consider accessibility barriers and vulnerable populations to ensure safety of people with disabilities in emergency and evacuation situations.	<p>2022-Ongoing-Work through REMO to explore best practices in emergency management for persons with disabilities and implement as appropriate.</p> <p>2022-Ongoing-Explore options to participate in research/pilot opportunities related to emergency and mass evacuation</p> <p>2022-2024-Regional Emergency Management Coordinator receives training to increase knowledge of accessibility and disability.</p> <p>2022-2024-Regional Accessibility Coordinator and Regional Emergency Management Coordinator meet regularly to align goals and actions and ensure that accessibility is incorporated in the 2023-2024 update to the Regional Emergency Response Plan.</p>

2. Information and Communications

The Commitment: People with disabilities can equitably access information and communication provided by our municipalities.

2.1 Delivery of Communications: Improve communications about existing municipal programs, services, and events that are accessible to people with disabilities by delivering communications in a wide range of accessible formats.			
	Barrier to Access	Goal	Actions
2.1.1	Staff responsible for communications with the public lack adequate training to ensure communications are accessible.	All staff responsible for communications with the public have adequate training to ensure communications are accessible.	-Ensure staff participate in training as per 1.2.1. Include training in accessible communication appropriate to their role. Collaborate regionally.
2.1.2	There is a lack of guidance within the organization to support accessible communications.	Relevant policies, plans, and procedures support the practice of creating and distributing communications in accessible formats with appropriate accountability.	2023-2024 -Develop/update Standard Operating Procedures to reflect the commitment to accessible communications. Ensure updates consider Records Management requirements, the need to provide alternate formats when requested, provide communications on multiple platforms and inclusion of accessibility in the procurement process when choosing new technology and communication platforms (as per 1.6.2). 2022-Ongoing -Ensure that all policies, plans, and procedures that include accessible communications identify a means of maintaining accountability.

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2.1.3	Current systems used by the Town for communicating with the public may not be compatible with technology used by persons with disabilities.	Systems, technology and processes within Town control allow for the creation of accessible formats for communications.	2023-2025 -Inventory all current channels of communication, technologies, and processes and assess compatibility of inventoried channels with commonly used assistive technologies (consider contracting assessors to audit/assess communications technology). 2023-2025 -Review Website Accessibility.
2.1.4	The Town may not be advertising /communicating in locations/platforms /formats that are accessible and/or frequently used by persons with disabilities.	Town communications and advertising are presented on a variety of platforms (e.g., print, social media, website) with options to access alternate formats.	2022-2024 -Explore the feasibility of the Town providing communications in alternate formats. This may include, but is not limited to, Braille, large print, text-only Word documents, audio, plain language, or ASL interpretation. 2023-2024 -Ensure that, when possible, communications are provided in multiple location/media to provide choice in how the public accesses the information. 2023-Ongoing -Collaborate regionally to identify preferences for methods of accessible communication.
2.1.5	People with print disabilities may encounter barriers accessing information provided in printed formats.	Printed materials created by the Town are designed with accessibility in mind.	2023-2024 -Explore option of having a percentage of business cards printed with braille (e.g., 20% of those printed) 2023-2024 -Consider options to increase accessibility of printed documents. For example, including a QR code on business cards and other commonly requested documents linking to contact information or other relevant website as appropriate to provide choice for accessing the information .
2.1.6	Persons with disabilities can	Visitors to Town facilities have access to high quality, reliable	2022-2024 -Explore ways of removing barriers to accessing the Internet at Town facilities. For example,

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	benefit from technology to enable more equitable access to information: The cost of data can be a barrier to people accessing needed technology.	Internet that supports communications and use of assistive and other technologies.	assess whether the current access to Wi-Fi with a password at Town sites is adequate to meet accessibility needs (e.g., assistive technology and apps requiring data) or if open access at Town sites would be beneficial and secure for the Town, residents, and visitors.

2.2 Public Meetings: Ensure that all public open houses and meetings are as accessible as possible to all members of the public by offering materials in various formats, providing support to facilitate participation, and ensuring topics are discussed in plain language when possible.

	Barriers to Access	Goal	Action
2.2.1	The public is not aware of accessibility options available to them at public open houses and meetings.	Advertising for meetings and open houses clearly identifies available accessibility features.	-Advertising follows 2.3.1.
		Individuals wishing to attend meetings and events organized by the Town are aware of the process to request accommodations to allow equitable participation.	2023-2024 -Include a statement in advertising for public meetings and events inviting conversations about accommodations. 2023-2024 -Create and make available an accommodation request form for meetings and events. Determine which types of events should require these forms.
2.2.2	Meeting attendees may not have adequate support from	Events and meetings have adequate staff/volunteers with appropriate training to support needs of attendees.	2022-2025 -Ensure the practice of having staffing levels for meetings and events informed by information from accommodation request forms or other sources.

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	staff/volunteers to participate equitably.	Public meetings and events incorporate accessibility into procedures.	2022-2024 -Explore how procedures for meetings and events incorporate accessibility. This may include, but is not limited to, ensuring speakers identify themselves when speaking, providing visual and audible cues to orient attendees to timelines (e.g., noting where the event is in the agenda). Begin with online meetings.
2.2.3	Meeting attendees may not understand information when presented in complex language.	Information presented at public meetings and events is in plain language where appropriate.	2022-2024 -Develop a guideline for external contributors to encourage plain language in presentations for the public (verbal and written formats) including at public meetings. Where appropriate, include in procurement scope and scoring as per 1.6.2. 2022-Ongoing - Content presented by staff at public meetings and events is in plain language where appropriate (staff receive plain language training as per 1.2.1 if appropriate to their role).
2.2.4	Persons with disabilities may face barriers to attending meetings and events in person.	People have the choice to attend public meetings and events in person or remotely where appropriate.	2022-2024 - Determine which meetings and events can be attended remotely. Review policy regarding remote participation in meetings to remove unintended barriers to access. Incorporate consideration of accessibility in choosing remote meeting platforms.

2.3 Advertising/Marketing: Develop and implement a standardized symbol system for all public communications or programs and events to clearly identify what accessibility accommodations are available on site. For example, accessible entrances, scent free facility, and accessible washrooms.

	Barriers to Access	Goal	Action
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2.3.1	There is no common means/language to communicate accessibility options/features, making it challenging to communicate this information to the public.	When communicating with the public, the Town uses a consistent and easily understood means of identifying accessible features at facilities and events.	<p>2022-2024 -Develop and implement a system to identify and communicate accessible features of facilities and events. This system will communicate in an easily understood, accessible format. Examples of features to consider are wheelchair accessibility of entrances and washrooms, Sensory friendly spaces, Assistive listening devices, ASL interpretation, availability of alternate formats for print and digital materials, etc.</p> <p>2022-Ongoing-Monitor provincial and national standard development for creation of a symbol system to incorporate into regional system.</p>
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2.4 Wayfinding: Improve signage and wayfinding for municipal buildings and public facilities by implementing signage and wayfinding consistent with accessibility best practice. Prioritize having signage and wayfinding where necessary, but not in excess.

	Barriers to Access	Goal	Action
2.4.1	Visitors to Town facilities lack access to consistent, accessible wayfinding signage and other features.	All signage and wayfinding is consistent throughout a building and between buildings, where possible and complies with best practice in wayfinding.	<p>2022-Ongoing-For each new and revised wayfinding and signage project, new and existing technologies are considered in addition to traditional signage. This may include, but is not limited to, QR codes, audible features (signage and orientation cues), attention and direction tactile walking surface indicators, digital maps, beacons, Aira Access.</p> <p>2023-2024-Review the CSA/ASC B651 and CNIB Clearing Our Path as they apply to interior and exterior wayfinding and signage and consider adopting for that purpose going forward. Adopt Built Environment Standard as it applies to wayfinding and signage when available.</p>

3. Transportation

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

3.1 Pedestrian Infrastructure: improve connectivity in communities by improving pedestrian infrastructure where possible including constructing sidewalks, improving surface quality of sidewalks, and implementing appropriate curb cuts. Prioritize safety of pedestrian infrastructure by implementing audible signals, tactile walking surface indicators at crossings, appropriate lighting, and benches to rest where possible. Municipalities will comply with the Accessibility Act's Build Environment Standard (when implemented).

	Barriers to Access	Goal	Action
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3.1.1	Town bylaws, processes, standards, policies, and procedures related to pedestrian infrastructure have not been created or reviewed using an accessibility lens.	Town bylaws, processes, standards, policies and procedures related to pedestrian infrastructure have been reviewed or created using an accessibility lens.	<p>2023-2026-Develop an annual sidewalk assessment program to ensure accessibility considerations are included. Include a sidewalk maintenance standard and inventory of curb ramps and tactile walking surface indicators.</p> <p>2024-2026-When available, incorporate the Accessibility Act Built Environment Standard into relevant bylaws, processes, standards, policies and procedures. Identify which documents need proactive review and update. Determine if supplements or separate documents are required to ensure accessibility best practice is appropriately incorporated (e.g., are municipal specifications updated and adequate or is a Town of Mahone Bay standard preferred).</p> <ul style="list-style-type: none"> - Conduct a review of policies and bylaws to ensure consistent consideration of accessible features related to pedestrian infrastructure. Relevant documents include: Streets and Sidewalks Bylaw, Snow and Ice Control Policy, temporary sign requirements, Solid Waste Bylaw, Temporary Vending Bylaw, municipal specifications. Identify gaps in bylaws and policies related to pedestrian infrastructure (as per 1.7). -Review and update Asset Management Policy to ensure accessibility lens is applied (as per 1.7.1).
3.1.2	Town staff may not be aware of specific accessibility	Formal channels are in place to inform Town staff about specific barriers to accessibility in pedestrian/active transportation infrastructure.	-Create communication and tracking processes that inform Town staff about specific barriers to accessibility in pedestrian/active transportation infrastructure (e.g., CANdid Access) as per 1.1.2 and 5.1.2.

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	barriers in the community.		
3.1.3	People who walk/wheel to access their communities do not have sidewalks allowing safe, direct travel.	Public sidewalks are continuous where possible.	2022-2025 -Create a procedure to identify, prioritize, and address gaps in the accessibility of sidewalk infrastructure.
3.1.4	People who walk/wheel encounter barriers due to poor surface quality and narrow sidewalks.	Existing sidewalks are maintained to established maintenance standards and, where possible, improved.	2023-2025 -Review sidewalk maintenance standards to ensure appropriate consideration of accessibility. Include consideration of appropriate budget allocation.
3.1.5	People who walk/wheel encounter barriers due to development that prioritizes vehicular traffic and does not adequately consider accessibility.	Decisions about new and existing pedestrian and vehicular infrastructure prioritize pedestrian/active transportation safety and connectivity.	2023-Ongoing -When Council makes decisions about new and existing pedestrian infrastructure, consider the application of the Public Engagement Policy (requirement for Public Engagement Plan to solicit First Voice input).
3.1.6	People who walk/wheel encounter barriers due to missing or inappropriately	Tactile walking surface indicators are present with consistent placement at all intersections and midblock crossings.	2023-Ongoing -For new and revised intersections, include tactile walking surface indicators at curb ramps. Determine standard to follow for design and placement.

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	placed Tactile walking surface indicators tactile walking surface indicators.		
3.1.7	People who walk, wheel or cycle encounter barriers due to lack of pedestrian crossing infrastructure including appropriate pedestrian space near and within intersections, audible and lit signals, crosswalk identification (e.g., tactile, visual) and placement.	All new push-button crossings have audible and vibrotactile signals.	2022-Ongoing -Consider audible and vibrotactile pedestrian signals at all new and existing push-button crossings.
		All intersections provide adequate space for pedestrians to wait safely and in a location where they are visible to drivers.	2023-2025 - New intersection design will consider providing adequate space for pedestrians to wait safely and will comply with Built Environment Standard when available. Existing intersections will be assessed.
		Pedestrian crossings are clearly identified through appropriate signage, lighting, and surface paint as appropriate to the location.	2023-2025 - Review CSA/ASC B651 and Built Environment Standard (when available) with consideration of signage, lighting, and markings of crosswalks (update crosswalk painting specifications accordingly). 2024-2025 -Research indications for and best practices around use of raised pedestrian crossings.
		Pedestrian crossings are present in locations that facilitate safe and direct routes of travel for pedestrians.	2022-2024 -Continue to review CBCL engineering report on crosswalk placement in town and implement improvements to new and existing crossings at the direction of Council.
3.1.8	People who walk/wheel do not have well-lit paths of travel (including sidewalks, crossings, and paths) to ensure	Sidewalks and pedestrian paths are well lit to ensure that users can see, and that the area feels safe.	2024-2026 -Explore standards around lighting of pedestrian routes with focus on intersections between pedestrian and vehicular infrastructure.

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	safety and security.		
3.1.9	People who walk/wheel do not have places to rest in appropriate locations along paths of travel.	Appropriate seating is available where pedestrians might need to rest. For example, on hills, and along long paths and streets.	2022-2023 -Develop a bench program to determine location, type of seating, and to support implementation and maintenance of benches along streets. This may use information from CSA/ASC B651 and other sources to determine design and placement.
3.1.10	People who walk/wheel encounter obstacles along sidewalks that create safety concerns.	Bylaws and enforcement are followed to keep paths of travel clear of temporary obstacles (e.g., signs, compost/garbage bins, vehicles) and permanent obstructions (e.g., utility poles, guywires, and vegetation) where possible. Where permanent obstructions to the path of travel exist and cannot be removed/relocated all obstructions are colour contrasted to surrounding surfaces and cane detectable.	2022-Ongoing - Update Public Works Standard Operating Procedures to consider placement of construction signs and possible obstructions to paths of travel. 2022-Ongoing -Electric Utility to consider accessibility in the decision making/planning process related to installing utility poles and related obstructions to paths of travel. -Review Solid Waste Bylaw and other policies and bylaws as they relate to obstructions to pedestrian paths of travel (as per 1.7).
3.1.11	People who walk/wheel may experience confusion along asphalt sidewalks that intersect with wide driveways or parking lot entrances (i.e., no	People using a sidewalk have continuous visual and tactile indicators that they are on the sidewalk.	2023-2025 -Identify areas where there is a lack of continuous visual and/or tactile indications across long driveways/entrances to parking areas and research options to resolve.

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	visual or tactile wayfinding across areas that are adjacent to roads).		
3.1.1 2	People using wheelchairs, mobility scooters, and adapted cycles are often seated lower than an average pedestrian, making it more difficult to be seen by drivers at crossings.	Intersections are designed to limit crossing distance and have adequate space that is clear of on-street parking to increase visibility of pedestrians.	2024-2026 -Review existing intersections and implement best practices regarding what promotes pedestrian visibility and decreases crossing distance at intersections and mid-block crosswalks where applicable (consider update to Traffic Safety Act when available).
3.1.1 3	People who cycle to access their communities do not have cycling infrastructure to allow for safe, direct travel.	The Town's active transportation infrastructure includes continuous, safe cycling routes that considers the variety of equipment used by cyclists, including those with disabilities.	2022-Ongoing -Continue to identify, prioritize, and address gaps in cycling network continuity and apply best design practice.

3.2 Snow Removal; Prioritize snow clearance at transit stops, public buildings, and in municipally managed parking areas.

