



Cape Breton Regional Municipality + You. Moving Accessibility Forward.

Final Accessibility Action Plan for the Cape Breton Regional Municipality (CBRM)

Submitted by: reachAbility Association



TABLE OF CONTENTS

1.0 Introduction

1.1 Summary Overview	4
1.2 Territory Acknowledgment.....	5

2.0 Overview

2.1 Methodology	6
A. Inclusion In Action	6
B. RHFAC Lens	7

3.0 Standards & Benchmarks

3.1 Goods and Services	8
3.2 Built Environment.....	8
3.3 Information and Communications.....	8
3.4 Awareness and Capacity Building	8
3.5 Transportation	8
3.6 Employment	8

4.0 Community Engagement

4.1 Summary	9
4.2 Campaign	9
A. Take the Survey	10
B. Join the Discussion.....	10
C. Show Us How	10

5.0 Standards of Accessibility - Engagement Analysis

5.1 Preface	12
5.2 Goods & Services	14
5.3 Built Environment.....	17
5.4 Information and Communication.....	20
5.5 Awareness and Capacity Building	23
5.6 Transportation	26
5.7 Employment	29

6.0 Built Environment Accessibility Scan

6.1 Overview	31
6.2 Mapping Engagement.....	34
6.3 Community Halls and Centres, and Recreation Centres.....	39
6.4 Municipal Buildings	42
6.5 Libraries	45
6.6 Parks & Playgrounds	47
6.7 Trails.....	49
6.8 Fire Halls & Police Stations	51
6.9 Sidewalks, Storefronts, Signs, Public Offices	52
6.10	Tourist
Attractions & High Traffic Areas	53

7.0 Specific Built Environment Barriers

7.0 Overview	56
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8.0 Timeline vs. Priority Phasing

8.1 Immediate (within the next two years)	79
8.2 Short Term (within 2-6 years)	80
8.3 Opportunity Based Recommendations.....	81

Gratitude	82
------------------------	----

9.1 Appendix

9.2 Glossary of Terms	83
9.3 Stairs	86
9.4 Accessible Interior Routes.....	94
9.5 Parking	100
9.6 Ramps	105
9.7 Washrooms.....	114
9.8 Seating	130
9.9 Elevators	133
9.10	Access
sible Boat Launches.....	139

10.0 Resources

10.1 Funding and Community Based Resources	140
10.2 Training & Education.....	144

1.1 INTRODUCTION

1.2 SUMMARY OVERVIEW

Accessibility is a human right. The equal rights of a person are denied by making access difficult. As identified by Access by Design 2030, the first step towards achieving accessibility goals is through awareness and capacity building for the rights of persons with disabilities and/or people facing barriers to full participation. It is easy to get stuck in the old ways of doing things, which are rooted in ableist mindsets and structures. However, change is happening, and we believe the Cape Breton Regional Municipality (CBRM) will help set the bar for other Municipal regions across the province.

Nova Scotia has the highest rate in Canada of people identifying as a person with a disability with nearly one in three people who live with a disability, the most common of which are invisible, cognitive disabilities. There are many types of disabilities which include: physical, mental, intellectual, learning and sensory impairment, including episodic disability, that, in interaction with a barrier, hinders an individual's full and effective participation. The research and recommendations to follow address universal accessibility improvements for the Cape Breton Regional Municipality and attempt to include the spectrum and experiences of all disabilities. For the purpose of this report, when referring to the Cape Breton Regional Municipality it may be referred to as the CBRM.

The research and community engagement strategy for this report took place during the Covid-19 Global Pandemic, which further heightened access and equity issues for everyone. From the individuals and stakeholder groups we were able to connect with, we heard that accessibility issues were exacerbated due to increased poverty, social isolation, and lack of transportation, all of which further affected mental and physical health. The results of our community engagement are included throughout this report.

We would like to commend the Cape Breton Regional Municipality on its work as a region to address accessibility and inclusion for its community as the Province of Nova Scotia begins its work towards the 2030 Access by Design: Achieving an Accessible Nova Scotia goal. Throughout this report, we refer to Bill 59, also known as the Nova Scotia Accessibility Legislation, including the recommendations put forth by the working groups for the Built Environment and Education Standards, and the Nova Scotia Post-Secondary Accessibility Framework created by the Council of Nova Scotia University Presidents and the Nova Scotia Community College. We also include and/or reference the Government of Canada's Accessible Canada Act, and the Rick Hansen Foundation Accessibility Certification built environment standards.

In order to involve as much of the Cape Breton Regional Municipality as possible we reached out to stakeholder groups and community members in all twelve districts to identify possible solutions to the future of access and inclusion. The responses were honest and rooted in frustration but optimistic.

We recognize that the Cape Breton Regional Municipality has a number of plans and goals in place. The purpose of this report is to provide recommendations based on first-voice, community feedback, and legislation while acknowledging the work that has

already been done. The solutions to achieving accessibility and inclusion will require resources, human and capital, but they have the capacity to be transformative for the Cape Breton Regional Municipality. We hope that this report provides starting points to achieving goals, and delineating the steps in between to help you get there. It has been our pleasure to assist you with this work.

Accessibility Advisory Committee's (AAC) Goals:

- Create a mechanism for continued learning and capacity building.
- To ensure equitable access for all.
- Create a culture of acceptance and awareness.
- Collaborate with other regions and advisory committees to share best practices.

The AAC is committed to accessibility, equity and inclusion of all people regardless of ability, race, culture, gender, sexual identity and/or expression, family status, religion or age. To support this commitment reachAbility has been engaged as experts with first voice, lived experience and a robust knowledge of accessibility issues, best practices, legislative requirements, social equity and planning processes to ensure that a comprehensive framework will guide the development of accessibility initiatives and establish priorities across the Cape Breton Regional Municipality.

1.3 TERRITORIAL ACKNOWLEDGMENT

Ancestral or Traditional Territory refers to the land occupied by First Nations people and their ancestors. reachAbility Association resides within K'jipuktuk, and the Cape Breton Regional Municipality resides within Unama'kik, the ancestral territory of the Mi'kmaq people. This territory is protected by the Treaties of Peace and Friendship, signed in 1752 between the Mi'kmaq, Maliseet, Passamaquoddy and the British Crown. This territory is known as Mi'kma'ki and was divided traditionally into seven districts: Kespukwitk, Sipekni'katik, Eskikewa'kik, Unama'kik, Epekwitk aq Piktuk, Sikniqt, and Kespek.

We acknowledge that our work and organizations are located within unceded and unsundered Mi'kmaq Territory that we all have a responsibility and accountability to uphold in the process of Truth and Reconciliation. We are all treaty people. There is much to do in terms of reconciliation and building meaningful dialogue, partnerships and opportunities to mend historical injustices and present day inequalities. We aim, through our work and our lives, to continue to better educate ourselves on what this means, and how we must use the many opportunities and privileges we are afforded to address the importance of place, equity, sustainability, peace and understanding. We celebrate diversity and believe that understanding the intersectionalities that occur within the Cape Breton Regional Municipality is key to a truly inclusive culture.

2.1 OVERVIEW

2.2 METHODOLOGY

A. Inclusion In Action Lens

As an accessibility support organization, reachAbility Association helps guide businesses, organizations and public sector bodies through the process of creating an accessibility action plan compliant with government legislation, and in building leadership in accessibility, diversity and inclusion. The process of *Inclusion In Action* addresses accessibility through an inclusion and diversity lens driven by first-person voice and ensures alignment with the Province of Nova Scotia's "Accessibility Planning Toolkit for Municipalities". With extensive public consultation this creates an accessibility action plan to align with both Access by Design 2030 and the Nova Scotia Accessibility Legislation (Bill 59).

Consultation with client organization and identified groups

- Worked strategically through various meetings with the Accessibility Advisory Committee (AAC) to review the plan and methodology for the project; and discuss critical goals.
- Reviewed strategic documents from the CBRM's ie. policies, programs, services, practices and any additional documentation to assist in our understanding of the CBRM's efforts within accessibility, and through a data analysis we identified achievements, barriers and opportunities for improved accessibility and inclusion.

First-Person Voice

- Surveyed the community both online and in person to gain the perspective of lived experience.
- Engaged the public through twelve online sessions in addition to stakeholder group meetings and individual conversations with community members by phone, zoom and in person.
- Opportunities were provided, online and/or in person, for community participation in providing feedback on the built environment in the five areas within the CBRM. This was done through our online #CBRMaccess photovoice campaign and in-person mapping activities where barriers, successes and opportunities were identified throughout the CBRM.

Strategic Review

- Reviewed feedback from engagement sessions.
- Revisited critical goals and compared them to the identified issues highlighted from engagement.
- Reviewed the built infrastructure/environment of the organization's assets.
- Based on the strategic review, created a draft Accessibility Action Plan to present to the AAC and to the community through public engagement sessions, both online and in person, according to NS Health Guidelines.

Action Plan Delivery

- We will gather and review stakeholder/public feedback from the draft accessibility action plan and determine, based on legislative requirements and the Municipality's goals, what to include in the final accessibility action plan.

- We will deliver the CBRM Accessibility Action Plan with deliverables including: prioritized timelines; capital asset lists with priorities, phasing and resources.

Additional Recommendations & Resources

- We will identify topics for continued learning for all organizational levels.
- We will identify areas of opportunity for improved accessibility and inclusion through stakeholder partnership
- We will identify funding and grant opportunities to: offset Cape Breton Regional Municipality costs with action plan implementation, and provide resources for businesses, organizations and individuals within the municipality to work towards a sustainable accessibility within the community.

B. Rick Hansen Foundation Accessibility Certification (RHFAC) Lens

(RHFAC) is a lens through which to assess accessibility. <https://www.rickhansen.com> RHFAC ensures people with disabilities have direct input into the vision and details of how to create truly inclusive places. RHFAC has a rating and certification process designed by people with disabilities to allow for transparency, accountability and measurable data. RHFAC and Universal Design are interdependent. Universal Design is the design of public buildings, products and environments to make them accessible to all people regardless of age, disability or other factors. This ensures that human rights, compassion, democracy, and access are all at the forefront in the public realm. In order to create a sustainable, fully participatory community, Universal Design must be met to ensure access and inclusion.

Our team conducted an environment scan of the Cape Breton Regional Municipality using the RHFAC lens. We did not conduct a National Building Code (NBC) review. It is important to note that RHFAC often has standards that are different from the NBC. While all aspects of a renovation or new build must meet the NBC, meeting RHFAC standards would be ideal. We used some of the major principles of RHFAC as a guide to highlight where the needs for improvements are, as well as identify efforts and successes as per the scope of this Accessibility Action Plan.

3.1 STANDARDS & BENCHMARKS

In order to give feedback and assist in creating an accessibility action plan for the region we reviewed the programs, policies, services and built environments of the Region and addressed the following six standards of accessibility. As identified in the Access By Design 2030 framework, it is imperative to also address **Awareness and Capacity Building** to move forward and truly be inclusive, for this purpose we have included Awareness and Capacity Building along with the other legislative standards. These standards are based on the, currently in development, Nova Scotia Accessibility Act (Bill 59), and the Accessible Canada Act, as listed below:

3.2 Goods and Services

- Bill 59: standards for delivering and receiving goods and services may address how service providers interact with and are trained to serve persons with disabilities, including the use of assistive devices.
- Accessible Canada Act: Service Design & Delivery: receive services that are accessible to all.

3.3 Built Environment

- Bill 59: standards in this area will address how to make buildings, streets, sidewalks, and shared spaces accessible to all. These standards may address gaps in current regulations.
- Accessible Canada Act: move freely around buildings and public spaces.

3.4 Information and Communications

- Bill 59: Requires institutions to ensure all Nova Scotians can receive and share the same information. Consider accessible formats (for example, braille, American Sign Language, or large print), accessible websites and technologies, and standards for communicating with persons with disabilities.
- Accessible Canada Act: Requires accessible digital content and technologies, barrier free spaces and services for people with communication disabilities.

3.5 Awareness and Capacity Building:

- Access By Design 2030: building capacity in accessibility and increasing awareness about the rights of persons with disabilities and barriers to participation.

3.6 Transportation

- Bill 59: public transportation and transportation infrastructure: standards in this area will help make it easier for everyone to travel throughout rural and urban Nova Scotia.
- Accessible Canada Act: barrier-free federal transportation network.

3.7 Employment

- Bill 59: standards in this area will support persons with disabilities in finding meaningful employment. The goal is to ensure equal access to employment for persons with disabilities.
- Accessible Canada Act: access to employment opportunities and accessible workplaces.

4.1 COMMUNITY ENGAGEMENT

In 2010, Canada ratified the United Nations Convention on the Rights of Persons with Disabilities (CRPD) committing to rid the country of barriers that prevent people with disabilities from fully enjoying their human rights. “Nothing Without Us”, the Accessible Canada Act, carries this commitment through legislation and ensures first-voice contributions. First-person knowledge is key to understanding the causes of inaccessibility and has guided our process in identifying barriers within the Cape Breton Regional Municipality and offering recommendations to ensure equity, diversity and inclusion is achieved for all.

4.2 SUMMARY

The Cape Breton Regional Municipality is a very diverse community with a challenging geographic layout that combines the urban centre of Sydney with widespread rural areas, national historic sites and many industrial growth possibilities. Despite this diversity in landscape and community, there are many shared needs and concerns. However, even with these similar shared interests, there is a physical disconnect due to the lack of connectivity between neighbourhoods, communities and towns. In reviewing this report, it will become clear that the community at large feels the need for pedestrian pathways, active transportation, and public transportation. We believe that through the implementation of the Cape Breton Regional Municipality’s Accessibility Action Plan, the upcoming CBRM Active Transportation Plan and the many strategic growth plans that are in the works, progress can and will be made. For the purpose of providing feedback/findings for each accessibility standard, we have used the first-voice experiences collected through the **Moving Accessibility Forward** project. These first-voice experiences have also guided the recommendations offered throughout.

4.3 CAMPAIGN

In an effort to engage the communities of the Cape Breton Regional Municipality, reachAbility created a social media campaign titled ***Cape Breton Regional Municipality + You. Moving Accessibility Forward***. Additionally, a landing page was created for the overall project, and individual pages for each respective areas’ campaign were made accessible both on their own or through the project landing page - which can be viewed by visiting www.reachability.org/cbrmandyou

The targeted social media campaign was used to promote the project through Facebook, Instagram, and Twitter. The campaign reached over 14,000 individuals (saw the awareness campaign on their social media platforms); 76 shares (people shared the content on their social media platforms), and 551 people visited the project landing page.

Due to COVID-19 public gathering restrictions, extended online, phone, as well as small gathering or individual engagement sessions were offered in addition to in-person public engagement options. The project's engagement process offered three methods for community members to get involved.

A) TAKE THE SURVEY

An online survey was created based on the accessibility standards and how they pertain to the region's programs, services, built environment and communication. The survey was circulated online through the social media campaign, posted on the landing page and available physically at our in-person engagements throughout the Cape Breton Regional Municipality.

The public survey has been open since February 7th, 2022 and will continue through to April 4th, 2022. Throughout this report we have provided summarized information based on the surveys received thus far. Of the survey results we received, 15% of the respondents did not identify which District they reside in.

- 15% were from Districts 4 & 7
- 19% were from District 5
- 8 % were from Districts 6, 10 & 11
- 12% were from District 8

No surveys were received from those who identified as residing in, or being connected to, Districts 1, 2, 3, 9 or 12. We continue to try to engage these areas through further promotional activities within the region.

B) JOIN THE DISCUSSION

Throughout February, 3 in-person and 12 virtual engagement sessions were hosted inviting community members to *join the discussion* and have their voice heard to help inspire change in the Cape Breton Regional Municipality as they work toward their inclusion and accessibility goals. Additionally, individual zoom meetings and/or phone calls have been, and continue to be, booked with stakeholder groups and anyone who could not attend the various virtual meetings. These sessions are moderated by Jessica Ward and Krista O'Connor of the reachAbility team and supported by ASL (American Sign Language) interpreters when requested.

The conversations throughout these sessions highlighted the gaps in accessibility and inclusion with the Cape Breton Regional Municipality and identified the many strategies that have been or are currently being applied to remove barriers. We spoke with many disability and marginalized community support groups, individual citizens, youth with disabilities and their parents and community advocates.

C) SHOW US HOW

Community members were invited to *help us inspire change* by participating in an in-person mapping exercise and sharing, through photovoice, their perspective on barriers, opportunities and successes in the CBRM built environment through the #CBRMaccess campaign.

During our three in-person engagement sessions participants were provided with pink, blue and yellow sticky notes and were asked to tell us:

- what is working (success)
- what's not working (barrier)
- to share with us how they could envision things working better (opportunities), and

- when doing so, to consider how they travel to, from, and throughout the CBRM

By posting photos and comments on social media platforms like Facebook, Instagram and Twitter with the hashtag #CBRMaccess, participants were able to share areas within their communities that required highlighting for one of the aforementioned reasons. Participants in this piece of feedback are also entered into a draw for a \$200 gift card from a local CBRM business for sharing their valuable first-voice experience on the built environment and how it plays a part in the way they live, work, play or go to school, in the Region.

5.1 STANDARDS OF ACCESSIBILITY - ENGAGEMENT ANALYSIS

PREFACE

“Under the Accessibility Act, municipalities, universities, and other organizations—including villages, regional libraries, and government agencies—may be prescribed as public sector bodies. (Prescribed means identified in the Accessibility Act General Regulations.) Once prescribed, these organizations—including municipalities and villages—must establish an Accessibility Advisory Committee and develop an Accessibility Action Plan.” (2019, Province of Nova Scotia)¹ As per the recommended format offered by the Province of Nova Scotia in the Accessibility Plan Toolkit for Prescribed Public Sector Bodies, the feedback from our engagement efforts has been summarized into seven components for each of the seven standards. Below we have provided a brief explanation/purpose of each component as identified in the aforementioned document.

Commitment: In this component, we will suggest a vision statement that aligns with the direction set out by the public sector body when it comes to inclusion, diversity, and equity.

Current Services Offered: The purpose of identifying the services currently offered by the prescribed public sector body is to provide the reader with a starting point. As a 3rd party organization, we do not know every aspect of the public sector bodies’ services, programs etc. We create a list based on information we are provided at the time of information gathering and/or what information is publicly available.

Overview: The overview component is meant to provide a summary of the feedback received, highlight specific points that were brought up through engagement and/or provide honourable mentions of key points.

Successes (What We Heard): An important part of the accessibility action planning process is to highlight the many successes or achievements that have been made to-date in identifying, preventing and removing barriers by/within the prescribed public sector body. This section provides a summary of what we heard from stakeholders throughout the project. This component does not include a comprehensive list of successes or achievements made by the organization.

Barriers (What We Heard): As above, this component will include a summary of what we heard from stakeholders and does not include a comprehensive list of barriers faced in every aspect of the organization. This component will focus on a compilation of the identified barriers that pertain to each of the seven standards as listed in Section 3 of this document.

Benchmarks: For the purpose of this report we have used the benchmarks component to offer suggestions for policy changes and/or adaptations based on the feedback received through our engagement process as well as the information provided by the Province of Nova Scotia about the Accessibility Act, its standards that are in

¹ reference for direct quote <https://novascotia.ca/accessibility/public-sector-bodies-toolkit.asp>

development, and the framework for implementation set out through the Access By Design 2030 Plan.

Opportunities/Recommendations: Prescribed Public Sector Bodies are obligated to ensure first voice and lived experience is considered throughout the implementation of the accessibility action plan. This component provides recommendations on how to take actionable steps toward achieving the benchmarks and the organizational commitments for each standard. This is done by engaging people with disabilities, diverse communities as well as other resources available in the community through organizations that work with and support members of equity seeking groups.

5.2 GOODS AND SERVICES

Commitment:

The Cape Breton Regional Municipality aims to ensure all residents and visitors have equitable access to goods and services provided by the Municipality.

Current Services Offered:

The Cape Breton Regional Municipality currently offers these goods and services:

- Maintaining most parks, trails and playgrounds and responsible for the installation, maintenance and snow removal services of most roads and sidewalks within Municipal limits.
- Maintains the CBRM Water Utility.
- Receives payments for property taxes and utilities.
- Hosts Municipal Council meetings.
- Emergency services through the Cape Breton Regional Fire & Emergency Services (Police and Fire).
- Recreational programming.
- Manages and operates Transit Cape Breton.

Survey Overview:

Of the services identified as most frequently accessed, businesses and services such as restaurants or bars and barber shops/hair salons stood out as the most frequented privately owned services (average 71% across all responses). These services were also identified as the least accessible privately owned services. Of the municipal owned/operated services identified as frequently accessed, recreation (pools, sports centres, playgrounds, trails etc.) and educational services (libraries and schools) were most common (average 69% across all responses). However, when asked to identify what the least accessible services were, public transportation and recreation were highlighted. Respondents stated they found it difficult to choose which service was least accessible as there were aspects of each service that made them inaccessible. Many comments mentioned the lack of accessibility at public parks and that the lack of safe sidewalks makes getting to any of the services difficult for most.

Successes (What We Heard):

- There have been some accessibility considerations made in the various libraries and there is a provincial plan coming to ensure that all libraries improve their accessibility
- CBRM is supporting a community group in the development of the Municipality owned Hawks Field as a fully accessible baseball field, walking track, bocce court, splash pad and canteen amenities.
- CBRM is currently partnered with the Health Authority on an accessible Bike Loan program.
- Delivering the Adapt Program that provides recreation and physical activities for all ages and abilities.
- The Recreation Department offers a variety of free and paid programs and services, including accessible activities like sledge hockey and an accessible sailing regatta. CBRM has provided support for capital upgrades and for events that celebrate accessibility. Additionally, they offer funding and in-kind programs for hundreds of individuals and community organizations.

- Most communities have at least one playground offering activities for free play
- The CBRM provides both Transit Cape Breton and
- Handi-Trans as options for transportation throughout many areas of the CBRM.
- There is more access to some services for people with disabilities and/or limited transportation since the onset of the COVID pandemic due to the expansion of some delivery service areas.

Barriers (What We Heard):

- The parks, playgrounds and outdoor spaces don't provide options for all ages ie. senior friendly exercise equipment, adult sized accessible swings, family engaging activities for year round use.
- There is not enough inclusive programming, events and services offered by CBRM Recreation. Gaps in services adaptive equipment available through loan programs; guided programs using the trails and parks.
- There aren't many community building activities to bring community groups and individuals together that don't involve going for a walk. Physically demanding activities cause barriers.
- Access to all essential items are not available in all areas which weighs heavily on those who are low-income and/or on fixed incomes without transportation.
- The operating hours of many necessary services like libraries (internet access) and recycling and solid waste facilities makes it difficult for many to access them.
- Accessible transit is not consistently available during the hours that are needed to access services, they are only available during their set schedule which makes accessing many services impossible for people with disabilities.

Benchmarks:

- **Ensure services required by residents and visitors are accessible to them.** This includes being physically accessible at publicly accessed spaces like parks, playgrounds and trails.
- **Ensure equal opportunity for play for everyone.** Consider offering "Play Boxes" at various park locations that provide free, adaptive play items to promote unstructured recreation activity. Ensure there are options for organized sport and recreational activities for all socio-economic groups.
- **Promote acceptance by implementing an accessibility policy for all new business/builds or renovations.** Shopping and retail establishments were identified as the most accessed and the least accessible spaces which highlights the need for an accessibility policy for businesses. Create a culture of acceptance by providing incentives for those businesses and service providers who abide by the policy instead of fining for non-compliance. Support businesses in the area in sourcing funding support to assist with the required accessibility updates/changes.
- **Ensure equitable access to all public services, in all regions.** Extend the hours for public services like libraries (providing internet access), solid waste, recycling, bill payments etc. by extending into evenings/mornings or weekends. For the Balefill Facility, an after hours drop off spot would be sufficient.

Opportunities/Recommendations:

- Work with disability support agencies within the Cape Breton Regional Municipality to begin to build capacity and awareness around inclusion and

accessibility for all. This should include implementing inclusive programming with partners' support and guidance.

- Create a standard for accessible service delivery that holds accountable all providers who work within the Cape Breton Regional Municipality until the Province develops a government-wide accessible customer service policy as identified in Nova Scotia's Accessibility Plan (2018-2021).
- Partner with Nova Scotia Works offices in the region to gather funding resources, support and training information to provide to employers in the region who want to improve their inclusive hiring practices.
- Become a wealth of knowledge for your communities by seeking out resources available through support organizations in the region.
- Partner with organizations within the community to bring mobile services to communities with limited resources and access.

5.3 BUILT ENVIRONMENT

The following section refers to feedback received from the community focused on Built Environment.

Commitment:

The Cape Breton Regional Municipality aims to exceed minimum accessibility standards when, and if possible, by making all buildings, streets, sidewalks, and shared spaces accessible to all.

Current Offerings: CBRM maintains most of the roadways within the former municipal units. There are highways, bridges, and provincially owned roads that are currently maintained by Provincial Department of Public Works that are found outside of the former municipal units, but within the former County of Cape Breton.

CBRM has a snow removal strategy that is equitable to all users – snow clearing operations are both consistent & reliable as resources, timing of event & conditions allow. We have GPS mapping of our sidewalk network that shows the areas of coverage, and as well the areas that receive full winter maintenance.

CBRM is responsible for the ownership and operation of approximately 200 Buildings, many of which provide public access.

Survey Overview:

When addressing general built environments and spaces, the majority identified public grounds/roads and open spaces (89%), parks and trails (63%) and crosswalks and parking/parking lots (55%) as the most frequented built spaces. Unsurprisingly, crosswalks and sidewalks (63%) and public grounds (61%) were identified as the least accessible with 84.5% of those surveyed saying they do not believe that “infrastructures (foot paths, public spaces, roads, sidewalks, crosswalks, street furniture, garbage bins, post boxes, bicycles) are accessible to all”. We surveyed the community by the districts they live in as well, and most often the identified area within the community that was voted least accessible was a park, trail or community centre, with the exception of Sydney with the least accessible built environment being Centre 200.

Successes (What We Heard):

- There are a number of community parks and playgrounds that have undergone significant accessibility upgrades with the partnership of the CBRM and community group fundraising. For example the Cantley Village Community Playground.
- The Sydney Fire Station is a brand new, well equipped and fully accessible location.
- The libraries in the Cape Breton Regional Municipality have plans to be renovated to include aspects of accessibility and inclusivity. There are considerations being made to replace the main CBRM Regional Library in Sydney.
- There are a number of trails and walking pathways that are assets to the community and well groomed during the warmer months.

- The Glace Bay Miners Forum has had a major renovation to include accessibility aspects.
- The Gary McDonald Recreation Complex in New Waterford includes an accessible walking trail within a brand new recreation complex with activities for everyone (not fully accessible).

Barriers (What We Heard):

- Most restaurants don't have accessible entryways and/or washroom facilities.
- Parks and playgrounds aren't accessible for everyone or provide opportunities for all age groups to participate in play.
- Most of the recreation facilities need accessibility upgrading for washrooms, ramps, doors.
- Most of the trails and parks do not have designated parking lots even though community members need to drive to access them as they can't connect to them via sidewalks or transit.
- Most of the region's trails don't have any accessible access.
- Most stairways do not have the yellow edge indicator on steps to show where the edges are - challenging for the visually impaired.
- Access within the built environments tends to only encompass physical access in the space and not sensory considerations like: vision/ lighting and colours used on signage, etc.
- Amenities like post office boxes, resting areas, ATMs, and garbage receptacles are not logically placed, easily accessible and/or not prevalent enough throughout the community. Many of these amenities have been removed to minimize the spread of COVID which creates more inequity and accessibility barriers.
- Well maintained, public, accessible washrooms are not adequately available throughout at regional parks, trails, playgrounds and heavily travelled areas. Covid and the opiate crisis in the area have exacerbated this issue in the region with public washrooms usually locked.
- Pedestrians can't make informed decisions on how to get where they need to go. Sidewalks do not provide connectivity between town amenities, schools, parks etc and there is no consistency in installation, maintenance and snow removal among sidewalks, crosswalks, streets or pathways in any area. Not enough lighting for pedestrian pathways (sidewalks, crosswalks, trails).
- There are a number of priority #3 roads (residential streets and municipal walkways) in the region which are last on the list for snow removal and during winters like 2022, often don't get cleared before the next storm. Lack of all season roads causes issues for accessing employment, essential services and social interaction.
- Municipal roads are in disrepair, road markings are non-existent in most spots including crosswalks and intersections.
- There is insufficient accessible, affordable housing. Where there are housing developments, they are built far from the downtown core and essential services like hospitals and grocery stores. Furthermore, there are very few accessible, adaptable or visitable dwellings in CBRM. Barrier free design is a direction for future building policy.
- Wayfinding is insufficient and inconsistent.

Benchmarks:

- **Increase wayfinding and use adequate signage to locate essential amenities and identify accessibility within the built space.** Wayfinding and adequate signage enable the users to make informed decisions (ie. This trail is fully accessible; this park is accessible physically with support and does not have sensory specific equipment; only the bathroom at X point is fully accessible) ensuring accessibility features are found and dignity is maintained by everyone.
- **Consider accessibility and adhere to the Built Environment standards.** All municipal buildings need to not only have physically accessible entrances, but accessibility needs to be met throughout the entire built environment, including furniture, and fixtures. This needs to be a priority when the Cape Breton Regional Municipality renovates, acquires or builds any of its facilities. Model this standard level of accessibility and provide incentives to privately owned businesses/service providers who strive to meet the same standard.
- **Create an Accessible Signage Standard.** (see Information and Communication)

Opportunities/Recommendations:

- Engage disability focused organizations and/or community members with disabilities in the planning and design of new built environments or renovations to existing structures and ensure Universal Design is considered when doing so.
- Promote an event whereby elected officials and/or administrative staff tour the community with people with disabilities using various mobility devices; blindfolded with assisted guides, and/or wearing noise cancelling headphones to try and gain new perspectives and raise awareness.
- Consider sensory barriers in public spaces and at public events. Low sensory times are helpful and increase welcoming and acceptance; sensory rooms are important in recreation centres and other large community spaces, but they aren't enough. Consider pieces of parade routes where the parades will be silent; encourage lower lighting, and reduce the need to wait in crowded lobby areas when possible.
- **Create a minimum standard, or update an existing standard for playgrounds.** Playgrounds offer free opportunities for physical activity and need to be inclusive and engaging of all age levels. The standard should include: cork surface below all play structures, accessible swings (including ones for adults), adaptive equipment, ground-level access, accessible parking (or at a minimum safe streetside parking with an accessible access point to the play area), accessible seating and accessible washrooms.

5.4 INFORMATION AND COMMUNICATION

Commitment:

The Cape Breton Regional Municipality aims to provide all communication in accessible formats ensuring that everyone can receive, understand and share the information provided by the Municipality. This may include but is not limited to communications policies, procedures and practices in order to facilitate accessibility and adapting an institutional standard.

Current Offerings:

The municipality currently sends important information in printed form to those who receive bills through the mail; invites citizens to view/watch their municipal council meetings livestreaming online, and posts announcements and event information on their websites and social media platforms, ads in the paper, on the radio and in the recreation guide.

Overview:

According to survey results, 97% of respondents have daily access to the internet whether at home, work, school or at their local library. 73% of respondents access information from the CBRM and their individual communities through social media platforms, other frequently used forms of information communication were the CBRM website and local radio. Many participants provided further information about where they source their information, stating that the newspaper, community newsletters and websites of various organizations (Go Cape Breton), their local councillors, CBU's newsletters and bulletin boards and the social media pages of community organizations like the Downtown Development group and the Chamber of Commerce were all relevant sources.

A list of Municipal programs, committees and publications were compiled and respondents were asked to select all they are aware of. The results are as follows. On average, the awareness of:

- Council Video Stream - 69%
- Official Citizen Handbook of the CBRM - 58%
- CBRM ConnectArts - 42%
- 311 - 35%
- Cape Breton Welcome Network - 31%
- CBRM Forward Project - 31%
- CBRM Accessibility Advisory Committee - 27%
- CBRM Diversity Committee - 15%

A few key points to mention - the two committees that should have community member representation and work on plans and commitments that directly relate to the community are the items the community is **least** aware of. Raising the awareness of these initiatives could help increase the feeling of inclusion and representation within the community, as when asked about whether or not they feel included and represented within CBRM, 69% of respondents said "no". Furthermore, 85% of respondents indicated they do not feel there is enough representation of people with disabilities within CBRM's local news and media. Information provided for the promotion of programs, services, events and initiatives is easily found, according to 62% of

respondents and 73% of those surveyed said the information is accessible to them, however, only 23 % stated that the information about the accessibility of events and programs was sufficient. Additionally, it is important to note here that only 1 survey respondent identified as being blind or visually impaired and 1 respondent identified as being deaf and/or hearing impaired. When thinking of communication methods, we need to ensure that everyone can understand and share the information, not only 73%.