	Barriers to Access	Goal	Action
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3.2.1	When persons with disabilities access their communities by walking, wheeling, and driving, snow on sidewalks/walking surfaces and in parking areas can create a significant barrier.	The quality of sidewalk/pedestrian walking surface snow clearing is adequate to meet the needs of people walking. Snow clearing is prioritized at Town owned/managed parking lots and on-street parking with particular attention to thorough clearing of snow around accessible parking spaces and curb ramps.	2023-2024 -Review snow clearing prioritization and level of service to ensure the quality of sidewalk/pedestrian walking surface snow clearing is adequate to meet the needs of people walking and that access to accessible parking spaces is prioritized and done thoroughly. Include clear access to buttons to operate pedestrian crossing signals. This may include review of policy, practices, and procurement details related to snow clearing.
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3.3 Parking: Ensure all municipal parking areas and municipally managed parking areas have accessible parking spaces and appropriate drop-off locations for larger vehicles. Accessible parking shall meet the Accessibility Act's Built Environment Standard (when implemented).

	Barriers to Access	Goal	Action
3.3.1	People may not have access to adequate numbers of accessible spaces on street parking and in Town owned and managed parking lots and existing space design and location do not meet their needs.	The number, location, and design of accessible parking spaces on street and in Town owned or managed parking lots meets the needs of users.	2022-Ongoing -Investigate ways to ensure appropriate enforcement of parking regulations. 2023-2024 -Conduct a review of the number, location, and design of accessible parking spaces on street and in Town owned and managed parking lots and determine compliance with user needs and identified standard (to be determined) or Built environment Standard, when implemented. 2024-2025 -Identify standard to be used to assess/design accessible parking spaces. Use this standard in annual asphalt maintenance assessments of accessible parking.

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3.3.2	Accessible parking spaces may be difficult to identify due to poor signage and poorly maintained paint.	Accessible parking spaces are clearly identifiable through vertical signage and pavement markings.	2023-Ongoing - Continue with annual repainting of accessible parking spaces and ensure that appropriate vertical signage is present
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3.4 Transit Connectivity: Where possible, support improving transit connectivity by expanding public transportation systems.			
	Barriers to Access	Goal	Action
3.4.1	Many persons with disabilities experience barriers to transportation, within their communities and Lunenburg County, which impacts their ability to gain/maintain employment, participate in community events and programming, and to engage in everyday activities such as attending appointments, running errands,	The Town participates with other municipalities in Lunenburg County to explore options to increase access to transportation for the public that provides an equitable experience for persons with disabilities	2022-Ongoing -Consider options for participation in transit services between the Town and neighboring communities and beyond.

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	and engaging in social activities.		
3.4.2	Persons with disabilities and others experiencing barriers to transportation are not aware of existing transportation options.	People with barriers to transportation can easily access information about existing transportation services.	2022-2023 -On the Town website, include a link to Need a Ride? website to facilitate the public learning about existing transit options in the region.

3.5 Transit Infrastructure: Improve existing transit infrastructure and ensure transit vehicles, transit stops, and signage are accessible to people with disabilities.			
	Barriers to Access	Goal	Action
3.5.1	The Town does not currently provide transit service and therefore does not have significant transit infrastructure.	As increased transit opportunities are available in the Town, associated transit infrastructure is designed and built using best practice in accessibility.	Transit infrastructure to be considered in association with transit options (see 3.4.1).

4. Employment

The Commitment: Our municipalities are accessible and equitable employers and support the careers of employees with disabilities. We will seek to attract and retain a skilled workforce that reflects the diverse residents of the municipalities.

4.1 Job Opportunities: Improve opportunities for people with disabilities to gain employment at the municipality by ensuring job postings clearly state they are open to people with disabilities, accommodations may be available in the workplace, and/or advertise job postings across different platforms.			
	Barriers to Access	Goal	Action
4.1.1	Persons with disabilities may not feel their application would be welcome for Town employment opportunities or that their accessibility needs will be met.	Advertising makes it clear to potential employees with disabilities that their applications for employment with the Town would be welcome and that the Town will consider accommodations throughout the recruitment, hiring, and employment processes.	2022-2024- Review and update all employment advertising to ensure accessibility language is included to communicate to persons with disabilities that they are welcome to apply and are encouraged to identify any accommodations needed to equitably participate in the recruitment, hiring, and employment processes. (Persons with disabilities typically understand that an employer is required to provide accommodations to meet accessibility needs to the point of undue hardship. However, persons with disabilities also understand that attitudinal barriers exist and that asking for accommodations can be a challenge in the hiring process.)
4.1.2	Advertisements for employment opportunities may not appear in places and formats that are accessible to persons with disabilities.	Employment advertising is available in accessible formats and appears in locations where it can be accessed by persons with disabilities.	2022-2024- Review and adjust employment advertisements to ensure formats are accessible. 2022-2024- Identify locations to post employment advertisements that will better reach applicants with disabilities. 2022-2024- Develop partnerships with external organizations supporting employment for persons with disabilities and share employment opportunities

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			directly. Examples of the types of partnering organizations to consider include Ready Willing and Able and TEAM Work Cooperative.
4.1.3	Persons with disabilities who face barriers to transportation may not apply for jobs because of this barrier.	Persons with disabilities who experience barriers to transportation have equitable access to employment at the municipality.	2023-Ongoing -Explore options for supporting access to transportation within the workplace where possible. For example, support flexible work hours, where appropriate, to facilitate individual needs related to transportation barriers. (When our community consultation online survey asked about employment in Lunenburg County, lack of transportation was cited most often when respondents shared barriers to employment.)

4.2 Hiring: Improve processes, policies, and practices to facilitate and encourage the recruitment, selection, transition, and advancement of people with disabilities in their employment at the municipalities. Improve job standards to reflect the actual standards of the job and examine what assumptions are being made in the job standards.

	Barriers to Access	Goal	Action
4.2.1	Hiring policies and practices unintentionally exclude or create barriers to persons with disabilities obtaining and advancing in employment at the Town.	Policies and practices related to hiring support equitable opportunities for employment and advancement at the Town.	<p>2022-2023-Create a process to ensure that applicants can easily request accommodations for the application and interview processes.</p> <p>2022-2024-Staff involved in hiring and advancement receive training to increase knowledge about disability, accessibility, and the barriers that may exist in the recruitment process as per 1.2.1.</p> <p>2023-2024-Schedule regular reviews and updates of policies and practices related to recruitment, hiring, and evaluation/advancement to ensure their contents do not create barriers to persons with disabilities.</p>

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			Policies and practices should reflect best practice and Employment Standard when available (as per 1.7).
4.2.2	Following the hiring process, employees with disabilities may have difficulty transitioning into their role due to the need for accommodations, concerns about asking for support, and other needs related to the transition to a new role.	Employees with disabilities have an equitable onboarding and role transition process that meets their needs.	<p>2022-2023-Pair new employees with a mentor within the organization to support transitions.</p> <p>2022-2024-Implement a procedure to ensure that any discussion of accommodations is raised in advance of a start date as much as possible. This will limit delays related to an employee beginning work without the necessary equipment, supports, or other arrangements.</p> <p>2022-2024-Review all standard training required for new employees (e.g., First Aid, Safety) to ensure it is accessible for employees with disabilities. This can avoid barriers and delays in the onboarding/transition process.</p> <p>-Ensure that all employees receive training about accessibility and disability awareness as per 1.2.1. This will minimize the amount of explanation/awareness that needs to be taught by the new employee with a disability.</p> <p>-Review HR policies and practices related to employment to ensure they include flexibility to account for any additional time/resources needed to support an employee with a disability to transition into a new role (as per 1.7.1).</p>
4.2.3	Job standards do not reflect the actual standards of the job creating barriers for	Standards for all jobs accurately reflect the actual job requirements.	2022-2024 -Review and update all job standards to ensure that they reflect the true requirements of the job. Examples of requirements that are frequently included unnecessarily relate to driver's licenses and lifting ability.

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	applicants with disabilities.		
4.2.4	Employee benefits packages may not reflect the needs of employees with disabilities.	Employee benefits packages reflect the needs of employees with disabilities.	2022-2026 -Research best practices in benefits offered by employers with respect to employees with disabilities. Review existing benefits packages to ensure they include appropriate coverage considering best practice. Ensure consultation with current employees about their benefits needs.
4.2.5	Staff responsible for hiring and onboarding employees with disabilities do not have the knowledge and experience to support the process (including identifying and providing accommodations).	Staff responsible for hiring and onboarding have awareness of and build relationships with organizations that can facilitate and support persons with disabilities as they are hired and onboarded.	2023-Ongoing -Research and identify organizations that can facilitate and support persons with disabilities as they are hired and onboarded. This includes identification and acquisition of accommodations. Build relationships and/or partnerships with identified organizations to support employees with disabilities to be hired and through the onboarding and accommodation processes.

4.3 Flexibility: Improve support and flexibility in the workplace by ensuring municipal staff and Council with disabilities have access to adaptive technologies, possible accommodations in the workplace, appropriate and supportive leave policies and return to work plans, and a flexible work environment such as the ability to work from home.

	Barriers to Access	Goal	Action
4.3.1	Town employees and Council do not have access to or	Employees and Council are aware of the availability of and have access to assistive	2023-2024 -Inventory all software and platforms currently used by employees in the Town.

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	are not aware of availability of assistive technology in the workplace.	technology in the workplace when needed.	<p>2023-2025- Collaborate with other municipal units in Lunenburg County to investigate accessibility features of current technology (e.g., software programs, apps, etc.) and identify and/or develop training tools for all employees with inclusion of accessibility.</p> <p>-Review relevant policies and practices to ensure they support the use of assistive technology for employees and Council (e.g., security and privacy considerations, use of apps, compatibility-as per 1.7).</p>
4.3.2	Employees and Council do not have access to or are not aware of access to necessary accommodations in the workplace	Employees and Councillors who require workplace accommodations can easily learn about and follow a process to request them.	<p>2024-2025-Update procedures to include a check in at annual performance evaluations or other existing annual event to review potential needs for accommodation.</p> <p>2026-2027-Explore the concept of creating a shared fund and/or equipment/assistive technology bank among municipal departments to meet accommodation requests from potential and current employees (undue hardship can be cited based on the cost of requested accommodations and can be a barrier to potential and current employees receiving the support they need to effectively do their jobs. Having a fund/bank shared by all departments within a municipality could limit the possibility that cost will be a barrier to hiring, retaining, and advancing an otherwise qualified candidate).</p> <p>2026-2027- Clarify policies to ensure that the ownership of any equipment purchased to meet the accessibility needs of an employee with a disability is determined on a case-by-case basis and clearly communicated to relevant people/departments.-</p> <p>Review policies and processes to ensure they reflect</p>

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			the legal requirement to provide accommodations in the workplace (as per 1.7) and that this information is easily found by employees and Councillors (e.g., in orientation, on shared drives, during annual performance evaluations, in communications to staff and council).
4.3.3	Employees and Council may not have access to appropriate and supportive leave and return to work practices.	Leave and return to work practices reflect the needs of employees and Councillors.	-Review current leave and return to work policies and practices to ensure they are appropriate and supportive for employees and Councillors with disabilities (as per 1.7). Ensure that this review process includes a clarification of how Town staff in various roles support the employee throughout the return-to-work process.
4.3.4	Employees with disabilities face barriers to employment in many ways, including how employment requirements impact and are impacted by other daily needs (e.g., the need to consider support persons, service animals, transportation, and the varying impact of disability's	Employees with disabilities have flexibility in their work situations based on their needs and the actual requirements of the position.	-Review current relevant policies and practices to ensure they do not contain unintended barriers related to employment requirements such as hours of work, location, means of carrying out duties, etc. Consider the benefits of providing flexibility to all employees rather than requiring employees with disabilities to request accommodations to achieve flexibility in their work situations (as per 1.7).

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	sometimes intermittent effects on health and functioning).		

4.4 Culture of inclusion: Build capacity among staff and senior leadership to cultivate a culture of inclusion that supports, retains, and provides opportunities for career growth to people with disabilities. Municipal units will develop Employment Equity Statements.

	Barriers to Access	Goal	Action
4.4.1	A formal statement reflecting a culture of inclusion at the Town is not present and or easily located.	The Town has a strong Employment Equity Statement that is easily found by applicants and employees.	2023-2024 -Create an Employment Equity or comparable statement to reflect a culture of inclusion. Ensure that this statement is easily accessed by applicants for employment at the municipality and by current employees.
4.4.2	Town employees and Council do not have adequate training to support a culture of inclusion.	Staff and Council receive regular training on topics related to disability, accessibility, and inclusion.	-See 1.2.
4.4.3	Employees with disabilities may encounter barriers to participating in special events organized by the employer (e.g., social and	All activities and social events offered by the employer consider accessibility in their planning processes in an effort to ensure all employees can participate equitably.	2023-2025 -Encourage inclusion of employees with disabilities on planning committees for internal staff activities/events to enhance consideration of accessibility. 2023-2025 -Develop basic guidelines for employee social events and activities that include accessibility considerations such as choosing a venue, travel expectations, dietary considerations, and choosing

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	seasonal activities).		activities. Ensure communication of accessibility barriers. -Ensure all staff receive training as per 1.2 to increase understanding of accessibility barriers.

4.5 Representation: Actively recruit people with disabilities on all municipal committees and working groups. Review committee and Council recruitment materials to ensure they are accessible.

	Barriers to Access	Goal	Action
4.5.1	Persons with disabilities may not feel welcome to apply for committees or working groups due to the barriers they may encounter in the application process and in participating.	Persons with disabilities feel welcome to apply for committees and working groups with the understanding that accessibility has been considered.	2022-2024 -Review and update advertising and recruitment materials for committees and working groups to ensure they do not include unintentional barriers to persons with disabilities and clearly communicate that persons with disabilities are welcome to participate/apply. Having representation of persons with disabilities on committees and working groups that are not specifically focused on disability can ensure that accessibility is considered throughout all aspects of Town planning and processes.
4.5.2	The practices and logistics of participating as part of a committee or working group may not meet the needs of persons with disabilities.	Persons with disabilities can participate equitably in Town committees and working groups.	2023-2024 -Review and update committee and working group policies and practices (as per 1.7), to ensure that details such as meeting times and locations, communications, and timelines are compatible with the inclusion of persons with disabilities. These types of considerations are often considered with committees associated with disability/accessibility, but not typically with other committees.