Successes (What We Heard):

- CBRM Twitter is effective when it comes to disruptive timely information regarding bus/transit routes.
- CBRM social media platforms are usually kept up to date and provide ample information on events and news.

Barriers (What We Heard):

- The Transit website is very confusing - there needs to be an app.
- There needs to be a map that highlights accessible spaces in each region, or adequate signage with accessibility features and/or limitations at entrances of built spaces.
- ASL is not provided at public events or in council meetings.
- Inconsistent signage and wayfinding everywhere.
- All correspondence (posters etc) need to be made available in plain text, or with descriptions for all images/non-text elements.
- Advertising of important events is not being found in a timely manner, most find it once the event has passed. Furthermore the accessibility of each event needs to be clearly communicated on all public notices, posters, promotional materials etc. This should include all accessibility features and should emphasize where and how to access accessible parking.
- The CBRM website is hard to navigate. You have to know what you are looking for in order to find it aside from recent news headlines.

Benchmarks:

- **Ensure all communication is delivered in accessible formats and can support the use of assistive technology.** This includes the Municipality's website and social media communications including image descriptions and captioned video content, and physical/written text as means of communication should include plain language options and the availability of audio transcriptions. **The CBRM should and can aim to exceed the WCAG 2.1 standards.**
- **Create communications policies that protect and work for all stakeholders.** Software used for program and service delivery needs to be accessible to the end-user. Listen to employees and community members and make changes to policies to allow for **ease of accommodations**. For example Zoom vs Microsoft Teams, Youtube vs Zoom for Council meetings, etc.
- **Re-evaluate the various systems and platforms being used for reservations, bookings, bill payments etc.** Ensure all platforms and systems can be easily used from mobile devices and tablets, and when possible, have them reviewed by people with differing abilities to ensure they work with assistive technology. For example the "Booking" platform for the recreation department is very inaccessible.
- **Create a standard for accessible communication.** Ensuring nothing is

emailed, mailed, posted or otherwise if it does not meet certain standards for accessibility and need.

- **Ensure that providers can confirm their product/service meets a minimum of WCAG 2.0 standards when procuring IT/Software.**
- **Create an Accessible Signage Standard.** Be sure to identify font style, size, contrast, logo placement, and the use of universally recognized icons for accessibility features.
- **Ensure clear, easy to read, eye-level floor plans/maps/wayfinding signage is available for all built space.** Providing wayfinding for both indoor and outdoor built environments supports informed decision making. These can also be made available online if and where applicable.

Opportunities/Recommendations:

- Involve the Cape Breton Regional Municipality Accessibility Advisory Committee in guiding these policies. The committee consists of staff as well as knowledgeable community members who have the capacity to lead these conversations.
- Available technology exists for interactive, accessible digital boards where information can be shared, wayfinding is made accessible, events, business hours, and contact information can be readily available. Consider a digital interface where information can be provided and updated in real-time. It could become an asset to everyone, especially visitors.
- Offer staff training to learn how to create accessible documents. Everyone who is responsible for creating documents and/or any form of communication can be equipped with the knowledge and capabilities to create them in all formats.
- Provide information about provincial and federal resources for financial support for assistive technology so the community can have improved access to communication.

5.5 AWARENESS AND CAPACITY BUILDING

Commitment:

The Cape Breton Regional Municipality aims to foster a culture of accessibility and inclusion by facilitating the prevention and removal of barriers to participation for everyone. The Cape Breton Regional Municipality will do so by promoting awareness and acceptance throughout the Municipality.

Current Offerings: In the winter of 2021, the Municipality began forming their Accessibility Advisory Committee of community members, council and staff to address the prevention and elimination of barriers for all members of the community and to work on creating this Accessibility Action Plan. The community of CBRM has a number of community and staff advocates and experts who provide leadership and advocacy throughout the region, many of whom are on the Advisory Committee which is really positive to see. Additionally, the CBRM has a Diversity Committee and the Welcome Network in the community to help with the sense of belonging, welcome and inclusion.

Survey Overview: When asked if they would share their experiences and opinions about how to increase the accessibility of their area, if able to, 96% of respondents said they would, with 46% of respondents also stating that although they don't currently attend council meetings, they would like to. These numbers speak loudly to the fact that citizens have valuable input to shape the community and support in moving accessibility forward. 97% of respondents were residents of the CBRM. Additionally over 60% of all of the surveys were completed by individuals who self-identify belonging to at least one equity seeking group and also as being caregivers to a dependent (child, senior/parent, and/or dependent with a disability). Of those identified, citizens identified as belonging to one or more of these groups: people with disabilities (48%), women (57%), and LGBTQ2SIA (18%).

65% of those surveyed said they "disagree" or "strongly disagree" when asked if the CBRM is a community that makes all residents and guests feel welcome, including people with disabilities. This is a strong message, as the majority of respondents identify as being white, cis gendered, upper middle class, married members of the community. Although, as mentioned above, there is a diverse group of citizens in the Cape Breton Regional Municipality, this group of respondents would be considered to have a lot of social privilege and most would not typically be excluded from full participation in society. For these respondents to identify that they do not feel a sense of welcome from the CBRM we can infer two things: CBRM needs to do better, and that the community is very aware of inequity.

One respondent provided us with these closing remarks: "Accessibility is about wanting to include others in all of the activities of life. It isn't just about ramps or physical barriers. It is also about making sure that folks have a quiet space to go to during a noisy event, or that materials provided in meetings are digitally accessible so that they can be used with digital technology. Think about the barriers that people may face and then imagine it is your partner, child or parent."

Successes (What We Heard):

- The community is beginning to see that accessibility is a priority based on the

physical adaptations and considerations in new builds that are happening.

- The community is noticing that accessibility awareness is being included in some public events and recreational activities.
- There has been a lot of good press on the CBC radio show, Ready and Able, that Cape Bretoners report hearing and recognizing the advocates and leaders from their community.
- Council meetings are available online and/or through cable tv which increases the accessibility of these meetings for some, and also makes them more available to the public.

Barriers (What We Heard):

- The community doesn't see enough representation in the region's public facing services. Additionally, there is a strong group of people committed to equity in the Region but those voices aren't necessarily represented in Council or Administration.
- Awareness has felt limited to physical accessibility only.
- Knowledge of accessibility and access related concerns vary throughout the community so there is no consistency in messaging, and limited opportunities for people with disabilities to know what to expect when accessing services.
- The social determinants of health are not met by, or accessible within, the CBRM (economic stability, neighbourhood or physical environment, education, food, community and social context, and health care system) and the impact of this on mental health and addictions is not being considered.
- Not everyone is aware that council meetings are able to be watched, or rewatched, despite their availability online and on tv. If they were more aware, they would feel more informed and engaged in community matters. Furthermore, ASL interpretation and closed captioning have to be included for all council meetings.
- There doesn't seem to be consistency in the accessibility regulations between most educational institutions and private career colleges.

Benchmarks:

- **Create a plan for learning for all levels of staff at the Cape Breton Regional Municipality** that includes anti-oppression training, emotional intelligence and/or unconscious bias, terminology, legislation, the ease of accommodation, accessible language, etc.
- **Make accessibility a financial priority.** Add it to the budget and plan how it will be addressed. Accessibility is doable but it takes planning, time and cooperation.
- **Create opportunities for all people with disabilities.** Create equity hires or committee positions to ensure inclusion of not only people with disabilities but members of all equity seeking groups.
- **Appoint a Director of Compliance or designated role to focus on accessibility compliance.** The Province of Nova Scotia will be creating compliance measures for the accessibility legislation, but, this framework has not yet been developed. In the meantime, create a designated role to review and reassess progress to date.
- **All staff to be trained in diversity and inclusion so everyone is ready, willing and able to provide inclusive services.** Some employee groups will require more in-depth training depending on the services they provide: inclusive

customer service for retailers; disability awareness for recreational staff; accessible communication for communications staff; unconscious bias for senior leaders. Training should be compulsory for all groups.

- **Ensure adequate staffing for roles that provide support.** People with disabilities and/or those who experience barriers to full participation cannot go without because service providers do not have the capacity or are not provided what they need to adapt ie. adequate staffing for day camp and recreation programs in order to accommodate children with disabilities.

Opportunities/Recommendations:

- Partner with agencies that support people with disabilities on a regular basis for events, programs, and learning opportunities and do so in the public's eye. Promote the partnerships and encourage the Cape Breton Regional Municipality community to join in.
- Encourage more employees and the AAC to get involved in the various working groups within the Province of Nova Scotia to help build the standards that will guide all goods and services within Cape Breton Regional Municipality.
- Consult with agencies and organizations supporting people with disabilities and/or people from marginalized communities when making decisions and/or creating policies to ensure they are being done without bias, and with full consideration and engagement of these communities.
- Increase awareness about mental health and intersectional barriers like food and financial insecurity, affordable housing, and support for single parents by partnering with service agencies and promoting messages and events of awareness.

5.6 TRANSPORTATION

Commitment:

The Cape Breton Regional Municipality aims to make it easier for everyone to get where they need to go throughout the Municipality and will continue to discuss options for increased accessibility and the removal of transportation barriers for residents and visitors.

Current Offerings:

The CBRM operates and maintains both Transit Cape Breton and Handi-Trans - an accessible door to door service for people requiring accessible transportation.

Overview:

The three main responses when asked about how community members travel in the Cape Breton Regional Municipality were: by car (88%), walking (81%) and cycling (19%). None of the respondents identified public transportation as their main source of transportation. They did however state that their barriers when it comes to using public transportation are routing (many areas of CBRM do not have Transit services), scheduling and availability - which seems to be a barrier for all modes of public transit - taxi, Handi-trans and Transit Cape Breton. When addressing physical barriers in relation to walking, cycling and travelling by wheelchair or electric scooter the most prominent issues are weather, routing and physical barriers. Most explained further in the comments that the physical barriers pertain to roads, sidewalks, bicycle trails and lack thereof. One respondent shared "As an international student who mostly relies on public transportation, my commute has not been the most efficient. It has been most disrupted during wintertime. I often feel like my voice is not heard by the CBRM. I have been tweeting my complaints to CBRM to no response."

Successes (What We Heard):

- Handi-Trans exists and is able to provide much needed services to those who access it.
- There are various taxi services throughout the region.
- The taxi by-laws are now being updated to make them more accessible. This would increase the number of accessible taxis in the area, alleviate the resource strain on Handi-Trans and provide more public transportation for community members.
- Transit Cape Breton is a public transit system that operates throughout many, but not all, of the Districts in the CBRM.
- There have been some sidewalk and crosswalk improvements in specific areas. For example, George Street in Sydney.

Barriers (What We Heard):

- Handi-Trans needs to expand their services, currently they do not provide services for people with cognitive disabilities due to limited resources. Taking a packed bus for folks with autism is overwhelming. "I had a student missing time regularly because they could get on a crowded bus due to their autism which affected them in not dealing well with crowds". There needs to be more accessible door to door transit, and the services need to be extended to outlying areas, this would also improve housing issues.

- We no longer use the word handicapped, and shortening the word transit to trans is not acceptable language for an accessible transportation service - the “Handi-Trans” name needs to change.
- Taxis don’t travel to all areas and very few are wheelchair accessible.
- Calming measures, lower speed limits, and the removal of some street side parking is needed on traffic heavy streets as it is unsafe to get to and from parked vehicles; for travelling vehicles to see pedestrians trying to cross, for cyclists, and for those using powered chairs/scooters who have to drive on the road as the sidewalks are not passable.
- There is no consistency of sidewalk placement in the downtown areas, residential areas, or connecting downtown areas to outlying communities and vice versa. Inadequate access or availability of multi-use trails which would provide improved connectivity for adjoining communities into the core of Sydney, improve active transportation and quality of life for many who need access to safe walkways and bike passageways in order to exercise daily.
- There are not enough designated accessible parking spots, and those that are available do not have accessibility features: spaces are not clearly marked, are not large enough to accommodate vehicles with lifts and ramps, do not have cut-outs in curbs when roadside and do not provide safe passage to amenities.
- Unable to bike on most roadways, especially King's Road. Cyclists and motorists cannot share the road using the 1 metre rule, and there are no safe places to lock and store a bicycle in public places.
- Little enforcement done to ensure that accessible parking is only used by permitted vehicles on CBRM property.
- Inconsistent and unreliable snow removal on roads, sidewalks and crosswalks. Sidewalk curb cuts need to be properly cleared for someone using a mobility device to be able to get off of the sidewalk and cross the street.

Benchmarks:

- **Ensure access to accessible, affordable public transportation.** The Cape Breton Regional Municipality needs to provide improved access to public transportation for the entire municipality both through Transit Cape Breton and Handi-Trans.
- **Ensure that any new development includes designated accessible parking spaces.** (see appendix for parking examples)
- **Ensure that safe travel is made a priority for the Cape Breton Regional Municipality.** Connect the main amenities of stores, recreational facilities and outdoor spaces with well lit and clearly marked pathways to encourage the use of the spaces and promote active transportation, aligning with the Active Transportation Plan.

Opportunities/Recommendations:

- **Create a campaign to increase awareness and acceptance about Accessible Parking.** Using social media to reach (and continuously) educate the public to be kind and respect accessible parking, explaining that these spaces are for people with all forms of disabilities and that there is a high percentage of our population who require them, and very limited spaces available in general.
- **Communicate clearly and openly about snow removal.** Inform the community of snow removal plans before storms hit, remind them of how to ‘track the plow’ if

this service is available in your area, provide minimal timelines to ease expectations and be open and honest about resources. For example, "We're expecting 15 cm of snow Thursday, it is our goal to have the areas of A,B,C cleared by 8am, D,E,F cleared by Thursday evening and G&H at the latest on Friday afternoon. Please prepare accordingly for the upcoming snow. If you need assistance please contact 311 for support and resources in your area. Remember you can visit [x link](#) to view the plow tracker in your area."

5.7 EMPLOYMENT

Commitment:

The Cape Breton Regional Municipality aims to lead as accessible and equitable employers, by making the Municipality an accessible workplace and supporting people with disabilities in finding and maintaining meaningful employment.

Current Offerings:

The Cape Breton Regional Municipality has a dedicated team of full-time, part-time, and seasonal employees as well as elected officials. There are many divisions and departments and many staff who are unionized and many who are not.

Overview:

Just under half of the survey respondents feel that there is available employment for them in the CBRM, and it is notable to mention that just under half of the respondents identify as a person with a disability. We have no way of knowing if these individuals are those who feel there is available employment for them in the CBRM but the possibility is encouraging. When asked about their knowledge around the employment supports that are available for them in the area, 97% of respondents said they are aware that these services exist.

Successes (What We Heard):

- The Municipality has a Diversity Committee which can address inequities in the workplace.
- 30% of survey respondents said they are aware of inclusive and accessible workplaces in the area. We've heard about individuals from Crossroads work seasonally at the Port of Sydney.
- There are a number of employment support organizations in the area for example: Nova Scotia Works, Breton Abilities, Crossroads, etc.

Barriers (What We Heard):

- Lack of transportation limits ability to find, and maintain employment.
- The built environments of the municipality owned and privately owned buildings are not accessible to everyone. This inaccessibility creates barriers to employment for many. This is especially true for many areas within the City Hall Building and the various locations of the CBRM Regional Libraries.
- Employers do not understand what it means to be accessible or to provide accommodations so most feel screened-out if they disclose they require an accommodation.

Benchmarks:

- **Train all current employees, provide onboarding materials around inclusion and accessibility for all new employees, and put policies in place to process issues and concerns should they arise.** Equity, Diversity and Inclusion training is not only an asset for organizational structures like the Cape Breton Regional Municipality, it is required and should be included alongside other necessary operational costs. There will be an initial expense but future costs can be reduced by finding a method that works like online training modules.
- **Ensure recruitment, hiring, and career development processes are**

accessible to all marginalized groups. Revisit and revise hiring policies, job descriptions, and inclusion and diversity policies within Cape Breton Regional Municipality.

- **Update policies for managers to include the duty to provide reasonable accommodations.** Explore what accommodations would look like, and promote your policy throughout. There are likely employees who are not aware they could ask. Consider including provisions for working from home to allow for increased accommodations for staff.
- **Improve access to all built environments** to ensure employees are able to access washrooms, workspaces, common rooms etc.

Opportunities/Recommendations:

- Partner with organizations like reachAbility to create online or in-person modules for continued learning around Equity, Diversity & Inclusion for Cape Breton Regional Municipality employees.
- Partner with agencies that represent people with disabilities and marginalized communities when hiring and commit to equity hires.
- There are financial supports through various levels of grant funding streams that provide financial support for infrastructure, training and wage subsidies for the Municipality and for business. **See appendix for Funding Resources.**
- Provide resources to employers/businesses in the area on how to be inclusive. Host and promote free training sessions (online or in person) and/or promote other organizations free training resources to increase awareness of accessibility and inclusion and show that the Municipality sees EDI as a priority.

6.1 BUILT ENVIRONMENT ACCESSIBILITY SCAN

Overview

When considering the accessibility of the built environment it is important to consider Universal Design - *“Universal Design is the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability. An environment (or any building, product, or service in that environment) should be designed to meet the needs of all people who wish to use it.”*² In order for a space to achieve universal design it needs to have:

- Equitable Use: useful and marketable to people with diverse abilities.
- Flexibility in Use: accommodates a wide range of individual preferences and abilities.
- Simple and Intuitive Use: easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
- Perceptible Information: communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
- Tolerance for Error: minimizes hazards and the adverse consequences of accidental or unintended actions.
- Low Physical Effort: can be used efficiently and comfortably and with a minimum of fatigue.
- Size and Space for Approach and Use: appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

Most simply put, universal design ensures that anyone and everyone can use a space in a dignified manner. It is through this lens, with the guidance of the Rick Hansen Foundation Accessibility Certification, that we have reviewed the built environment of the CBRM.

Our Built Environment Scans took place between February 22nd and 25th, 2022. We have listed all of the built spaces we visited. We were able to experience most locations fully, however some buildings were closed at the time of our arrival and/or unavailable to arrange an internal tour. We have included a categorized list of the spaces we visited and for each category we have provided a thorough scan of this space. Specific references and images are provided for each of the spaces, when necessary, in Section 7.0.

When scanning built environments, whether indoor, outdoor or a combination of built and natural space as observed in parks, there are a number of key aspects that we consider:

² National Disability Authority, 2020. <https://universaldesign.ie/What-is-Universal-Design/>

Buildings & Indoor Built Space

- Entrances/Exits, Passageways and Rooms: consider transitions, doors, wayfinding, welcome & inclusivity, location, safety, lighting, noise, logic, fixtures, flooring.
- Furniture & Layout: consider height, depth, leg clearance, arm height, floor design, obstacles, ability, inclusivity, noise, logic, fixtures.
- Stairs/Ramps: consider height, depth, transitions & colours, railing height, diameter, shape, locations and availability, wayfinding, landings, overhang, obstacles.
- Elevators: consider dimensions, door width, mirrors, wayfinding and signage, sounds, buttons, button height, braille, location, availability, flooring.
- Washrooms: consider availability & location, signage, wayfinding & identifying labels, stall width and turn radius, toilet (width/back), height of fixtures, sink (height/insulated pipes/clearance), amenities within reach, doors, buttons, handles and locks, coat hooks, changing tables.
- Parking: consider availability & location, signage, wayfinding & identifying markings (sign on pole/painted space), curb cuts, space width and length, vicinity to other spaces.
- Other considerations: additional amenities not typical of all spaces, added accessibility features like publicly accessible mobility devices (chairs, walkers, scooters), general concerns.

Parks & Playgrounds

- Entrance/Exit: consider transitions, gates, wayfinding and signage, welcome & inclusivity, location, safety.
- Passage Ways: consider pathways, transitions, wayfinding, inclusivity, location, safety, material.
- Rest areas: consider structure, layout, frequency and location, transitions, wayfinding, welcome & inclusivity, safety, noise, furniture/fixtures, leg clearance, wheelchair accessibility.
- Equipment: consider material, durability, transitions and contrast, height, design, obstacles, ability, inclusivity, noise, logic, variety of activities.
- Stairs/ladders: consider height, depth, transition textures & contrast, railing height, railing diameter & shape, railing locations and availability, wayfinding, landings, overhang/toe kick, obstacles.
- Washrooms: consider availability & location, signage, wayfinding & identifying label, stall width and turn radius, toilet (width/back), height of fixtures, sink (height/insulated pipes/clearance), amenities within reach, doors, buttons, handles and locks, coat hooks, changing tables.
- Parking: consider availability & location, signage, wayfinding & identifying markings (sign on pole/painted space), space width and length, curb cuts, vicinity to other spaces.

Trails

- Entrance/Exit: consider transitions, gates, wayfinding, welcome & inclusivity, location, safety
- Passage Ways: consider pathway, transitions, wayfinding, welcome & inclusivity, location, safety, material.

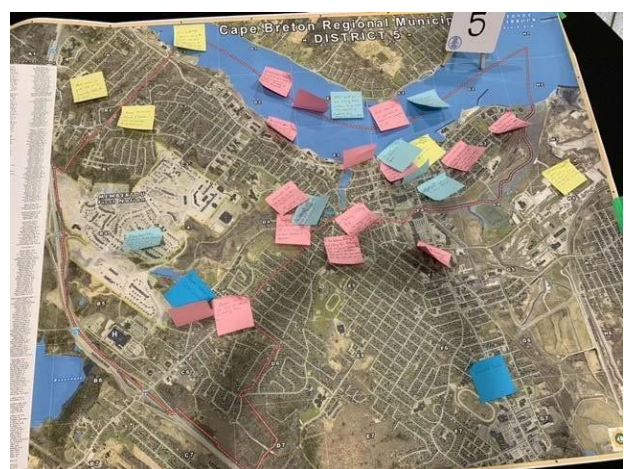
- Rest areas: consider structure, layout, frequency and location, transitions, wayfinding, welcome & inclusivity, safety, noise, furniture/fixtures, leg clearance, wheelchair accessibility.
- Amenities: consider water, bike support (air/repair), lighting, proximity to emergency help/telephone, durability, wayfinding, obstacles, ability, inclusivity.
- Washrooms: consider availability & location, signage, wayfinding & identifying label, stall width and turn radius, toilet (width/back), height of fixtures, sink (height/insulated pipes/clearance), amenities within reach, doors, buttons, handles and locks, coat hooks, changing tables .
- Parking: consider availability & location, signage, wayfinding & identifying markings (sign on pole/painted space), space width and length, curb cuts, vicinity to other spaces.

6.2 Mapping Engagement

Summary

During the engagement sessions conducted throughout the CBRM as well as the social media mapping engagement campaign, we gathered input from the citizens of the area on barriers, successes, and opportunities, in the 12 districts throughout CBRM. During our in-person engagement sessions, attendees were asked to write on sticky notes of differing colours indicating successes (blue), barriers (pink), and opportunities (yellow) and asked to place them on large printed out maps of the different districts within the CBRM. The responses were then collected, along with the submissions from the online #CBRMaccess social media mapping engagement campaign.

These are some photo examples of the in-person mapping project that took place. During each engagement, the district maps were placed throughout the room and attendees engaged in discussion while placing their comments on the maps:



District 1

Successes:

Monroe Park has a few pieces of accessible playground equipment like an accessible double swing.

Barriers:

The entrance to Emera Centre was noted in successes as it has good contrast, this will need to be redone in better weather conditions as it is starting to fade.

Opportunities:

Munroe Park could be greatly improved by updates to the boardwalk and increased path markings.

District 2

Successes:

There was mention of an upcoming Accessible National Sailing race hosted by the Northern Yacht Club, which was considered a success.

Barriers:

Most of the barriers focused on Emera Centre Northside which included: a lack of contrast on the steps, the height of the sinks and paper towel/soap dispensers in the bathroom, and the signage on the bathroom that could be improved. The majority of the barrier notes mentioned the key operated within the Emera Centre to reach the upstairs. This lift is only accessible by key and the key is not kept close by the elevator for ease of access.

Opportunities:

Munroe Park could benefit from better signage and wayfinding to increase accessibility.

District 3

No suggested areas of improvement for municipal properties.

District 4

Successes:

There were multiple parks and trails in this area that were mentioned as successes including: the well groomed #2 trail, the well used and accessible 18km recreation route in Coxheath/Sydney River/Howie Centre/Blackett's Lake, The Westmount Murphy Road side walking loop, and the Cantley Village Park.

Barriers:

Major barriers surrounded a lack of sidewalks and safe crossing in a lot of pedestrian and high traffic areas, for example The Westmount Road to Sydney Port area. This causes most areas to be inaccessible by foot. Another major barrier listed was the lack of public transportation and connectivity between communities, creating difficulty accessing important goods and services. There is a food desert in Edwardsville and Westmount that is heightened by lack of transportation or safe walking passageways to other communities.

Opportunities:

There were many opportunities within parks and recreational spaces noted: Cantley Village Park could benefit from more seating and their baseball field could use some minor updates for accessibility, the #2 trails could have some improved signage,

increased lighting on the Vince Muise Walking trail would improve visibility and extend hours of use, and the Sydney River Tennis courts could benefit from improved access via the parking lot. There were also a few opportunities listed for new pathways, sidewalks, and recreational spaces. These included: A multi-use trail by the old train tracks parallel to Kings Road, a pedestrian bridge that could connect communities at the bottom of the Waterview, sidewalks to increase safety in the Coxheath subdivisions, crosswalk lights at major crossings and in heaving pedestrian areas, and a trail connecting the community to the new NSCC campus would improve accessibility and active transportation.

District 5

Successes:

Schools in this area, specifically the Whitney Pier Memorial Jr High, have been doing a good job of making efforts toward accessibility. It was mentioned that the social media and newsprint in this area are excellent but that it doesn't reach everyone. A few areas were noted for their success in upgrading crosswalks (Geroge and Prince) and adding bike lanes and traffic control (Membertou). A few recreation areas were noted as well: The accessible players entrance at Centre 200, the boardwalk in Sydney, and the new changes to Wentworth Park.

Barriers:

Transportation was frequently mentioned in this area, including: The cycle route maps not being accessible through mapping apps, a significant lack of transit due to coverage and run times, and the lack of a pedestrian trail throughout. There were also a number of barriers mentioned in relation to sidewalks (missing or in poor condition), snow clearing, traffic control, safe crossings and crossing lights, as well as safe bike lanes throughout the entire area - even in "priority areas". Barriers within Centre 200 were also frequently noted including: The stairs from the street aren't painted with contrast, there are no signs to indicate the exits inside of the bathrooms by the main entrance, there are no rails on the stairs to the stadium seating, and the "main entrance" on both sides of the building are not accessible. There were also a few barriers mentioned within Wentworth park that include: Missing rails for stairs in the gazebo area, and no signage for wayfinding or stating what is available within the park.

Opportunities:

Opportunities for District 5 included: Ensuring more accessible and safe pedestrian access around roundabouts (will have to consult with the Province), increasing the Handi-Trans services to serve more citizens, and better communication from the community would help with a lot of issues. Some opportunities for recreation spaces included: having more wheelchair accessible washrooms available in public spaces and restaurants, and increasing the maintenance of the boardwalk to improve accessibility.

District 6

This area included barriers noted for most of the sidewalks in the district, as well as the lip from the curb to the road causing a barrier.

District 7

In this area, there is a lot of promotion for sledge hockey which is a major success. It was also noted that there is an accessible beach.

District 8

Barriers:

In this area there were a few barriers mentioned including schools and parks, it was noted that no schools or parks in the area were fully accessible and often required segregation from friends/classmates when being accessed by someone with a physical disability.

Opportunities:

An opportunity that was presented in this area was some improvement to the lighthouse trail to incorporate an accessible system like that at Peggy's Cove, Nova Scotia.

District 9

Successes:

A few successes mentioned funding, such as the Hub Club Accessibility Funding, and the Reserve Fire Hall Funding. The Miner's Museum and Village was notable, with the biggest success being the accessible fishing area in Glace Bay.

Barriers:

The biggest barriers in this area surrounded lack of sidewalks and crosswalks, accessible features to sidewalks, and accessible parking.

Opportunities:

The opportunities listed in this area all commented on accessible infrastructure and accessible entrances to goods and services. It was also noted that more crossing lights at crosswalks would go a long way in increasing accessibility and safety.

District 10

Successes:

Many recreational activities and spaces were mentioned, including: the accessible equipment at the Dominion playground, the walking basketball program, the sledge-hockey program, the updates to the Union Street Legion, the Glace Bay Minor Forum (including lighting, contrast on walls, bathrooms, entrance, and more), The Glace Bay Library, and the barrier free fishing platform. A few other accessible spaces were mentioned such as the Police Station, the Food Bank, and the community garden.

Barriers:

Many barriers mentioned in this area related to lack of sidewalks, physical inaccessibility of stores and other goods and services, inaccessibility and poor maintenance of walking trails and parks, and the road lines and safety. The lack of mental health and other health services was also mentioned as a major barrier.

Opportunities:

Many opportunities mentioned access to information and communication, including: Increasing the forms of communication to include print options allowing for more access, including a "read aloud" or "audio" button on websites for ease of access, and increasing partnerships and connections with community groups to better disseminate information. Many opportunities also listed small changes to physical built space that would increase accessibility like making gender neutral bathrooms, using more durable paint or markers for contrast, updates to frequently visited parts, and adding quiet spaces.

District 11

Barriers

A few barriers in this area that were mentioned included a lack of accessible taxis, lack of accessibility to the accessible transit service, and inaccessible library and other public spaces.

Opportunities

The opportunities provided in this area focused on physical spaces, like sidewalk updates and doorway clearance, but also included more accessible information like font changing the access to information pages as well as captioning and ASL on public meetings.

District 12

Barriers:

In this area, the Mall was identified as containing a lot of physical barriers within the indoor space and entrances. It was also noted that the maintenance of public parks and walkways was a barrier.

Opportunities:

It was noted that some changes to the boardwalk would be a great opportunity for an accessible trail.

6.3 Community Halls and Centres, and Recreation Centres

- Glace Bay Miners Forum
- Recreation Centre Indian Beach/Indian Beach Complex
- Northside Community Pool
- Coxheath Recreation Centre
- Emera Centre
- Centre 200

Featured Building: **Glace Bay Miners Forum**

Entrances/Exits: There are a number of entrances at the front of the building, and therefore the main entrance isn't easily identifiable. All entrances have adequate curb cut outs for easy access from the parking lot. Two of the entrances are ground level and do not require stairs or ramps. One of the entrances, which appears to be the players entrance, has three stairs with a gradually elevated walkway that leads from the sidewalk to the door. We believe the elevation of this is less than 12" (300 mm) and, if this is the case, a railing is not required but a defined edge for cane detection is recommended. The entryway has motion sensed automatic glass doors which have two panes of glass separated by the metal framing of the door, providing adequate contrast. We would suggest adding the "automatic doors" sticker to the top panels for visitors to be fully aware that the doors are automatic as well as to add additional contrasting. It's notable to mention that the optional/emergency exits that we found were all ground level push doors without door opener buttons, and these buttons wouldn't work in most emergencies. The doors were light enough to be pushed open with ease.

The name of the facility has changed since Google and GPS were updated so we had a bit of a challenge finding the space, even with the wayfinding signage throughout Glace Bay.

Passage Ways: The lobby area is open and bright with minimal clutter. Upon entering, you can proceed, left, where you are met with stairs and a ramp to access washrooms and the community room, or right, where you are also met with a ramp and a small set of stairs to enter into the lobby area and proceed to the rink and the Pit Shop (Glace Bay Miners merch store). The doors to the community room had long vertical automatic door opener buttons, which was great to see, however they didn't have much contrast from the wall colour so they weren't easily identifiable. Additionally, all of the stairs and ramps lacked contrast and tactile indication at the beginning and end, as well as on each step. In the lobby, we were greeted by a table of cheerful volunteers checking Covid vaccinations and their set up was not intrusive of the space. Other than this group of volunteers, it was not clear if there was a welcome desk area/box office space.

It is important to keep unnecessary items out of pathways so as to not impede the passageway for people who are blind, visually impaired, or who use a mobility device that may need a specific turn radius. The passageways have ample built space for the public to move in both directions. We encourage using caution when using rugging to create walkways as they can create tripping hazards for people who are blind or who are visually impaired if not properly placed.

The doors we saw all had handles and all opened the same way - they were pulled from the outside and pushed from the inside. Directional arrows for wayfinding are needed, and more of the well contrasted signs need to be everywhere. If you were a new visitor to the centre, there is little support in finding where you need to go.

Fire extinguishers weren't properly encased or partially recessed in the walls as they should. Visual and audible fire alarms were visible throughout the building. The AEDs were too high on the walls and should be lowered to no more than 1100mm in height for accessibility.

Rooms: The community space we visited was very accessible. The tables and chairs were all at reasonable heights for accessibility, we would suggest having some chairs that have arms on them for folks who require some more stability when using a chair. The lights were adjustable, which is very helpful for individuals with visual impairment, and the noise baffling throughout the space was great for any audience and especially for those with sensory needs.

The lounge area was open and barrier free, using the same types of seating as the community room, and features a large viewing area to overlook the hockey rink. The windows for viewing were at a great height, ensuring anyone could see from a seated or standing position. We were unable to visit the changing rooms or the pathway to them, but we would advise to ensure that this space allows for 1000mm of clear width for path of travel with room for a 1700mm turn radius. The Pit Shop is a bright, clean and uncluttered space, however the display table in the middle of the space makes the turn radius and passageway inconveniently narrow for anyone using a mobility device. We would also suggest using caution when placing clothing racks, balloons, etc outside of the space as it could get into the pathway of someone who can't see it, or impede on the turn radius and passageway of someone using a mobility device.

There was an event happening on the rink, so we were unable to enter. We did take a look around and noticed that although there is contrast on the stairs to the arena seating, there doesn't seem to be any tactile indication and there is only a railing on one side of the stairs. We didn't see any indication of accessible seating or where it could be found.

Furniture & Layout: We can't recall seeing any benches or rest areas throughout the lobby space or in the walkways. We would suggest that there be some seating for those who need to rest along the route, ensuring that it is at a reasonable height, available with and without arms for varied support. The seating area in the lounge has tables and chairs that are easily moveable and at accessible heights, however the bar height and seating of the TALO on Ice lounge space is too high. It is important to remember that tables/desks need to be a clearance height of 685mm minimum, with a height range of 730mm-860mm, and there should be a variety of chairs - some on wheels so they can be moved without assistance, and some that are fixed or without wheels if someone with a wheelchair wishes to transfer from their chair to use the table/desk. Moreover, access to electrical outlets is imperative nowadays for communication and/or accessibility needs. Ensure that there are always seating options within proximity of available outlets.

Stairs/Ramps: The stairs located at one of the entrances, believed to be the athlete entrance, have appropriate railings available - they are proper height and diameter. There is no contrast or tactile indication on the stairs, so this needs to be added. We heard that there is an elevator at this location, however we did not see or use it. There are railings on both sides of the ramps in the lobby which are appropriate size, height and shape for accessibility. All ramps should be checked to ensure the degree of elevation is no more than 5-6%, the acceptable standard. There needs to be appropriate contrast at the beginning and end of all ramps and stairs. The lack of railings on either side of the stairs to the arena seating will impede movement on the stairs for those with some mobility issues - like seniors or people with back injuries - two railings would be ideal.

Washrooms: The washrooms on the main level are well marked with gender and accessibility. The counters and sinks are at accessible heights, ensure all toilets have backs on them and that all of the amenities (soap, paper towel, etc) are accessible (maximum 1100 mm high). **See Appendix for washroom examples.**

Parking: There were at least four appropriately sized accessible parking spaces at the front of the building with clearly marked pathways to all entrances from the parking lot and curb cut out access. The parking spaces do not have adequate markings, they only have the ground markings, they require posted signs as well. **See Appendix for accessible parking examples.**

6.4 Municipal Buildings

- Cape Breton Regional Municipality City Hall
- Recreation Centre/Maintenance Building

Featured Building: **Cape Breton Regional Municipality - City Hall**

Entrance/Exit: In order to access the main entrance, visitors cross a large brick walkway that connects the City Hall with Esplanade and the side streets surrounding the building. This space has a number of access points, two of which are inaccessible staircases without contrast, tactile indicators or appropriate railings. Anyone with a mobility impairment can only access this area at ground level if they travel up the sidewalk to the ground level access point. The entrance leads immediately to other doors, and is not very welcoming. There is signage on the glass windows of the doors identifying the automatic door opener. We would suggest moving the door opener button as it is hidden and difficult to locate.

There is a rear entrance for staff only which requires a badge/key for entrance. This entrance is not accessible as it requires staff to use stairs from the rear parking lot. The flooring is laminate tile with a low tight carpet used to create a pathway between the two entrances creating a space to provide some anti-slip surface.

There are a number of other entrances/exits in the building. The emergency exit from Council Chambers is a spiral staircase that brings the user outside on the main level. There are two other entrances/exits in the basement that have strange layouts, one a ramp and stair combination (neither are built to standard) leading to a large lip when exiting the door, with no way for someone in a wheelchair to independently exit or enter. It is suspected this exit/entrance is meant for loading and unloading, however, the layout is inaccessible and somewhat dangerous. The other entrance/exit leads to the underground parking lot which has a step required to enter/exit. This underground parking space is not well organized and doesn't have clear passageways to get from your vehicle to the entrance.

Passageways: Hallways are an appropriate width, except in some office spaces like the planning office where there is too much clutter and cubicle placement making the passageway too narrow. Passageways need to allow for 1000mm of clear width for path of travel with room for a 1700mm turn radius.

Signage used to identify areas and office spaces have good contrast and are of a good sized font. There are a variety of signs/postings throughout City Hall, especially in the bathrooms, that place the CBRM logo behind the font, making them hard to read and reducing the accessibility of the sign. There are a number of mailboxes/file holders hanging in the hallways next to office doors which need to be removed as they reduce the space of the passageway and are dangerous obstacles for individuals who are visually impaired or blind.

Fire extinguishers were a bit too high. Visual fire alarms were visible throughout the building. Fixture height may be too high - all fixtures and amenities should be at an accessible standard height of 1100mm for all standard items such as fire extinguishers, light switches, paper towel, soap, etc, with fire alarms at 1200mm. Door knobs should

all be replaced with door handles and door swings should all go the same way - either all push, or all pull - from the outside.

Rooms: The Council Chambers room has a number of accessibility issues to address. It is inappropriate to prop a wheelchair user at the top of a very small ramp in order to watch the council meetings. Separating an individual from the rest of the audience is wrong, and perching them unsafely on a landing at the top of a ramp without a turn radius or any space to move around is dangerous. The chairs for the seated audience are all fixed to the floor and they should be able to be moved to accommodate further accessible floor level seating. The space allotted for councillors on the main level is too narrow, there is not ample passageway behind the seats for someone in a wheelchair or using a mobility device to pass behind those already seated. This could be alleviated by shortening the plexiglass dividers and eliminating how they overstretch into the passageway. The podium or counter space where a member of the public addresses council is too high and needs to be lowered to between 750-850 mm. There are steps to get up to where the staff and Mayor sit, these spaces should be accessible to everyone. The large CBRM logo in the middle of the Chamber's floor needs to have a smooth transition around its outer edge, adding a rubber nosing commonly used in flooring would rectify this. The control room for the council chambers has a step up to get inside. A ramp could be included in this small space after modifying the door to pull open instead of pushing inward and replacing the step with a ramp. It was nice to see the adjustable lighting.

The office spaces on level 1 were very cluttered, leaving little to no passageway or clearance. Other offices had lots of space to allow for appropriate turn radius and passageways. Some of the office space would benefit from furniture removal, as the extra seating spaces and pieces of furniture that are not essential to the functioning of the space reduce space for an adequate turn radius. The keypad for staff access needs to be lowered to be no more than 1100 mm high. Filing cabinets are too high, they should not be any higher than 1100 mm either. The boardrooms and community rooms had tables at accessible heights and chairs (with wheels) that could easily be removed to create more space. We would suggest adding a few chairs to each meeting space that do not have wheels for those with mobility issues who require a stable chair. Additionally these spaces had minimal other furniture or clutter which made them open and accessible.

Furniture & Layout: As mentioned, the tables and chairs in publicly used rooms (board and community rooms) meet accessibility needs but we would suggest adding a few sturdy chairs without wheels for safe transferring and/or someone who requires a sturdy chair to get in and out of. The chairs in the council chambers are all at a good height, are sturdy and have good leg clearance for mobility assistance. We recommend providing a variety of seating - some with and without arms - to accommodate varying needs. The seating arrangement for the media is not inclusive as the attached desktop is not friendly for people of all sizes and abilities.

Office furniture is reasonable. Desks are mainly L shaped and have good leg clearance. Office chairs are on wheels which is helpful with moving around the desk area. The counters in the tax and billing space on the main level are too high at 43", they need to

be lowered to between 750-850 mm. The counter for the commissionaires booth is also much too high. The chairs available in the visitor waiting area are adequate.

Stairs/Ramp: As mentioned there is ground level access to the main public entrance/exit along with two sets of stairs. The stairs are not accessible as there is a lip at the bottom, they do not have appropriate railings, and they do not have contrast or tactile indication on them. We would recommend that this whole area be entry level and the stairs be removed. This space already causes barriers for those with mobility issues as the brickwork is difficult to walk on. The stairs inside the building need better contrast and tactile indication. The emergency exit stairs from the Council Chambers would be nearly impossible to carry someone down with their spiral layout. The hand rails on all stairs need to have a definitive end where the railing turns down at the last step, indicating to the user, whether they can see or not, that the stairs have ended.

Elevators: There are standard size elevators that access all levels of the building. Button height is appropriate and accessible, the buttons are black with silver numbers, providing black and white contrast would be helpful, and the railings are adequate in the elevator. There are no mirrors on the back walls, they should be added for improved accessibility. The floors of the elevators were non-slip which was nice to see.

Washrooms: Bathrooms didn't have L shaped or vertical bars for transfer, only horizontal. Not all amenities (soap, paper towel etc) are at accessible heights. Every bathroom we entered had a different layout. The bathrooms can easily be made accessible by switching the location of the stall with the non-accessible stall OR making them single use bathrooms to allow for more space and turn radius. None of the bathrooms had door opener buttons or door stops. The doors were a reasonable weight. The sinks would be accessible if the front plate was removed (there is a piece of wood going across the front of all of the sinks that prevents accessible leg clearance) and the pipes were covered with insulating materials. In almost every bathroom entrance way there was a garbage disposal in the entry way limiting the width of the passageway. These all need to be removed.

Parking: There was one wheelchair parking spot available in front of the building. There is not enough space streetside for this to be a truly accessible parking space. We suggest creating an inlet in the sidewalk area to make a more accessible street side parking spot that is wider and longer for true accessibility. The parking spots need to be properly marked with visible ground painting, a posted sign as well as appropriate curb cut outs. We were informed of additional accessible parking spots in the rear and underground parking lots, however there is no accessible entrance to the building except through the front. There should be more than one accessible parking space within close proximity of the main entrance. There are no identifiable pedestrian walk-ways from the public parking spaces at the rear of the building to the entrances.

Other notes: Great artwork in parts of the building, if this was continued throughout it would add a very welcoming feel for all community members. We were happy to see maps and floor plans easily accessible in the lobby area. The AED was clearly labelled and at a reasonable height. There are lots of signs throughout the building however they are mostly taped to the walls and not consistently placed.

6.5 Libraries

- WW Lewis Memorial Library
- Glace Bay - Cape Breton Regional Library
- James McConnell Memorial Library
- New Waterford Library - Urban Centre

Featured Building: **New Waterford Library - Urban Centre**

Entrance/Exit: There are two entrances, one roadside which has zero accessibility and one on the back side of the building in the parking lot. The “main” entrance does not have door openers, and immediately upon entering you are met with a set of stairs. The stairs do not have adequate contrast or tactile indicators. The entrance leads you to an open space with the reception desk at your right and the entrance to the library area ahead of you. The reception desk was a nice low level workspace with many smiling librarians.

Passage Ways: There were a few directional arrows visible on the floor which support accessibility, especially in areas that are not wide enough for visitor traffic to move in both directions. The passageway through the library area was very cluttered and narrow with many obstacles. The only area without an obvious barrier for a passageway is the hallway leading to the back entrance/exit which holds the community computer access space. The library space was crowded with tall turnstyle book racks and shelving, as well as large 6 foot long planters that took up a third of the width of the library space. There was lots of artwork throughout the library, however the wayfinding was almost non-existent. The labels for the genres of books were so small they weren't recognizable.

Rooms: The library had two sets of steps throughout, bringing you to slightly different levels of books. Each set of steps had 2 steps. The flooring was a checkerboard tile which was very hard on the eyes. The lighting was typical and just right, not too fluorescent, but clear and helpful. There was ample wide open space in the computer access space which was nice to see.

Furniture & Layout: There were a variety of chairs - some with and without arms. Desks used for the computer space may be a bit too low and don't have adequate leg clearance due to their structure - they are an older style desk that has space for the tower of the computer to tuck in under the desk. The book shelves were about 5 feet high. Having the shelving go all the way to the floor is very helpful for those who use a cane to assist in navigating a space and the height of the shelves was helpful in making the books at an accessible height, although someone in a wheelchair or using a mobility device would not be able to use this library without a lot of support.

Stairs/Ramps: There were stairs (needing railings on both sides) at the front entrance of the building. The stairs inside the library space did not have railings, contrast or tactile indication. The ramp at the rear side of the building does have an accessible door opener. The user would have to go out this door and then open another entrance with a door opener. The process of exiting through this door has a number of flooring transitions and tripping hazards because of the various pieces of flooring. Special

attention should be taken when considering the base transition to ground, as a level difference greater than 1/2" (13mm) poses a barrier. Once out the door you come to a very weathered concrete sidewalk type ramp with very aged railings. These railings, although adequate height and diameter, would not be usable because of the rust and flaky paint that they are covered in.

Washrooms: There was one washroom, only accessed by key. Although it is a single-use, gender neutral washroom it has a stall which makes it inaccessible. The washroom could easily be made accessible if the stall walls were removed. The bathroom did not have L shaped bars to support transferring to and from the toilet. Without removing the stall this washroom will not have adequate turn radius to ensure accessibility. The sink is not accessible because of the full vanity cabinet below the sink. Removing this and ensuring the pipes are insulated could possibly make the sink accessible.

Parking: There was one marked accessible parking space streetside in front of the building which had the ground markings and the posted sign. Otherwise, the building has a shared parking lot alongside it that has ample public parking but nothing that is designated specifically for the library.

Other notes: Wayfinding and signage would be very helpful. The staff are very friendly and knowledgeable. There is a selection of artwork that covers the wall that spans the passageway to the accessible entrance/exit that is from a local artist. This is a great archive for the community but we would recommend that it not be the only artwork on this wall. It does not represent the entire community and depicts a lot of colonial historical content.

6.6 Parks & Playgrounds

- Miners Memorial Park
- Westmount Family Park
- Cantley Village Recreation Complex (Playground)
- Sydney Mines Field Complex
- Coxheath Veterans Memorial Playground
- Wentworth Park & Bandshell

Featured Park & Playground: **Sydney Mines Field Complex**

This location was not open and we were not able to access the interior of the main buildings. We were able to review building features such as stairs/ramps/etc, but no interior spaces.

Main Entrance/Exit: The canteen and stands at the main field were reviewed and a ramp was present with two landings and an open space at the upper area. Ramp width is sufficient but tight..In future renovations, careful consideration should be given to width and size of ramps and landings to allow for improved manoeuvrability. Special attention should be taken when considering the base transition to ground, as a level difference greater than ½" (13mm) poses a barrier. A visual marker such as a colour strip could be added to indicate the transition from inclined to level surface as an aid for users with visual impairments.

The main entrance to the park area was not clearly marked, which can cause confusion for visitors as there are multiple entrances. Signage visibility could be improved, the addition of interpretive signage describing the amenities available in the park and wayfinding would be an asset to this complex.

Side/Back Entrance/Exit: The out building (Ramblers Hall) or staff building was reviewed for this portion of the assessment. A small ramp was present to gain access to the standalone building attached to the parking lot. A cane detectable edge was present and being that the level difference was less than a 12" (300mm) no protective guard/rail was required.

Passage Ways: The width of the path present at the main field between stands and fence has freestanding garbage bins placed along the pathway creating pinch points. Consideration should be taken when placing obstacles in the path of travel, especially in high traffic areas.

The biggest improvement that could be undertaken at this complex is a master plan to connect parking lots to bleachers and secondary amenities to the parking areas such as the skate park and the Miners Memorial monument. At a minimum, having a dedicated path from a parking area to the bleachers with a level surface suitable for a person in a mobility device would be a welcome addition.

Rest areas: No designated rest areas were identified. Most seating was placed around baseball fields in the form of freestanding bleachers. No pathways were present from the parking area to the outer bleachers. At the centre of the complex was the Miners

Memorial monument. No seating was present in this area and the monument could only be accessed by steps. A concrete raised platform was present; however the intended use of this space was not clear. If users are intended to access this space, a ramp and some information signage should be considered. The addition of bench seating at intervals around the park would also benefit the use of any older individuals that may not use the equipment but may accompany someone to the playground.

Equipment: The general condition of the skate park equipment was in fair to good condition. The biggest concern is getting from the parking area to the equipment itself as there was no pathway to and from any amenity present.

Rooms: *Not applicable as no access was possible.*

Furniture & Layout: Moveable furniture is present on the upper level of the bleachers area. Currently this space is accessible via ramp by wheelchair users, however there is little space on the upper level for users to situate themselves outside of the path of traffic. Designating spaces on each side of the large upper level chairs as reserved for wheelchair users would give users a safe space out of the path of traffic without removing them from the social atmosphere. (See picture 450.)

Stairs/Ramps: *Not applicable as no access was possible. Exterior features noted above.*

Elevators: *Not applicable was not present.*

Washrooms: *Not applicable as no access was possible.*

Parking: No barrier free parking was identified either by painted symbols on the ground or vertical signage. Consideration should be given to adding at least two designated spaces close to the main baseball diamond. There appears to be individual parking areas for outer ball fields as well. The addition of a designated accessible space at each of these lots would also be worthwhile. As previously noted, clearly marked barrier free parking was not identified at either of the parking lot areas. Even if parking areas are not typically congested, the addition of designated accessible parking spaces makes the entire complex more inviting and inclusive.

6.7 Trails

- Coal Town Trail
- MaryAnn Corbett Trail

Featured Trail: **Coal Town Trail**

It is an exciting time for accessibility at The Coal Town Trail. A partnership was announced in January 2022 as part of an investment of \$30,000 provided through the Canada Community Revitalization Fund (CCRF) The fund is going to support improving social interaction, physical activity and most importantly access to services. The results are two rest areas with benches, waste receptacles and bike racks - improving overall access to services.

These amenities will support the goal of transitioning the route into a multiuse trail for walkers, cyclists, horseback riders, snowshoe users and more. Most beneficial is the fact that persons with disabilities will see improved accessibility thereby encouraging more residents and visitors to feel welcome upon arriving at the Trail.

Partnership has been key in the revitalization of the Coal Town Trail. This is a great example of bringing everyone together to make a difference in your community.

In fact a group of local volunteers from The Glace Bay Revitalization Group, Velo Cape Breton, Cape Breton Roadrunners, Marconi Trails Association and local community volunteers came together with the purpose of working with the three levels of government to assess the possibility, address the problems, tackle the challenges and do whatever is needed to see this project through to completion.

There is an old railway line (Devco) running through and connecting various parts of the community. The railway line is in very good condition but currently enjoyed mostly by ATV/dirt bikes as it is not suitable for many other users at this point. With some money, dedication and support, these partners are working alongside CBRM to convert it to an able pathway for various recreational and leisure activities (as mentioned above).

The benefits of having this type of infrastructure in the community is enormous and will bring benefits to almost all residents of this area of the CBRM. Safer, greener and more accessible is the goal of this commitment.

“Strong, vibrant communities Nova Scotia are a critical part of a robust and inclusive economic recovery. Investing in shared public spaces like the Coal Town Trail through Gardiner Mines, Dominion and Glace Bay helps revitalize local economies, boosts tourism, creates jobs, and gives residents a place to come together safely. ”

- The Honourable Ginette Petitpas Taylor, Minister of Official Languages and Minister responsible for ACOA

“From providing resources and support to those who need it most, preserving local history and culture, or being a safe place to gather, community organizations play a key role in strengthening our communities. For these organizations to continue their work, they need strong infrastructure. That's why I'm so proud to be part of a Government that

understands the importance of supporting infrastructure projects for grassroots, community organizations like the Coal Town Trail Society."

- Mike Kelloway, Parliamentary Secretary to the Minister of Fisheries, Oceans and the Canadian Coast Guard and Member of Parliament for Cape Breton – Canso

As a result of the ongoing work being done to the Trail at the time of this report we are delaying the assessment to allow for the present commitment to be completed but encourage a review on the following areas: Entrance/Exit, Passage Ways, Rest Areas, Amenities, Washrooms and Parking.

6.8 Fire Halls & Police Stations

- New Glace Bay Police Station
- Sydney Mines Fire Station
- Cape Breton Regional Police Service (North Division)
- Sydney Fire Hall
- North Sydney Volunteer Fire Department

Featured: **North Sydney Volunteer Fire Department**

Entrance/Exit: It was hard to identify the main entrance of the facility; signage could be added to identify public access points and which access points are for personnel only. The side/back entrance/exit was not accessible as it is on the second floor of the building.

Passageways: Transition between the garage and main building was crowded and as the garage is the only way to access the facility by wheelchair (as pointed out to us by staff), having a path of travel that is free of obstructions is vital. This being the only accessible entrance could create an unsafe situation where the path of travel of a vehicle could coincide with a person trying to access the barrier free entrance.

Rooms: Transitions between rooms were consistent with no/minimal level changes within the main space. A quiet room was available for firefighters to rest. The office area had ample room for manoeuvring and would be able to accommodate a person in a wheelchair at the dispatch desk. The assembly room was cluttered and had a number of obstructions laying about. Additional storage would be an asset to this area to ensure paths of travel are clear of obstructions for persons with visual impairment. The large room (meeting space) had a number of obstacles placed inside of it. This space should not be used for storage unless proper lockers/storage changes are built within.

Furniture & Layout: Storage lockers or other means of storage should be built and fixed to walls to keep storage and items out of pathways and ensure things are kept tidy. Office furniture in the dispatch area was at accessible heights, and did not cause a barrier for turn radius or passageway.

Stairs/Ramp: The stairs did not have contrast or tactile indicators. We did not gain access to the second floor.

Elevators: *Not applicable*

Washrooms: No barrier free bathroom was present at the facility, existing facilities lack sufficient space for a person needing mobility assistance. Shower facility did not have a low profile edge.

Parking: No parking spaces were identified as accessible parking. The path of travel from either parking lot is at inconsistent heights and does not have adequate signage explaining how to enter the building if you have mobility issues. Further to this, the only accessible entrance to this facility is through the garage door as noted above.

6.9 Sidewalks, Storefronts, Signs, Public Offices

- Sidewalks and crosswalks
- Storefronts
- Signage
- Greenspace and other public areas

Feature: **Commercial Street, Glace Bay**



The photos to the left and below are of a small public area across the street from the Glace Bay Library. The image to the left is of a storage container that is placed in between a small public parking lot and the sidewalk/crosswalk to get to the Library.

The photo below is of an accessible picnic table also located in the same public space with a string of clear patio style lights hanging across the image. We aren't sure who this space belongs to or what community initiative created the artwork but we were happy to see the space being embraced by and for the community.

We chose to feature this area as an example of how a space can, very inexpensively, be made inclusive, and accessible. The artwork here is community building, showcasing unity, acceptance and love for the entire community of Glace Bay.



The picnic table is close to the sidewalk making it more accessible to someone in a wheelchair and provides a rest area for folks who are out and about. It also offers a place to spend some time outside at no cost, enjoying a game with your friends with minimal supplies needed. We hope when the weather is better, this place will be brought back to life, the lights restrung and perhaps more spaces like this will be found throughout the region.

6.10 Tourist Attractions & High Traffic Areas

- Joan Harriss Cruise Pavilion, Civic Centre Storefronts and Boardwalk Kiosks

Featured Tourist Attraction: **Joan Harriss Cruise Pavilion, Sydney Port & Civic Centre StoreFront**

We visited this location during the winter when the majority of the amenities were closed. Below is a partial review discussing what we were able to access of the civic centre, the restaurant area, a retail space, and the outdoor market area - while closed.

Entrance/Exit: The main entrance of the building has a large easily identifiable entrance way with an awning that reads "Joan Harriss Cruise Pavilion ". There is a very long and strangely positioned crosswalk that directs pedestrians diagonally from the sidewalk beyond the parking lot to the main entrance. To enter, visitors can use a wide set of five stairs, or take the ramp that is available to the right of the stairs. There are door openers at this entrance, however they aren't easily detected so we would suggest moving them or making them more noticeable with contrast or signage. It is a smooth transition into the entrance area where you are greeted with another set of doors (with door openers). The flooring in this space is a clay colored, textured surface for slip resistance. The doors are standard width and not too heavy, with pull handles. Once past the second set of doors, visitors enter the Civic Centre Storefront, where the flooring is a vinyl plank style flooring.

The rear entrance is a ground level entrance with motion activated doors. There is a well marked walkway for pedestrian passage to this entrance from the rear of the building. There is no lip or transition to enter. There are two other entrances/exits, both of which have ramps that do not meet code and are clearly marked stating "this door is not wheelchair accessible" followed by "accessibility is available at main entrances". We recommend that these entrances be updated to meet code or be marked as not for public use. Both of these entrances/exits lead you directly into the Civic Centre Storefront area.

Passage Ways: The Civic Centre main floor is an open space with small retail shops along the back/water side of the building, including an information centre that resembles a small lighthouse, and washrooms. The second floor is a leased space which houses Flavour on the Water, a restaurant and bar. The open concept main level provides ample room to move around without any narrow passageways. There wasn't any clutter in the footpath that could be a barrier or hazard, there isn't a lot of helpful wayfinding either. Upstairs was a circular restaurant layout of standard height with bar height tables that circles the staircase and the lighthouse information centre from the first floor. The restaurant has a separate area that is accessed through a set of double doors, this looked like a closed area when we were there so we didn't get to view it. There are also gendered washroom facilities on this level. The passageway throughout the restaurant is wide enough to accommodate an accessible turn radius and ease of access.

Fire extinguishers were clearly marked, recessed and encased in the wall as they should be, fire alarms were visible throughout the building. Fixture height may be too high, maximum height for fixtures is 1100 mm and fire alarms are 1200mm. An AED

was located in the main entrance downstairs and properly labelled, signs were properly posted upstairs with instructions on where to find the closest AED.

Rooms: Other than the main Civic Centre, there are a number of small retail shops that were closed. They all have entrances into the main Civic Centre with garage doors and regular doors that open to the outside marketplace. The retail spaces are small and contain a lot of product, so it is unlikely they would provide enough clearance for someone in a wheelchair or someone using a mobility device to move freely within their space - but we can't say for certain. The information centre/lighthouse has a large opening that allows people to enter and sit and watch a video.

On both the upper and lower level there is a patio/walkway that encircles the end of the building. This walkway is ground level without any transitions and wide enough for clear passage. There are a few seating options and pillars for structural support, none of which cause barriers for passage, however, some contrast on the pillars could be helpful for visually impaired individuals. The walkway on the main level leads you to the platform retail vendor space with ground level access to the shops contained within the Civic Centre. On the water side of the platform were small multi-coloured huts containing more retail shops, with ramp access on both sides of them. Again, these shops are quite small so we would assume they would not provide an adequate turn radius and wide enough passageways but without access we can't confirm. This retail platform is wooden and could be difficult to maintain with varied weather conditions, adding slip resistant texturing to the platform would be recommended. The platform had uneven ground which could cause barriers and there was no defined edge. There is a small wooden ramp for shoppers to exit the platform on the far side, the railings are not to code but appropriate hand rails could be added without impeding in the passage width.

Furniture & Layout: The seating that is available throughout the Civic Centre is minimal from what we saw, however the venue was in its off season, so there may be more options during the busy season. There were a number of adirondack chairs available outside which are not easy for someone with a mobility issue to get out of without assistance, we would recommend a variety of seating. The tables and chairs in the restaurant were at accessible heights, there was bar height seating, but there was ample amount of standard height as well. The chairs and tables were easily moveable if needed. There is lots of bench seating in the information centre/lighthouse, some of which is moveable and would allow for someone in a wheelchair to enter and participate in the viewing.

Stairs/Ramps: The ramp at the main entrance had proper elevation and accessible railings (height diameter, etc), however, the railings were not continuous from the beginning of the ramp to the end so if someone were using the railing to guide them, they would walk directly into the wall. The railing must be continuous with a defined end that allows the user to know the ramp has ended. There also needs to be tactile indication and contrast at the beginning and the end of the ramp. The stairs at the main entrance are quite wide with railings on either side and there is a section that allows for someone to have access to railings on both sides. The railings are to code, but the stairs need to have contrast and tactile indication. As mentioned, the ramp around back where the retail space is requires accessible handrails, tactile indication and contrast.

The stairs inside have tactile indication built into the stairs, however, it is worn and needs to be updated with contrast and more durable tactile indication. The stairs may also be too wide and require a middle railing. Additionally, there is a small set of stairs and a ramp that lead to Pittman Hall, an event space we couldn't access. The stairs and ramp require adequate tactile indication and contrast on each level and at the beginning and the end of the ramp. **See appendix for accessible stairs.**

Elevators: The elevator was standard, accessible width with appropriate button height and contrast.

Washrooms: The main level washrooms are open access by design and do not require doors. The upstairs washrooms have doors, but no door openers and are appropriately weighted for accessibility. Both washrooms had accessible stalls. For the most part the stalls were accessible, and with the addition of an L shaped transfer bar, the stalls themselves would provide accessible access. There aren't tanks on the toilets, but there are toilet seat covers which, when open, provide back support for improved stability. The handles, coat hooks and locks on the doors are all at accessible heights and appropriate for equitable access. It is important to ensure that all amenities are at accessible heights (1100 mm maximum) and that there is knee clearance of at least 685 mm with a height range of 730mm-860mm.

Parking: The parking layout creates hazards as the pedestrian crossing intersects the driveway/roadway diagonally and there aren't any posted crosswalk or caution signs to alert cars to the pedestrian crossing. There are accessible parking spaces lining the front of the building with both painted and posted signage. These spaces are directly located next to the ramp access to the building and are ground level so they do not require curb cut outs.

Other notes: There is very little wayfinding at this location. Given that this is a multi-purpose location with a variety of destinations, wayfinding would be very beneficial to visitors for both the indoor and outdoor amenities. There are wheelchairs available for visitors to rent for the day to tour the local area. The wheelchairs are located below the stairs behind a railing which creates a perimeter around the base of the stairs so visitors do not injure themselves by walking into it.

7.0 Specific Built Environment Barriers

There are a number of accommodations and/or adaptations that can be made to the built environments throughout the Cape Breton Regional Municipality. We have provided some specific examples below:



Community Halls and Recreation Centres

Indian Beach Complex

There have been a number of accessibility considerations taken here. We want to emphasize the effort put into making this space accessible is admirable

- There are a number of small transitions that require accessible access or a cane detectable railing used.
- The pebble or gravel ground covering is inaccessible to anyone with mobility barriers.
- There are no contrasting, tactile indicators or railings on any of the stairs. These accessibility features are required no matter how small the staircase.



- The pebble or gravel ground is not a suitable ground covering around ramps as it moves when walked on, and leaves barriers and large transitions between levels as seen in the photo on the left.
- More wayfinding would be helpful, ensuring that signage has appropriate contrast.
- Some buildings have doors with door knobs, they should all be switched to have consistent door handles.
- There were no clearly marked bathrooms, however there were a number of buildings so there could have been one.
- The canteen counter is too high for equitable access.



Community Halls and Recreation Centres

Northside Community Pool

- No automatic door openers at entrance or bathrooms.
- No ramp or lift for pool entry.
- No variety of seating available in the lobby. Need some seats with arms on them to assist those with mobility impairments with stability and standing up.
- No wheelchair accessible changing room or washroom.



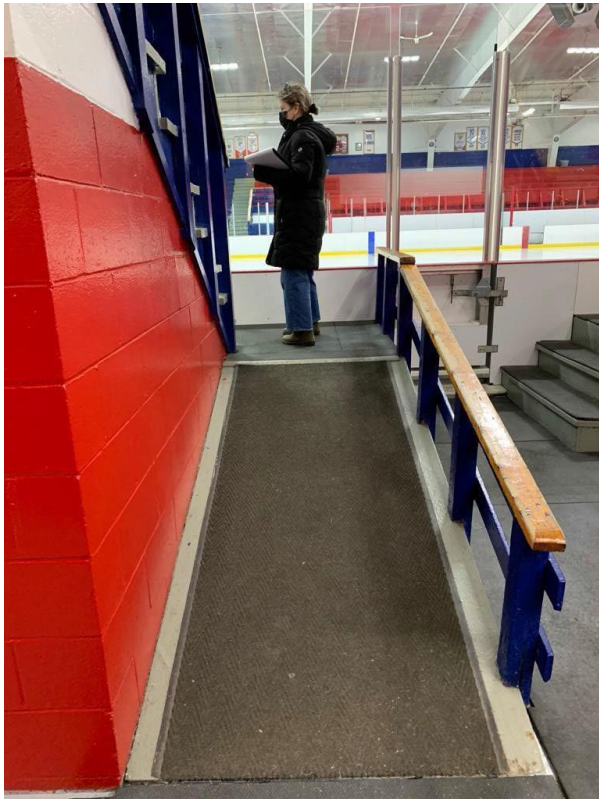
- Narrow doorways.
- Insufficient signage and wayfinding.
- A lot of clutter near the entryway.
- Heavy doors.
- Accessible viewing area for the pool, but narrow hallway with odd barriers in passageway caused by structure of wall/ductwork in order to get to the viewing area.
- Very little signage or wayfinding anywhere.