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4.5.3	Persons with disabilities may not feel they can run for Council due to concerns about accessibility.	Persons with disabilities can participate equitably in the municipal election process.	<p>2023-2025-Review all Councillor recruitment materials to ensure they include language around accessibility. For example, that persons with disabilities are welcome to run for Council, that accommodations will be available where possible, and links/reference to any materials that support current or potential Councillors with respect to accessibility (e.g., Elections Nova Scotia materials).</p> <p>2023-2025-Review all Council recruitment communications, documents, location choices, and processes within the Town's control to ensure they do not create unintended barriers to access.</p>
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5. Built Environment

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

5.1 Buildings: Improve and maintain the accessibility of municipal buildings and outdoor spaces to comply with the Nova Scotia Building Code, and the Accessibility Act's Built Environment Standard (when implemented), aiming to exceed them when feasible.			
	Barriers to Access	Goal	Action
5.1.1	Existing Town buildings do not meet the accessibility needs of users.	Town owned and/or operated buildings meet the accessibility needs of as many users as possible.	<p>2022-2023- Create an accessibility audit tracking document including all Town buildings and outdoor spaces, their audit status, and a schedule of audits to be completed over time (See Schedule A in Appendix B).</p> <p>2022-Ongoing-Complete scheduled accessibility audits and follow up on subsequent recommendations to increase accessibility.</p>

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			-Update relevant policies, practices, standards and procedures to incorporate the Built Environment Standard when available (as per 1.7, 3.1.1).
5.1.2	A clear process does not exist to ensure that accessibility barriers are identified, communicated, tracked, and resolved.	Accessibility barriers in Town facilities are identified, communicated, tracked, and resolved using a clear and consistent process.	2022-2024- Develop a strategy to get public input about accessibility barriers in Town owned or operated buildings and outdoor spaces. Consider regional collaboration. Consider: --Creating a data collection tool on accessiblelunenburgcounty.ca website --Promoting and using CANdid Access website --Including accessibility in existing community engagement processes --Developing a process to track and manage information about accessibility complaints, concerns and interactions with the public related to accessibility issues (as per 1.1.2) -Formalizing process of receiving information from LCAAC - -Participating in PEACH Research Unit Rural Accessibility and Age-friendliness Assessment Project (when funded).
5.1.3	Staff do not have adequate training to identify and prevent barriers to accessibility in Town buildings and outdoor spaces.	Staff have the knowledge to identify and prevent barriers to accessibility in Town buildings and outdoor spaces.	2022-2025- Increase capacity of staff involved in building and outdoor spaces management, planning, and maintenance by providing training as per 1.2 including RHFAC, Accessible Spaces 101, or comparable training.
5.1.4	Equipment/technology intended to increase accessibility at	Any Town owned and operated equipment intended to support accessibility (e.g., lifts, elevators, etc.) is properly located and	2022-Ongoing- Equipment intended to increase accessibility at Town buildings and facilities is maintained properly through preventative maintenance schedules.

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	Town buildings and facilities may not be maintained or is not easily accessed by users.	maintained and appropriate staff can support a person with a disability to find and use the equipment safely.	2022-Ongoing -Staff receive training as per 1.2 including how to properly support a person with a disability using Town owned accessibility equipment.
5.1.5	Site selection processes for new Town buildings and outdoor spaces do not adequately consider accessibility.	Site selection processes for new Town facilities include accessibility.	2023-Ongoing -Incorporate accessibility into site selection processes for new Town buildings and outdoor spaces. Consider LCAAC and public consultation.
5.1.6	Inclusion of accessibility features are often overlooked during new builds and renovations.	Accessibility is intentionally included in all renovation and new building plans.	2023-2025 -Collaborate regionally to develop/adopt a resource for staff that highlights key accessibility considerations and features that are often overlooked. Provide awareness to staff about this resource.
5.1.7	The Town and surrounding areas do not have adequate accessible housing.	There is increased access to accessible housing in the Town.	2023-Ongoing -The Town will explore ways to encourage an increase in accessible and affordable housing through policy, processes, bylaws, and engagement with the private sector.

5.2 Public Spaces: Improve access to public spaces and opportunities for recreation by improving access to parks and playgrounds, lakes and beaches, diversifying recreation equipment, and creating accessible parks, playgrounds and trails. Municipalities will comply with the Accessibility Act's Built Environment Standard (when implemented).			
	Barriers to Access	Goal	Action

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5.2.1	Town trails may not meet the needs of users with disabilities.	Persons with disabilities have access to trails in the community.	<p>2023-Ongoing-New trails will be designed with accessible sections at designated trail heads where possible and meet best practice accessibility standards where appropriate.</p> <p>-Conduct accessibility audits of Jubilee Park and other trails and build identified recommendations into asset management plans. Consider consulting the community to determine which sections of trails should be the focus of accessibility improvements to ensure that people requiring accessible trail design have access to options (as per 5.1.1).</p>
5.2.2	Persons with disabilities encounter safety concerns when trails are not well defined and connected to other pedestrian infrastructure.	All Town trails are constructed with clear indications where they intersect with other paths/roads. Where possible, trails connect with other pedestrian infrastructure.	<p>2022-Ongoing-Ensure that all trails that cross vehicular paths are clearly identified using visual and tactile indications.</p> <p>2022-Ongoing-Investigate opportunities to ensure that trails are connected to other pedestrian infrastructure where possible. (e.g., Sports Field).</p>
5.2.3	Playgrounds do not meet the needs of users with disabilities, both children and adults.	Playgrounds meet the needs of children and their caregivers.	<p>2022-Ongoing-Incorporate accessibility for children and caregivers into processes for construction of all new or upgraded outdoor play spaces.</p> <p>-Use information from accessibility audits of Jubilee Park and Playground to identify and prioritize changes to increase accessibility (as per 5.1.1).</p>

Town of Mahone Bay Accessibility Implementation Plan

5.2.4	People accessing outdoor recreation spaces do not know what accessibility features are available or who to ask about accessibility issues.	People accessing outdoor spaces can easily find information about accessible features and equipment.	2023-Ongoing -Ensure that any accessible features and equipment in an outdoor space are clearly identified using accessible signage. -Ensure that all accessible equipment/features in an outdoor space are included in descriptions on websites or other marketing materials including who to contact about using the equipment/features (as per 2.3.1).
5.2.5	The Mahone Bay Pool does not meet the needs of persons with disabilities.	Persons with disabilities can safely access the Mahone Bay Pool.	2023-2025 -Assess the Mahone Bay Pool for accessibility and address identified barriers (as per 5.1.1).
5.2.6	Persons with disabilities encounter barriers to participation at recreation facilities when accessible washroom and changing facilities are not provided.	Persons with disabilities have equitable access to washroom and change facilities at recreation facilities.	2024-2025 -Ensure that all recreation facilities that have showers, washrooms, change rooms, and lockers also have comparable accessible facilities as per CSA/ASC B-651 or Built Environment Standard (when available).
5.2.7	Persons with disabilities encounter barriers to participation in outdoor seating areas.	Persons with disabilities have equitable access to outdoor seating areas at Town facilities.	2023-2026 -Ensure that outdoor seating areas have a barrier free path of travel, have adequate accessible seating, and, where there is more than one table, include round tables to facilitate visual communication such as ASL. Providing a variety of seating and table options allows choice for people to determine what works best for them.

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5.3 Washrooms: Look for opportunities to construct and maintain more accessible public washrooms and retrofit existing washrooms where possible.			
	Barriers to Access	Goal	Action
5.3.1	Persons with disabilities face barriers to participating in the community due to lack of access to meaningfully accessible washroom facilities in Town buildings and near/at outdoor spaces including beaches, parks, lakes, trails, and playgrounds.	Public accessible washroom facilities meet the needs of users.	2022-Ongoing -Continue to explore options for access to washroom facilities at outdoor public spaces such as bandstand. -Assess public washroom facilities as per 5.1.1 and prioritize, plan, and implement improvements to washrooms to increase accessibility. Ensure that washrooms identified as “accessible” or “universal” are assessed as such.
5.3.2	People who need accessible washrooms do not know where they can access them in the community and if they will meet their needs.	People visiting Town facilities know where to find accessible washroom facilities and what features they have.	-Ensure that the presence of accessible washrooms is noted in any marketing materials or on websites (as per 2.3.1).
5.3.3	People who require an adult change table experience significant challenges accessing the	There is public access to an accessible washroom with an adult change table within the Town.	2024-2026 - Use information from accessibility audits, input from LCAAC and the community to determine appropriate location for adult change table(s) and implement installation of adult change table in appropriate location.

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	community as these facilities are rarely available.		
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5.4 Temporary Disruptions: Establish and implement processes to ensure accessibility is maintained during temporary disruptions including emergencies, evacuations, and/or special events.

	Barriers to Access	Goal	Action
5.4.1	During special events and other temporary disruptions, accessible features and services are not always maintained.	When temporary disruptions are anticipated, accessibility requirements, equipment, features and services remain in place.	-Review policies (Special Events Policy), bylaws, and procedures to ensure that accessibility requirements, equipment, features, and services remain in place during temporary disruptions and that relevant information is communicated to the public (as per 1.7).

5.5 Emergencies: Ensure emergency management and building evacuation plans are reviewed with accessibility in mind.

	Barriers to Access	Goal	Action
5.5.1	Persons with disabilities may not be adequately considered in emergency evacuation plans and procedures.	The safety of persons with disabilities is considered in emergency evacuation plans and procedures in Town facilities.	2024-2025 -Review and update emergency evacuation plans and procedures to ensure they are accessible and include information about how persons with disabilities can be supported during an emergency. -Staff receive training as per 1.2.
5.5.2	Those responsible for emergency evacuations may	Those responsible for emergency evacuations know if there is	2023-2024 -Research the option of creating a voluntary list of people who require assistance to

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	not know that a person is present in a building who needs assistance in the event of an emergency.	someone in the building who requires assistance to evacuate.	evacuate a Town building in the event of an emergency.
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5.6 Construction Mitigation: Municipalities should ensure accessible detours are available when a sidewalk is closed for or affected by construction.

	Barriers to Access	Goal	Action
5.6.1	Construction and other work that disrupts pedestrian routes creates significant barriers to persons with disabilities.	Pedestrians can safely navigate or avoid construction areas.	2023-Ongoing -Ensure that all work impacting pedestrian routes is advertised well in advance with a clear description of how routes will be impacted and what alternatives will be available. Ensure signage and/or assistance is available to support pedestrians to navigate the area safely. Review Streets and Sidewalks Bylaw to ensure obstructions of pedestrian paths of travel impacted by work on private property are managed appropriately (as per 1.7).
5.6.2	Noise, lights, and odours that accompany construction can be particularly disruptive for persons with disabilities.	The Town takes actions and communicates information that allows persons with disabilities to prepare for planned construction.	2023-Ongoing -The Town considers the potential impact of noise, lights, and odours on persons with disabilities and the greater community when planning construction in identified areas. The Town takes action to minimize these impacts through communication and regulation of construction activities.

Appendix B: Additional Documents

This section includes any additional documents referred to in sections 1 and 2.

Schedule A: Accessibility Audit Schedule for Municipal Facilities and Outdoor Spaces (as per 5.1.1).

Facility	Priority	Audit Source	Proposed Timeline
Edgewater St. Comfort Station	High	Accessibility Coordinator	2022-2023
Marina Comfort Station	High	Accessibility Coordinator	2023-2024
Visitor Information Centre	High	Accessibility Coordinator	2023-2024
Bandstand	High	External Contractor	2023-2024
Sports Field	High	External Contractor	2023-2024
Old Fire Hall	High	External Contractor	2023-2024
Swimming Pool	High	External Contractor	2023-2024
Fire Station	Medium	Accessibility Coordinator	2023-2024
Tennis Courts	Medium	External Contractor	2023-2024
Ball Field and Washroom	Medium	External Contractor	2024-2025
Jubilee Park and Playground	Medium	External Contractor	2024-2025
Aquatic Gardens Park	Medium	External Contractor	2024-2025
Bayview Cemetery	Medium	External Contractor	2025-2026
Park Cemetery	Medium	External Contractor	2025-2026
Marina	Medium	External Contractor	2024-2025
Town Hall	Medium	External Contractor	2024-2025
Public Works Garage	Low	External Contractor	2025-2026
Wastewater Treatment Plant	Low	External Contractor	2026-2027
Raw Water Pumphouse	Low	External Contractor	2026-2027
Chemical Building	Low	External Contractor	2026-2027

Town of Mahone Bay Accessibility Implementation Plan

September 2023

Introduction

The Province of Nova Scotia passed the Accessibility Act in 2017 with the goal of creating an accessible province by 2030. As a Prescribed Public Sector Body, the Town of Mahone Bay was required to create an Accessibility Advisory Committee and an Accessibility Plan. The Town partnered with the towns of Bridgewater and Lunenburg, the Municipality of the District of Chester, Municipality of the district of Lunenburg and the Village of Chester to create the Lunenburg County Accessibility Advisory Committee (LCAAC) in 2019 and the Lunenburg County Accessibility Plan in 2021.

This implementation plan was developed to guide the Town toward meeting the commitments made in the Lunenburg County Accessibility Plan. This plan used information about barriers experienced by persons with disabilities and the actions to identify, remove, and prevent them as identified by persons with disabilities themselves, staff of the five municipalities in Lunenburg County, and additional research about barriers and accessibility best practices in Canada and beyond.

The Accessibility Implementation Plan is organized using the five categories outlined in the regional accessibility plan:

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

The plan has three sections.

1. [Implementation Plan: Actions by Fiscal Year](#)

These tables correspond to each sub-commitment in the Lunenburg County Accessibility Plan that summarize the actions required to meet the sub-commitment organized by the fiscal year in which they are scheduled to be implemented. This is the “snapshot” of what is to be done in each fiscal year.

2. [Appendix A: Actions with Corresponding Barriers to Access and Goals](#)

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This section includes a second set of tables containing more detail, including the barrier to be addressed, a goal related to the barrier, and the actions to be taken for each of the sub-commitments from the Lunenburg County Accessibility Plan. This section shows why these particular actions were chosen.

3. [Appendix B: Additional Documents](#)

This section contains supporting documents that add detail or context to the actions identified and described in sections one and two.

Implementation Plan: Actions by Fiscal Year

The following tables show the actions the Town of Mahone Bay will take to move toward meeting the commitments in the Lunenburg County Accessibility Plan (2021). Actions are organized by sub-commitment and fiscal year. To learn more, use the number in parentheses after each action to find more details about it in Appendix A.

1. Goods and Services

The Commitment: Residents and Visitors with disabilities have equitable access to goods and services provided by our municipalities.

Sub-commitment 1.1

Services: Enhance services provided by municipal units by making municipal services and events more accessible to people with disabilities, including, but not limited to, accessible communication, accessible digital content and technologies, and welcoming service animals and support persons.

1.1 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2024 -Provide training for staff who interact with the public about the rights of people and their service animals. (1.1.1)		
	2023-2024 -Create and implement public education about service animal rights. (1.1.1)		
	2023-2025 -Collaborate regionally to explore a contract with ASL interpreters (or other comparable solution) to provide consistent and reliable ASL interpretation services. (1.1.2)		
	2023-2025 - Develop a process to record, manage and track complaints, inquiries, and instances of barriers related to		

Town of Mahone Bay Accessibility Implementation Plan

	accessibility of municipal spaces, programs, goods and services. (1.1.2)	
	2023-2025 -Assess and update payment technology to improve accessibility. (1.1.3)	
		2024-Ongoing -Use record of accessibility barriers encountered in provision of goods and services to determine needs of the public at points of contact with the Town], identify appropriate assistive devices/technology to meet needs and procure identified equipment. (1.1.2)

Sub-commitment 1.2

Service Delivery: Improve service delivery by developing and implementing ongoing awareness and training programs for municipal staff and Council to increase knowledge and understanding of accessibility, equity, human rights, disability rights, and accessibility barriers in our community, as well as developing and implementing new awareness and training opportunities as part of an orientation package for new employees. This will ensure that all municipal staff and Council are educated in and striving towards building competency in accessibility matters.