Community Halls and Recreation Centres

Coxheath Recreation Centre

- Bathroom stalls not accessible widths for accessibility and passageways do not provide enough turn radius or room for travel.
- Sinks are not accessible. Removing the trim around the front and sides of the vanity would provide appropriate knee clearance of 685 mm.
- Bathroom doorways are too heavy.



- Ramp provides access to rinkside accessible seating but ramp is not to code. The incline is above the 5-6% maximum and the railing is below the appropriate height, by almost half.
- Contrast is needed on the ramp and on all stairs.
- Changing rooms could be adapted to accommodate an accessible shower by moving the stall wall out another 8-9" which is possible to do in its current state.
- AED is too high. It is currently approximately 1700 mm high and the maximum height should be 1100-1200 mm
- The box office and canteen counters are too high.
- Stairs do not have adequate contrast, tactile indicators or railings.



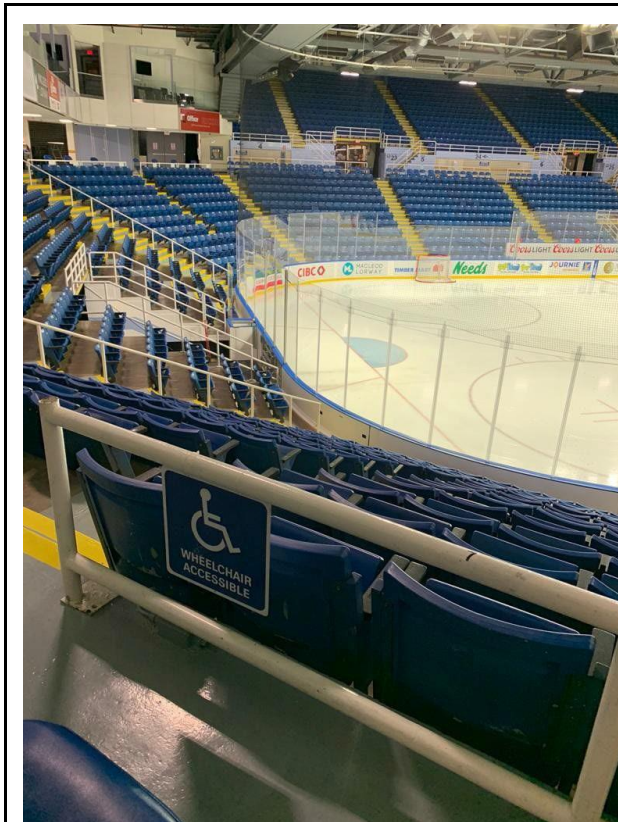
Community Halls and Recreation Centres

Emera Centre

- The parking lot has designated parking spaces but do not have the required posted signage.
- Accessible lift available for visitor use. However the need to find the manager and request the key is quite inconvenient for the person needing to use it.
- Wayfinding signage has directional arrows worn off.
- Stairs to access the second level outside of the rink have railings on both sides but have insufficient contrast and tactile indication.
- Bathrooms need L shaped bars, adequate turn radius and transfer space, toilet seat covers or tanks on toilets, adequate knee clearance on sinks, amenities like soap, paper towel, etc. at accessible heights.



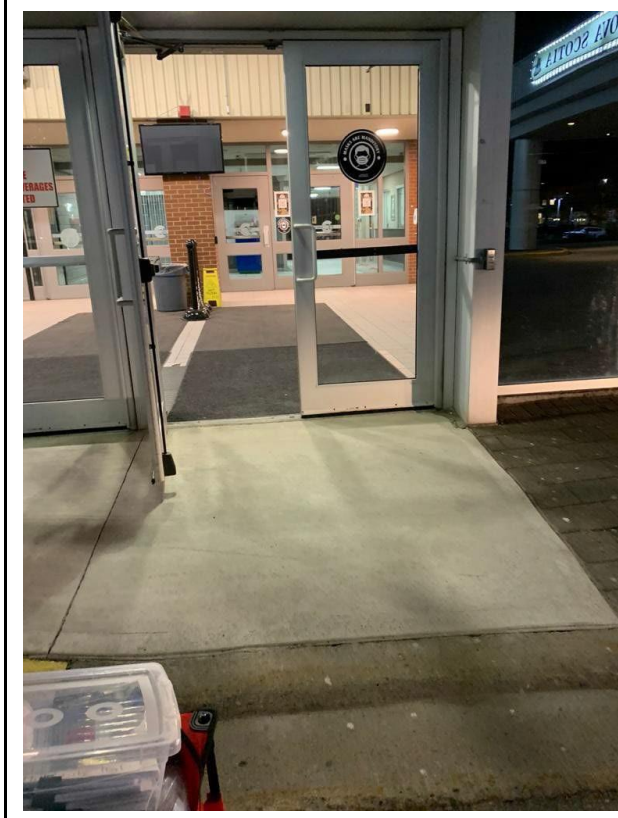
- Stairs to arena seating have adequate contrast on stairs but needs contrast at top and bottom as well. Additionally, tactile indicator strips should be replaced regularly and included at the top and bottom as well.
- The railing from the arena seating steps extends beyond the railing of the adjacent set of stairs leading to the upper level and causes a hazard for passersby, especially those with a visual impairment or blindness.
- Ramps and stairs on second level, outside of the arena space, do not have appropriate contrast or tactile indicators and the stairs don't have railings as required.



Community Halls and Recreation Centres

Centre 200

- Stairs in the arena do not all have railings equitable access.
- Stairs in the arena do not have tactile indicators.
- Accessible seating at the top of the lower bowl seating has an unsafe railing in front of it. It is less than 610 mm and the appropriate height is 920 mm.
- The box office and canteen counters are too high.
- There needs to be clear signage inside the main level bathrooms.
- Accessible bathroom stalls need toilet seats or tanks on the back for improved stability, L shaped transfer bars.



- There are no visible rinkside accessible seats.
- Rear entrance does not have door opener buttons.
- Entrance/Exit doors for the arena do not have door opener buttons.
- The main entrance has a slight incline in before the door open button and does not have enough space between the door and where the incline is for safe access.
- There is no safe passageway from the parking lot to the main entrance unless you travel from the Casino side of the building along the sidewalk, and this is a long way to walk with no rest areas.
- Wayfinding within the space could be improved.

	Municipal Buildings CBRM City Hall - Council Chambers - Not enough space for accessible passage in the councillor seating area, plexiglass barriers impede movement. - Councillor tables/desks barely provide enough knee clearance. - Public seating area doesn't offer a variety of seating options. - Podium for public speaking is too high. - Media seating is inaccessible.
	City Hall - Office Spaces - Clutter and unused items through most of the office spaces creates inaccessible work spaces. - Cubicles reduce flexibility in space and limit the opportunity to provide adequate turn radius. - Narrow hallways and thoroughfare in shared office spaces, like the planning office. - Essential items like sanitizer, soap dispensers, paper towels, sharps containers etc are mostly all at inaccessible heights. - The Commissionaire's desk/counter is too high. - Stairs lack contrast and adequate tactile indicators on each step and at top and bottom. - Parking is inaccessible and unorganized. - Muster point is inaccessible.



Libraries

WW Lewis Memorial Library (Louisburg Library)

We were not able to enter this library as they were closed even though their posted hours said they were open. These notes are based on what we could see from outside the building.

- There is no designated parking at all for this location. There is also no sidewalk leading to this building, or on this road so users must park on the shoulder or in the driveway which would fit one car.
- There is very little signage identifying the building or the entrance.



- There is only one entrance/exit to this building.
- There is no accessible access for someone in a wheelchair or with moderate to severe mobility issues to be able to access this space.
- The stairs do not have appropriate railings, contrast on the stairs or tactile indicators.
- The yard has a few picnic tables and/or seating areas, however the "yard" is not overly accessible as it is very uneven ground.



Libraries

Glace Bay - Cape Breton Regional Library

- The ramp providing accessible access to the library from the parking lot requires tactile indicators and contrast at the beginning and end of the incline. Also, due to the wooden material used for the ramp, it needs to have anti-slip material on the ramp to eliminate the risk of injury when using it when it is wet.
- There is no signage or wayfinding identifying this ramp as the accessible entrance to the library. The main entrance is on the other side of the building.
- There is no safe, identified passageway from this ramp to the parking lot/accessible parking spaces.



- The door opener button for the main entrance is not easily located and should have a sign indicating where it is.
- There is a chair in every aisle of books which causes a barrier and impedes the turn radius for someone in a wheelchair.
- Signage indicating the various genres on the shelves is not at accessible heights, nor of consistent size/font/contrast.
- Some of the bookshelves are too high.
- There were no designated accessible parking spaces visible within the parking lot to the rear of the library.
- There is another exit on one side of the building that has two stairs and a small ramp, neither of which have a railing or tactile indicators.



Libraries

James McConnell Memorial Library

- The ramp to the main entrance is too steep, the railings are not to code, and it needs a landing area for rest.
- The main library space is too cluttered to allow for accessible passageways.
- There were benches in each aisle of books causing a barrier for anyone using a mobility device or wheelchair when trying to access the books.
- Most of the bookcases were too high in the main library area and should model the same height as the bookcases in the children/youth section.
- The book sale area is too crowded for able bodied people to move around let alone someone in a wheelchair.



- The counters at the library staff work space are too high for accessibility.
- There is no elevator providing accessible access to the lower level which serves as the headquarters for the Cape Breton Regional Libraries.
- The entrance/exit to the lower level is also not accessible.
- Fire extinguishers are not encased or recessed in the wall.
- The door opener buttons for the main entrance are almost hidden in their current location and should be more clearly labelled or moved.
- The stairs and ramps inside and outside need adequate contrast and tactile indicators at the top, bottom and on all stairs.



Parks & Playgrounds

Westmount Family Park

- No signage or wayfinding explaining where to park, whether vehicles are allowed past the gate or what to expect at the park.
- Contrast used for the entry sign is not accessible for those with visual impairment.
- There are no sidewalks, crosswalks or any directional signage leading you here.



- There is no designated parking or even signage referring to parking being allowed at this location.
- The entrance from the parking lot up onto the walking trail and the fields is not accessible. It's not stable ground and is quite inclined - this could possibly be paved or the incline levelled.
- Currently there are two fields, one could easily be converted to a soccer field with the baseball field being updated so that the diamond can be used. Otherwise, we would suggest completing the fence and creating an off leash dog park for the community.
- There needs to be rest areas along the trail/path no more than 30 metres apart with ample waste receptacles also available.



Parks & Playgrounds

Cantley Village Recreation Complex (Playground)

The results of this community playground project speaks loudly to what can be done when the community and the Municipality work together.

While there are commendable accessible and inclusive components in this playground there are also some things that can and should be improved.

- There is no designated parking at all, and minimal space streetside for someone using a mobility device to safely depart their vehicle.



- There isn't any accessible seating at this playground. The addition of a variety of rest areas, including accessible picnic tables would really improve the quality of time people spend here.
- The swing sets and former playground area that are still very useful are disconnected from the new accessible playground. There needs to be connectivity between these two areas so that no one is being excluded from playing together.
- There aren't any sidewalks or crosswalks leading to this playground for those who are travelling by foot, bicycle or wheelchair.
- There are no washrooms at this location let alone accessible bathrooms.



Parks & Playgrounds

Coxheath Veterans Memorial Playground

- Contrast on signage is insufficient for individuals with low vision/visual impairment.
- Garbage receptacles are too high.
- The terrain in this area is very uneven and unstable, making it difficult to walk on and/or travel across while using a wheelchair or mobility device.
- The bridge leading to an unknown area has a transition from the ground to the structure preventing barrier-free access.



- There are no accessible play options. Someone with a physical disability who requires the use of a mobility device and/or someone who is visually impaired or blind, would have no options for independent play here.
- The pebbles or gravel used as the ground for this playground causes barriers for anyone who is unstable on their feet.
- The wooden base that is used to contain the pebbles/gravel needs to have an opening on each side to allow barrier-free access for anyone who can not independently use steps to access this area.
- There is no accessible parking, sidewalks leading to this space, or washroom amenities.



Parks & Playgrounds

Wentworth Park and Bandshell

- There is very little wayfinding, signage or identifying markers. We didn't realize there was a second piece to the park on the other side of the road.
- The play area does not provide a lot of options for accessible play.
- The brick platform of the play area can cause hazards if not well maintained.
- None of the stairs have contrasting or tactile indicators and some have wear from the weather that is creating a hazard.



- The pathways need to have a cane detectable edge.
- There are stones and pathways near the bandshell that create an uneven pathway and create tripping hazards.
- The duck launching platforms do not have accessible access as they currently require someone to step over a barrier, this could be rectified with simple ramp structures so that everyone can participate.
- There is an electrical outlet in an area of green space, this would be a great place for a resting area so someone could charge their assistive technology and/or their electric scooter.



Trails

Coal Town Trail

- Presently under construction at various stages of completion.
- Working on unpaved walkways
- Work underway to provide ease of access from curbs and sidewalks



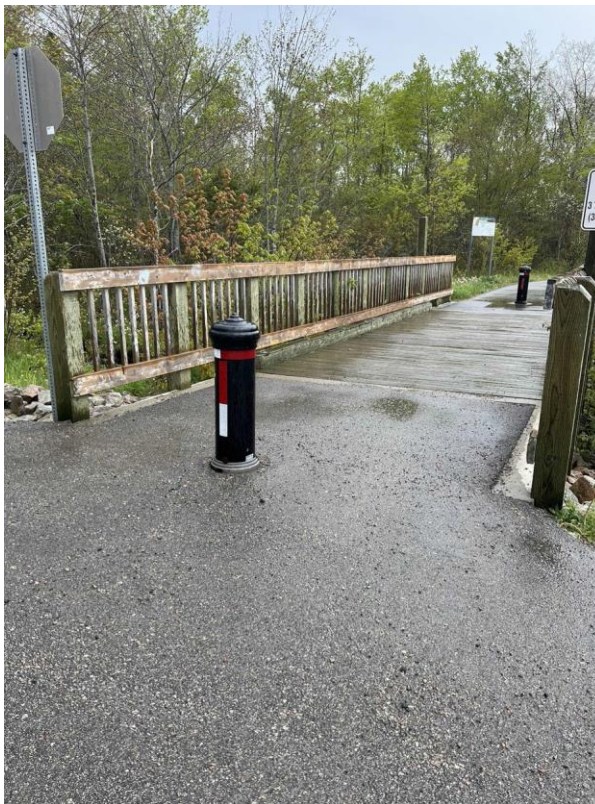
- At the entry point behind Town Hall walking along the trail, there was no signage for directions.
- No waste receptacles for garbage or washrooms that was noticed at the earlier portions of the trail connecting to the downtown corridor.
- Parking is available at various points along the trail.



Trails

MaryAnn Corbett Trail

- Well maintained and paved along the trail.
- Very accessible from the parking lot.
- Adequate signage providing directions and information on the trail and surrounding areas accessible via the trail.



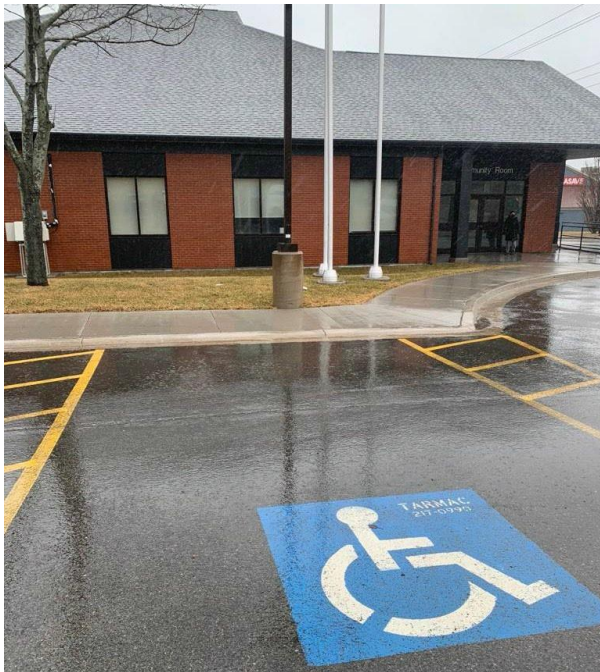
- No washrooms or waste receptacles along the first point of entry into the trail (approx the first 1km of the trail).
- Very accessible via wheelchair, walker, or other assisted mobile devices and equipment.



Fire Halls & Police Stations

New Glace Bay Police Station

- No direct crosswalk access to the police station. There are curb cuts directly across from it, with no crosswalk. And a crosswalk up the road from it, with no signage identifying it. (It had apparently blown down in the weather.)
- There not much room to ensure you are out of the way when the door opens.
- The phone for emergency use outside of the station is a bit too high.



- There was no posted accessible parking sign to identify the parking space as being accessible if there was snow on the ground, or vehicles parked over the markings on the ground.
- The gender neutral accessible washroom was great to see, the only recommendations would be to have door opener buttons and to ensure that the pipes to the sink are properly insulated to prevent scalding.



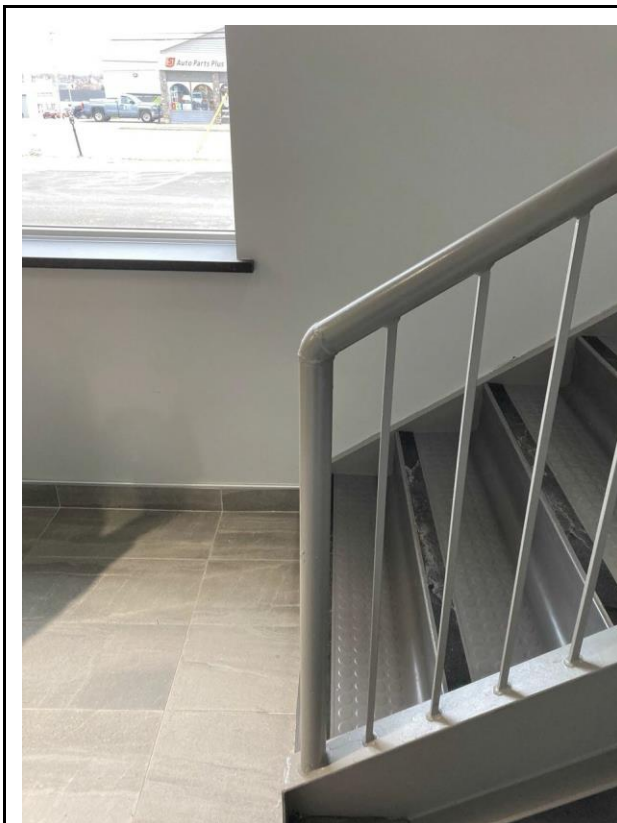
Fire Halls & Police Stations

Cape Breton Regional Police Service
(North Division)

- Contrast needs to be added to all stairs to assist individuals with visual impairment.
- The side/back entrance was not accessible, only stairs were present.
- Barrier free parking was on the roadside creating an area of concern when transitioning from vehicle as traffic is present.



- The only room we could access was the lobby. The service window was at an appropriate height for a person using a mobility device. Plexiglass at reception makes hearing the reception officer difficult, even for persons without hearing loss. An intercom could be added that would allow the maintenance of the plexiglass shielding and mitigate communication barriers.
- The lobby had enough room to manoeuvre. A focus on a range of seating types would be a welcome addition to the space. For example, seats that provide adequate kick space to allow people to stand with ease.
- The ramp and stairs, as seen to the left, need contrast and tactile indicators.



Fire Halls & Police Stations

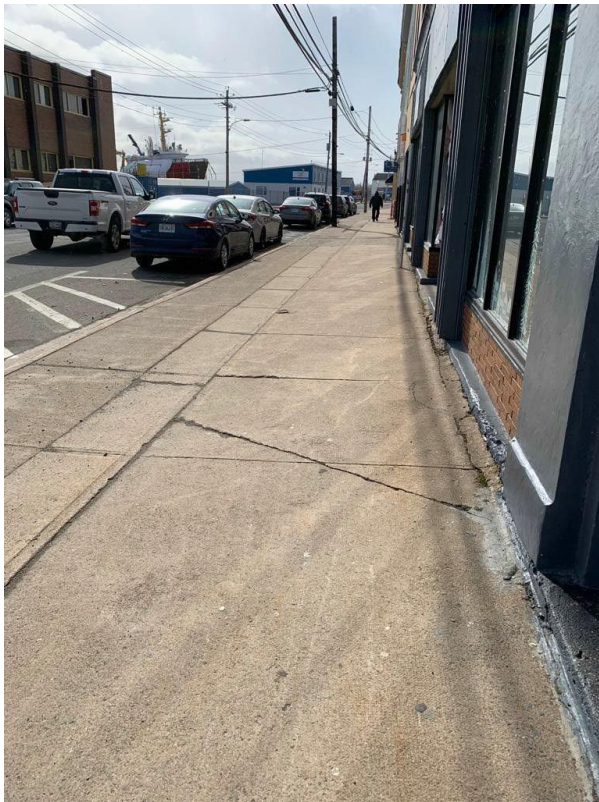
Sydney Fire Hall

The new Sydney Fire Hall is a beautifully thought out building providing full accessibility anywhere the public would travel. The overall space allows for accessible movement and turn radius, however there are some places, where the public would not typically access, that are not accessible to all.

- The stairs, as seen to the left, require better contrast, in bright colours, and new tactile indicator strips.
- The kitchen area, which we believe is strictly for those employed at the station, does not have accessible counter workspace and a lot of over the counter storage at inaccessible heights.
- The stairs need to have railings available on both sides of the stairs.



- The turn radius in the bathrooms is impeded by the moveable added storage cabinet that is located in most of the washrooms. We recommend removing this to improve upon the space provided.
- There is an elevator at this location, however they are unable to use it at this time due to some technical issues with the generator override system.
- There are no posted signs identifying the accessible parking spaces.



Sidewalks, Crosswalks, Storefronts, and Signs Glace Bay

There are more sidewalks available in Glace Bay than most of the regions we visited, however the safe connectivity needs work.

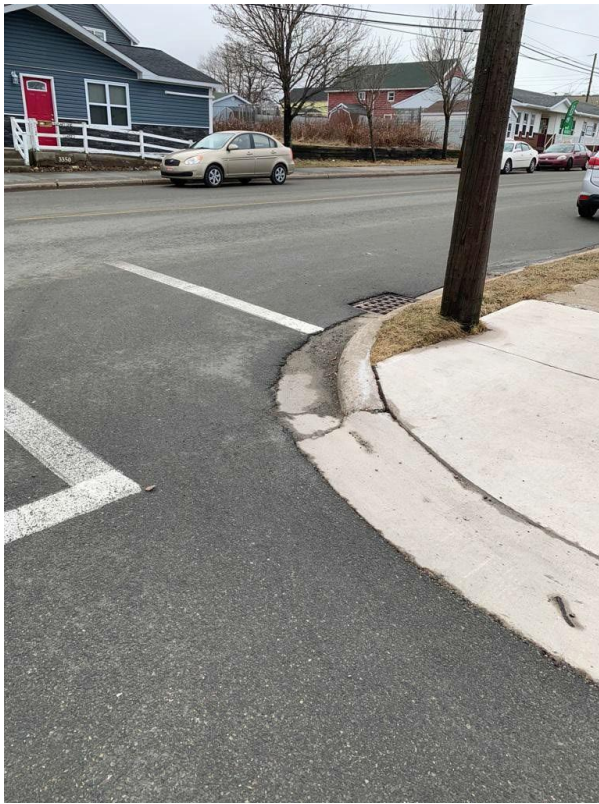
- Sidewalks do not all have curb cut-outs at crosswalk intersections or where there are accessible parking spaces.
- There are curb cut-outs where one sidewalk ends and another begins, without marked crosswalks (no painted markings, posted signs, auditory or visual signals)
- There is insufficient wayfinding signage throughout the region, and Glace Bay is no exception. More effort needs to be made to provide needed information for the public to know where and how to find the essential services and amenities they require.



Louisburg Map

Signage and wayfinding information needs to be accessible.

- Adequate contrast for all text and necessary information like directional markings, icons and legends.
- Font size should be a minimum of 16 pt for large print documents to be accessible to everyone.
- Ensure signage and wayfinding is clear and concise, making it easy to read.



Sidewalks, Storefronts, Signs, Public Offices

Crosswalk and Curb Cut in New Waterford

Crosswalks like these have been seen throughout the CBRM region where:

- The markings are wearing off the road.
- There are no posted signs.
- Curb cuts are either in the wrong spot or they are non-existent.
- No visual or auditory signals.
- There is no identified street side parking so cars are parked dangerously close to the crosswalk impeding on the visibility of someone walking across the crosswalk for oncoming traffic.

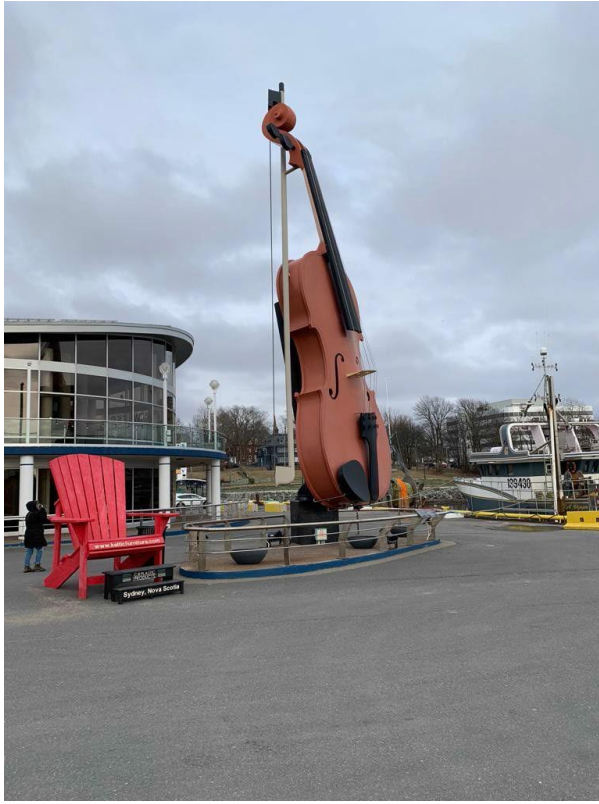


These signs were found in the Coxheath Recreation Centre, and very similar signs were found in the bathroom at the CBRM City Hall.

Inconsistent signage has been found throughout the region. In addition to consistent branding, having a standard for signs eliminates the opportunity for signs to get posted that are insufficient or inaccessible.

Overlaying text over an image makes the font difficult to read. As seen in the image to the right, the main message is lost because of the overlay. This sign could be made accessible by:

- Placing a smaller CBRM logo in one of the corners of the sign.
- Using black for all fonts, or atleast a more distinct shade of red, if red is necessary - this shade of red is somewhat faded.
- Ensuring all fonts are at least 16 pt.



Tourist Attractions & High Traffic Areas

The Big Fiddle

The Big Fiddle is well known as an iconic destination for Sydney visitors and a great photo opportunity.

- It is unclear due to lack of signage if this is a pedestrian only area or if vehicles have access to this space.
- The Big Chair next to The Big Fiddle is also a great photo opportunity, however inaccessible to anyone who requires mobility support.
- The railings around the base of The Big Fiddle are an accessible height and diameter and we were pleased to see the contrast around the base of The Big Fiddles platform.



- These accessible parking spaces are not clearly marked. The posted signs should be on posts and approximately 4 feet off the ground for optimal visibility. They also require painted markings on the ground to show their accessible designation.
- There isn't any safe passage from these parking spots to the wharf, the Joan Harriss Cruise Pavilion, The Big Fiddle or anywhere as someone parking here would have to walk through the line of traffic to get to the crosswalk or any of the aforementioned places.



Tourist Attractions & High Traffic Areas

Sydney & Louisbourg Railway Museum

We weren't able to gain access to view the museum itself but were able to take a look around at the outdoor sites.

- There are a lot of ramps providing access to the many trains and attractions at this historical site. As you can tell in the photos, the surfaces of these ramps and walkways become very slippery with varied weather, a texture surface for anti-slip should be applied.
- Some of the ramps are worn out from weather and need repair.
- Most of the trains/railcar exhibits couldn't be accessed by wheelchair, we hope there are some more tangible items in the museum that people can touch and experience.



- The cane detectable railing/ledge does not cover all of the ramps or walkways. This needs to be improved.
- Any areas that are more than 200 mm off of the ground should have a railing, not just the cane detectable railing.
- The signs and information panels provided at this location do not have appropriate contrast and can get quite worn over time. Proper maintenance of these pieces is needed to ensure equitable access to this historical tourist attraction.



Tourist Attractions & High Traffic Areas

Miners Museum and Miners Memorial Park

The park, in its current state, would not be passable for someone with a mobility disability. The ground is very unstable and uneven. Visitors enter through a rot iron archway passing over a gravel walkway into a grassy field type area. Visitors would benefit greatly from a wooden boardwalk being put here to allow for ease of access.

There are a number of large pieces of mining equipment throughout the area that are on exhibit with informative panels explaining their use in the mining industries. We would recommend the font be larger and with better contrast when, and if, they are ever replaced.



There were a number of access points to the Miners Museum building.

- The brick entryway to the ramp causes tripping hazards when not maintained.
- The ramp and staircase require railings on both sides of the ramp.
- The ramp and stairs both require contrast and tactile indicators, at the beginning and the end of the ramp and staircase, and on each stair.
- The entrance has door openers, but there are exhibits directly inside the entry way that impede the passageway and turn radius required in this space.

8.1 TIMELINE VS PRIORITY PHASING

Given that we know there are many different strategic plans guiding changes that are underway throughout the Cape Breton Regional Municipality we have opted to provide timelines for these recommendations rather than prioritizing them. As we have noted many times throughout this report, and as the community is fully aware - immediate action needs to be taken to alleviate the barriers created by much of the built environment at Cape Breton Regional Municipality. We have not addressed these overarching issues in our recommendations but identified how programs, services and physical space can be adapted to alleviate these barriers in the meantime. Below are reasonable recommendations within suggested time frames that we feel can significantly improve upon the accessibility of the environment of Cape Breton Regional Municipality while building a sense of trust and community. When addressing these recommendations keep in mind these five steps for implementation as identified in Access By Design 2030.

- 1) **Developing the Standards:** using recommended benchmarks, develop standards as to how implementation within the Cape Breton Regional Municipality structure will occur.
- 2) **Build Capacity and Awareness:** All Cape Breton Regional Municipality staff build capacity through training. Cape Breton Regional Municipality promotes inclusive priorities with an awareness campaign.
- 3) **Collaborate and Support:** in collaboration with marginalized groups and agencies, build relationships of mutual respect and support.
- 4) **Compliance and Enforcement:** based on the developed standards and using the recommended benchmarks, the Cape Breton Regional Municipality implements these standards and clearly identifies compliance and enforcement strategies.
- 5) **Monitor and Evaluate:** as with any growth and change it is essential to revisit, reassess and revise policy and implementation.

8.2 Immediate (within the next two years)

These recommendations are immediate as they include policy and attitudinal barriers, which require less structural change to the environment at Cape Breton Regional Municipality as well as Built Environment recommendations focused on making minor adjustments to current structures that will increase accessibility, all of which are eligible for provincial funding.

- Determine core Diversity, Equity and Inclusion competencies for each level of staff and create an implementation plan for training. Train current employees, and include this essential learning as part of your onboarding process for all new staff.
- Revisit and revise hiring and workplace accommodation policies and ensure they are inclusive.
<https://www.canada.ca/en/employment-social-development/campaigns/hiring-persons-disabilities.html>
- Appoint a Director of Compliance or designate the role to an existing position (this could be a part of the Accessibility Coordinator and Committee role) to focus on accessibility compliance. Revisit by-laws and include the requirement for

designated accessible parking spaces for all new developments.