1.2 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-Ongoing -Collaborate regionally to access disability and accessibility awareness training appropriate for various municipal roles. (1.2.1)			
	2023-2030 - Develop and implement a process to include Accessibility Coordinator and/or Lunenburg County accessibility Advisory committee (LCAAC) member in early project planning stages to ensure an accessibility lens is applied. As staff capacity in accessibility matters grows, reassess the need for this action. (1.2.1)		
	2023-2024 -Develop a procedure for regular accessibility training and include this training requirement into training tracking. (1.2.1)		

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	2023-2024 -Provide accessibility and disability awareness training to current Councillors. (1.2.2)		
		2024-2025 -Add disability and accessibility awareness training to orientation training for new councils. (1.2.2)	

Sub-commitment 1.3

Physical Space: Upon entering a municipal building, physical spaces should be conducive to positive accessible customer service experiences. For example, provide chairs to rest in while waiting and/or sensory sensitive spaces to communicate with staff.

1.3 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2025 -Assess Town Hall entrance areas, counters and front desks for auditory and visual noise, physical barriers, and lighting. Create and implement a plan to increase accessibility for these areas. (1.3.1)			
	2023-2024 -Assess the entrance areas (interior and exterior) of Town Hall to determine seating needs. Install seating as appropriate. (1.3.2)		
	2023-2024 -Create a Town Scent Free policy and ensure employees, Councillors, and the public are aware of the policy. (1.3.3)		

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	2023-2024 -Clarify appropriate distance for a smoke-free area and determine if signage is required at Town Hall entrances. (1.3.3)		
	2023-2025 - Identify an appropriate space near the entrance inside Town Hall and create a sensory friendly space. (1.3.4)		

Sub-commitment 1.4

Programs: Deliver programming to people of all ages and abilities and commit to training all program delivery staff as per 1.2.

1.4
The Town of Mahone Bay does not offer programming directly to the public. Issues of accessibility with respect to public participation in other service delivery are addressed in the Goods and Services and Information and Communications sections of this document.

Sub-commitment 1.5

Events: Improve accessibility of public events planned and delivered by a municipal unit by planning events with an accessibility lens including, location, event delivery, and/or participation. Planning should consider the needs of persons with disabilities including, but not limited to, having adequate accessible event parking, accessible portable toilets, and when possible, places to rest from sensory overwhelming environments.

1.5 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024 - Create a guide to be used by staff that provides guidance on how to plan an event using best practices in accessibility. (1.5.1)			
2022-2024 -Create a process to seek input from Accessibility Coordinator, community member with a disability and/or			

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LCAAC on planning for events organized by the Town to ensure application of accessibility lens. (1.5.1)		
2022-Ongoing- Provide accessible portable toilets at outdoor events organized by the Town where other portable toilets are provided for public use or provide adequate numbers of accessible portable toilets in place of standard portable toilets. (1.5.3)		
2022-Ongoing- Ensure that accessible indoor washrooms are available in proximity if indoor washrooms are expected to be used by the public at events organized by the Town. (1.5.3)		
	2023-2025- Where seating is provided at Town organized events/meetings, determine needs and purchase appropriate seating to ensure that there are choices including chairs with and without arms, bariatric chairs, and adjacent space for a person using a wheeled mobility device or for a service animal. (1.5.2)	

Sub-commitment 1.6

Procurement: Apply an accessibility lens to all procurement processes, including creating common accessibility language, accessibility requirements, and factoring accessibility into the scoring process for procurement.

1.6 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2024- Ensure that documents uploaded to the provincial procurement website are in accessible formats. (1.6.3)		
		2024-2025- Develop language to include in procurement scoring that reflects an accessibility lens. (1.6.2)	
		2024-2025- Research options to include social procurement into decision making	

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		processes related to procurement. (1.6.2)	
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Sub-commitment 1.7

Internal Policy; Apply an Accessibility lens to all policy, procedures, and practices.

1.7 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2025- Create a schedule to conduct a full review of bylaws, policies, procedures and practices using an accessibility lens. Coordinate this review with those considering equity, diversity and inclusion where possible. (1.7.1)		
	2023-2025- Revise policies and practices related to municipal grant allocations to external organizations. Incorporate consideration of the external organizations efforts to increase accessibility. (1.7.3)		
	2023-Ongoing- Ensure all new bylaws, policies, procedures, and practices are created using an accessibility lens. (1.7.1)		

Sub-commitment 1.8

Emergency Management: Emergency management plans and prioritization of critical infrastructure need to consider accessibility barriers and vulnerable populations to ensure safety of people with disabilities in emergency and evacuation plans.

1.8 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024- Regional Emergency Management Coordinator receives training to increase knowledge of accessibility and disability. (1.8.1)			

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2022-2024 -Regional Accessibility Coordinator and Regional Emergency Management Coordinator meet regularly to align goals and actions and ensure that accessibility is incorporated in the 2023-2024 update to the Regional Emergency Response Plan. (1.8.1)		
2022-Ongoing -Work through REMO to explore best practices in emergency management for persons with disabilities and implement as appropriate. (1.8.1)		
2022-Ongoing -Explore options to participate in research/pilot opportunities related to emergency and mass evacuation (1.8.1)		

2. Information and Communications

The Commitment: People with disabilities can equitably access information and communication provided by our municipalities.

Sub-commitment 2.1

Delivery of Communications: Improve communications about existing municipal programs, services, and events that are accessible to people with disabilities by delivering communications in a wide range of accessible formats.

2.1 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024 -Explore the feasibility of the Town providing communications in alternate formats. This may include, but is not limited to, Braille, large print, text-only Word documents, audio, plain language, or ASL interpretation. (2.1.4)			
2022-2024 -Explore ways of removing barriers to accessing the Internet at Town facilities. (2.1.6)			
2022-Ongoing -Ensure that all policies, plans, and procedures that include accessible communications identify a means of maintaining accountability. (2.1.2)			

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	2023-2024 -Develop/update Standard Operating Procedures to reflect the commitment to accessible communications. (2.1.2)		
	2023-2024 -Ensure that, when possible, communications are provided in multiple location/media to provide choice in how the public accesses the information. (2.1.4)		
	2023-2024 -Explore option of having a percentage of business cards printed with braille. (2.1.5)		
	2023-2024 -Consider options to increase accessibility of printed documents. (2.1.5)		
	2023-2025 - Inventory all current channels of communication, technologies, and processes and assess compatibility of inventoried channels with commonly used assistive technologies. (2.1.3)		
	2023-2025 -Review Website Accessibility. (2.1.3)		
	2023-Ongoing - Collaborate regionally to identify preferences for methods of accessible communication. (2.1.4)		

Sub-commitment 2.2

Public Meetings: Ensure that all public open houses and meetings are as accessible as possible to all members of the public by offering materials in various formats, providing support to facilitate participation, and ensuring topics are discussed in plain language when possible.

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3.2 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024 -Explore how procedures for meetings and events incorporate accessibility. Begin with online meetings. (2.2.2)			
2022-2024 -Develop a guideline for external contributors to encourage plain language in presentations for the public (verbal and written formats) including at public meetings. (2.2.3)			
2022-2024 - Determine which meetings and events can be attended remotely. Review policy regarding remote participation in meetings to remove unintended barriers to access. Consider accessibility in choosing remote meeting platforms. (2.2.4)			
2022-2025 -Ensure the practice of having staffing levels for meetings and events informed by information from accommodation request forms or other sources. (2.2.2)			
2022-Ongoing - Content presented by staff at public meetings and events is in plain language where appropriate (staff receive plain language training as per 1.2.1 if appropriate to their role). (2.2.3)			
	2023-2024 -Include a statement in advertising for public meetings and events inviting conversations about accommodations. (2.2.1)		
	2023-2024 -Create and make available an accommodation request form for meetings and events. Determine which types of events should require these forms. (2.2.1)		

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Sub-commitment 2.3

Advertising/Marketing: Develop and implement a standardized symbol system for all public communications or programs and events to clearly identify what accessibility accommodations are available on site. For example, accessible entrances, scent free facility, and accessible washrooms.

2.3 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024 -Develop and implement a system to identify and communicate accessible features of facilities and events. (2.3.1)			
2022-Ongoing -Monitor provincial and national standard development for creation of a symbol system to incorporate into regional system. (2.3.1)			

Sub-commitment 2.4

Wayfinding: Improve signage and wayfinding for municipal buildings and public facilities by implementing signage and wayfinding consistent with accessibility best practice. Prioritize having signage and wayfinding where necessary, but not in excess.

2. 4 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-Ongoing -For each new and revised wayfinding and signage project, new and existing technologies are considered in addition to traditional signage. (2.4.1)			
	2023-2024 -Review the CSA/ASC B651 and CNIB Clearing Our Path as they apply to interior and exterior wayfinding and signage and consider adopting for that purpose going forward. Adopt Built Environment Standard as it applies to wayfinding		

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	and signage when available. (2.4.1)		
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3. Transportation

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

Sub-commitment 3.1

Pedestrian Infrastructure: improve connectivity in communities by improving pedestrian infrastructure where possible including constructing sidewalks, improving surface quality of sidewalks, and implementing appropriate curb cuts. Prioritize safety of pedestrian infrastructure by implementing audible signals, tactile walking surface indicators at crossings, appropriate lighting, and benches to rest where possible. Municipalities will comply with the Accessibility Act's Build Environment Standard (when implemented).

3.1 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2023 -Develop a bench program to determine location, type of seating, and to support implementation and maintenance of benches along streets. (3.1.9)			
2022-2024 -Continue to review CBCL engineering report on crosswalk placement in town and implement improvements to new and existing crossings at the direction of Council. (3.1.7)			
2022-2025 -Create a procedure to identify, prioritize, and address gaps in the accessibility of sidewalk infrastructure. (3.1.3)			
2022-Ongoing -Consider audible and vibrotactile pedestrian signals at all new and existing push-button crossings. (3.1.7)			

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2022-Ongoing -Update Public Works Standard Operating Procedures to consider placement of construction signs and possible obstructions to paths of travel. (3.1.10)			
2022-Ongoing -Electric Utility to consider accessibility in the decision making/planning process related to installing utility poles and related obstructions to paths of travel. (3.1.10)			
2022-Ongoing -Continue to identify, prioritize, and address gaps in cycling network continuity and apply best design practice. (3.1.13)			
	2023-2026 -Develop an annual sidewalk assessment program to ensure accessibility considerations are included. Include a sidewalk maintenance standard and inventory of curb ramps and tactile walking surface indicators. (3.1.1)		
	2023-2025 -Review sidewalk maintenance standards to ensure appropriate consideration of accessibility. Include consideration of appropriate budget allocation. (3.1.4)		
	2023-2025 - New intersection design will consider providing adequate space for pedestrians to wait safely and will comply with Built Environment Standard when available. Existing intersections will be assessed. (3.1.7)		
	2023-2025 - Review CSA/ASC B651 and Built Environment Standard (when available) with consideration of signage, lighting, and markings of crosswalks (update crosswalk painting specifications accordingly). (3.1.7)		
	2023-2025 -Identify areas where there is a lack of continuous visual and/or tactile indications across long driveways/entrances to parking areas and research options to resolve. (3.1.11)		

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	2023-Ongoing -When Council makes decisions about new and existing pedestrian infrastructure, consider the application of the Town's Public Engagement Policy (requirement for Public Engagement Plan to solicit First Voice input). (3.1.5)		
	2023-Ongoing -For new and revised intersections, include tactile walking surface indicators at curb ramps. (3.1.6)		
		2024-2025 -Research indications for and best practices around use of raised pedestrian crossings. (3.1.7)	
		2024-2026 -When available, incorporate the Accessibility Act Built Environment Standard into relevant bylaws, processes, standards, policies, and procedures. Identify which documents need proactive review and update. (3.1.1)	
		2024-2026 -Review existing intersections and implement best practices regarding what promotes pedestrian visibility and decreases crossing distance at intersections and mid-block crosswalks where applicable. (3.1.12)	
		2024-2026 -Explore standards around lighting of pedestrian routes with focus on intersections between pedestrian and vehicular infrastructure. (3.1.8)	

Sub-commitment 3.2

Snow Removal: Prioritize snow clearance at transit stops, public buildings, and in municipally managed parking areas.

3.2 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2024 -Review snow clearing prioritization and level of service to ensure the quality of sidewalk/pedestrian walking surface snow clearing		

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	is adequate to meet the needs of people walking and wheeling and that access to accessible parking spaces is prioritized and done thoroughly. (3.2.1)		
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Sub-commitment 3.3

Parking: Ensure all municipal parking areas and municipally managed parking areas have accessible parking spaces and appropriate drop-off locations for larger vehicles. Accessible parking shall meet the Accessibility Act's Build Environment Standard (when implemented).

3.3 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-Ongoing -Investigate ways to ensure appropriate enforcement of parking regulations. (3.3.1)			
	2023-2024 -Conduct a review of the number, location, and design of accessible parking spaces on street and in Town owned and managed parking lots and determine compliance with user needs and identified standard. (3.3.1)		
	2023-Ongoing - Continue with annual repainting of accessible parking spaces and ensure that appropriate vertical signage is present (3.3.2)		
		2024-2025 -Identify standard to be used to assess/design accessible parking spaces. (3.3.1)	

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Sub-commitment 3.4

Transit Connectivity: Where possible, support improving transit connectivity by expanding public transportation systems.

3. 4 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2023- On the Town website, include a link to Need a Ride? website to facilitate the public learning about existing transit options in the region. (3.4.2)			
2022-Ongoing- Consider options for participation in transit services between the Town and neighboring communities and beyond. (3.4.1)			

Sub-commitment 3.5

Transit Infrastructure: Improve existing transit infrastructure and ensure transit vehicles, transit stops, and signage are accessible to people with disabilities.

3. 5
Transit infrastructure to be considered in association with transit options (see 3.4.1).

4. Employment

The Commitment: Our municipalities are accessible and equitable employers and support the careers of employees with disabilities. We will seek to attract and retain a skilled workforce that reflects the diverse residents of the municipalities.

Sub-commitment 4.1

Job Opportunities: Improve opportunities for people with disabilities to gain employment at the municipality by ensuring job postings clearly state they are open to people with disabilities, accommodations may be available in the workplace, and/or advertise job postings across different platforms.

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4.1 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024 -Review and update all employment advertising to ensure accessibility language is included to communicate to persons with disabilities that they are welcome to apply and are encouraged to identify any accommodations needed to equitably participate in the recruitment, hiring, and employment processes. (4.1.1)			
2022-2024 -Review and adjust employment advertisements to ensure formats are accessible. (4.1.2)			
2022-2024 -Identify locations to post employment advertisements that will better reach applicants with disabilities. (4.1.2)			
2022-2024 -Develop partnerships with external organizations supporting employment for persons with disabilities and share employment opportunities directly. (4.1.2)			
	2023-Ongoing -Explore options for supporting access to transportation within the workplace where possible. For example, support flexible work hours, where appropriate, to facilitate individual needs related to transportation barriers. (4.1.3)		

Sub-commitment 4.2

Hiring: Improve processes, policies, and practices to facilitate and encourage the recruitment, selection, transition, and advancement of people with disabilities in their employment at the municipalities. Improve job standards to reflect the actual standards of the job and examine what assumptions are being made in the job standards.