- As the Taxi Authority in the region, update the by-laws to require a minimum percentage of fleet to be accessible vehicles in order to renew licences.
- Review brand guidelines and update ensuring accessible font, font size, and contrast are included.
- Create an Accessible Signage Standard.
- Create an accessibility awareness campaign, and ensure that accessibility is seen as a priority.
- Re-evaluate the various systems and platforms that are being used for services and communication and ensure they work efficiently with assistive technology.
- Create an Accessible Communication Standard. Ensure all communication is delivered in accessible formats and can support the use of assistive technology.
- Create a standard and implementation plan for crosswalks and sidewalk installation and maintenance ensuring accessible, safe, connectivity between amenities and areas of the community. The standard should define minimal requirements for varying levels of usage for example: downtown core, connective routes from downtown outward, and residential areas significantly outside of the downtown core.
- Review hours for public service and consider extending where appropriate and possible.
- Creating opportunities for community building that do not require physical activity. Use the communities ample access to parks and green space to host community events in place.
- Create an Accessible Playground Standard, or update an existing standard for playgrounds that ensures all new playgrounds are built to accessibility standards and create a plan for updating or decommissioning existing playgrounds.
- Create a plan to ensure all municipal buildings will adhere to the built environment standard before 2030 by prioritizing spaces according to impact.
- Update by-laws to ensure all new builds (government and private) have to adhere to accessibility standards.
- Adopt a recreation policy that commits to ensuring equitable access to recreational programs for everyone. For programs that aren't free, CBRM has a funding access program that allows those who cannot afford fees reduced or waived.
- Adjust the height of everything that needs to be used regularly or in an emergency to an accessible height of 1100mm (ie fire extinguishers, paper towel, soap, etc)
- Ensure there are visual and auditory fire alarms and that emergency plans with muster stations for people in wheelchairs are clearly visible and on each floor.

8.3 Short Term (within 2-6 years)

- Implement the plan for crosswalks and sidewalk installation and maintenance ensuring accessible, safe, connectivity between amenities and areas of the community.
- Ensure all communication is delivered according to the new accessible communication standard and can exceed the current WCAG standards.
- Ensure all regionally owned built environments have accessible wayfinding, signage, maps, floor plans etc. as outlined in the Accessible Signage Standard.

- Build, replace, update or decommission playgrounds according to the Accessible Playground Standard and implementation plan.
- Connect the main amenities of stores, recreational facilities and outdoor spaces with well lit and clearly marked pathways to encourage the use of the spaces and promote active transportation, aligning with the Active Transportation Plan.
- Start implementing the plan for the built environments in the region to adhere to the built environment standard.
- Promote acceptance by implementing an accessibility policy for all new business/builds or renovations. Provide incentives (tax cuts for certain time periods) for businesses who abide by the policy instead of fining for non-compliance.

8.4 Opportunity Based Recommendations

- Make available information listing non-profit agencies offering free or affordable assistive devices.
- Promote and support organizations within your community that support and represent all marginalized communities
- Partner with disability support organizations and leverage provincial and federal funding streams to ensure adequate staffing for roles that provide support ie. adequate staffing for day camp and recreation programs in order to accommodate children with disabilities.

GRATITUDE:

This report was made possible with much appreciation for commitment to change by CBRM Staff, Council, Regional Accessibility Committee and the community as a whole in the Cape Breton Regional Municipality, past and present.

We are very grateful for the time the Cape Breton Regional Municipality team has taken to accommodate us during the review as well as to the members of the community who engaged us in discussions regarding making their communities accessible and inclusive.

We have listed a number of resources in the appendices for you to refer to for quick reference. We would love to continue to work with the Cape Breton Regional Municipality to help you obtain the training needed to be leaders in next practice.

We wish you the very best with this process and look forward to watching you **move accessibility forward** with the Cape Breton Regional Municipality.

Sincerely,

Tova Sherman

On behalf of the entire reachAbility Association team

9.1 APPENDIX

9.2 GLOSSARY OF TERMS

Accessibility: The prevention and removal of barriers (physical, attitudinal, technological, or system) to allow equitable participation for persons with disabilities or others who experience barriers to accessibility.¹

Accessibility Act: The provincial legislation enacted in 2017 to prevent and remove barriers to accessibility for people with disabilities. It has a goal of an accessible Nova Scotia by 2030. The Act outlines some responsibilities for municipalities, universities, and other entities, including developing accessibility plans and establishing an accessibility committee. It allows the Government to develop and implement standards (regulations) in education, the built environment, the delivery and receipt of goods and services, transportation, information, communication, and employment.¹

Accessible Customer Service: Ensuring all persons have the same opportunity to seek, obtain, use or benefit from the service. Accessible services are easy for all people to use, interact with, and understand.¹

Accommodation: A means of preventing or removing barriers that impede a person from participating fully in a way that is responsive to their own unique circumstances. The principles of accommodation involve three factors: dignity, individualization and inclusion.³

Barrier: Anything that hinders or challenges the full and effective participation in society. Barriers can be physical, attitudinal, technological, or systemic (policy or practice). Accessibility barriers may be related to areas such as employment, education, the built environment, transportation, the delivery and receipt of goods and services, or information and communications.¹

Barrier-Free: A barrier-free environment is one which enables people with disabilities to move about safely and freely and use all facilities within the built environment, roads, parks, gardens and other places.

Communication Access Real-Time (CART): The professionally translated transcription of speech to text through a third party. It enables culturally Deaf, oral deaf, deafened and hard of hearing people to have visual access to the spoken word. CART services can be provided on-site or remotely.⁸

Deaf: A sociological term referring to those individuals who are medically deaf or hard of hearing who identify with and participate in the culture, society, and language of Deaf people, which is based on Sign language.³

Disability: A physical, mental, intellectual, learning or sensory impairment, including an episodic disability, that, in interaction with a barrier, hinders an individual's full and

³ Ontario Human Rights Commission
<https://www.ohrc.on.ca/en/guidelines-accessible-education/principles-accommodation#fn9>

effective participation in society.^{3,1}

Equity/Equitable: Equity is fair treatment of individuals, acknowledging and making provisions for their differences by ensuring that employment and educational processes are free from systemic barriers. Equity does not mean ignoring differences and treating everyone the same. Instead it means recognizing and valuing differences, removing systemic barriers and accommodating individual differences, as needed.⁴

First Voice: First voice perspectives generally refer to the knowledge generated by persons with disabilities and others who experience barriers to accessibility that emerges from lived experience, community connections, knowledge traditions, and scholarly activities that are typically undervalued and under-represented.¹

Inclusion: The process of improving the terms of participation in society, particularly for individuals or groups of individuals who are disadvantaged or under-represented, through enhancing opportunities, access to resources, voice and respect for rights. This creates a sense of belonging, promotes trust, fights exclusion and marginalization and offers the opportunity of upward mobility and results in increased social cohesion.⁵

Marginalized Populations: Groups and communities that experience discrimination and exclusion (social, political and economic) because of unequal power relationships across economic, political, social and cultural dimensions.¹¹

Meaningful Access: When referring to the built environment, meaningful access is the intent to meet the needs of all users of a site (a building or outdoor space) regardless of their ability. It means that not only individual features of a site, such as an entrance or washroom, must be accessible, but the entire experience throughout.¹

Accessibility Advisory Committee (AAC): The Accessibility Advisory Committee was formed in 2021 by members of the community who identify as being people with disabilities and/or lived experience, members of CBRM staff and members of CBRM Council. The committee advises CBRM Council on the elimination of barriers faced by people with disabilities and acts as a liaison with external bodies on barriers to participation in public life and to the achievement of social, cultural and economic well-being of people with disabilities.

Rick Hansen Foundation Accessibility Certification (RHFAC): A national rating system that measures and certifies the level of meaningful access of buildings and sites. It measures the level of meaningful access beyond building code, and is based upon the holistic user experience of people with varying disabilities affecting their mobility, vision, and hearing.⁷

Universal Design: Universal Design is the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability.⁷

Universal Design for Learning (UDL): An educational approach to designing instructional goals, assessments, methods and materials, and policies that work for a diversity of learners - can be customized and adjusted for individual student needs.¹

References for Glossary

¹ Nova Scotia Post Secondary Framework

³ Nova Scotia Accessibility Act

⁵ Nova Scotia Community College Educational Equity Policy

⁶ Scorgie, K. & Forlin, C. (2019). Promoting Social Inclusion: Co-Creating Environments that Foster Equity and Belonging. P. 153.

⁷ Rick Hansen Foundation

⁸ Canadian Hearing Services

¹¹ National Collaborating Centre for Determinants of Health

9.3 STAIRS

As the Built Environment Standard for the Nova Scotia Accessibility Act (Bill 59) is still under development we recommended following the standard set out by the National Standard of Canada in B651-18, Accessible Design for the Built Environment. For all aspects of stairs, we recommend referring to section 5.4 of the National Standard for examples, some of which we have included below.

5.4 Stairs

5.4.1 Treads and risers

A flight of stairs shall

- a) have uniform riser heights and tread depths;
- b) have risers not more than 180 mm high;
- c) have treads that are slip resistant;
- d) have treads not less than 280 mm deep, measured from riser to riser;
- e) have no open risers [see Figure 27 c)];
- f) be illuminated to at least 50 lx at the tread; and
- g) have a horizontal strip at the edge of the tread that
 - i) is 50 ± 10 mm deep;
 - ii) is colour-contrasted with the tread and riser; and
 - iii) extends the full width of the tread.

5.4.2 Nosing

The nosing shall

- a) project not more than 38 mm;
- b) have no abrupt undersides [see Figure 27 d)];
- c) have a radius of curvature at the leading edge of the tread not more than 13 mm;
- d) where projecting, be sloped to the riser at an angle greater than 60° to the horizontal [see Figure 27 a)]; and
- e) have a horizontal strip 50 ± 10 mm deep that
 - i) is colour-contrasted with the tread and riser; and
 - ii) extends the full width of the tread.

9.2 STAIRS (cont'd)

5.4.3 Tactile attention indicator surfaces at stairs

5.4.3.1 General

A tactile attention indicator surface shall

- a) comply with Clauses 4.3.5.2 and 4.3.5.3;
- b) be located at the top of stairs;
- c) be continuous across the width of the stair with a maximum gap of 75 mm to the stringer or end of tread; and
- d) have a length between 600 and 650 mm, commencing one tread depth from the edge of the stair [see Figures 5 b) and 27 b)].

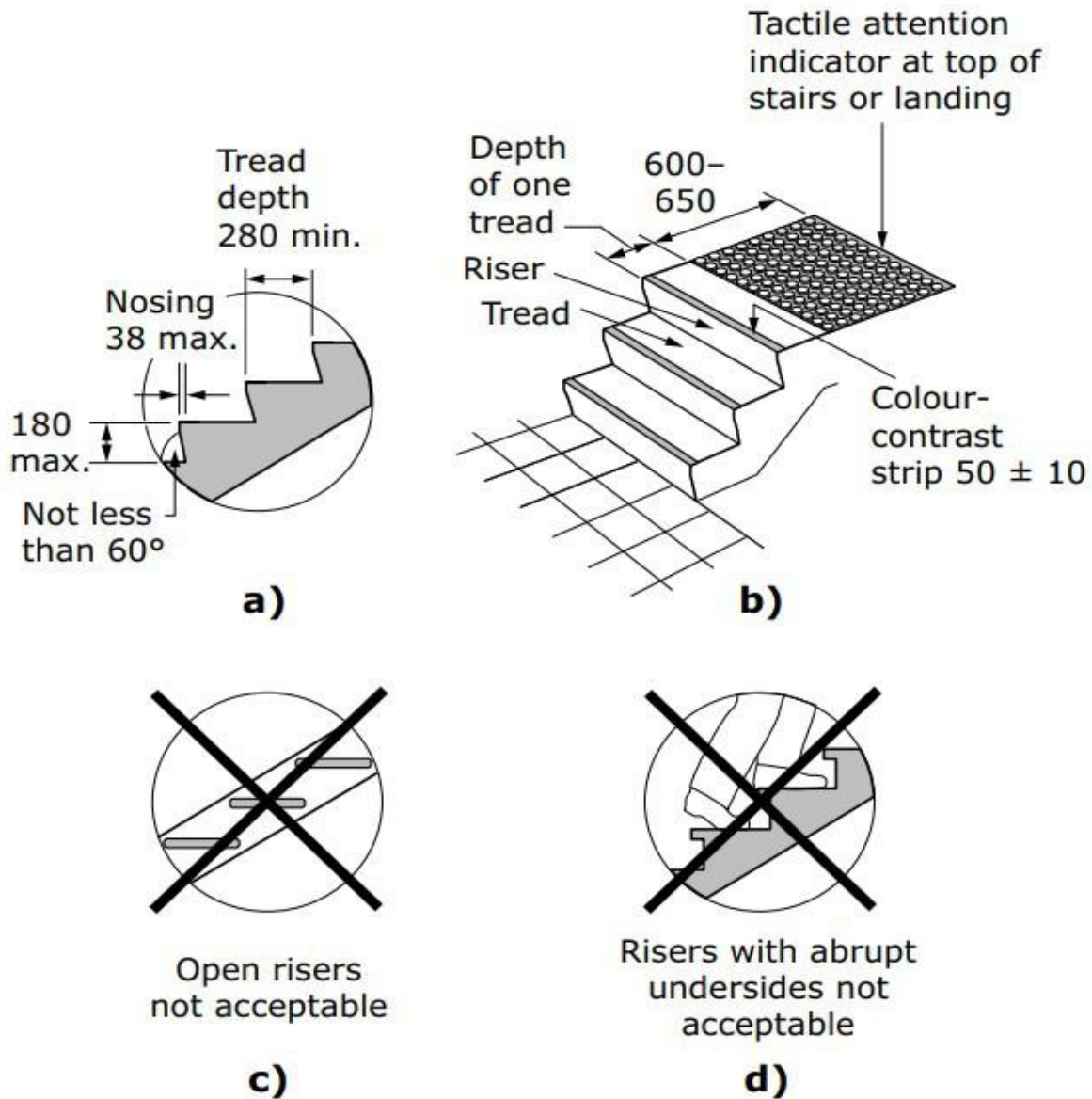
5.4.3.2 Location

A tactile attention indicator surface shall be provided

- a) at stairs that are not enclosed;
- b) at each landing incorporating an entrance into a stair system;
- c) where the regular stairway pattern is broken; and
- d) where the run of a landing with no continuous handrail is greater than 2100 mm.

9.2 STAIRS (cont'd)

Figure 27
Stair detail
(See Clauses 5.4.1 – 5.4.3.)



Note: All dimensions are in mm.

9.2 STAIRS (cont'd)

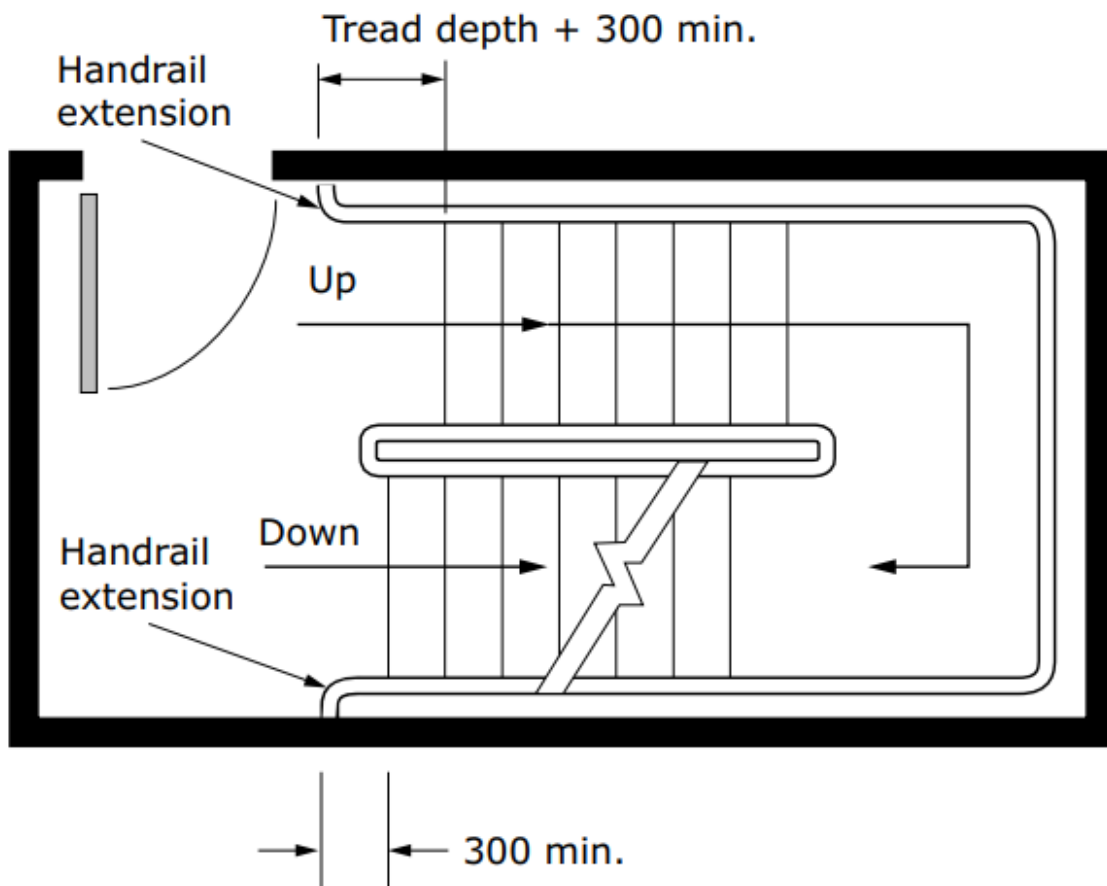
5.4.4 Stair handrails

Handrails shall be provided for stairs and shall

- a) comply with Clause 5.3;
- b) be installed on both sides of the stairs (see Figure 28);
- c) be of uniform height, from 860 to 920 mm, measured vertically from the leading edge of the tread;
- d) be continuous around landings less than 2100 mm in length, except where the landing
 - i) is intersected by an alternative path of travel; or
 - ii) has an entry door leading onto it;
- e) be continuous where located on the inside edge of the stairs (see Figure 29);
- f) at the top of the stairs, extend at least 300 mm parallel to the floor surface (see Figure 31);
- g) at the bottom of the stairs, continue to slope for a distance equal to the depth of one tread and then extend at least 300 mm parallel to the floor surface (see Figure 30); and
- h) have the rail extension return to the post, floor, or wall (see Figures 28, 30, and 31).

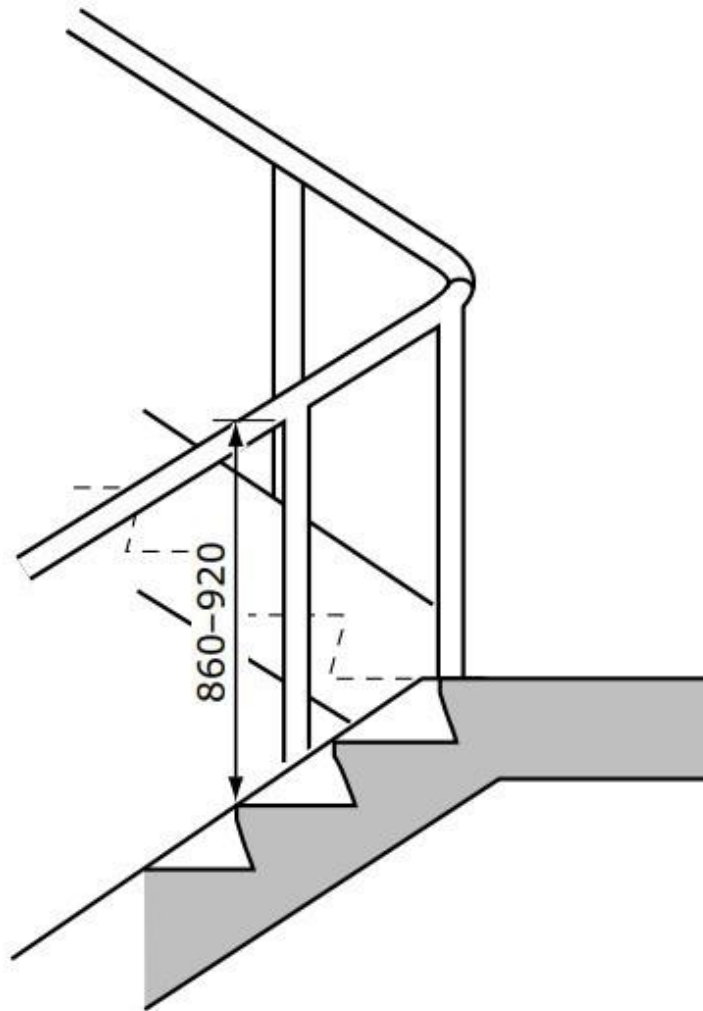
9.2 STAIRS (cont'd)

Figure 28
Stair handrails
(See Clause 5.4.4.)



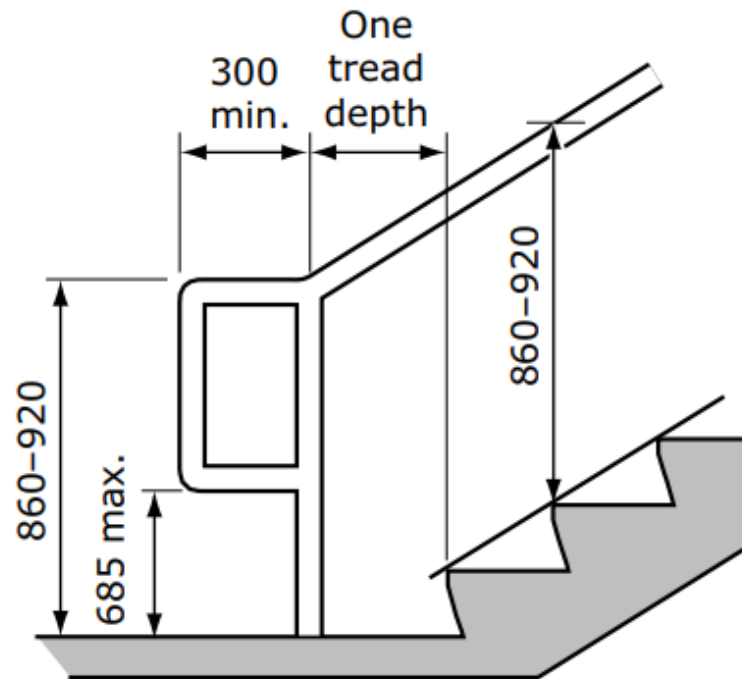
Note: All dimensions are in mm.

Figure 29
Continuous inside handrail at stairs
(See Clause 5.4.4.)



Note: All dimensions are in mm.

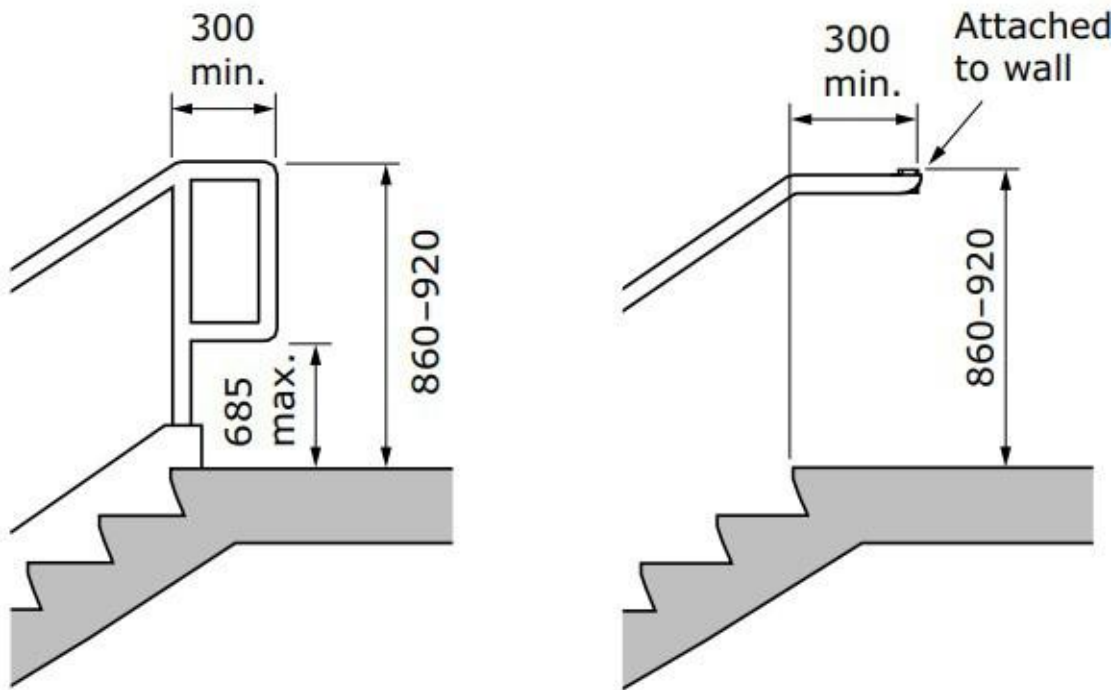
Figure 30
Handrail extension at bottom of stairs
(See Clause 5.4.4.)



Note: All dimensions are in mm.

9.2 STAIRS (cont'd)

Figure 31
Handrail extension at top of stairs
(See Clause 5.4.4.)



Note: All dimensions are in mm.

9.3 ACCESSIBLE INTERIOR ROUTES

As the Built Environment Standard for the Nova Scotia Accessibility Act (Bill 59) is still under development we recommended following the standard set out by the National Standard of Canada in B651-18, Accessible Design for the Built Environment. For all aspects of accessible routes, we recommend referring to section 5.1 of the National Standard for examples, some of which, we have included below.

5.1 Accessible routes

5.1.1 Width

The clear width of accessible routes shall be at least 1000 mm with the following exceptions:

- a) for short indentations up to 600 mm in length, it shall be at least 850 mm [see Figure 14 a)];
- b) for doorways, it shall be at least 850 mm, though additional manoeuvring space is sometimes required (see Clause 5.2);
- c) for U-turns around an obstacle less than 1200 mm wide, it shall be at least 1100 mm [see Figure 16 a)];
- d) for U-turns around an obstacle greater than 1200 mm wide, it shall be at least 1000 mm [see Figure 16 b)];
- e) an accessible path of travel that is more than 30 m long shall have a maneuvering zone at least 1700 mm wide for a length of 1700 mm at intervals not exceeding 30 m; and
- f) for checkout lanes, the minimum width should be 1000 mm (see Figure 15).

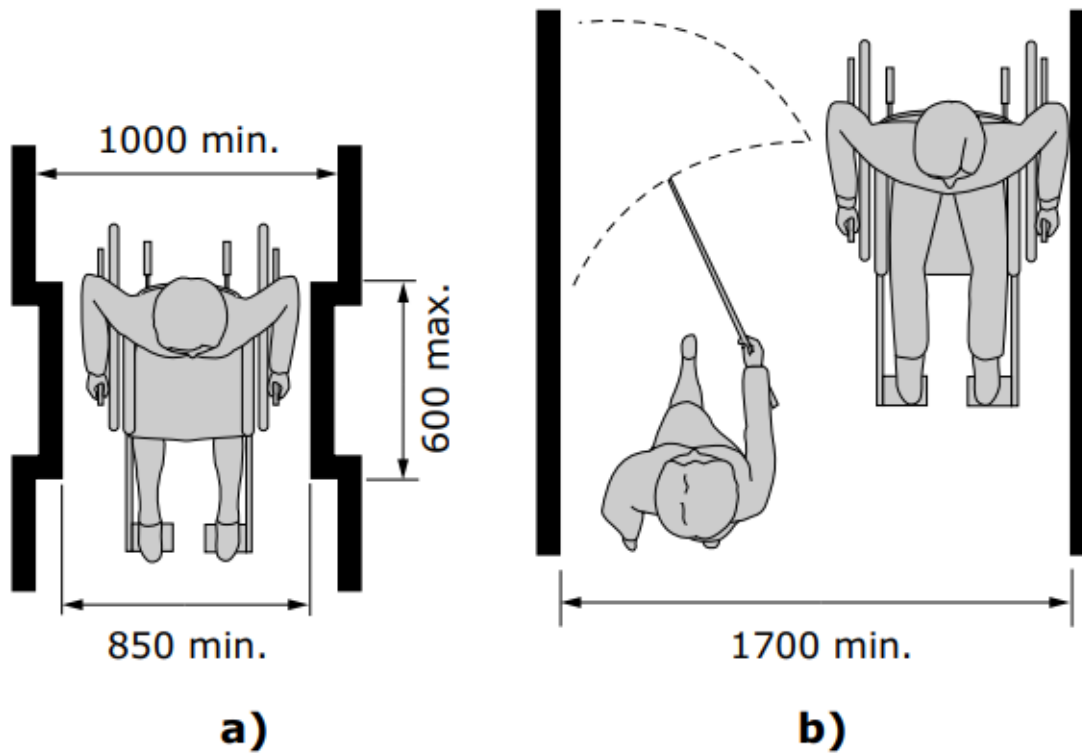
5.1.2 Slope

Accessible routes shall

- a) have a running slope not exceeding the ratio of 1:20 (5%);
- b) where necessary for a slope to exceed the ratio of 1:20 (5%), be designed as
 - i) a ramp complying with Clause 5.5; or
 - ii) a curb ramp, where accessing a vehicular path of travel, complying with Clause 8.3.3; and
- c) have a cross slope not exceeding the ratio of 1:50 (2%).

9.3 ACCESSIBLE INTERIOR ROUTES (cont'd)

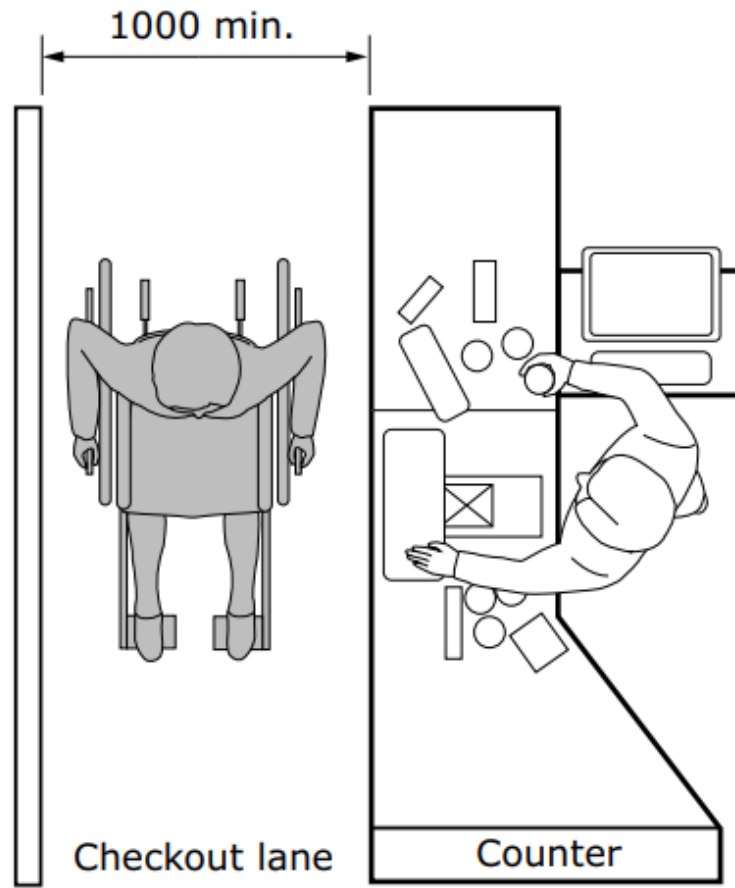
Figure 14
Width of interior accessible routes
(See Clause 5.1.1.)



Note: All dimensions are in mm.

9.3 ACCESSIBLE INTERIOR ROUTES (cont'd)

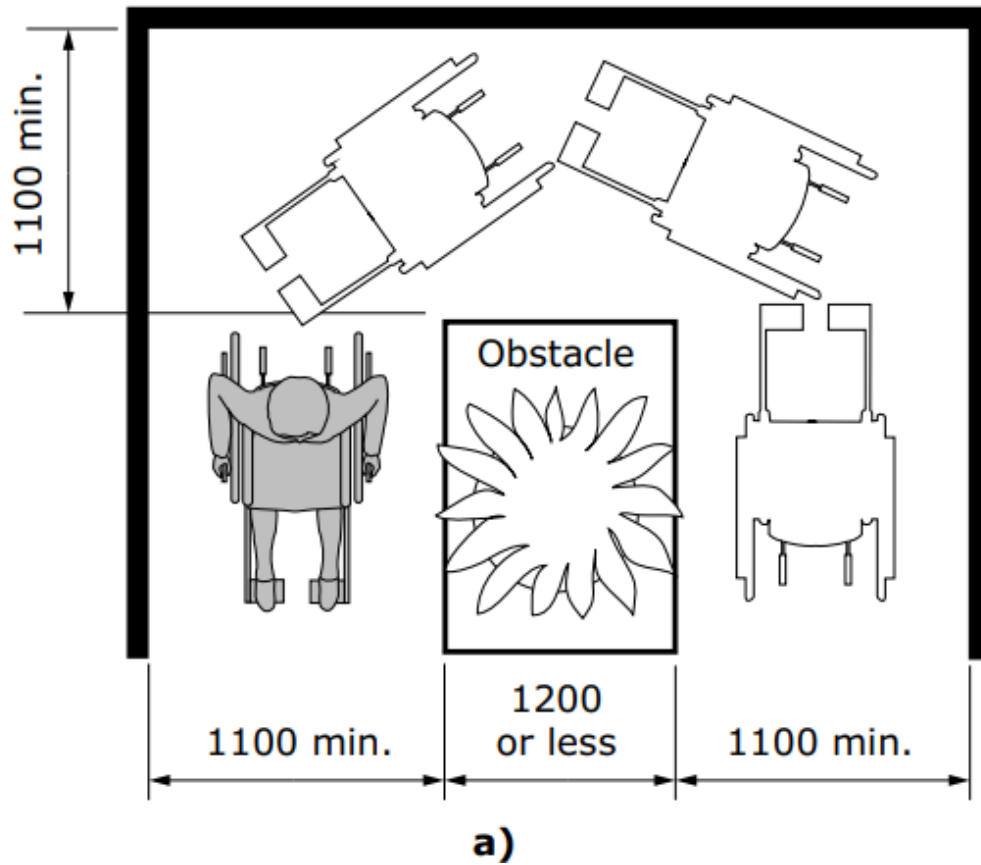
Figure 15
Width of accessible checkout lanes
(See Clause 5.1.1.)



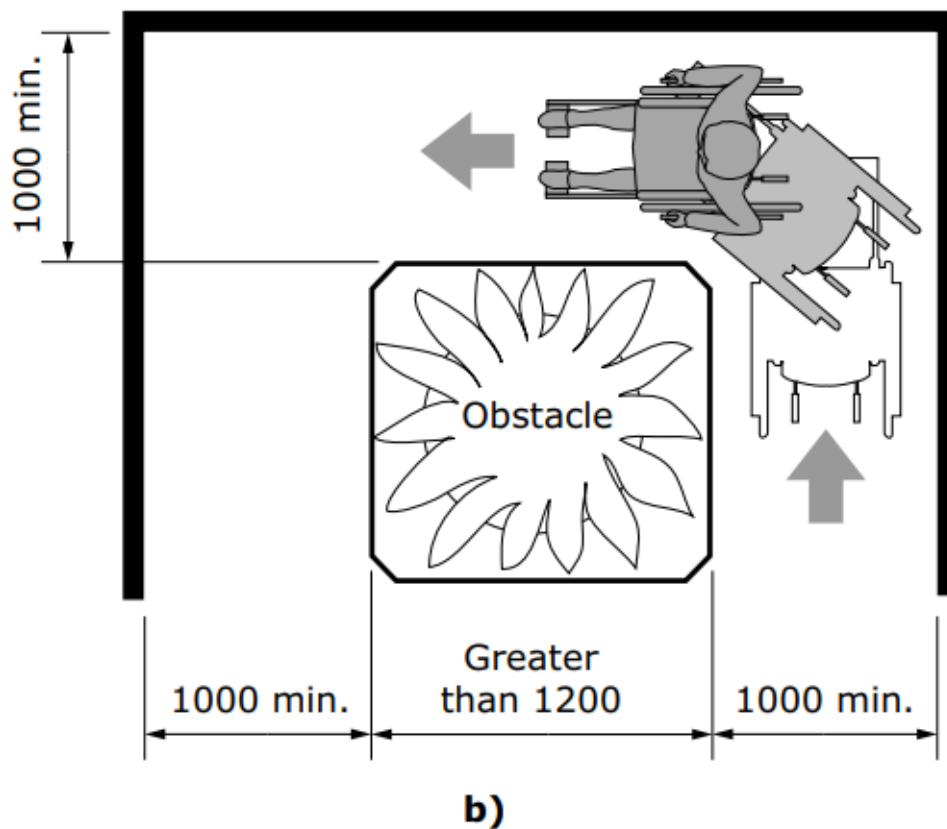
Note: All dimensions are in mm.

9.3 ACCESSIBLE INTERIOR ROUTES (cont'd)

Figure 16
Width of accessible route around an obstacle
(See Clause 5.1.1.)



9.3 ACCESSIBLE INTERIOR ROUTES (cont'd)



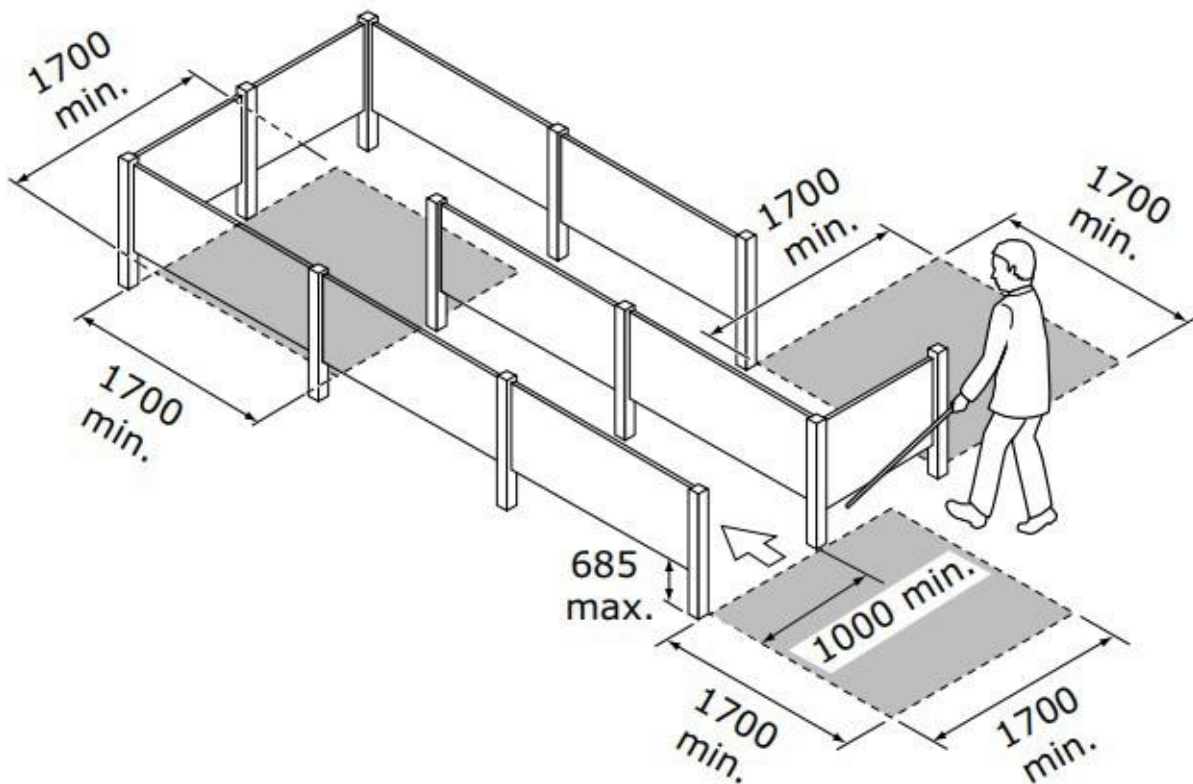
Note: All dimensions are in mm.

5.1.3 Lineup guides

Lineup guides shall

- a) be separated by a clear width of at least 1000 mm (see Figure 17);
- b) have a clear floor area of at least 1700 × 1700 mm where lineups change direction and where they begin and end;
- c) be cane-detectable at or below 685 mm from the floor;
- d) be stable and not move easily;
- e) be colour-contrasted with their surroundings; and
- f) have a glare-free finish.

Figure 17
Lineup area
(See Clause 5.1.3.)



Note: All dimensions are in mm.

5.1.4 Safety

Accessible routes including accessible egress routes shall

- a) have walking surfaces that comply with Clause 4.3;
- b) comply with Clause 4.4 for headroom where protrusions exist;
- c) comply with Clause 5.3 where handrails are provided; and
- d) be kept unobstructed and comply with Clause 4.4.2.3.

9.4 PARKING

As the Built Environment Standard for the Nova Scotia Accessibility Act (Bill 59) is still under development we recommended following the standard set out by the National Standard of Canada in B651-18, Accessible Design for the Built Environment. For all aspects of designated accessible parking, we recommend referring to section 9.4 of the National Standard for examples, some of which, we have included below.

9.4 Designated accessible parking

9.4.1 Area allowances

A designated accessible parking space shall

- a) be at least 2600 mm wide;
- b) have an adjacent side access aisle at least 2000 mm wide (see Figure 71); and
- c) have an adjacent rear access aisle at least 2000 mm long (see Figure 72).

Table 7
Recommended number of designated parking spaces
(See Clause 9.4.1.)

Number of designated parking spaces (see Clause 9.4.1)	Number of designated accessible parking spaces (see Clause 9.4)	Number of designated limited mobility parking spaces (see Clause 9.5)
2–50	1–3	2–6
51–100	2–4	4–8
101–200	4–8	8–16
201–300	5–10	10–20
301–500	6–12	12–24
Over 500	6–12 plus 1–3 for every 100 spaces over 500	12–24 plus 2–6 for every 100 spaces over 500

9.4 PARKING (cont'd)

9.4.2 Height allowances

The clearance from the pavement to the underside of any ceiling structure or hanging object shall be at least 2750 mm

- a) along the vehicular route; and
- b) at the designated accessible parking space(s) (see Figure 69).

9.4.3 Surface

A designated parking space and its adjacent side aisle shall

- a) have a surface that is level, stable, firm, and slip-resistant;
- b) on the side access aisle, have diagonal markings that resist fading or removal; and
- c) where bollards or curbs separate the vehicular area from a pedestrian route, have them comply with Clause 8.3.9.

9.4 PARKING (cont'd)

9.4.4 Signage for designated accessible parking

9.4.4.1 Identification

A designated accessible parking space shall be identified by

- a) a vertically mounted sign; and
- b) the International Symbol of Access painted on the pavement (see Figure 12).

9.4.4.2 Vertical signs

A vertical sign shall

- a) be at least 300 mm wide × 450 mm high;
- b) have the centre of the sign between 1500 to 2000 mm from the ground;
- c) incorporate the International Symbol of Access (see Figure 12); and
- d) comply with Clause 4.4.

9.4.4.3 Pavement signs

A painted sign on the pavement shall

- a) be located in the centre of the parking space; and
- b) have the International Symbol of Access (see Figure 12)
 - i) at least 1000 mm long; and
 - ii) colour-contrasted with the background pavement.

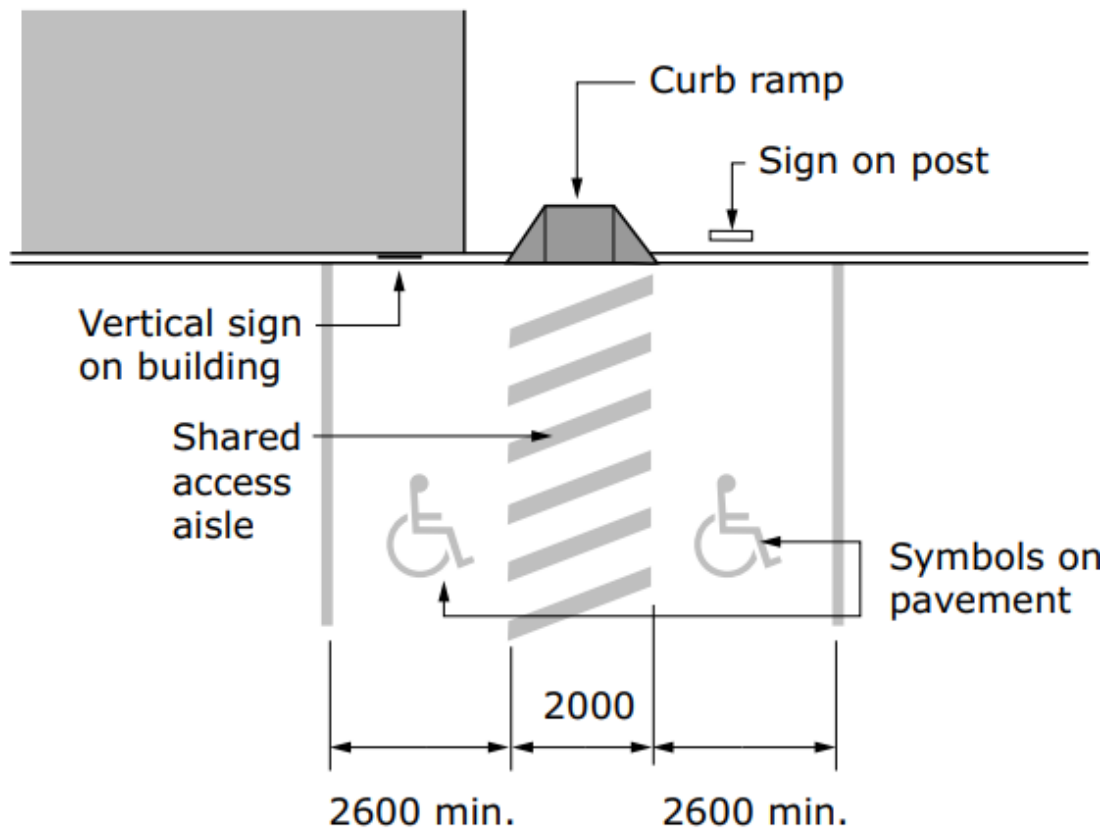
9.5 Designated accessible parking spaces for limited mobility users

Where provided as a courtesy, a designated accessible car space for users with limited mobility shall be

- a) at least 2400 mm wide; and
- b) identified by a sign for limited mobility access.

9.4 PARKING (cont'd)

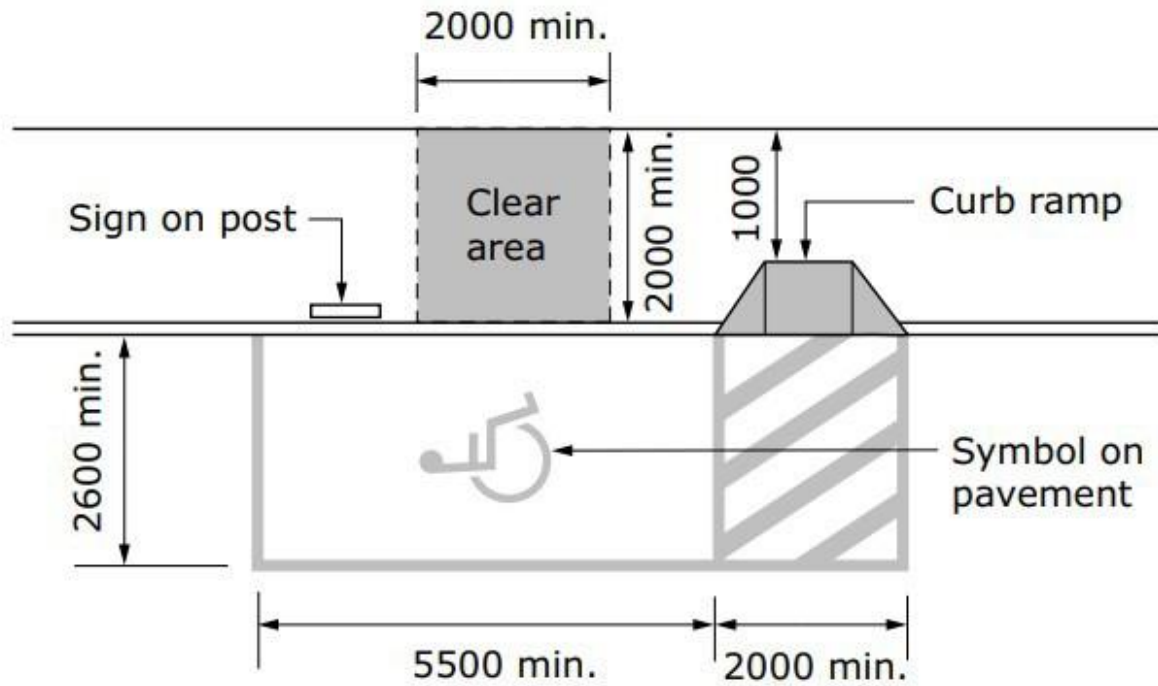
Figure 71
Perpendicular accessible parking space
(See Clause 9.4.1.)



Note: All dimensions are in mm.

9.4 PARKING (cont'd)

Figure 72
Parallel accessible parking space
(See Clause 9.4.1.)



Note: All dimensions are in mm.

9.5 RAMPS

As the Built Environment Standard for the Nova Scotia Accessibility Act (Bill 59) is still under development we recommended following the standard set out by the National Standard of Canada in B651-18, Accessible Design for the Built Environment. For all aspects of ramps, we recommend referring to section 5.5 of the National Standard for examples, some of which, we have included below.

5.5 Ramps

5.5.1 Running slope and length

A ramp shall have

- a) a running slope with the ratio between 1:12 (8.33%) and 1:20 (5%); and
- b) a horizontal distance between level landings not greater than 9000 mm.

5.5.2 Cross slope

The cross slope of the ramp surface shall not be steeper than the ratio of 1:50 (2%).

9.5 RAMPS (cont'd)

5.5.3 Width

The clear width on a ramp shall be at least 1000 mm.

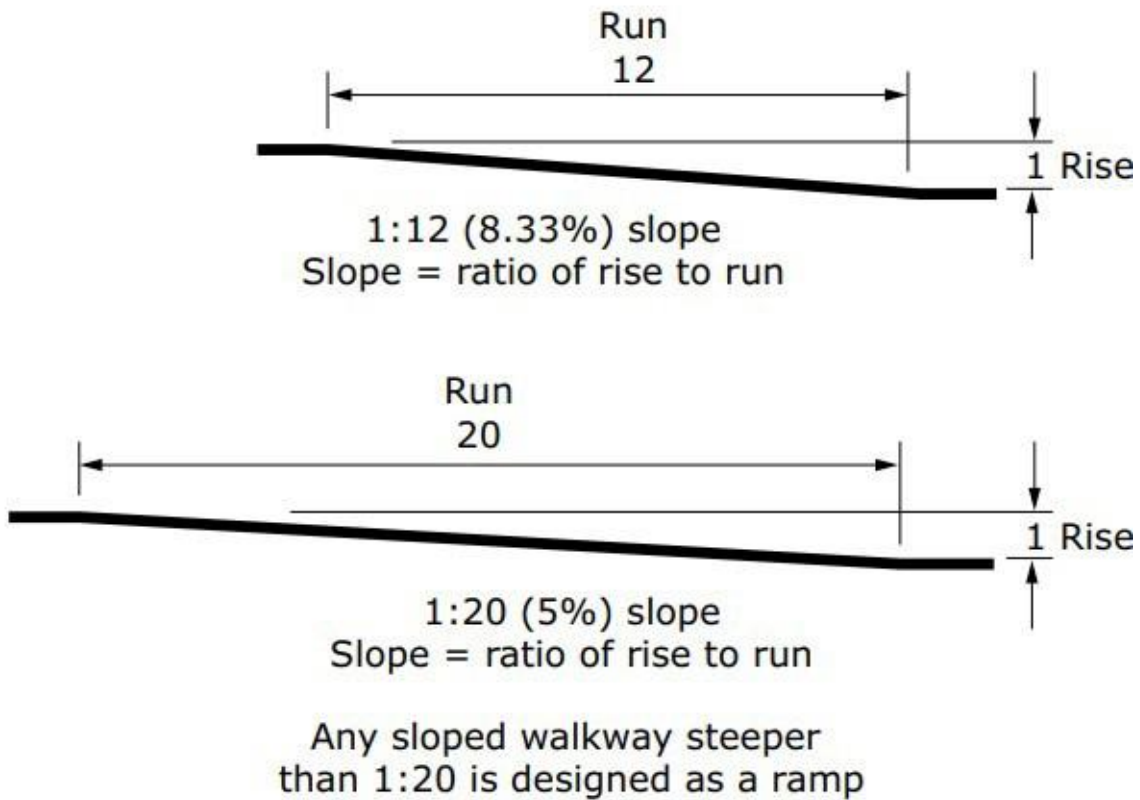
5.5.4 Landings

A level landing shall

- a) be provided at the top and bottom of each ramp;
- b) be provided at all changes of ramp direction;
- c) be at least as wide as the widest ramp leading to it;
- d) have a length not less than 1500 mm;
- e) at doorways serving an accessible route, have an area of at least 1700 × 1700 mm;
- f) include passing spaces with an area of at least 1700 x 1700 mm
 - i) at the connection points when more than two ramp segments are used to surmount a level change; and
 - ii) at the turning point when a turn separates two ramp segments; and
- g) where it meets a slope change, have a 50 ± 10 mm wide colour-contrasted and slip-resistant strip equal to the width of the ramp.

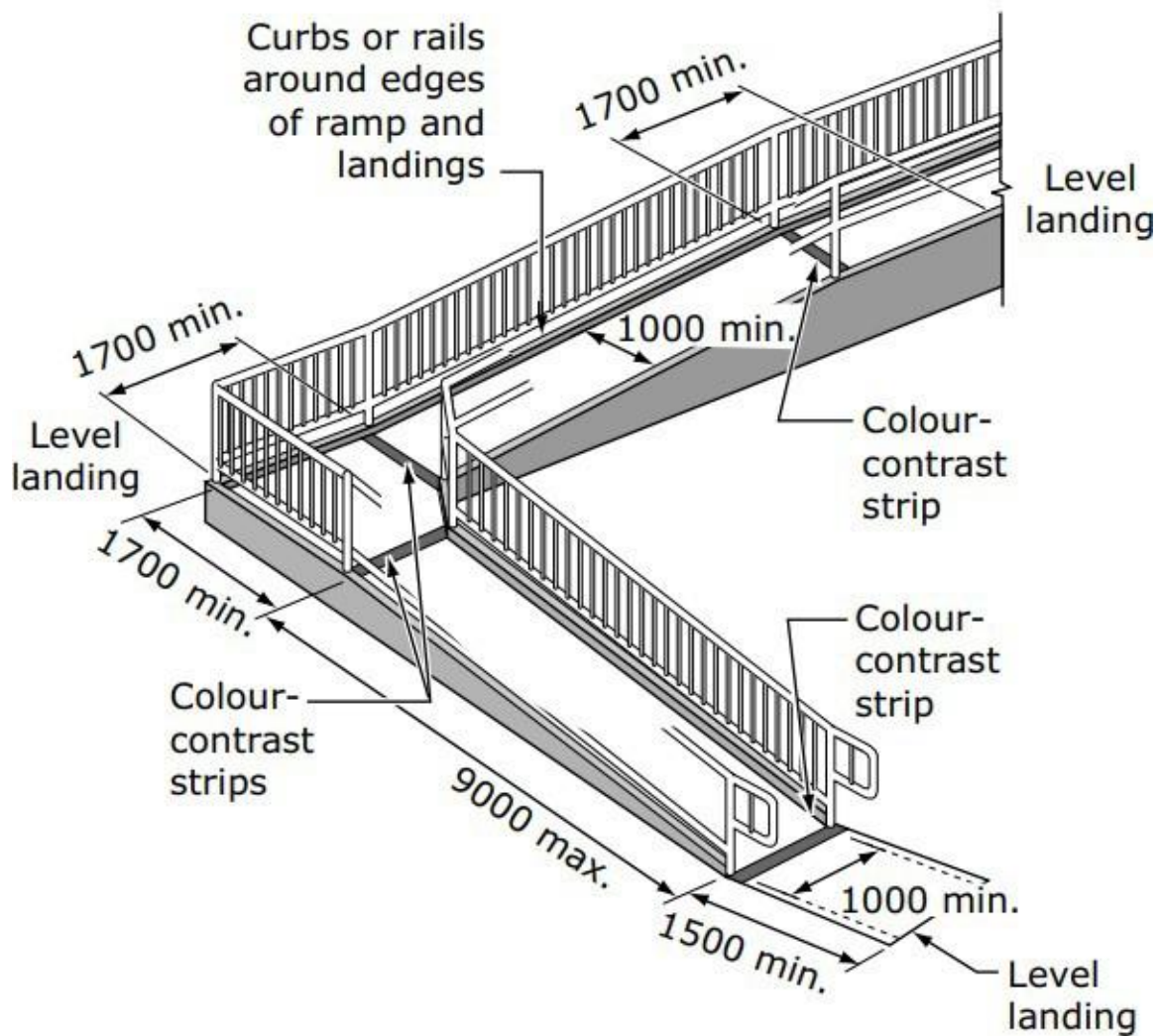
9.5 RAMPS (cont'd)

Figure 32
Ramp slope
(See Clauses 5.5.1 and 8.2.7.)



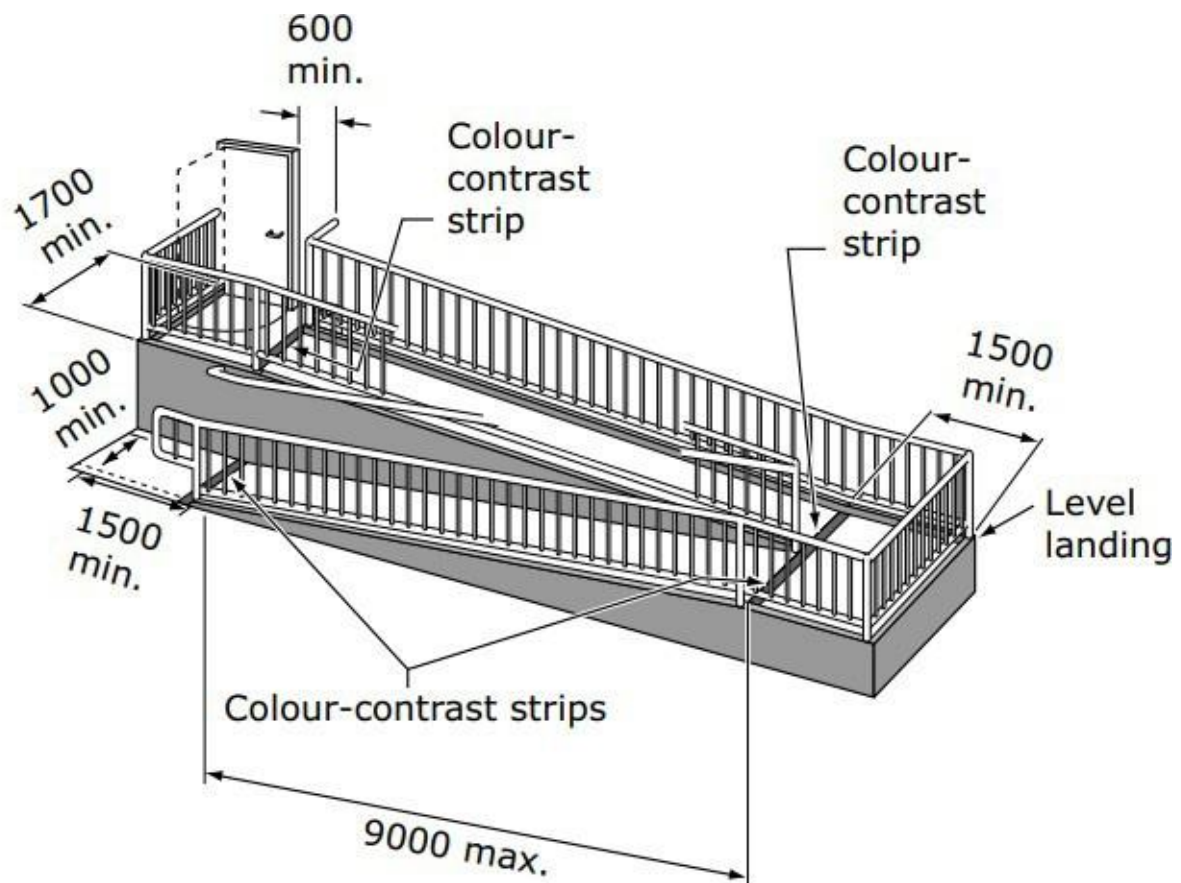
Note: All dimensions are in mm.

Figure 33
Ramps and landings
(See Clauses 5.5.4 and 8.2.7.)



a) Intermediate landings with a sharp turn

9.5 RAMPS (cont'd)



b) Doorways at landings

Notes:

- 1) Handrails have been partially omitted for clarity.
- 2) All dimensions are in mm.

9.5 RAMPS (cont'd)

5.5.5 Surfaces

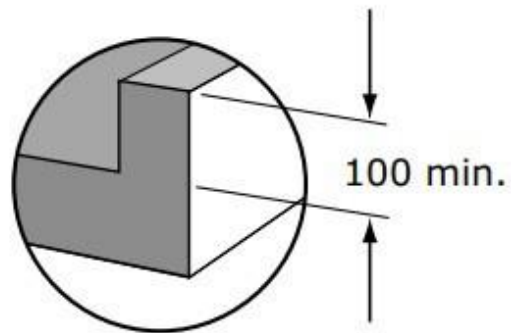
A ramp and landing surface shall comply with Clause 4.3.1.

5.5.6 Edge protection

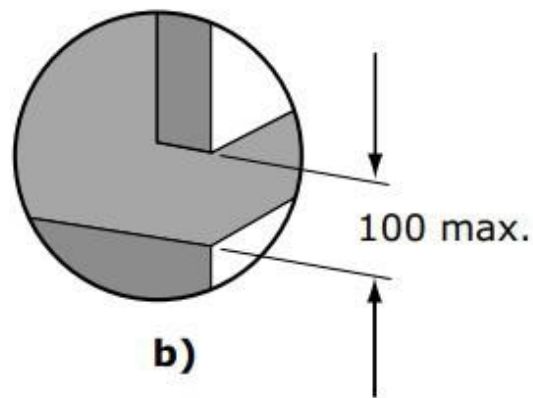
On ramps and landings that are not at grade or adjacent to a wall, protection shall be provided on all edges in the form of either

- a) a curb with a minimum height of 100 mm [see Figure 34 a)];
or
- b) a raised barrier or rail with its lower edge not more than 100 mm from the ramp or landing surface [see Figure 34 b) and c)].

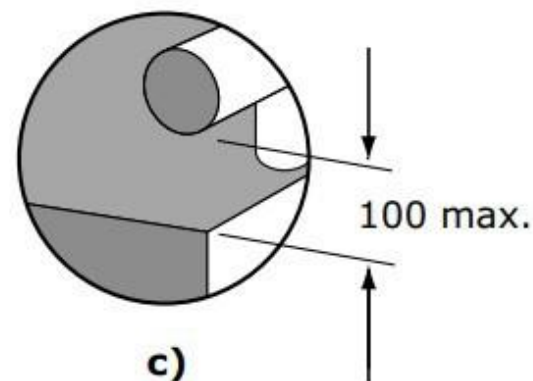
Figure 34
Ramp edge protection
(See Clauses 5.5.6 and 8.2.7.)



a)



b)



c)

Note: All dimensions are in mm.

9.5 RAMPS (cont'd)

5.5.7 Illumination

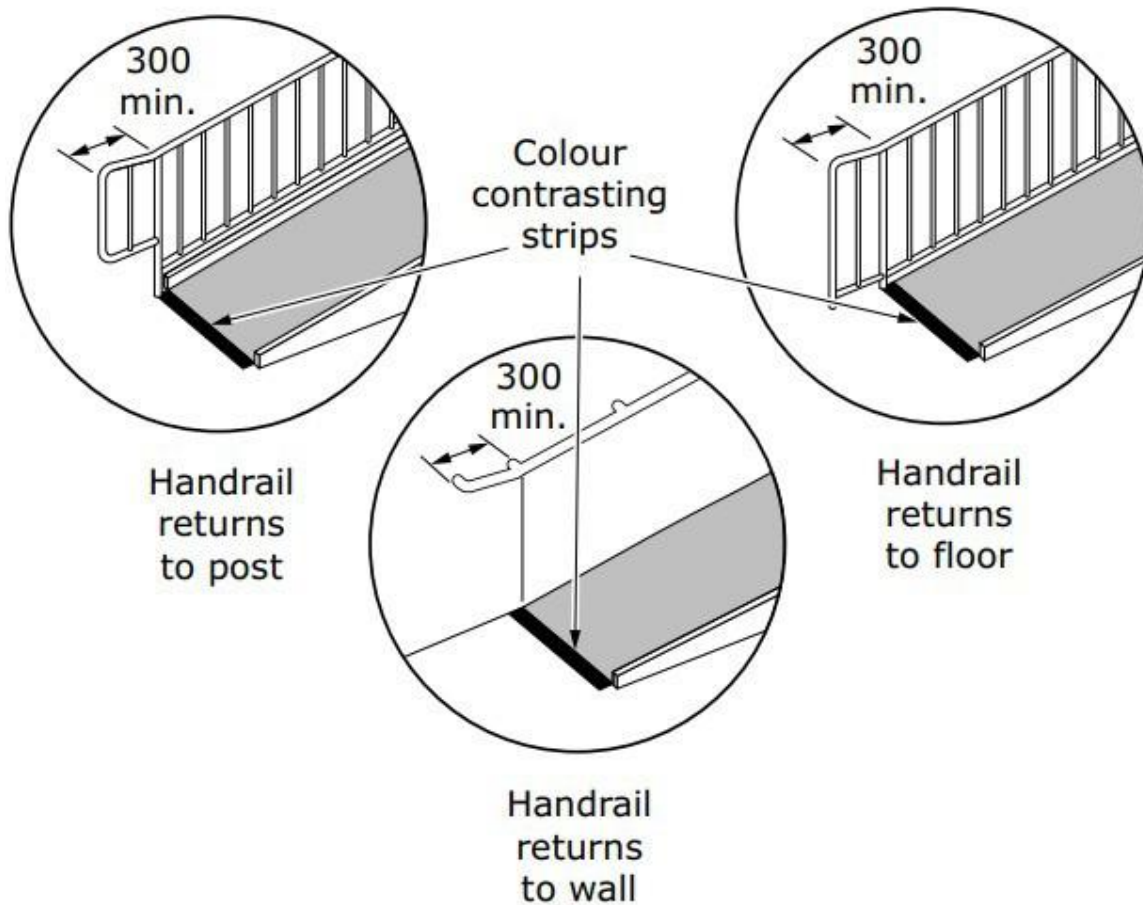
Illumination at the surface level of a ramp and its landings shall be at least 50 lx.