4. 2 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2023 -Create a process to ensure that applicants can easily request accommodations for the			

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application and interview processes. (4.2.1)			
2022-2023 -Pair new employees with a mentor within the organization to support transitions. (4.2.2)			
2022-2024 -Staff involved in hiring and advancement receive training to increase knowledge about disability, accessibility, and the barriers that may exist in the recruitment process as per 1.2. (4.2.1)			
2022-2024 -Implement a procedure to ensure that any discussion of accommodations is raised in advance of a start date as much as possible. This will limit delays related to an employee beginning work without the necessary equipment, supports, or other arrangements. (4.2.2)			
2022-2024 -Review all standard training required for new employees (e.g., First Aid, Safety) to ensure it is accessible for employees with disabilities. This can avoid barriers and delays in the onboarding/transition process. (4.2.2)			
2022-2024 -Review and update all job standards to ensure that they reflect the true requirements of the job. (4.2.3)			
2022-2026 -Research best practices in benefits offered by employers with respect to employees with disabilities. Review existing benefits packages to ensure they include appropriate coverage considering best practice. Ensure consultation with current employees about their benefits needs. (4.2.4)			
	2023-2024 -Schedule regular reviews and updates of policies and practices related to recruitment, hiring, and evaluation/advancement to ensure their contents do not create barriers to persons with disabilities. (4.2.1)		

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	2023-Ongoing -Research and identify organizations that can facilitate and support persons with disabilities as they are hired and onboarded. This includes identification and acquisition of accommodations. Build relationships and/or partnerships with identified organizations to support employees with disabilities to be hired and through the onboarding and accommodation processes. (4.2.5)
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Sub-commitment 4.3

Flexibility: Improve support and flexibility in the workplace by ensuring municipal staff and Council with disabilities have access to adaptive technologies, possible accommodations in the workplace, appropriate and supportive leave policies and return to work plans, and a flexible work environment such as the ability to work from home.

4.3 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2024 -Inventory all software and platforms currently used by employees in the Town. (4.3.1)		
	2023-2025 - Collaborate with other municipal units in Lunenburg County to investigate accessibility features of current technology (e.g., software programs, apps, etc.) and identify and/or develop training tools for all employees with inclusion of accessibility. (4.3.1)		
		2024-2025 -Update procedures to include a check in at annual performance evaluations or other existing annual event to review potential needs for accommodation. (4.3.2)	
			2026-2027 -Explore the concept of creating a shared

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			fund and/or equipment/assistive technology bank among municipal departments to meet accommodation requests from potential and current employees. (4.3.2)
			2026-2027 -Clarify policies to ensure that the ownership of any equipment purchased to meet the accessibility needs of an employee with a disability is determined on a case-by-case basis and clearly communicated to relevant people/departments. (4.3.2)

Sub-commitment 4.4

Culture of inclusion: Build capacity among staff and senior leadership to cultivate a culture of inclusion that supports, retains, and provides opportunities for career growth to people with disabilities. Municipal units will develop Employment Equity Statements.

4.4 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2024 -Create an Employment Equity or comparable statement to reflect a culture of inclusion. Ensure that this statement is easily accessed by applicants for employment at the		

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	municipality and by current employees. (4.4.1)		
	2023-2025 -Encourage inclusion of employees with disabilities on planning committees for internal staff activities/events to enhance consideration of accessibility. (4.4.3)		
	2023-2025 -Develop basic guidelines for employee social events and activities that include accessibility considerations such as choosing a venue, travel expectations, dietary considerations, and choosing activities. Ensure communication of accessibility barriers. (4.4.3)		

Sub-commitment 4.5

Representation: Actively recruit people with disabilities on all municipal committees and working groups. Review committee and Council recruitment materials to ensure they are accessible.

4.5 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2024 -Review and update advertising and recruitment materials for committees and working groups to ensure they do not include unintentional barriers to persons with disabilities and clearly communicate that persons with disabilities are welcome to participate/apply. (4.5.1)			
	2023-2024 -Review and update committee and working group policies and practices to ensure that details such as meeting times and locations, communications, and timelines are compatible with		

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	the inclusion of persons with disabilities.		
	2023-2025 -Review all Councillor recruitment materials to ensure they include language around accessibility. For example, that persons with disabilities are welcome to run for Council, that accommodations will be available where possible, and links/reference to any materials that support current or potential Councillors with respect to accessibility (e.g., Elections Nova Scotia materials). (4.5.3)		
	2023-2025 -Review all Council recruitment communications, documents, location choices, and processes within the Town's control to ensure they do not create unintended barriers to access. (4.5.3)		

5. Built Environment

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

Sub-commitment 5.1

Buildings: Improve and maintain the accessibility of municipal buildings and outdoor spaces to comply with the Nova Scotia Building Code, and the Accessibility Act's Built Environment Standard (when implemented), aiming to exceed them when feasible.

5.1 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
2022-2023 - Create an accessibility audit tracking document including all Town buildings and outdoor spaces, their audit status, and a			

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schedule of audits to be completed over time. (5.1.1)			
2022-2024- Develop a strategy to get public input about accessibility barriers in Town owned or operated buildings and outdoor spaces. (5.1.2)			
2022-2025- Increase capacity of staff involved in building and outdoor spaces management, planning, and maintenance by providing training as per 1.2 including RHFAC, Accessible Spaces 101, or comparable training. (5.1.3)			
2022-Ongoing- Complete scheduled accessibility audits and follow up on subsequent recommendations to increase accessibility. (5.1.1)			
2022-Ongoing- Equipment intended to increase accessibility at Town buildings and facilities is maintained properly through preventative maintenance schedules. (5.1.4)			
2022-Ongoing- Staff receive training as per 1.2 including how to properly support a person with a disability using Town owned accessibility equipment. (5.1.4)			
	2023-2025- Collaborate regionally to develop/adopt a resource for staff that highlights key accessibility considerations and features that are often overlooked. Provide awareness to staff about this resource. (5.1.6)		
	2023-Ongoing- Incorporate accessibility into site selection processes for new Town buildings and outdoor spaces. Consider LCAAC and public consultation. (5.1.5)		
	2023-Ongoing- The Town will explore ways to encourage an increase in accessible and affordable housing through policy, processes, bylaws, and engagement with the private sector. (5.1.7)		

Sub-commitment 5.2

Public Spaces: Improve access to public spaces and opportunities for recreation by improving access to parks and playgrounds, lakes and beaches, diversifying recreation equipment, and creating accessible parks, playgrounds and trails. Municipalities will comply with the Accessibility Act's Built Environment Standard (when implemented).

5.2 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond

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2022-Ongoing -Ensure that all trails that cross vehicular paths are clearly identified using visual and tactile indications. (5.2.2)			
2022-Ongoing -Investigate opportunities to ensure that trails are connected to other pedestrian infrastructure where possible. (e.g., Sports Field). 5.2.2)			
2022-Ongoing -Incorporate accessibility for children and caregivers into processes for construction of all new or upgraded outdoor play spaces. (5.2.3)			
	2023-2025 -Assess the Mahone Bay Pool for accessibility and address identified barriers. (5.2.5)		
	2023-2026 -Ensure that outdoor seating areas have a barrier free path of travel, have adequate accessible seating, and, where there is more than one table, include round tables to facilitate visual communication such as ASL. (5.2.7)		
	2023-Ongoing -New trails will be designed with accessible sections at designated trail heads where possible and meet best practice accessibility standards where appropriate. (5.2.1)		
	2023-Ongoing -Ensure that any accessible features and equipment in an outdoor space are clearly identified using accessible signage. (5.2.4)		
		2024-2025 -Ensure that all recreation facilities that have showers, washrooms, change rooms, and lockers also have comparable accessible facilities as per CSA/ASC B-651 or Built Environment Standard (when available). (5.2.6)	

Sub-commitment 5.3

Washrooms: Look for opportunities to construct and maintain more accessible public washrooms and retrofit existing washrooms where possible.

5.3 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond

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2022-Ongoing -Continue to explore options for access to washroom facilities at outdoor public spaces such as bandstand. (5.3.1)		
		2024-2026 - Use information from accessibility audits, input from LCAAC and the community to determine appropriate location for adult change table(s) and implement installation of adult change table in appropriate location. (5.3.3)

Sub-commitment 5.4

Temporary Disruptions: Establish and implement processes to ensure accessibility is maintained during temporary disruptions including emergencies, evacuations, and/or special events.

5.4
See 1.7.1, 1.7.2.

Sub-commitment 5.5

Emergencies: Ensure emergency management and building evacuation plans are reviewed with accessibility in mind.

5.5 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-2024 -Research the option of creating a voluntary list of people who require assistance to evacuate a Town building in the event of an emergency. (5.5.2)		
		2024-2025 -Review and update emergency evacuation plans and procedures to ensure they are accessible and include information about how persons with disabilities can	

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		be supported during an emergency. (5.5.1)	
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Sub-commitment 5.6

Construction Mitigation: Municipalities should ensure accessible detours are available when a sidewalk is closed for or affected by construction.

5.6 Summary of Actions by Fiscal Year			
2022-2023	2023-2024	2024-2025	2025-2026 and Beyond
	2023-Ongoing -Ensure that all work impacting pedestrian routes is advertised well in advance with a clear description of how routes will be impacted and what alternatives will be available. Ensure signage and/or assistance is available to support pedestrians to navigate the area safely. Review Streets and Sidewalks Bylaw to ensure obstructions of pedestrian paths of travel impacted by work on private property are managed appropriately. (5.6.1)		
	2023-Ongoing -The Town considers the potential impact of noise, lights, and odours on persons with disabilities and the greater community when planning construction in identified areas. The Town takes action to minimize these impacts through communication and regulation of construction activities.. (5.6.2)		

Appendix A: Actions with Corresponding Barriers to Access and Goals

The following section shows how the barriers to persons with disabilities participating in the Town led to the actions identified in Section 1. Goals related to addressing these barriers have also been identified to help provide direction for these and future actions to increase accessibility.

1. Goods and Services

The Commitment: Residents and Visitors with disabilities have equitable access to goods and services provided by our municipalities.

1.1 Services: Enhance services provided by municipal units by making municipal services and events more accessible to people with disabilities, including, but not limited to, accessible communication, accessible digital content and technologies, and welcoming service animals and support persons.			
	Barrier to Access	Goal	Action
1.1.1	People may not be aware they are welcome at events with service animals and support persons.	People and their service animals are welcome at Town facilities and advertising clearly indicates that they are welcome.	2023-2024 -Provide training for staff who interact with the public about the rights of people and their service animals. 2023-2024 -Create and implement public education about service animal rights
1.1.2	Persons with disabilities may not receive service from staff that meets their accessibility needs.	Service options available to the public offer choice in how to interact.	2023-2025 -Collaborate regionally to explore a contract with ASL interpreters (or other comparable solution) to provide consistent and reliable ASL interpretation services.
		The Town is aware of barriers to goods and service delivery provided by the Town.	2023-2025 - Develop a process to record, manage and track complaints, inquiries, and instances of barriers related to accessibility of municipal spaces, programs, goods and services.

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		The public has access to assistive devices/technology at points of contact with the Town to enable equitable service.	2024-Ongoing -Use record of accessibility barriers encountered in provision of goods and services to determine needs of the public at points of contact with the Town, identify appropriate assistive devices/technology to meet needs and procure identified equipment (e.g., standard and digital magnifiers, assistive listening devices, signing guides, text option for persons who are Deaf or Hard of Hearing.)
1.1.3	Payment technology may present a barrier to people with sight loss, cognitive or developmental disabilities and print disabilities	Payment terminals used by the Town are accessible as much as possible for persons with disabilities.	2023-2025 -Assess and update payment technology to improve accessibility.

1.2 Service Delivery: Improve service delivery by developing and implementing ongoing awareness and training programs for municipal staff and Council to increase knowledge and understanding of accessibility, equity, human rights, disability rights, and accessibility barriers in our community, as well as developing and implementing new awareness and training opportunities as part of an orientation package for new employees. This will ensure that all municipal staff and Council are educated in and striving towards building competency in accessibility matters.

	Barrier to Access	Goal	Action
1.2.1	Town staff do not have adequate knowledge and awareness to identify, prevent	Training is provided to current and new employees on accessibility, equity, human rights, disability rights, and	2022-Ongoing -Collaborate regionally to access disability and accessibility awareness training appropriate for various municipal roles. 2023-2024 -Develop a procedure for regular accessibility training and include this training

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	and eliminate accessibility barriers.	accessibility barriers in our community.	requirement into training tracking. Include a regular review of training resources.
		Town staff seek input from Accessibility coordinator and Lunenburg County Accessibility Advisory Committee (LCAAC) when there are questions about accessibility.	2023-2030- develop and implement process to include Accessibility Coordinator and/or Lunenburg County accessibility Advisory committee (LCAAC) member in early project planning stages to ensure an accessibility lens is applied. As staff capacity in accessibility matters grows, reassess the need for this action. (Inclusion of these people and perspectives will also support capacity building among staff as proximity and interaction with persons with disabilities aids awareness and understanding).
1.2.2	Town Councillors do not have adequate training to identify, prevent and eliminate accessibility barriers.	All Town Councillors receive disability and accessibility awareness training.	2023-2024- Provide accessibility and disability awareness training to current Councillors. 2024-2025 -Add disability and accessibility awareness training to orientation training for new councils.

1.3 Physical Space: Upon entering a municipal building, physical spaces should be conducive to positive accessible customer service experiences. For example, provide chairs to rest in while waiting and/or sensory sensitive spaces to communicate with staff.

	Barrier to Access	Goal	Action
1.3.1	Upon entering Town Hall, persons with disabilities	The entrance to Town Hall is free of excess auditory and visual	2022-2025- Assess Town Hall entrance areas, counters and front desks for auditory and visual noise,

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	may encounter barriers related to physical spaces, auditory and visual noise, and inappropriate lighting.	noise, physical barriers, and has appropriate lighting.	physical barriers, and lighting. Create and implement a plan to increase accessibility for these areas.
1.3.2	Entrance areas of Town buildings lack appropriate seating for people to rest inside and outside.	Seating is provided to the public in the entrance area of Town Hall both inside and outside.	2023-2024 -Assess the entrance areas (interior and exterior) of Town Hall to determine seating needs. Install seating as appropriate.
1.3.3	Scents in the entrance areas of Town buildings may be a barrier for people with sensory sensitivities.	The Town has a scent free policy and has taken measures to protect air quality through compliance with the Smoke Free Places Act at Town Hall.	2023-2024 -Create a Town Scent Free policy and ensure employees, Councillors, and the public are aware of the policy. 2023-2024 -Clarify appropriate distance for a smoke-free area and determine if signage is required at Town Hall entrances (NS Smoke Free Places Act sets a minimum smoke free area at 4m from entrances, windows, and intake vents at workplaces).
1.3.4	Overwhelming sensory input in municipal building entrance areas can result in discomfort for people with sensory sensitivities.	Town Hall has a designated sensory sensitive space near the entrance that can be used by visitors to interact with staff when needed.	2023-2025 -Identify an appropriate space near the entrance inside Town Hall and create a sensory friendly space. This may involve altering the space to minimize scents, light, colours, patterns, noise, and textures while also considering other accessibility needs. Develop a procedure for use of this space when needed to meet with members of the public.

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1.4 Programs: Deliver programming to people of all ages and abilities and commit to training all program delivery staff as per 1.2.

The Town of Mahone Bay does not offer programming directly to the public. Issues of accessibility with respect to public participation in other service delivery are addressed in the Goods and Services and Information and Communications sections of this document.

1.5 Events: Improve accessibility of public events planned and delivered by a municipal unit by planning events with an accessibility lens including, location, event delivery, and/or participation. Planning should consider the needs of persons with disabilities including, but not limited to, having adequate accessible event parking, accessible portable toilets, and when possible, places to rest from sensory overwhelming environments.