5.5.8 Ramp handrails

Ramps shall have handrails on both sides that

- a) comply with Clause 5.3;
- b) are continuous on the ramp and around landings;
- c) are colour-contrasted with their surroundings;
- d) have at least one set of handrails with a clear width between 920 and 1000 mm between the rails;
- e) have a height between 860 and 920 mm, measured from the ramp surface to the top of the rail; and
- f) have horizontal extensions beyond the top and bottom of the ramp
 - i) at least 300 mm long; and
 - ii) that are returned to the post, floor, or wall (see Figure 35).

Figure 35
Ramp handrail extensions
(See Clause 5.5.8.)



Note: Near handrail omitted for clarity.

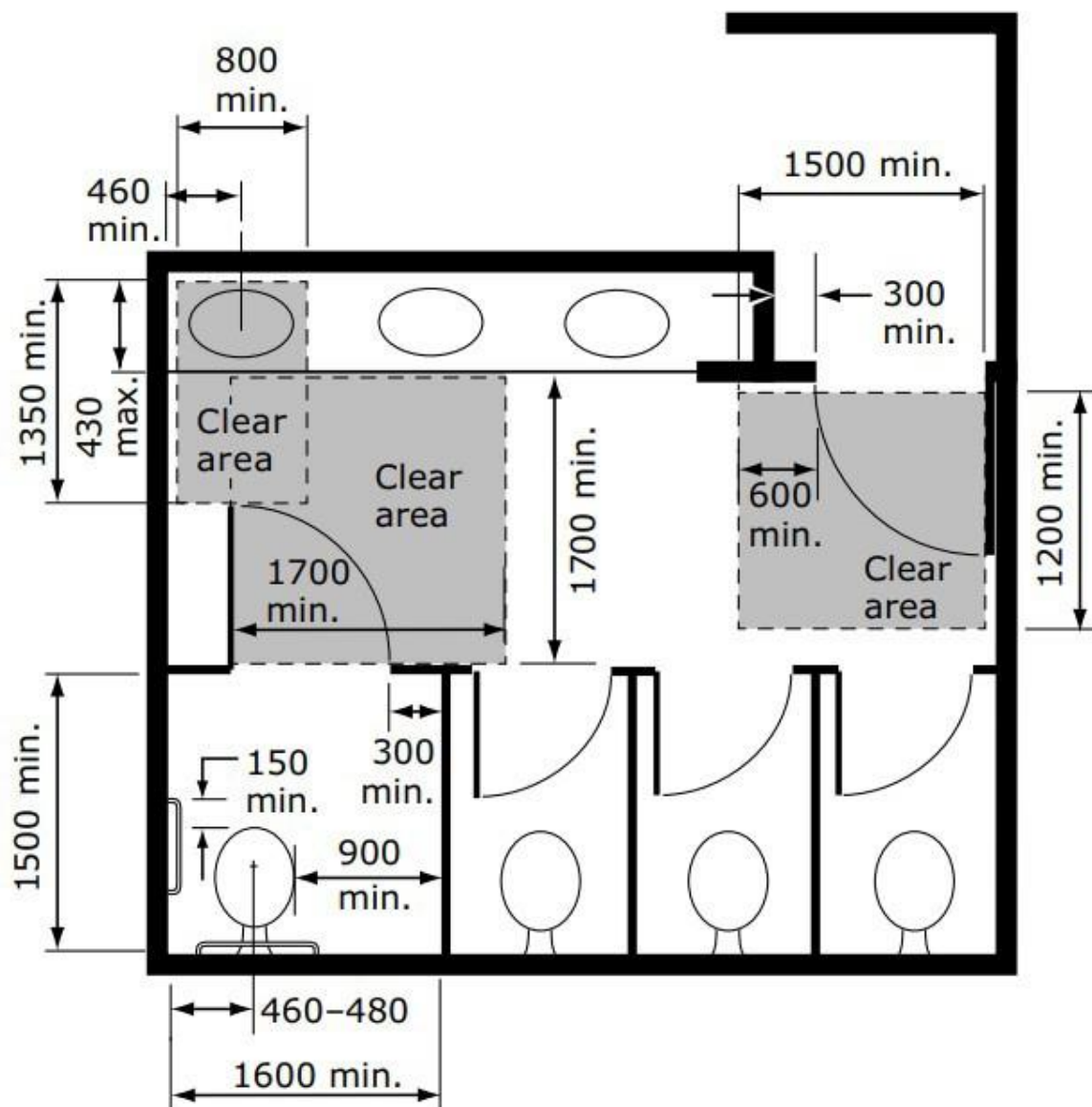
Notes:

- 1) Near handrail omitted for clarity.
- 2) All dimensions are in mm.

9.6 WASHROOMS

As the Built Environment Standard for the Nova Scotia Accessibility Act (Bill 59) is still under development we recommended following the standard set out by the National Standard of Canada in B651-18, Accessible Design for the Built Environment. For all aspects of washrooms, we recommend referring to section 6.2 of the National Standard for examples, some of which, we have included below.

Figure 40
Example of a washroom layout
(See Clauses 6.2.2 and 6.2.7.2.)



Note: All dimensions are in mm.

9.6 WASHROOMS (cont'd)

6.2 Washroom facilities

6.2.1 Identification

Signs at washroom entrances shall

- a) comply with Clause 4.5;
- b) not be mounted on a door;
- c) if there is no door, be mounted on the outside walls, on both sides of the entrance opening; and
- d) if the washroom is not accessible, indicate the location of the nearest accessible washroom.

6.2.2 Floor area

A clear floor area for maneuvering shall be provided

- a) at the door, if there is one, that complies with Clause 5.2.2; and
- b) in the interior, at least 1700 × 1700 mm in front of the accessible stall (see Figure 40).

9.6 WASHROOMS (cont'd)

6.2.3.2 Lavatory counters

A lavatory counter with a front apron shall have a knee clearance centred on the lavatory at least 800 mm wide × 685 mm high [see Figure 41 a) and b)].

6.2.3.3 Faucets

Faucets and other controls shall

- a) comply with Clause 4.2;
- b) not require the application of continuous force to maintain water flow; and
- c) where metered, provide at least 10 s of flow.

6.2.3.4 Water temperature

The temperature of the water supplied to the lavatory shall not exceed 49 °C.

6.2.4 Washroom accessories

6.2.4.1 Operation

The operable parts and controls of at least one of each type of washroom accessory shall comply with Clause 4.2.

6.2.4.2 Mirrors

A mirror shall be mounted with its bottom edge not more than 1000 mm from the floor (see Figure 42).

6.2.4.3 Soap dispensers

Where a soap dispenser is provided at the accessible lavatory, it shall be

- a) located within a 500 mm reach of a person seated at the lavatory;
- b) located with the dispensing point no higher than 1100 mm; and
- c) operable with one hand to dispense soap on the palm of that hand (see Figure 42).

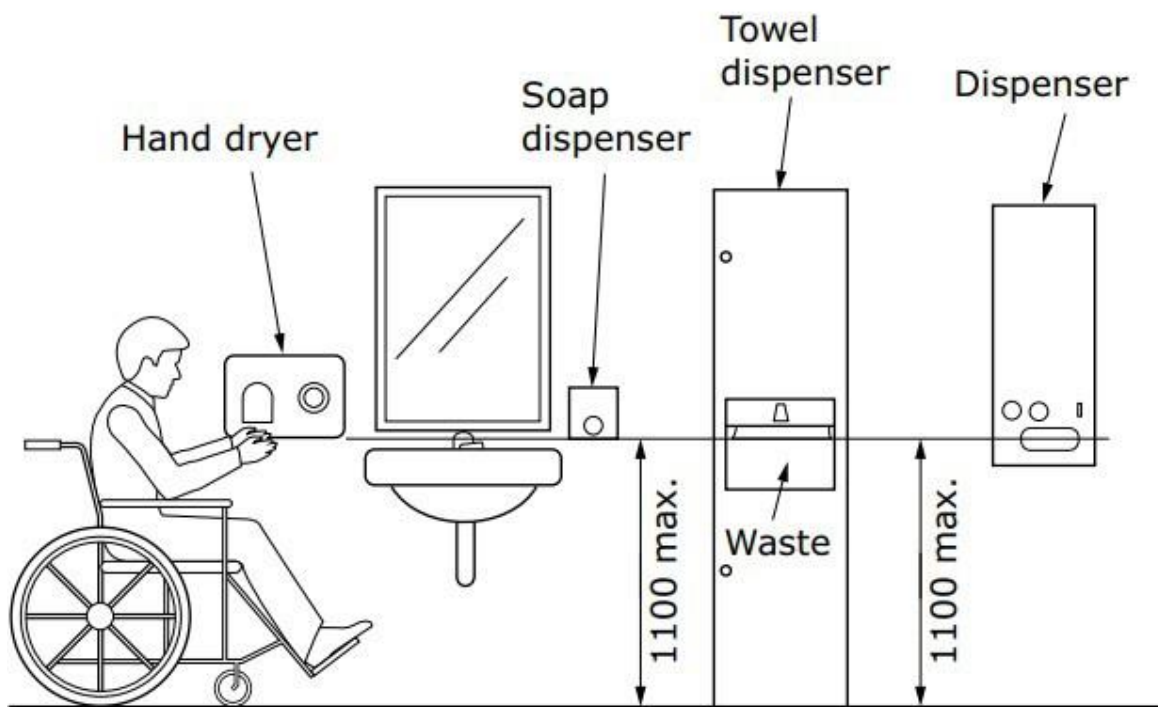
9.6 WASHROOMS (cont'd)

6.2.4.4 Towel dispensers/hand dryers

A towel dispenser and/or hand dryer adjacent to the accessible lavatory shall be

- a) located within a 500 mm reach of a person seated at the lavatory;
- b) no higher than 1100 mm; and
- c) operable with one hand to dispense towels or activate hand dryer (see Figure 42).

Figure 42
Washroom accessory heights
(See Clauses 6.2.4.2 – 6.2.4.4.)



9.6 WASHROOMS (cont'd)

6.2.5 Grab bars

6.2.5.1 Size and spacing

A grab bar shall

- a) be slip-resistant;
- b) have a diameter between 30 and 40 mm;
- c) where mounted adjacent to a wall, have a space between 35 and 45 mm between the wall and the grab bar; and
- d) not rotate within its fittings.

6.2.5.2 Structural strength

A grab bar shall be installed to resist a force of at least 1.3 kN applied in any direction.

6.2.5.3 Surfaces

A grab bar and adjacent surfaces shall be free of any sharp or abrasive elements.

6.2.6 Toilets

6.2.6.1 Toilet fixtures

A toilet fixture shall have

- a) the top of the seat between 430 and 485 mm from the floor (see Figure 43);
- b) no spring-activated seat;
- c) a back support where there is no seat lid or tank; and
- d) where there is a tank, a tank lid that is securely attached.

6.2.6.2 Location

A toilet shall

- a) be located with its centreline between 460 and 480 mm from an adjacent wall (see Figure 43); and
- b) have a clear transfer space at least 900 mm wide × 1500 mm long on its open side, the width measured from the edge of the toilet bowl (see Figure 44).

6.2.6.3 Controls

Flush controls shall

- a) be automatically activated; or
- b) be hand-operated by a device that
 - i) complies with Clauses 4.2.1, 4.2.3, 4.2.4, 4.2.5, and 4.2.8; and
 - ii) is not more than 350 mm from the transfer space side of the toilet.

9.6 WASHROOMS (cont'd)

6.2.6.4 Grab bars

Grab bars that comply with Clause 6.2.5 shall be provided as follows:

- a) There shall be one L-shaped grab bar that is
 - i) mounted on the side wall closest to the toilet; and
 - ii) has horizontal and vertical components that are at least 760 mm long, such that
 - 1) the horizontal component is 760 to 850 mm above the floor; and
 - 2) the vertical component is 150 mm in front of the toilet.
- b) There shall be a horizontal grab bar that is
 - i) mounted on the rear wall (see Figure 43);
 - ii) centred over the toilet (see Figure 43);
 - iii) not less than 600 mm long (see Figure 43); and
 - iv) mounted at the same height as the grab bar on the side wall, except where the toilet has an attached water tank, in which case the grab bar shall be mounted 100 mm above the top of the tank.

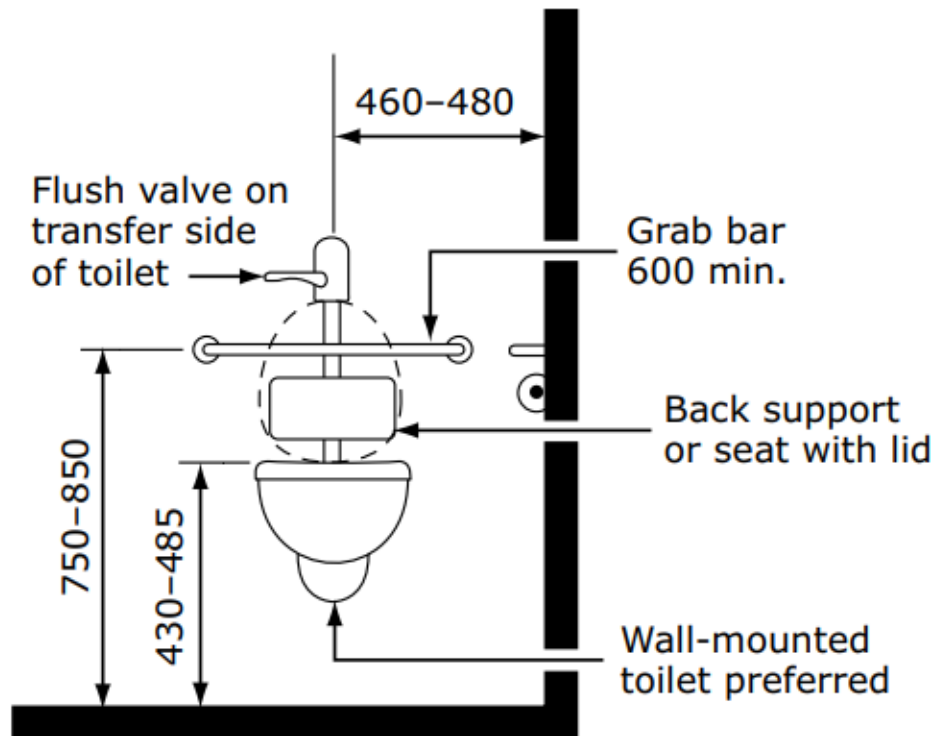
6.2.6.5 Toilet paper dispensers

A toilet paper dispenser shall be located

- a) such that the closest edge of the dispenser is 300 mm from the front of the toilet; and
- b) at a height between 600 and 800 mm from the floor.

Figure 43
Toilet

(See Clauses 6.2.6.1, 6.2.6.2, and 6.2.6.4.)



Note: All dimensions are in mm.

6.2.7 Toilet stalls

6.2.7.1 Accessible toilet stalls

An accessible toilet stall shall have

- internal dimensions at least 1600 mm wide × 1500 mm deep (see Figure 44);
- a toilet complying with Clause 6.2.6;
- a hook on a side wall
 - mounted not more than 1200 mm from the floor; and
 - projecting not more than 40 mm from the wall.

9.6 WASHROOMS (cont'd)

6.2.7.2 Toilet stall doors

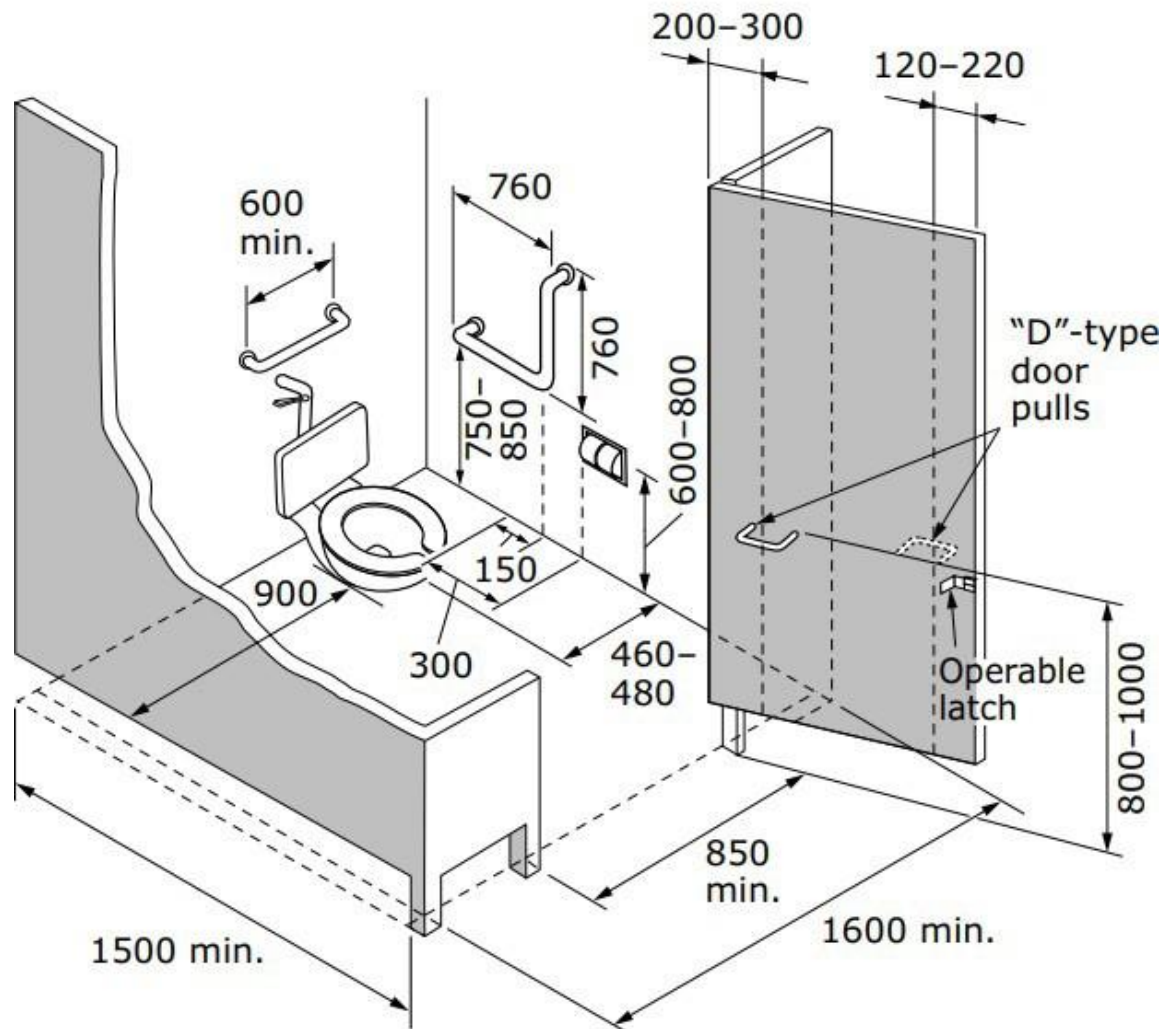
Toilet stall doors shall

- a) provide a clear opening of at least 850 mm with the door in the open position;
- b) be aligned with the transfer space adjacent to the toilet, unless the internal dimensions of the toilet stall exceed the minimum values specified in Clause 6.2.7.1 a), such that there is additional manoeuvring area between the door and the transfer space (see Figures 40 and 44);
- c) have a "D"-type door pull at least 140 mm long, mounted horizontally on the inside of an outswinging door
 - i) with its centreline located between 200 and 300 mm from the hinge edge; and
 - ii) at a height between 800 and 1000 mm from the floor (see Figure 44);
- d) have a "D"-type door pull at least 140 mm long, mounted horizontally on the outside
 - i) with its centreline located between 120 and 220 mm from the latch edge of the door; and
 - ii) at a height between 800 and 1000 mm from the floor;
- e) be self-closing so that when at rest, the door will be ajar not more than 50 mm beyond the jamb;
- f) be latched from the inside by a device that complies with Clause 4.2.4; and
- g) have a clear area at least 1700 × 1700 mm in front of the stall that complies with Clause 5.2.2 (see Figure 40).

9.6 WASHROOMS (cont'd)

Figure 44
Toilet stall

(See Clauses 6.2.6.2, 6.2.6.4, 6.2.7.1, 6.2.7.2, and 6.3.2.)



Note: All dimensions are in mm.

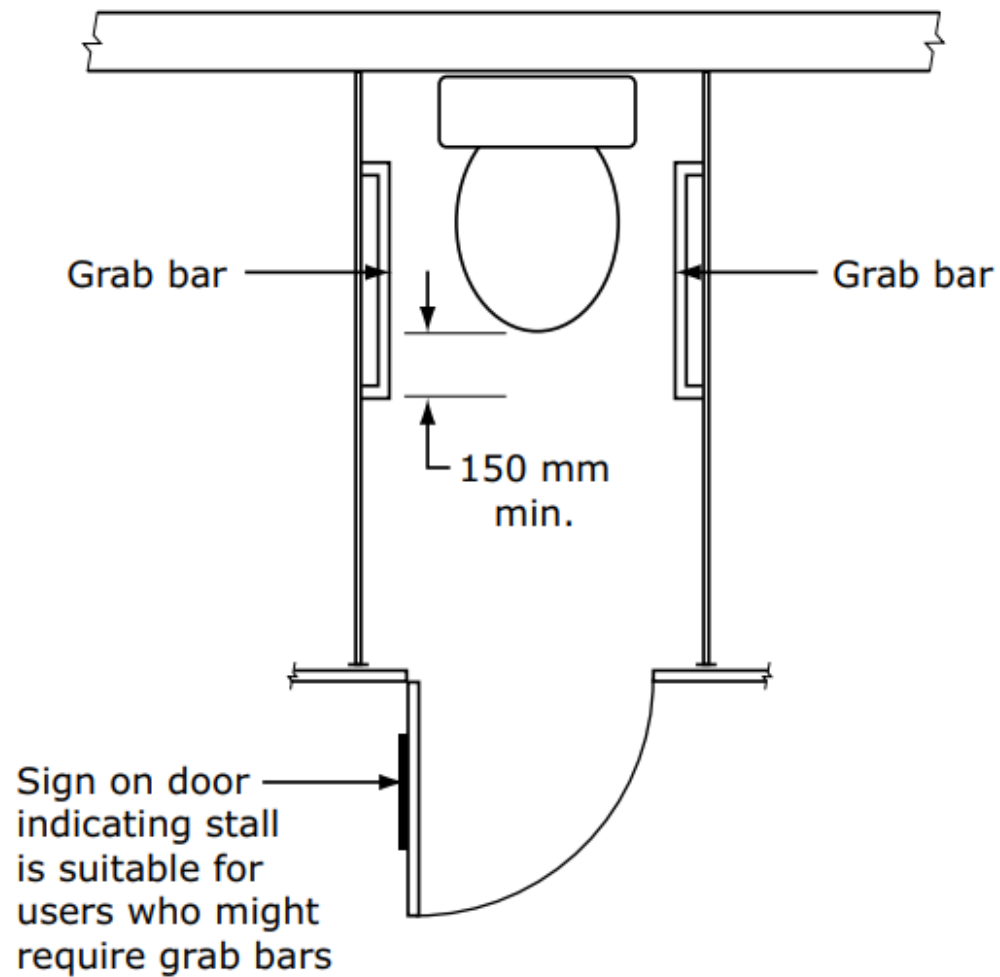
9.6 WASHROOMS (cont'd)

6.2.7.3 Toilet stalls for users with limited mobility

A toilet stall for users with limited mobility (see Figure 45) shall be a standard-sized stall equipped with

- a) horizontal grab bars, one on each side of the fixture, that
 - i) comply with Clause 6.2.5;
 - ii) are at a height between 750 and 850 mm from the floor;
 - iii) begin not more than 300 mm from the rear wall; and
 - iv) extend at least 450 mm in front of the toilet seat;
- b) a toilet fixture that complies with Clause 6.2.6.1;
- c) a door that
 - i) opens outward;
 - ii) is self-closing so that when at rest, the door will be ajar not more than 50 mm beyond the jamb; and
 - iii) is latched from the inside by a device that complies with Clause 4.2.4; and
- d) a sign on the door that
 - i) complies with Clause 4.5; and
 - ii) indicates that the stall is suitable for users who may require grab bar assistance.

Figure 45
Toilet stall for users with limited mobility
(See Clause 6.2.7.3.)



Note: All dimensions are in mm.

6.3 Universal washrooms

6.3.1 General

6.3.1.1

Where a universal washroom containing a single toilet and lavatory is provided, it shall

- a) provide a clear area of at least 1700 × 1700 mm;
- b) have a lavatory that complies with Clause 6.2.3;
- c) have a toilet that complies with Clause 6.2.6; and
- d) be identified by a sign that
 - i) complies with Clause 4.5.6; and
 - ii) shows a male and female pictogram or gender-neutral pictogram and the International Symbol of Access (see Figures 12 and 13).

6.3.1.2

A universal washroom shall be equipped with an emergency call system that can be actuated by a control located inside the washroom, which will activate audible and visual signal devices inside and outside of the washroom. A sign having lettering at least 25 mm and posted above the emergency button shall indicate that signal devices will activate when the button is pushed.

There shall be signage posted outside the washroom with instructions to passersby on how to retrieve the washroom key, open the door, and render assistance in the event of an emergency.

If the door has an electric strike, it shall be automatically released when the alarm button is pressed so that assistance can be provided.

9.6 WASHROOMS (cont'd)

6.3.2 Washroom door

A door to a universal washroom shall

- a) comply with Clause 5.2;
- b) have a locking mechanism on the inside that complies with Clause 4.2.4;
- c) have a power-assisted door opener; and
- d) be capable of being unlocked from the outside in an emergency situation.

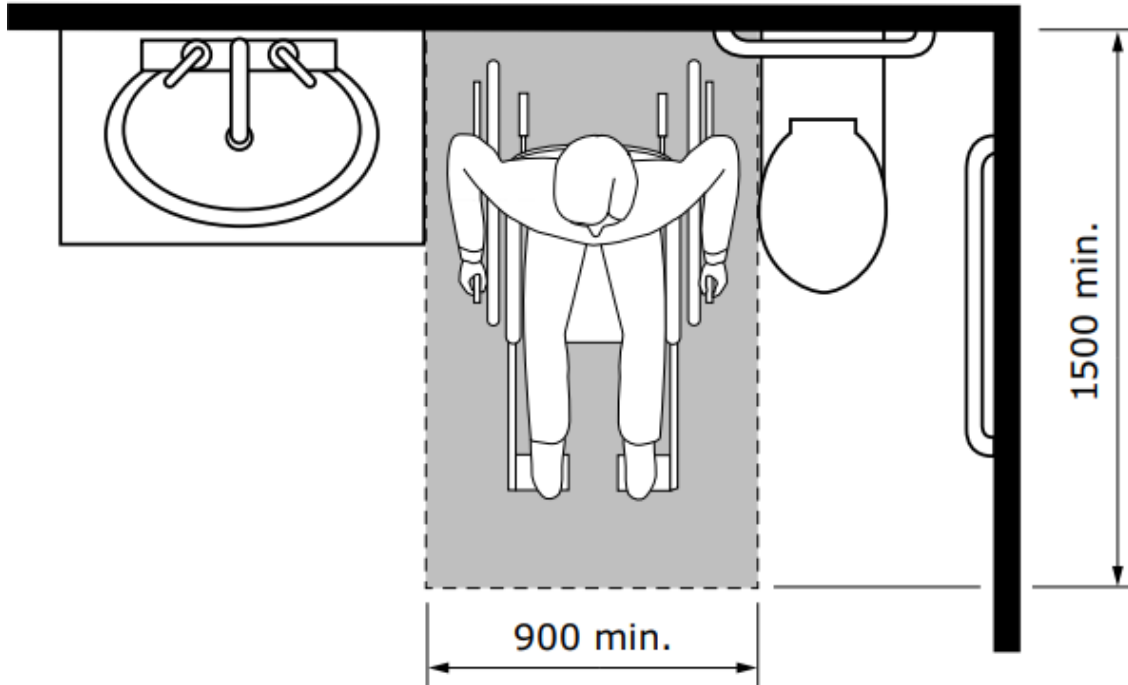
6.3.3 Washroom accessories

Accessories in a universal washroom shall

- a) comply with Clause 6.2.4;
- b) include a shelf or counter at least 200 × 400 mm; and
- c) include a coat hook mounted on a side wall
 - i) at a height not more than 1200 mm from the floor; and
 - ii) protruding not more than 40 mm from the wall.

9.6 WASHROOMS (cont'd)

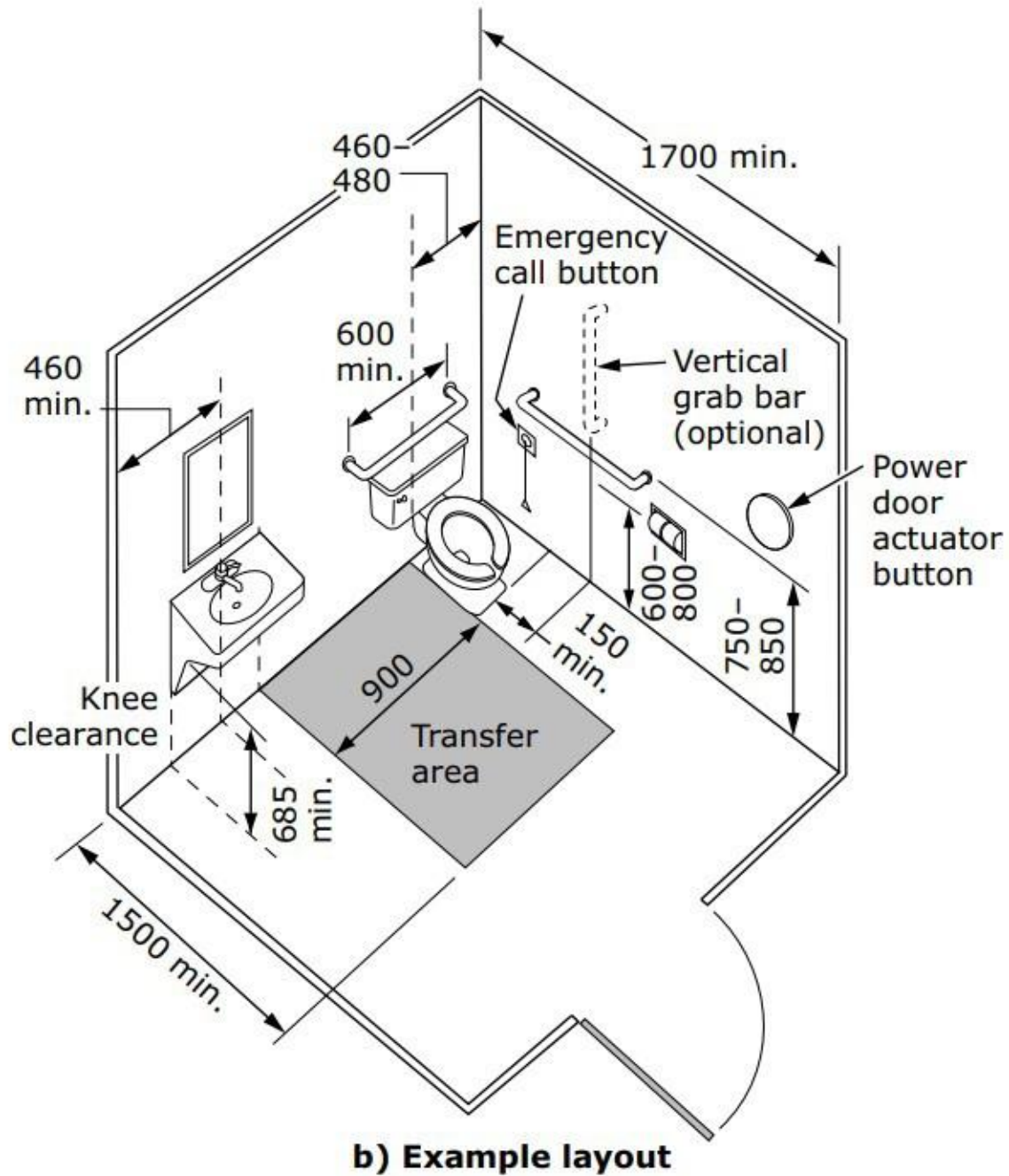
Figure 47
Universal washroom
(See Clause 6.3.1.1.)



a) Clear transfer space beside toilet

9.6 WASHROOMS (cont'd)

Figure 47 (Concluded)



Note: All dimensions are in mm.