	Barrier to Access	Goal	Action
1.5.1	Event planning processes do not adequately consider accessibility from inception.	Staff responsible for planning events have adequate training and guidance to incorporate accessibility from inception and incorporate first voice perspective when appropriate.	<p>-Ensure staff training as per 1.2.1 to ensure events are planned using an accessibility lens.</p> <p>2022-2024- Create a guide to be used by staff that provides guidance on how to plan an event using best practices in accessibility.</p> <p>2022-2024-Create a process to seek input from Accessibility Coordinator, community member with a disability or LCAAC on planning for events organized by the Town to ensure application of accessibility lens. For example, include a member of the LCAAC or another volunteer with accessibility knowledge on event planning committees.</p>
1.5.2	Seating options at events may not meet needs of persons with disabilities.	Seating provided at events is varied in type and location of accessible spaces to provide function and choice.	2023-2025- Where seating is provided at Town organized events/meetings, determine needs and purchase appropriate seating to ensure that there are choices including chairs with and without arms, bariatric chairs, and adjacent space for a person using a wheeled mobility device or for a service animal.

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1.5.3	Event washroom facilities may not meet the needs of users with disabilities.	Event attendees with disabilities have equitable access to washroom facilities.	<p>-Assess accessibility of existing municipal public washroom facilities (i.e., ball field, waterfront, marina) as per 5.1.1.</p> <p>2022-Ongoing- Provide accessible portable toilets at outdoor events organized by the Town where other portable toilets are provided for public use or provide adequate numbers of accessible portable toilets in place of standard portable toilets (providing accessible public toilets for all users is an equitable way of providing washroom facilities for everyone.).</p> <p>2022-Ongoing-Ensure that accessible indoor washrooms are available in proximity if indoor washrooms are expected to be used by the public at events organized by the Town.</p>
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1.6 Procurement: Apply an accessibility lens to all procurement processes, including creating common accessibility language, accessibility requirements, and factoring accessibility into the scoring process for procurement.			
	Barrier to Access	Goal	Action
1.6.1	Staff involved in procurement processes do not have adequate training to incorporate accessibility.	Staff responsible for procurement can apply an accessibility lens to the procurement process.	-Staff involved in procurement processes receive training as per 1.2. and additional accessibility training related to procurement if available.
1.6.2	Procurement policies and practices to not consider accessibility in the scoring and evaluation process.	Scoring and evaluation in the procurement process includes accessibility.	<p>2024-2025-Develop language to include in procurement scoring that reflects an accessibility lens.</p> <p>2024-2025-Research options to include social procurement into decision making processes related to procurement.</p>

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1.6.3	Procurement processes do not have accessibility requirements.	Vendors with disabilities have equitable access to information about procurement opportunities from the Town.	2023-2024 -Ensure that documents uploaded to the provincial procurement website are in accessible formats.

1.7 Internal Policy; Apply an Accessibility lens to all policy, procedures, and practices.			
	Barrier to Access	Goal	Action
1.7.1	Town bylaws and internal policies, procedures and practices do not consistently consider accessibility.	All Town bylaws and internal policies, procedures, and practices have been assessed using an accessibility lens.	2023-2025 -Create a schedule to conduct a full review of bylaws, policies, procedures and practices using an accessibility lens. Coordinate this review with those considering equity, diversity and inclusion where possible. 2023-Ongoing - Ensure all new bylaws, policies, procedures, and practices are created using an accessibility lens.
1.7.2	Staff responsible for policy development do not have adequate knowledge/skills to apply an accessibility lens in the policy development process.	Staff responsible for policy development and revision have the knowledge and skills required to incorporate accessibility.	-Ensure staff receive training as per 1.2.1 and additional training in policy with respect to accessibility if available.
1.7.3	Mechanisms to increase accessibility in the	Municipal policies and practices encourage increased accessibility in the community.	2023-2025 - Revise policies and practices related to municipal grant allocations to external organizations.

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	greater community (beyond municipal control) are limited.		Incorporate consideration of the external organizations efforts to increase accessibility
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1.8 Emergency Management; Emergency management plans and prioritization of critical infrastructure need to consider accessibility barriers and vulnerable populations to ensure safety of people with disabilities in emergency and evacuation plans.

	Barrier to Access	Goal	Action
1.8.1	Existing emergency management plans do not consistently consider accessibility barriers	Emergency management plans and prioritization of critical infrastructure consider accessibility barriers and vulnerable populations to ensure safety of people with disabilities in emergency and evacuation situations.	<p>2022-Ongoing-Work through REMO to explore best practices in emergency management for persons with disabilities and implement as appropriate.</p> <p>2022-Ongoing-Explore options to participate in research/pilot opportunities related to emergency and mass evacuation</p> <p>2022-2024-Regional Emergency Management Coordinator receives training to increase knowledge of accessibility and disability.</p> <p>2022-2024-Regional Accessibility Coordinator and Regional Emergency Management Coordinator meet regularly to align goals and actions and ensure that accessibility is incorporated in the 2023-2024 update to the Regional Emergency Response Plan.</p>

2. Information and Communications

The Commitment: People with disabilities can equitably access information and communication provided by our municipalities.

2.1 Delivery of Communications: Improve communications about existing municipal programs, services, and events that are accessible to people with disabilities by delivering communications in a wide range of accessible formats.			
	Barrier to Access	Goal	Actions
2.1.1	Staff responsible for communications with the public lack adequate training to ensure communications are accessible.	All staff responsible for communications with the public have adequate training to ensure communications are accessible.	-Ensure staff participate in training as per 1.2.1. Include training in accessible communication appropriate to their role. Collaborate regionally.
2.1.2	There is a lack of guidance within the organization to support accessible communications.	Relevant policies, plans, and procedures support the practice of creating and distributing communications in accessible formats with appropriate accountability.	2023-2024 -Develop/update Standard Operating Procedures to reflect the commitment to accessible communications. Ensure updates consider Records Management requirements, the need to provide alternate formats when requested, provide communications on multiple platforms and inclusion of accessibility in the procurement process when choosing new technology and communication platforms (as per 1.6.2). 2022-Ongoing -Ensure that all policies, plans, and procedures that include accessible communications identify a means of maintaining accountability.

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2.1.3	Current systems used by the Town for communicating with the public may not be compatible with technology used by persons with disabilities.	Systems, technology and processes within Town control allow for the creation of accessible formats for communications.	2023-2025 -Inventory all current channels of communication, technologies, and processes and assess compatibility of inventoried channels with commonly used assistive technologies (consider contracting assessors to audit/assess communications technology). 2023-2025 -Review Website Accessibility.
2.1.4	The Town may not be advertising /communicating in locations/platforms /formats that are accessible and/or frequently used by persons with disabilities.	Town communications and advertising are presented on a variety of platforms (e.g., print, social media, website) with options to access alternate formats.	2022-2024 -Explore the feasibility of the Town providing communications in alternate formats. This may include, but is not limited to, Braille, large print, text-only Word documents, audio, plain language, or ASL interpretation. 2023-2024 -Ensure that, when possible, communications are provided in multiple location/media to provide choice in how the public accesses the information. 2023-Ongoing -Collaborate regionally to identify preferences for methods of accessible communication.
2.1.5	People with print disabilities may encounter barriers accessing information provided in printed formats.	Printed materials created by the Town are designed with accessibility in mind.	2023-2024 -Explore option of having a percentage of business cards printed with braille (e.g., 20% of those printed) 2023-2024 -Consider options to increase accessibility of printed documents. For example, including a QR code on business cards and other commonly requested documents linking to contact information or other relevant website as appropriate to provide choice for accessing the information .
2.1.6	Persons with disabilities can	Visitors to Town facilities have access to high quality, reliable	2022-2024 -Explore ways of removing barriers to accessing the Internet at Town facilities. For example,

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	benefit from technology to enable more equitable access to information: The cost of data can be a barrier to people accessing needed technology.	Internet that supports communications and use of assistive and other technologies.	assess whether the current access to Wi-Fi with a password at Town sites is adequate to meet accessibility needs (e.g., assistive technology and apps requiring data) or if open access at Town sites would be beneficial and secure for the Town, residents, and visitors.

2.2 Public Meetings: Ensure that all public open houses and meetings are as accessible as possible to all members of the public by offering materials in various formats, providing support to facilitate participation, and ensuring topics are discussed in plain language when possible.

	Barriers to Access	Goal	Action
2.2.1	The public is not aware of accessibility options available to them at public open houses and meetings.	Advertising for meetings and open houses clearly identifies available accessibility features.	-Advertising follows 2.3.1.
		Individuals wishing to attend meetings and events organized by the Town are aware of the process to request accommodations to allow equitable participation.	2023-2024 -Include a statement in advertising for public meetings and events inviting conversations about accommodations. 2023-2024 -Create and make available an accommodation request form for meetings and events. Determine which types of events should require these forms.
2.2.2	Meeting attendees may not have adequate support from	Events and meetings have adequate staff/volunteers with appropriate training to support needs of attendees.	2022-2025 -Ensure the practice of having staffing levels for meetings and events informed by information from accommodation request forms or other sources.

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	staff/volunteers to participate equitably.	Public meetings and events incorporate accessibility into procedures.	2022-2024 -Explore how procedures for meetings and events incorporate accessibility. This may include, but is not limited to, ensuring speakers identify themselves when speaking, providing visual and audible cues to orient attendees to timelines (e.g., noting where the event is in the agenda). Begin with online meetings.
2.2.3	Meeting attendees may not understand information when presented in complex language.	Information presented at public meetings and events is in plain language where appropriate.	2022-2024 -Develop a guideline for external contributors to encourage plain language in presentations for the public (verbal and written formats) including at public meetings. Where appropriate, include in procurement scope and scoring as per 1.6.2. 2022-Ongoing - Content presented by staff at public meetings and events is in plain language where appropriate (staff receive plain language training as per 1.2.1 if appropriate to their role).
2.2.4	Persons with disabilities may face barriers to attending meetings and events in person.	People have the choice to attend public meetings and events in person or remotely where appropriate.	2022-2024 - Determine which meetings and events can be attended remotely. Review policy regarding remote participation in meetings to remove unintended barriers to access. Incorporate consideration of accessibility in choosing remote meeting platforms.

2.3 Advertising/Marketing: Develop and implement a standardized symbol system for all public communications or programs and events to clearly identify what accessibility accommodations are available on site. For example, accessible entrances, scent free facility, and accessible washrooms.

	Barriers to Access	Goal	Action
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2.3.1	There is no common means/language to communicate accessibility options/features, making it challenging to communicate this information to the public.	When communicating with the public, the Town uses a consistent and easily understood means of identifying accessible features at facilities and events.	<p>2022-2024 -Develop and implement a system to identify and communicate accessible features of facilities and events. This system will communicate in an easily understood, accessible format. Examples of features to consider are wheelchair accessibility of entrances and washrooms, Sensory friendly spaces, Assistive listening devices, ASL interpretation, availability of alternate formats for print and digital materials, etc.</p> <p>2022-Ongoing-Monitor provincial and national standard development for creation of a symbol system to incorporate into regional system.</p>
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2.4 Wayfinding: Improve signage and wayfinding for municipal buildings and public facilities by implementing signage and wayfinding consistent with accessibility best practice. Prioritize having signage and wayfinding where necessary, but not in excess.

	Barriers to Access	Goal	Action
2.4.1	Visitors to Town facilities lack access to consistent, accessible wayfinding signage and other features.	All signage and wayfinding is consistent throughout a building and between buildings, where possible and complies with best practice in wayfinding.	<p>2022-Ongoing-For each new and revised wayfinding and signage project, new and existing technologies are considered in addition to traditional signage. This may include, but is not limited to, QR codes, audible features (signage and orientation cues), attention and direction tactile walking surface indicators, digital maps, beacons, Aira Access.</p> <p>2023-2024-Review the CSA/ASC B651 and CNIB Clearing Our Path as they apply to interior and exterior wayfinding and signage and consider adopting for that purpose going forward. Adopt Built Environment Standard as it applies to wayfinding and signage when available.</p>

3. Transportation

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

3.1 Pedestrian Infrastructure: improve connectivity in communities by improving pedestrian infrastructure where possible including constructing sidewalks, improving surface quality of sidewalks, and implementing appropriate curb cuts. Prioritize safety of pedestrian infrastructure by implementing audible signals, tactile walking surface indicators at crossings, appropriate lighting, and benches to rest where possible. Municipalities will comply with the Accessibility Act's Build Environment Standard (when implemented).

	Barriers to Access	Goal	Action
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3.1.1	Town bylaws, processes, standards, policies, and procedures related to pedestrian infrastructure have not been created or reviewed using an accessibility lens.	Town bylaws, processes, standards, policies and procedures related to pedestrian infrastructure have been reviewed or created using an accessibility lens.	<p>2023-2026-Develop an annual sidewalk assessment program to ensure accessibility considerations are included. Include a sidewalk maintenance standard and inventory of curb ramps and tactile walking surface indicators.</p> <p>2024-2026-When available, incorporate the Accessibility Act Built Environment Standard into relevant bylaws, processes, standards, policies and procedures. Identify which documents need proactive review and update. Determine if supplements or separate documents are required to ensure accessibility best practice is appropriately incorporated (e.g., are municipal specifications updated and adequate or is a Town of Mahone Bay standard preferred).</p> <ul style="list-style-type: none"> - Conduct a review of policies and bylaws to ensure consistent consideration of accessible features related to pedestrian infrastructure. Relevant documents include: Streets and Sidewalks Bylaw, Snow and Ice Control Policy, temporary sign requirements, Solid Waste Bylaw, Temporary Vending Bylaw, municipal specifications. Identify gaps in bylaws and policies related to pedestrian infrastructure (as per 1.7). -Review and update Asset Management Policy to ensure accessibility lens is applied (as per 1.7.1).
3.1.2	Town staff may not be aware of specific accessibility	Formal channels are in place to inform Town staff about specific barriers to accessibility in pedestrian/active transportation infrastructure.	-Create communication and tracking processes that inform Town staff about specific barriers to accessibility in pedestrian/active transportation infrastructure (e.g., CANdid Access) as per 1.1.2 and 5.1.2.

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	barriers in the community.		
3.1.3	People who walk/wheel to access their communities do not have sidewalks allowing safe, direct travel.	Public sidewalks are continuous where possible.	2022-2025 -Create a procedure to identify, prioritize, and address gaps in the accessibility of sidewalk infrastructure.
3.1.4	People who walk/wheel encounter barriers due to poor surface quality and narrow sidewalks.	Existing sidewalks are maintained to established maintenance standards and, where possible, improved.	2023-2025 -Review sidewalk maintenance standards to ensure appropriate consideration of accessibility. Include consideration of appropriate budget allocation.
3.1.5	People who walk/wheel encounter barriers due to development that prioritizes vehicular traffic and does not adequately consider accessibility.	Decisions about new and existing pedestrian and vehicular infrastructure prioritize pedestrian/active transportation safety and connectivity.	2023-Ongoing -When Council makes decisions about new and existing pedestrian infrastructure, consider the application of the Public Engagement Policy (requirement for Public Engagement Plan to solicit First Voice input).
3.1.6	People who walk/wheel encounter barriers due to missing or inappropriately	Tactile walking surface indicators are present with consistent placement at all intersections and midblock crossings.	2023-Ongoing -For new and revised intersections, include tactile walking surface indicators at curb ramps. Determine standard to follow for design and placement.

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	placed Tactile walking surface indicators tactile walking surface indicators.		
3.1.7	People who walk, wheel or cycle encounter barriers due to lack of pedestrian crossing infrastructure including appropriate pedestrian space near and within intersections, audible and lit signals, crosswalk identification (e.g., tactile, visual) and placement.	All new push-button crossings have audible and vibrotactile signals.	2022-Ongoing -Consider audible and vibrotactile pedestrian signals at all new and existing push-button crossings.
		All intersections provide adequate space for pedestrians to wait safely and in a location where they are visible to drivers.	2023-2025 - New intersection design will consider providing adequate space for pedestrians to wait safely and will comply with Built Environment Standard when available. Existing intersections will be assessed.
		Pedestrian crossings are clearly identified through appropriate signage, lighting, and surface paint as appropriate to the location.	2023-2025 - Review CSA/ASC B651 and Built Environment Standard (when available) with consideration of signage, lighting, and markings of crosswalks (update crosswalk painting specifications accordingly). 2024-2025 -Research indications for and best practices around use of raised pedestrian crossings.
		Pedestrian crossings are present in locations that facilitate safe and direct routes of travel for pedestrians.	2022-2024 -Continue to review CBCL engineering report on crosswalk placement in town and implement improvements to new and existing crossings at the direction of Council.
3.1.8	People who walk/wheel do not have well-lit paths of travel (including sidewalks, crossings, and paths) to ensure	Sidewalks and pedestrian paths are well lit to ensure that users can see, and that the area feels safe.	2024-2026 -Explore standards around lighting of pedestrian routes with focus on intersections between pedestrian and vehicular infrastructure.

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	safety and security.		
3.1.9	People who walk/wheel do not have places to rest in appropriate locations along paths of travel.	Appropriate seating is available where pedestrians might need to rest. For example, on hills, and along long paths and streets.	2022-2023 -Develop a bench program to determine location, type of seating, and to support implementation and maintenance of benches along streets. This may use information from CSA/ASC B651 and other sources to determine design and placement.
3.1.10	People who walk/wheel encounter obstacles along sidewalks that create safety concerns.	Bylaws and enforcement are followed to keep paths of travel clear of temporary obstacles (e.g., signs, compost/garbage bins, vehicles) and permanent obstructions (e.g., utility poles, guywires, and vegetation) where possible. Where permanent obstructions to the path of travel exist and cannot be removed/relocated all obstructions are colour contrasted to surrounding surfaces and cane detectable.	2022-Ongoing - Update Public Works Standard Operating Procedures to consider placement of construction signs and possible obstructions to paths of travel. 2022-Ongoing -Electric Utility to consider accessibility in the decision making/planning process related to installing utility poles and related obstructions to paths of travel. -Review Solid Waste Bylaw and other policies and bylaws as they relate to obstructions to pedestrian paths of travel (as per 1.7).
3.1.11	People who walk/wheel may experience confusion along asphalt sidewalks that intersect with wide driveways or parking lot entrances (i.e., no	People using a sidewalk have continuous visual and tactile indicators that they are on the sidewalk.	2023-2025 -Identify areas where there is a lack of continuous visual and/or tactile indications across long driveways/entrances to parking areas and research options to resolve.

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	visual or tactile wayfinding across areas that are adjacent to roads).		
3.1.1 2	People using wheelchairs, mobility scooters, and adapted cycles are often seated lower than an average pedestrian, making it more difficult to be seen by drivers at crossings.	Intersections are designed to limit crossing distance and have adequate space that is clear of on-street parking to increase visibility of pedestrians.	2024-2026 -Review existing intersections and implement best practices regarding what promotes pedestrian visibility and decreases crossing distance at intersections and mid-block crosswalks where applicable (consider update to Traffic Safety Act when available).
3.1.1 3	People who cycle to access their communities do not have cycling infrastructure to allow for safe, direct travel.	The Town's active transportation infrastructure includes continuous, safe cycling routes that considers the variety of equipment used by cyclists, including those with disabilities.	2022-Ongoing -Continue to identify, prioritize, and address gaps in cycling network continuity and apply best design practice.

3.2 Snow Removal; Prioritize snow clearance at transit stops, public buildings, and in municipally managed parking areas.

	Barriers to Access	Goal	Action
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3.2.1	When persons with disabilities access their communities by walking, wheeling, and driving, snow on sidewalks/walking surfaces and in parking areas can create a significant barrier.	The quality of sidewalk/pedestrian walking surface snow clearing is adequate to meet the needs of people walking. Snow clearing is prioritized at Town owned/managed parking lots and on-street parking with particular attention to thorough clearing of snow around accessible parking spaces and curb ramps.	2023-2024 -Review snow clearing prioritization and level of service to ensure the quality of sidewalk/pedestrian walking surface snow clearing is adequate to meet the needs of people walking and that access to accessible parking spaces is prioritized and done thoroughly. Include clear access to buttons to operate pedestrian crossing signals. This may include review of policy, practices, and procurement details related to snow clearing.
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3.3 Parking: Ensure all municipal parking areas and municipally managed parking areas have accessible parking spaces and appropriate drop-off locations for larger vehicles. Accessible parking shall meet the Accessibility Act's Built Environment Standard (when implemented).

	Barriers to Access	Goal	Action
3.3.1	People may not have access to adequate numbers of accessible spaces on street parking and in Town owned and managed parking lots and existing space design and location do not meet their needs.	The number, location, and design of accessible parking spaces on street and in Town owned or managed parking lots meets the needs of users.	<p>2022-Ongoing-Investigate ways to ensure appropriate enforcement of parking regulations.</p> <p>2023-2024-Conduct a review of the number, location, and design of accessible parking spaces on street and in Town owned and managed parking lots and determine compliance with user needs and identified standard (to be determined) or Built environment Standard, when implemented.</p> <p>2024-2025-Identify standard to be used to assess/design accessible parking spaces. Use this standard in annual asphalt maintenance assessments of accessible parking.</p>

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3.3.2	Accessible parking spaces may be difficult to identify due to poor signage and poorly maintained paint.	Accessible parking spaces are clearly identifiable through vertical signage and pavement markings.	2023-Ongoing- Continue with annual repainting of accessible parking spaces and ensure that appropriate vertical signage is present
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3.4 Transit Connectivity: Where possible, support improving transit connectivity by expanding public transportation systems.			
	Barriers to Access	Goal	Action
3.4.1	Many persons with disabilities experience barriers to transportation, within their communities and Lunenburg County, which impacts their ability to gain/maintain employment, participate in community events and programming, and to engage in everyday activities such as attending appointments, running errands,	The Town participates with other municipalities in Lunenburg County to explore options to increase access to transportation for the public that provides an equitable experience for persons with disabilities	2022-Ongoing- Consider options for participation in transit services between the Town and neighboring communities and beyond.

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	and engaging in social activities.		
3.4.2	Persons with disabilities and others experiencing barriers to transportation are not aware of existing transportation options.	People with barriers to transportation can easily access information about existing transportation services.	2022-2023 -On the Town website, include a link to Need a Ride? website to facilitate the public learning about existing transit options in the region.

3.5 Transit Infrastructure: Improve existing transit infrastructure and ensure transit vehicles, transit stops, and signage are accessible to people with disabilities.			
	Barriers to Access	Goal	Action
3.5.1	The Town does not currently provide transit service and therefore does not have significant transit infrastructure.	As increased transit opportunities are available in the Town, associated transit infrastructure is designed and built using best practice in accessibility.	Transit infrastructure to be considered in association with transit options (see 3.4.1).

4. Employment

The Commitment: Our municipalities are accessible and equitable employers and support the careers of employees with disabilities. We will seek to attract and retain a skilled workforce that reflects the diverse residents of the municipalities.

4.1 Job Opportunities: Improve opportunities for people with disabilities to gain employment at the municipality by ensuring job postings clearly state they are open to people with disabilities, accommodations may be available in the workplace, and/or advertise job postings across different platforms.			
	Barriers to Access	Goal	Action
4.1.1	Persons with disabilities may not feel their application would be welcome for Town employment opportunities or that their accessibility needs will be met.	Advertising makes it clear to potential employees with disabilities that their applications for employment with the Town would be welcome and that the Town will consider accommodations throughout the recruitment, hiring, and employment processes.	2022-2024- Review and update all employment advertising to ensure accessibility language is included to communicate to persons with disabilities that they are welcome to apply and are encouraged to identify any accommodations needed to equitably participate in the recruitment, hiring, and employment processes. (Persons with disabilities typically understand that an employer is required to provide accommodations to meet accessibility needs to the point of undue hardship. However, persons with disabilities also understand that attitudinal barriers exist and that asking for accommodations can be a challenge in the hiring process.)
4.1.2	Advertisements for employment opportunities may not appear in places and formats that are accessible to persons with disabilities.	Employment advertising is available in accessible formats and appears in locations where it can be accessed by persons with disabilities.	2022-2024- Review and adjust employment advertisements to ensure formats are accessible. 2022-2024- Identify locations to post employment advertisements that will better reach applicants with disabilities. 2022-2024- Develop partnerships with external organizations supporting employment for persons with disabilities and share employment opportunities

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			directly. Examples of the types of partnering organizations to consider include Ready Willing and Able and TEAM Work Cooperative.
4.1.3	Persons with disabilities who face barriers to transportation may not apply for jobs because of this barrier.	Persons with disabilities who experience barriers to transportation have equitable access to employment at the municipality.	2023-Ongoing -Explore options for supporting access to transportation within the workplace where possible. For example, support flexible work hours, where appropriate, to facilitate individual needs related to transportation barriers. (When our community consultation online survey asked about employment in Lunenburg County, lack of transportation was cited most often when respondents shared barriers to employment.)

4.2 Hiring: Improve processes, policies, and practices to facilitate and encourage the recruitment, selection, transition, and advancement of people with disabilities in their employment at the municipalities. Improve job standards to reflect the actual standards of the job and examine what assumptions are being made in the job standards.

	Barriers to Access	Goal	Action
4.2.1	Hiring policies and practices unintentionally exclude or create barriers to persons with disabilities obtaining and advancing in employment at the Town.	Policies and practices related to hiring support equitable opportunities for employment and advancement at the Town.	<p>2022-2023-Create a process to ensure that applicants can easily request accommodations for the application and interview processes.</p> <p>2022-2024-Staff involved in hiring and advancement receive training to increase knowledge about disability, accessibility, and the barriers that may exist in the recruitment process as per 1.2.1.</p> <p>2023-2024-Schedule regular reviews and updates of policies and practices related to recruitment, hiring, and evaluation/advancement to ensure their contents do not create barriers to persons with disabilities.</p>

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			Policies and practices should reflect best practice and Employment Standard when available (as per 1.7).
4.2.2	Following the hiring process, employees with disabilities may have difficulty transitioning into their role due to the need for accommodations, concerns about asking for support, and other needs related to the transition to a new role.	Employees with disabilities have an equitable onboarding and role transition process that meets their needs.	<p>2022-2023-Pair new employees with a mentor within the organization to support transitions.</p> <p>2022-2024-Implement a procedure to ensure that any discussion of accommodations is raised in advance of a start date as much as possible. This will limit delays related to an employee beginning work without the necessary equipment, supports, or other arrangements.</p> <p>2022-2024-Review all standard training required for new employees (e.g., First Aid, Safety) to ensure it is accessible for employees with disabilities. This can avoid barriers and delays in the onboarding/transition process.</p> <p>-Ensure that all employees receive training about accessibility and disability awareness as per 1.2.1. This will minimize the amount of explanation/awareness that needs to be taught by the new employee with a disability.</p> <p>-Review HR policies and practices related to employment to ensure they include flexibility to account for any additional time/resources needed to support an employee with a disability to transition into a new role (as per 1.7.1).</p>
4.2.3	Job standards do not reflect the actual standards of the job creating barriers for	Standards for all jobs accurately reflect the actual job requirements.	2022-2024 -Review and update all job standards to ensure that they reflect the true requirements of the job. Examples of requirements that are frequently included unnecessarily relate to driver's licenses and lifting ability.

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	applicants with disabilities.		
4.2.4	Employee benefits packages may not reflect the needs of employees with disabilities.	Employee benefits packages reflect the needs of employees with disabilities.	2022-2026 -Research best practices in benefits offered by employers with respect to employees with disabilities. Review existing benefits packages to ensure they include appropriate coverage considering best practice. Ensure consultation with current employees about their benefits needs.
4.2.5	Staff responsible for hiring and onboarding employees with disabilities do not have the knowledge and experience to support the process (including identifying and providing accommodations).	Staff responsible for hiring and onboarding have awareness of and build relationships with organizations that can facilitate and support persons with disabilities as they are hired and onboarded.	2023-Ongoing -Research and identify organizations that can facilitate and support persons with disabilities as they are hired and onboarded. This includes identification and acquisition of accommodations. Build relationships and/or partnerships with identified organizations to support employees with disabilities to be hired and through the onboarding and accommodation processes.

4.3 Flexibility: Improve support and flexibility in the workplace by ensuring municipal staff and Council with disabilities have access to adaptive technologies, possible accommodations in the workplace, appropriate and supportive leave policies and return to work plans, and a flexible work environment such as the ability to work from home.

	Barriers to Access	Goal	Action
4.3.1	Town employees and Council do not have access to or	Employees and Council are aware of the availability of and have access to assistive	2023-2024 -Inventory all software and platforms currently used by employees in the Town.

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	are not aware of availability of assistive technology in the workplace.	technology in the workplace when needed.	<p>2023-2025- Collaborate with other municipal units in Lunenburg County to investigate accessibility features of current technology (e.g., software programs, apps, etc.) and identify and/or develop training tools for all employees with inclusion of accessibility.</p> <p>-Review relevant policies and practices to ensure they support the use of assistive technology for employees and Council (e.g., security and privacy considerations, use of apps, compatibility-as per 1.7).</p>
4.3.2	Employees and Council do not have access to or are not aware of access to necessary accommodations in the workplace	Employees and Councillors who require workplace accommodations can easily learn about and follow a process to request them.	<p>2024-2025-Update procedures to include a check in at annual performance evaluations or other existing annual event to review potential needs for accommodation.</p> <p>2026-2027-Explore the concept of creating a shared fund and/or equipment/assistive technology bank among municipal departments to meet accommodation requests from potential and current employees (undue hardship can be cited based on the cost of requested accommodations and can be a barrier to potential and current employees receiving the support they need to effectively do their jobs. Having a fund/bank shared by all departments within a municipality could limit the possibility that cost will be a barrier to hiring, retaining, and advancing an otherwise qualified candidate).</p> <p>2026-2027- Clarify policies to ensure that the ownership of any equipment purchased to meet the accessibility needs of an employee with a disability is determined on a case-by-case basis and clearly communicated to relevant people/departments.-</p> <p>Review policies and processes to ensure they reflect</p>

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			the legal requirement to provide accommodations in the workplace (as per 1.7) and that this information is easily found by employees and Councillors (e.g., in orientation, on shared drives, during annual performance evaluations, in communications to staff and council).
4.3.3	Employees and Council may not have access to appropriate and supportive leave and return to work practices.	Leave and return to work practices reflect the needs of employees and Councillors.	-Review current leave and return to work policies and practices to ensure they are appropriate and supportive for employees and Councillors with disabilities (as per 1.7). Ensure that this review process includes a clarification of how Town staff in various roles support the employee throughout the return-to-work process.
4.3.4	Employees with disabilities face barriers to employment in many ways, including how employment requirements impact and are impacted by other daily needs (e.g., the need to consider support persons, service animals, transportation, and the varying impact of disability's	Employees with disabilities have flexibility in their work situations based on their needs and the actual requirements of the position.	-Review current relevant policies and practices to ensure they do not contain unintended barriers related to employment requirements such as hours of work, location, means of carrying out duties, etc. Consider the benefits of providing flexibility to all employees rather than requiring employees with disabilities to request accommodations to achieve flexibility in their work situations (as per 1.7).

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	sometimes intermittent effects on health and functioning).		

4.4 Culture of inclusion: Build capacity among staff and senior leadership to cultivate a culture of inclusion that supports, retains, and provides opportunities for career growth to people with disabilities. Municipal units will develop Employment Equity Statements.

	Barriers to Access	Goal	Action
4.4.1	A formal statement reflecting a culture of inclusion at the Town is not present and or easily located.	The Town has a strong Employment Equity Statement that is easily found by applicants and employees.	2023-2024 -Create an Employment Equity or comparable statement to reflect a culture of inclusion. Ensure that this statement is easily accessed by applicants for employment at the municipality and by current employees.
4.4.2	Town employees and Council do not have adequate training to support a culture of inclusion.	Staff and Council receive regular training on topics related to disability, accessibility, and inclusion.	-See 1.2.
4.4.3	Employees with disabilities may encounter barriers to participating in special events organized by the employer (e.g., social and	All activities and social events offered by the employer consider accessibility in their planning processes in an effort to ensure all employees can participate equitably.	2023-2025 -Encourage inclusion of employees with disabilities on planning committees for internal staff activities/events to enhance consideration of accessibility. 2023-2025 -Develop basic guidelines for employee social events and activities that include accessibility considerations such as choosing a venue, travel expectations, dietary considerations, and choosing

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	seasonal activities).		activities. Ensure communication of accessibility barriers. -Ensure all staff receive training as per 1.2 to increase understanding of accessibility barriers.

4.5 Representation: Actively recruit people with disabilities on all municipal committees and working groups. Review committee and Council recruitment materials to ensure they are accessible.

	Barriers to Access	Goal	Action
4.5.1	Persons with disabilities may not feel welcome to apply for committees or working groups due to the barriers they may encounter in the application process and in participating.	Persons with disabilities feel welcome to apply for committees and working groups with the understanding that accessibility has been considered.	2022-2024 -Review and update advertising and recruitment materials for committees and working groups to ensure they do not include unintentional barriers to persons with disabilities and clearly communicate that persons with disabilities are welcome to participate/apply. Having representation of persons with disabilities on committees and working groups that are not specifically focused on disability can ensure that accessibility is considered throughout all aspects of Town planning and processes.
4.5.2	The practices and logistics of participating as part of a committee or working group may not meet the needs of persons with disabilities.	Persons with disabilities can participate equitably in Town committees and working groups.	2023-2024 -Review and update committee and working group policies and practices (as per 1.7), to ensure that details such as meeting times and locations, communications, and timelines are compatible with the inclusion of persons with disabilities. These types of considerations are often considered with committees associated with disability/accessibility, but not typically with other committees.

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4.5.3	Persons with disabilities may not feel they can run for Council due to concerns about accessibility.	Persons with disabilities can participate equitably in the municipal election process.	<p>2023-2025-Review all Councillor recruitment materials to ensure they include language around accessibility. For example, that persons with disabilities are welcome to run for Council, that accommodations will be available where possible, and links/reference to any materials that support current or potential Councillors with respect to accessibility (e.g., Elections Nova Scotia materials).</p> <p>2023-2025-Review all Council recruitment communications, documents, location choices, and processes within the Town's control to ensure they do not create unintended barriers to access.</p>
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5. Built Environment

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

5.1 Buildings: Improve and maintain the accessibility of municipal buildings and outdoor spaces to comply with the Nova Scotia Building Code, and the Accessibility Act's Built Environment Standard (when implemented), aiming to exceed them when feasible.			
	Barriers to Access	Goal	Action
5.1.1	Existing Town buildings do not meet the accessibility needs of users.	Town owned and/or operated buildings meet the accessibility needs of as many users as possible.	<p>2022-2023- Create an accessibility audit tracking document including all Town buildings and outdoor spaces, their audit status, and a schedule of audits to be completed over time (See Schedule A in Appendix B).</p> <p>2022-Ongoing-Complete scheduled accessibility audits and follow up on subsequent recommendations to increase accessibility.</p>

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			-Update relevant policies, practices, standards and procedures to incorporate the Built Environment Standard when available (as per 1.7, 3.1.1).
5.1.2	A clear process does not exist to ensure that accessibility barriers are identified, communicated, tracked, and resolved.	Accessibility barriers in Town facilities are identified, communicated, tracked, and resolved using a clear and consistent process.	2022-2024- Develop a strategy to get public input about accessibility barriers in Town owned or operated buildings and outdoor spaces. Consider regional collaboration. Consider: --Creating a data collection tool on accessiblelunenburgcounty.ca website --Promoting and using CANdid Access website --Including accessibility in existing community engagement processes --Developing a process to track and manage information about accessibility complaints, concerns and interactions with the public related to accessibility issues (as per 1.1.2) -Formalizing process of receiving information from LCAAC - -Participating in PEACH Research Unit Rural Accessibility and Age-friendliness Assessment Project (when funded).
5.1.3	Staff do not have adequate training to identify and prevent barriers to accessibility in Town buildings and outdoor spaces.	Staff have the knowledge to identify and prevent barriers to accessibility in Town buildings and outdoor spaces.	2022-2025- Increase capacity of staff involved in building and outdoor spaces management, planning, and maintenance by providing training as per 1.2 including RHFAC, Accessible Spaces 101, or comparable training.
5.1.4	Equipment/technology intended to increase accessibility at	Any Town owned and operated equipment intended to support accessibility (e.g., lifts, elevators, etc.,) is properly located and	2022-Ongoing- Equipment intended to increase accessibility at Town buildings and facilities is maintained properly through preventative maintenance schedules.

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	Town buildings and facilities may not be maintained or is not easily accessed by users.	maintained and appropriate staff can support a person with a disability to find and use the equipment safely.	2022-Ongoing -Staff receive training as per 1.2 including how to properly support a person with a disability using Town owned accessibility equipment.
5.1.5	Site selection processes for new Town buildings and outdoor spaces do not adequately consider accessibility.	Site selection processes for new Town facilities include accessibility.	2023-Ongoing -Incorporate accessibility into site selection processes for new Town buildings and outdoor spaces. Consider LCAAC and public consultation.
5.1.6	Inclusion of accessibility features are often overlooked during new builds and renovations.	Accessibility is intentionally included in all renovation and new building plans.	2023-2025 -Collaborate regionally to develop/adopt a resource for staff that highlights key accessibility considerations and features that are often overlooked. Provide awareness to staff about this resource.
5.1.7	The Town and surrounding areas do not have adequate accessible housing.	There is increased access to accessible housing in the Town.	2023-Ongoing -The Town will explore ways to encourage an increase in accessible and affordable housing through policy, processes, bylaws, and engagement with the private sector.

5.2 Public Spaces: Improve access to public spaces and opportunities for recreation by improving access to parks and playgrounds, lakes and beaches, diversifying recreation equipment, and creating accessible parks, playgrounds and trails. Municipalities will comply with the Accessibility Act's Built Environment Standard (when implemented).

	Barriers to Access	Goal	Action
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5.2.1	Town trails may not meet the needs of users with disabilities.	Persons with disabilities have access to trails in the community.	<p>2023-Ongoing-New trails will be designed with accessible sections at designated trail heads where possible and meet best practice accessibility standards where appropriate.</p> <p>-Conduct accessibility audits of Jubilee Park and other trails and build identified recommendations into asset management plans. Consider consulting the community to determine which sections of trails should be the focus of accessibility improvements to ensure that people requiring accessible trail design have access to options (as per 5.1.1).</p>
5.2.2	Persons with disabilities encounter safety concerns when trails are not well defined and connected to other pedestrian infrastructure.	All Town trails are constructed with clear indications where they intersect with other paths/roads. Where possible, trails connect with other pedestrian infrastructure.	<p>2022-Ongoing-Ensure that all trails that cross vehicular paths are clearly identified using visual and tactile indications.</p> <p>2022-Ongoing-Investigate opportunities to ensure that trails are connected to other pedestrian infrastructure where possible. (e.g., Sports Field).</p>
5.2.3	Playgrounds do not meet the needs of users with disabilities, both children and adults.	Playgrounds meet the needs of children and their caregivers.	<p>2022-Ongoing-Incorporate accessibility for children and caregivers into processes for construction of all new or upgraded outdoor play spaces.</p> <p>-Use information from accessibility audits of Jubilee Park and Playground to identify and prioritize changes to increase accessibility (as per 5.1.1).</p>

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5.2.4	People accessing outdoor recreation spaces do not know what accessibility features are available or who to ask about accessibility issues.	People accessing outdoor spaces can easily find information about accessible features and equipment.	2023-Ongoing -Ensure that any accessible features and equipment in an outdoor space are clearly identified using accessible signage. -Ensure that all accessible equipment/features in an outdoor space are included in descriptions on websites or other marketing materials including who to contact about using the equipment/features (as per 2.3.1).
5.2.5	The Mahone Bay Pool does not meet the needs of persons with disabilities.	Persons with disabilities can safely access the Mahone Bay Pool.	2023-2025 -Assess the Mahone Bay Pool for accessibility and address identified barriers (as per 5.1.1).
5.2.6	Persons with disabilities encounter barriers to participation at recreation facilities when accessible washroom and changing facilities are not provided.	Persons with disabilities have equitable access to washroom and change facilities at recreation facilities.	2024-2025 -Ensure that all recreation facilities that have showers, washrooms, change rooms, and lockers also have comparable accessible facilities as per CSA/ASC B-651 or Built Environment Standard (when available).
5.2.7	Persons with disabilities encounter barriers to participation in outdoor seating areas.	Persons with disabilities have equitable access to outdoor seating areas at Town facilities.	2023-2026 -Ensure that outdoor seating areas have a barrier free path of travel, have adequate accessible seating, and, where there is more than one table, include round tables to facilitate visual communication such as ASL. Providing a variety of seating and table options allows choice for people to determine what works best for them.

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5.3 Washrooms: Look for opportunities to construct and maintain more accessible public washrooms and retrofit existing washrooms where possible.			
	Barriers to Access	Goal	Action
5.3.1	Persons with disabilities face barriers to participating in the community due to lack of access to meaningfully accessible washroom facilities in Town buildings and near/at outdoor spaces including beaches, parks, lakes, trails, and playgrounds.	Public accessible washroom facilities meet the needs of users.	2022-Ongoing -Continue to explore options for access to washroom facilities at outdoor public spaces such as bandstand. -Assess public washroom facilities as per 5.1.1 and prioritize, plan, and implement improvements to washrooms to increase accessibility. Ensure that washrooms identified as “accessible” or “universal” are assessed as such.
5.3.2	People who need accessible washrooms do not know where they can access them in the community and if they will meet their needs.	People visiting Town facilities know where to find accessible washroom facilities and what features they have.	-Ensure that the presence of accessible washrooms is noted in any marketing materials or on websites (as per 2.3.1).
5.3.3	People who require an adult change table experience significant challenges accessing the	There is public access to an accessible washroom with an adult change table within the Town.	2024-2026 - Use information from accessibility audits, input from LCAAC and the community to determine appropriate location for adult change table(s) and implement installation of adult change table in appropriate location.

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	community as these facilities are rarely available.		
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5.4 Temporary Disruptions: Establish and implement processes to ensure accessibility is maintained during temporary disruptions including emergencies, evacuations, and/or special events.

	Barriers to Access	Goal	Action
5.4.1	During special events and other temporary disruptions, accessible features and services are not always maintained.	When temporary disruptions are anticipated, accessibility requirements, equipment, features and services remain in place.	-Review policies (Special Events Policy), bylaws, and procedures to ensure that accessibility requirements, equipment, features, and services remain in place during temporary disruptions and that relevant information is communicated to the public (as per 1.7).

5.5 Emergencies: Ensure emergency management and building evacuation plans are reviewed with accessibility in mind.

	Barriers to Access	Goal	Action
5.5.1	Persons with disabilities may not be adequately considered in emergency evacuation plans and procedures.	The safety of persons with disabilities is considered in emergency evacuation plans and procedures in Town facilities.	2024-2025 -Review and update emergency evacuation plans and procedures to ensure they are accessible and include information about how persons with disabilities can be supported during an emergency. -Staff receive training as per 1.2.
5.5.2	Those responsible for emergency evacuations may	Those responsible for emergency evacuations know if there is	2023-2024 -Research the option of creating a voluntary list of people who require assistance to

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	not know that a person is present in a building who needs assistance in the event of an emergency.	someone in the building who requires assistance to evacuate.	evacuate a Town building in the event of an emergency.
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5.6 Construction Mitigation: Municipalities should ensure accessible detours are available when a sidewalk is closed for or affected by construction.

	Barriers to Access	Goal	Action
5.6.1	Construction and other work that disrupts pedestrian routes creates significant barriers to persons with disabilities.	Pedestrians can safely navigate or avoid construction areas.	2023-Ongoing -Ensure that all work impacting pedestrian routes is advertised well in advance with a clear description of how routes will be impacted and what alternatives will be available. Ensure signage and/or assistance is available to support pedestrians to navigate the area safely. Review Streets and Sidewalks Bylaw to ensure obstructions of pedestrian paths of travel impacted by work on private property are managed appropriately (as per 1.7).
5.6.2	Noise, lights, and odours that accompany construction can be particularly disruptive for persons with disabilities.	The Town takes actions and communicates information that allows persons with disabilities to prepare for planned construction.	2023-Ongoing -The Town considers the potential impact of noise, lights, and odours on persons with disabilities and the greater community when planning construction in identified areas. The Town takes action to minimize these impacts through communication and regulation of construction activities.

Appendix B: Additional Documents

This section includes any additional documents referred to in sections 1 and 2.

Schedule A: Accessibility Audit Schedule for Municipal Facilities and Outdoor Spaces (as per 5.1.1).

Facility	Priority	Audit Source	Proposed Timeline
Edgewater St. Comfort Station	High	Accessibility Coordinator	2022-2023
Marina Comfort Station	High	Accessibility Coordinator	2023-2024
Visitor Information Centre	High	Accessibility Coordinator	2023-2024
Bandstand	High	External Contractor	2023-2024
Sports Field	High	External Contractor	2023-2024
Old Fire Hall	High	External Contractor	2023-2024
Swimming Pool	High	External Contractor	2023-2024
Fire Station	Medium	Accessibility Coordinator	2023-2024
Tennis Courts	Medium	External Contractor	2023-2024
Ball Field and Washroom	Medium	External Contractor	2024-2025
Jubilee Park and Playground	Medium	External Contractor	2024-2025
Aquatic Gardens Park	Medium	External Contractor	2024-2025
Bayview Cemetery	Medium	External Contractor	2025-2026
Park Cemetery	Medium	External Contractor	2025-2026
Marina	Medium	External Contractor	2024-2025
Town Hall	Medium	External Contractor	2024-2025
Public Works Garage	Low	External Contractor	2025-2026
Wastewater Treatment Plant	Low	External Contractor	2026-2027
Raw Water Pumphouse	Low	External Contractor	2026-2027
Chemical Building	Low	External Contractor	2026-2027