9.7 SEATING

As the Built Environment Standard for the Nova Scotia Accessibility Act (Bill 59) is still under development we recommended following the standard set out by the National Standard of Canada in B651-18, Accessible Design for the Built Environment. For all aspects of seating, we recommend referring to section 6.7 of the National Standard for examples, some of which, we have included below.

6.7 Seating

6.7.1 Spaces at tables and counters

6.7.1.1 Floor area

A seating space for persons using a wheeled mobility device, such as that provided at counters, tables, or work surfaces, shall have

- a) a clear floor area not less than 800 × 1350 mm [see Figure 54 a) and b)]; and
- b) adequate manoeuvring space to approach it.

6.7.1.2 Height

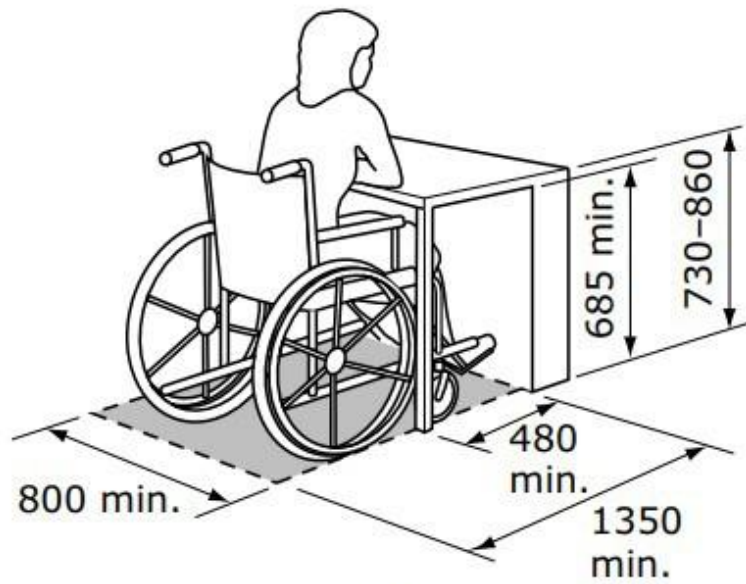
A table or counter surface shall be at a height between 730 and 860 mm from the floor.

6.7.1.3 Knee clearance

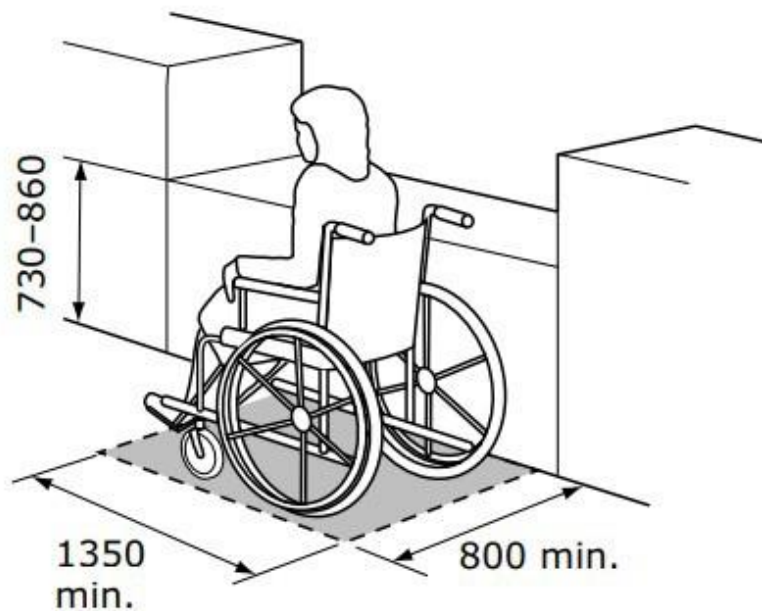
Where a forward approach is used, the knee clearance shall be at least 800 mm wide × 480 mm deep × 685 mm high, which may overlap the clear floor area by not more than 480 mm [see Figure 54 a)]. ■

9.7 SEATING (cont'd)

Figure 54
Seating at tables and counters
(See Clauses 6.7.1.1 and 6.7.1.3.)



a)



b)

Note: All dimensions are in mm.

9.8 ELEVATORS

As the Built Environment Standard for the Nova Scotia Accessibility Act (Bill 59) is still under development we recommended following the standard set out by the National Standard of Canada in B651-18, Accessible Design for the Built Environment. However, the National Standard of Canada does not provide information around elevators. For all aspects of elevators, we recommend referring to the bi-national standard ASME A171.1-2016/CSA B44-16, set out as a joint effort between the American Society of Mechanical Engineers and the Canadian Standards Association. This standard is for all jurisdictions enforcing the National Building Code of Canada. We have included the document below for reference.

NONMANDATORY APPENDIX E

ELEVATOR REQUIREMENTS FOR PERSONS WITH PHYSICAL DISABILITIES IN JURISDICTIONS ENFORCING THE NBCC

INTRODUCTION

This Appendix was developed and approved by the CSA B44 Technical Committee. The ASME A17 Standards Committee, in the spirit of harmonization, authorized the publication of this Appendix.

This Appendix is not a mandatory part of this Code; however, it is provided for reference in order to comply with the requirements of the NBCC.

E-1 SCOPE

This Appendix contains requirements intended to make passenger elevators usable by persons with physical disabilities in jurisdictions enforcing the NBCC. These requirements are in addition to, or modifications of, certain requirements specified elsewhere in this Code. Elevators shall be passenger elevators as classified by ASME A17.1/CSA B44. Elevator operation shall be automatic.

E-2 DEFINITIONS

destination-oriented elevator system: an elevator system that provides lobby controls for the selection of destination floors, lobby indicators designating which elevator to board, and a car indicator designating the floors at which the car will stop.

elevator car call sequential step scanning: a technology used to enter a car call by means of an up or down floor selection button.

physical disability: a disability resulting in a mobility or sensory impairment.

variable message signs (VMS): electronic signs that have a message with the capacity to change by means of scrolling, streaming, or paging across a background.

variable message sign (VMS) characters: characters of an electronic sign composed of pixels in an array.

E-3 LEVELING

Each car shall automatically stop and maintain position at floor landings within a tolerance of 13 mm ($\frac{1}{2}$ in.) under rated loading to zero loading conditions.

E-4 DOOR OPERATION

Power-operated horizontally sliding car and landing doors opened and closed by automatic means shall be provided.

E-5 DOOR SIZE

The clear width of elevator doors shall comply with Table E-5-1.

E-6 DOOR PROTECTIVE AND REOPENING DEVICE

E-6.1 Doors shall be provided with a door reopening device that automatically stops and reopens the car door and landing door if the door becomes obstructed by an object or person. This reopening device shall also be capable of sensing an object or person in the path of a closing door at 125 mm $\pm$ 25 mm (5 in. $\pm$ 1 in.) and 735 mm $\pm$ 25 mm (29 in. $\pm$ 1 in.) above the floor without requiring contact for activation, although contact may occur before the door reverses.

E-6.2 Door reopening devices shall remain effective for a period of not less than 20 s.

E-7 DOOR TIMING FOR HALL AND CAR CALLS

E-7.1 The minimum acceptable time from notification that a car is answering a call until the doors of that car start to close shall be calculated from the following equation, but shall not be less than 5 s:

$$T = D / (455 \text{ mm/s})$$

or

$$T = D / (1.5 \text{ ft/s})$$

where T equals the total time in seconds and D equals the distance (in millimeters or feet) from the point in the lobby or corridor 1525 mm (60 in.) directly in front of the farthest call button controlling that car to the centerline of its hoistway door.

E-7.2 For cars with in-car lanterns, T shall begin when the signal is visible from the point 1525 mm (60 in.) directly in front of the farthest hall call button and the audible signal is sounded.

9.8 ELEVATORS (cont'd)

Table E-5-1 Minimum Dimensions of Elevator Cars

Door Location	Door Clear Width, mm	Inside Car, Side to Side, mm	Inside Car, Back Wall to Front Return, mm	Inside Car, Wall to Inside Face of Door, mm
Centered	1065	2030	1295	1370
Side (off-center)	915 ²	1725	1295	1370
Any	915 ²	1370	2030	2030
Any	915 ²	1525	1525	1525

GENERAL NOTES:

(a) This Table is based on Tables 407.2.8 and 407.4.1 in ANSI/ICC A117.1, metric values only.

(b) A tolerance of -16 mm shall be permitted.

E-7.3 Elevator doors shall remain fully open in response to a car call for 3 s minimum.

E-8 INSIDE DIMENSIONS OF ELEVATOR CARS

E-8.1 The inside dimensions of elevator cars shall comply with Table E-5-1.

E-8.2 Other car configurations that provide a 915 mm (36 in.) minimum clear door width and a circular space with a minimum diameter of 1525 mm (60 in.) with the door closed are permitted.

E-9 CAR CONTROLS

E-9.1 Features. Car controls shall have the features as specified in Clauses E-9.2 through E-9.4.

E-9.2 Height. Buttons with floor designations shall be located a maximum of 1 220 mm (48 in.) above the floor or ground measured to the centerline of the buttons. Emergency control buttons, including emergency alarms where provided, shall be grouped at the bottom of the panel. Emergency control buttons shall have their centerlines 890 mm (35 in.) minimum above the floor or ground.

E-9.3 Buttons

E-9.3.1 Button Dimensions. Buttons shall be 19 mm (0.75 in.) minimum in their smallest dimension. Buttons or surrounding button collars shall be raised a minimum of 1.5 mm (0.06 in.).

E-9.3.2 Button Arrangement. Buttons shall be arranged with numbers in ascending order. Floors shall be designated ... -4, -3, -2, -1, 0, 1, 2, 3, 4, etc., with floors below the main entry floor designated with negative numbers. Numbers shall be permitted to be omitted, provided the remaining numbers are in sequence. Where a telephone keypad arrangement is used, the number key (#) shall be used to enter the minus symbol ("-"). When two or more columns of buttons are provided, they shall read from left to right.

E-9.3.2.1 Where existing building floor designations differ from the arrangement required by Clause E-9.3.2 or are alphanumeric, a new operating panel shall be permitted to use such existing building floor designations.

E-9.3.3 Button Characteristics

E-9.3.3.1 Control buttons shall be identified by raised characters and Braille complying with Clause E-20.

E-9.3.3.2 Raised character and Braille designations shall be placed immediately to the left of the button to which the designations apply. When a negative number is used to indicate a negative floor, the Braille designation shall be a cell with the dots 3 and 6 followed by the ordinal number.

E-9.3.4 Control Button. The control button for the main entry floor, and control buttons other than remaining buttons with floor designations, shall be identified with raised symbols and Braille as shown in Table 2.26.12.1.

The location and size of Braille, where required, shall comply with Table 2.26.12.1.

E-9.3.5 Visible Indicators. Buttons with floor designations shall be provided with visible indicators to show that a call has been registered. The visible indication shall extinguish when the car arrives at the designated floor.

E-9.3.6 Elevator Car Call Sequential Step Scanning. Elevator car call sequential step scanning shall be provided where car control buttons are provided more than 1 220 mm (48 in.) above the floor. Floor selection shall be accomplished by applying momentary or constant pressure to the up or down scan button. The up scan button shall sequentially select floors above the current floor. The down scan button shall sequentially select floors below the current floor. When pressure is removed from the up or down scan button for more than 2 s, the last floor selected shall be registered as a car call. The up and down scan buttons shall be located adjacent to or immediately above the emergency control buttons.

9.8 ELEVATORS (cont'd)

E-9.4 Telephone-Style Keypads. Telephone-style keypads shall be in a standard telephone keypad arrangement. Call buttons shall be 19 mm (0.75 in.) minimum in their smallest dimension. Buttons shall be raised a minimum of 1.5 mm (0.06 in.). Braille shall not be required. Characters shall be 13 mm (0.5 in.) minimum in height and otherwise conform to [Clause E-20.4](#). The number five key shall have a single raised dot. The dot shall be 3.00 mm to 3.05 mm (0.118 in. to 0.12 in.) base diameter and in other aspects conform to [Table E-20.4.3-1](#). Characters shall be centered on the corresponding keypad button. A display shall be provided in the car with visible indicators to show registered car destinations. The visible indication shall extinguish when the call has been answered. A standard five-pointed star shall be used to indicate the main entry floor.

E-10 CAR POSITION INDICATORS

E-10.1 General. In elevator cars, both audible and visible car floor location indicators shall be provided to identify the floor location of the car.

E-10.2 Visible Indicators. Indicators shall be located above the car control panel or above the door. Numerals shall be 16 mm (0.63 in.) minimum in height.

E-10.2.1 Floor Arrival. To indicate a car passing a floor and when a car stops at a floor served by the elevator, the corresponding character shall illuminate.

E-10.3 Audible Indicators

E-10.3.1 The audible signal shall be 10 dBA minimum above ambient, but shall not exceed 80 dBA maximum, measured at the annunciator. The signal shall be an automatic verbal announcement that announces the floor at which the car is about to stop. The verbal announcement indicating the floor shall be completed prior to the initiation of the door opening. The verbal annunciator shall have a frequency of 300 Hz minimum and 3000 Hz maximum.

E-10.3.2 For elevators, other than destination-oriented elevators, that have a rated speed of 1 m/s (200 ft/min) or less, where the verbal annunciator is not provided, an audible signal with a frequency of 1500 Hz maximum that sounds as the car passes or stops at a floor served by the elevator shall be permitted.

E-11 EMERGENCY COMMUNICATIONS

E-11.1 General. Emergency two-way communication systems between the elevator car and a point outside the hoistway shall comply with [2.27.1](#). The operable parts of a two-way communication system shall be located between 380 mm (15 in.) and 1220 mm (48 in.) from the floor.

E-11.2 Instructions. Operating instructions required by [2.27.1](#) shall be presented in both tactile and visual form.

E-12 FLOOR SURFACES

Floor surfaces in elevator cars shall have a firm, stable, and slip-resistant surface that permits easy movement of wheelchairs. Carpet pile height shall be 13 mm (0.5 in.) maximum.

E-13 HANDRAILS

Handrails shall be provided on all nonaccess walls. The top of the gripping surfaces of the handrails shall be at a height of 800 mm to 920 mm (31.5 in. to 36.2 in.), with a space of 35 mm to 45 mm (1.4 in. to 1.8 in.) between the handrails and wall.

E-14 ILLUMINATION LEVELS

The level of illumination at the car controls shall be 100 lx (10 fc) minimum.

E-15 HALL BUTTONS

E-15.1 Hall buttons and keypad buttons in elevator lobbies and halls shall be located vertically between 890 mm (35 in.) and 1220 mm (48 in.) above the floor, measured to the centerline of the respective button.

E-15.2 A clear floor space of 760 mm (30 in.) minimum by 1220 mm (48 in.) minimum shall be provided at hall buttons and keypads.

E-15.3 Hall buttons shall be 19 mm (0.75 in.) minimum in the smallest dimension.

E-15.4 Hall buttons shall have visual signals to indicate when each call is registered and when each call is answered. Call buttons shall provide an audible signal or mechanical motion of the button to indicate when each call is registered.

E-15.5 The hall button that designates the UP direction shall be located above the button that designates the DOWN direction. Buttons or surrounding button collars shall be raised a minimum of 1.5 mm (0.06 in.). Objects located beneath hall buttons shall protrude 25 mm (1 in.) maximum.

E-15.6 Keypads. Where keypads are provided, they shall comply with [Clause E-9.4](#).

E-16 HALL OR IN-CAR SIGNALS

E-16.1 General. A visible and audible signal shall be provided at each hoistway entrance to indicate which car is answering a call and its direction of travel, except that signals in cars, visible from the floor area adjacent to the hall call buttons and complying with requirements of [Clauses E-16.2](#) and [E-16.3](#) shall be permitted.

9.8 ELEVATORS (cont'd)

E-16.2 Audible Signals. Audible signals shall sound once for the UP direction and twice for the DOWN direction, or shall have verbal annunciators that state the word UP or DOWN. Audible signals shall have a frequency of 1500 Hz maximum. Verbal annunciators shall have a frequency of 300 Hz minimum and 3000 Hz maximum. The audible signal or verbal annunciator shall be 10 dBA minimum above ambient, but shall not exceed 80 dBA maximum, measured at the hall call button.

E-16.3 Visible Signals

E-16.3.1 Height. Hall signal fixtures shall be 1830 mm (72 in.) minimum above the floor or ground, measured to the centerline of the fixture.

E-16.3.2 Size. The visible signal elements shall be 60 mm (2.36 in.) minimum between the uppermost and lowest edges of the illuminated shape measured vertically.

E-16.3.3 Visibility. Signals shall be visible from the floor area adjacent to the hall button.

E-17 FLOOR/CAR DESIGNATIONS

Raised character and Braille floor designations shall be provided on both jambs of elevator hoistway entrances and shall be centered at 1525 mm (60 in.) above the floor, measured from the baseline of the characters. A raised star placed immediately to the left of the floor designation shall also be provided on both jambs at the main entry level. Such characters shall be 50 mm (2 in.) high and shall comply with [Clauses E-20.2](#) and [E-20.3](#).

E-18 DESTINATION-ORIENTED ELEVATORS

E-18.1 General. Destination-oriented elevators shall comply with [Clauses E-3](#) through [E-8](#), [E-11](#), [E-12](#), [E-14](#), [E-17](#), and [E-18.2](#) through [E-18.6](#).

E-18.2 Call Buttons. Call buttons shall be 890 mm minimum and 1220 mm maximum (35 in. minimum and 48 in. maximum) above the floor or ground, measured to the centerline of the buttons. A clear floor or ground space of 760 mm × 1220 mm (30 in. × 48 in.) shall be provided. Call buttons shall be 19 mm (0.75 in.) minimum in their smallest dimension. Buttons shall be raised a minimum of 1.5 mm (0.06 in.). Objects beneath hall call buttons shall protrude 25 mm (1 in.) maximum into the clear floor or ground space. Destination-oriented elevator systems shall have a keypad or other means for the entry of destination information. Keypads, if provided, shall be in a standard telephone keypad arrangement, and buttons shall be identified by visual characters complying with [Clause E-20.2](#). Characters shall be centered on the corresponding keypad button. The number five key shall have a single raised dot. The dot shall be 3.00 mm to 3.05 mm (0.118 in. to 0.12 in.) base diameter, and in other aspects comply with [Table E-20.4.3-1](#). Destination-oriented elevator

systems shall be provided with a visual signal and audible tones and verbal announcements to indicate which car is responding to a call. The audible tones and verbal announcements shall be activated by pressing a function button. The function button shall be identified by the international symbol for accessibility and a raised indication (see [Figure E-20.6.3](#)). The symbol shall be 16 mm (0.63 in.) in height and be a visual character complying with [Clause E-20.2](#). The indication shall be three raised dots, spaced 6 mm (0.25 in.) at base diameter, in the form of an equilateral triangle. The function button shall be located immediately below the keypad arrangement or floor buttons. A display shall be provided in the car with visible indicators to show registered car destinations.

E-18.3 Hall Signals

E-18.3.1 General. Destination-oriented elevators shall be provided with a visible signal and audible tones and verbal announcements to indicate which car is responding to a call. The signals shall be the same as those given at the call button or call button keypad, if provided. Each elevator in a bank shall have audible and visible means for differentiation.

E-18.3.2 Visible Signals

E-18.3.2.1 Height. Hall signal fixtures shall be 1830 mm (72 in.) minimum above the floor or ground, measured to the centerline of the fixture.

E-18.3.2.2 Size. The visible signal elements shall be 60 mm (2.36 in.) minimum in their smallest dimension.

E-18.3.2.3 Visibility. Signals shall be visible from the floor area adjacent to the hoistway entrance.

E-18.4 Car Controls. Emergency controls, including emergency alarms where provided, shall have centerlines that are 890 mm minimum and 1220 mm maximum (35 in. minimum and 48 in. maximum) above the floor or ground. Buttons shall be 19 mm (0.75 in.) minimum in their smallest dimension. Buttons shall be raised a minimum of 1.5 mm (0.06 in.).

E-18.5 Car Position Indicators

E-18.5.1 General. In elevator cars, audible and visible car location indicators shall be provided.

E-18.5.2 Visible Indicators. A display shall be provided in the car with visible indicators to show car destinations. Numerals shall be 16 mm (0.63 in.) high minimum. The visible indicators shall extinguish when the car arrives at the designated floor.

E-18.5.3 Audible Indicators. An automatic verbal announcement that announces the floor at which the car is about to stop shall be provided. The announcement shall be 10 dBA minimum above ambient and 80 dBA maximum, measured at the annunciator. The verbal

9.8 ELEVATORS (cont'd)

announcement indicating the floor shall be completed prior to the initiation of the door opening. The verbal annunciator shall have a frequency of 300 Hz minimum and 3000 Hz maximum.

E-18.6 Elevator Car Identification. In addition to the tactile signs required by [Clause E-17](#), a raised elevator car identification shall be placed immediately below the hoistway entrance floor designation. The characters shall be 50 mm (2 in.) high and shall comply with [Clauses E-20.2 and E-20.3](#).

E-18.7 Destination-Oriented Elevators. Destination-oriented elevators shall not be required to comply with [Clause E-7.1](#).

E-19 LIMITED-USE/LIMITED-APPLICATION ELEVATORS

Limited-use/limited-application elevators shall comply with [Clauses E-1, E-3, E-5 through E-17, and E-19](#).

E-19.1 Elevator Door Requirements. Elevator hoistway doors shall comply with [Clause E-19.1](#).

E-19.1.1 Sliding Doors. Sliding hoistway doors shall comply with [Clause E-4](#).

E-19.1.2 Swinging Doors. Swinging hoistway doors shall open and close automatically and shall comply with [Clause E-19.1.2](#). The clear floor space for hall call buttons shall be located beyond the arc of the door swing.

E-19.1.2.1 Power Operation. Swinging doors shall be power-operated and shall comply with ANSI/BHMA A156.19.

E-19.1.2.2 Duration. Power-operated swinging doors shall remain open for 20 s minimum when activated.

E-19.1.3 Door Location and Width. Car doors shall comply with [Clause E-19.1.3](#).

E-19.1.3.1 Cars With a Single Door or With Doors on Opposite Ends. Car doors shall be positioned at the narrow end of cars with a single door and on cars with doors on opposite ends. Doors shall provide a clear opening width of 815 mm (32 in.) minimum.

E-19.1.3.2 Cars With Doors on Adjacent Sides

E-19.1.3.2.1 Car doors shall be permitted to be located on adjacent sides of cars that provide a 1.67 m² (18 ft²) platform. Doors located on the narrow end of cars shall provide a clear opening width of 915 mm (36 in.) minimum. Doors located on the long side shall provide a clear opening width of 1065 mm (42 in.) minimum and shall be located as far as practicable from the door on the narrow end.

E-19.1.3.2.2 Car doors that provide a clear opening width of 915 mm (36 in.) minimum shall be

provide a clear floor area of 1295 mm (51 in.) width and 1295 mm (51 in.) in depth.

E-19.2 Elevator Car Requirements. Elevator cars shall comply with [Clause E-19.2](#).

E-19.2.1 Inside Dimensions. Elevator cars shall provide a clear floor width of 1065 mm (42 in.) minimum. The clear floor area shall not be less than 1.46 m² (15.75 ft²).

E-19.3 Elevator Car Controls. Control panels shall be centered on the longest side wall.

E-20 SIGNS

E-20.1 Accessible signs shall comply with [Clause E-20.2](#). Tactile signs shall contain both raised characters and Braille. Where signs with both visual and raised characters are required, either one sign with both visual and raised characters, or two separate signs, one with visual and one with raised characters, shall be provided.

E-20.2 Visual Characters

E-20.2.1 General

E-20.2.1.1 Visual characters shall comply with either (a) or (b).

(a) Visual characters that also serve as raised characters shall comply with [Clause E-20.3](#).

(b) Visual characters on variable message signs (VMS) signage shall comply with [Clause E-20.7](#).

(c) Visual characters not covered in (a) and (b) shall comply with [Clause E-20.2](#).

E-20.2.1.2 The visual and raised requirements of [E-20.2.1.1\(a\)](#) shall be permitted to be provided by two separate signs that provide corresponding information, provided one sign complies with [Clause E-20.2](#) and the second sign complies with [Clause E-20.3](#).

E-20.2.2 Case. Characters shall be uppercase, lowercase, or a combination of both.

E-20.2.3 Style. Characters shall be conventional in form. Characters shall not be italic, oblique, script, highly decorative, or of other unusual form.

E-20.2.4 Character Height. The uppercase letter "I" shall be used to determine the allowable height of all characters of a font. The uppercase letter "I" of the font shall have a minimum height of 16 mm (0.63 in.), plus 3 mm (0.118 in.) per 305 mm (1 ft) of viewing distance above 1830 mm (6 ft). Viewing distance shall be measured as the horizontal distance between the character and an obstruction preventing further approach toward the sign.

E-20.2.5 Character Width. The uppercase letter "O" shall be used to determine the allowable width of all characters of a font. The width of the uppercase letter "O" shall

9.8 ELEVATORS (cont'd)

be 55% minimum and 110% maximum of the height of the uppercase letter "I" of the font.

E-20.2.6 Stroke Width. The uppercase letter "I" shall be used to determine the allowable stroke width of all characters of a font. The stroke width shall be 10% minimum and 30% maximum of the height of the uppercase "I" of the font.

E-20.2.7 Character Spacing. Spacing shall be measured between the two closest points of adjacent characters within a message, excluding word spaces. Spacing between individual characters shall be 10% minimum and 35% maximum of the character height.

E-20.2.8 Line Spacing. Spacing between the baselines of separate lines of characters within a message shall be 135% minimum to 170% maximum of the character height.

E-20.2.9 Finish and Contrast. Characters and their background shall have a non-glare finish. Characters shall contrast with their background, with either light characters on a dark background or dark characters on a light background.

E-20.3 Raised Characters

E-20.3.1 General. Raised characters shall comply with [Clause E-20.3](#), and shall be duplicated in Braille complying with [Clause E-20.4](#).

E-20.3.2 Depth. Raised characters shall be raised a minimum of 0.8 mm (0.03 in.) above their background.

E-20.3.3 Case. Characters shall be uppercase.

E-20.3.4 Style. Characters shall be sans serif. Characters shall not be italic, oblique, script, highly decorative, or of other unusual form.

E-20.3.5 Character Height

E-20.3.5.1 The uppercase letter "I" shall be used to determine the allowable height of all characters of a font. The uppercase letter "I" of the font, measured vertically from the baseline of the character, shall be 16 mm (0.63 in.) minimum and 50 mm (2 in.) maximum.

E-20.3.5.2 Where separate raised and visual characters with the same information are provided, the height of the raised uppercase letter "I" shall be permitted to be 13 mm (0.5 in.) minimum.

E-20.3.6 Character Width. The uppercase letter "O" shall be used to determine the allowable width of all characters of a font. The width of the uppercase letter "O" of the font shall be 55% minimum and 110% maximum of the height of the uppercase letter "I" of the font.

E-20.3.7 Stroke Width. Raised character stroke width shall comply with [Clause E-20.3.7](#). The uppercase letter "I" of the font shall be used to determine the allowable stroke width of all characters of a font.

E-20.3.7.1 Maximum. The stroke width shall be 15% maximum of the height of the uppercase letter "I" measured at the top surface of the character.

E-20.3.7.2 Minimum. When characters are both visual and raised, the stroke width shall be 10% minimum of the height of the uppercase letter "I."

E-20.3.8 Character Spacing. Character spacing shall be measured between the two closest points of adjacent raised characters within a message, excluding word spaces. Spaces between individual characters shall be 3 mm (0.118 in.) minimum measured at the top surface of the characters, 16 mm (0.63 in.) minimum measured at the base of the characters, and 4 times the raised character stroke width maximum. Characters shall be separated from raised borders and decorative elements 10 mm (0.4 in.) minimum.

E-20.3.9 Line Spacing. Spacing between the baselines of separate lines of raised characters within a message shall be 135% minimum and 170% maximum of the raised character height.

E-20.3.10 Location. Where a sign containing raised characters and Braille is provided at double doors with one active leaf, the sign shall be located on the inactive leaf. Where a sign containing raised characters and Braille is provided at double doors with two active leaves, the sign shall be to the right of the right-hand door. Where there is no wall space on the latch side of a single door, or to the right side of double doors, signs shall be on the nearest adjacent wall. Signs containing raised characters and Braille shall be located so that a clear floor area 455 mm (18 in.) minimum by 455 mm (18 in.) minimum, centered on the raised characters, is provided beyond the arc of any door swing between the closed position and 45 deg open position.

E-20.3.11 Finish and Contrast

E-20.3.11.1 Characters and their background shall have a non-glare finish. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.

E-20.3.11.2 Where separate raised characters and visual characters with the same information are provided, raised characters are not required to have non-glare finish or to contrast with their background.

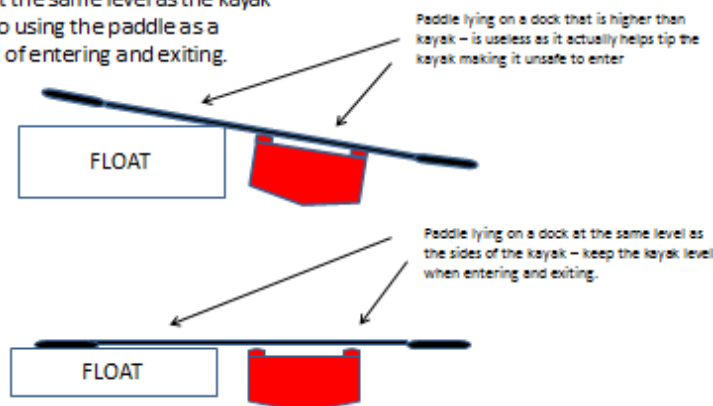
9.9 ACCESSIBLE BOAT LAUNCHES

Seven Design Features of an ADA Accessible Kayak/Canoe Launch

1. Gangway slope: If a ramp drops down to the launch site, it needs to have a modest slope to meet ADA guidelines. The ramp should have 1 foot of length for every inch it drops. Water levels often fluctuate, and gangways allow the system to accommodate the water level change.
2. Handrails: To assist users, handrails down the gangway need to be 36 inches high.
3. Ample room: The deck of the launch site should be big enough to accommodate wheelchairs, watercraft, and other equipment.
4. Step-down bench: In the middle of the floating launch structure is a bench with transition steps so users can work their way down to the kayak. The transfer bench is often made out of stainless steel, which allows the user to slide along each step. Each step is a small drop down. One of our innovative designs yet to be constructed uses large limestone blocks as the transfer bench.
5. The plank: At the end of the bench, a plank slides out over the top of the kayak to provide additional support and allow the user to ease straight down into the kayak.
6. Moving the vessel: Launch decks are often made of composite decking materials for low maintenance and scratch resistance. In the loading area, the kayak or canoe is supported by either rollers or underwater saddles that hold the vessel steady while the user is getting situated into the vessel.
7. More handrails: Additional handrails near the water allow users to work their way down the launch to open water.

USING PADDLE METHOD TO ENTER & EXIT A KAYAK: FLOAT SIZE IMPORTANCE

A low profile floating dock that is at or about the same level as the kayak is vital to using the paddle as a method of entering and exiting.





10.1 RESOURCES

10.2 FUNDING AND COMMUNITY BASED RESOURCES

Business Financial Support Options

Small Business ACCESS-Ability Grant Program

Small businesses can apply for a cost-shared grant to make accessibility-related improvements. Improvements can be for clients and customers, for employees, or both.

Five categories of funding

Built Environment:

Removing physical barriers for persons to access business services, by installing ramps, accessible washrooms, door openers, and other projects.

Accessible Communications Services:

Ensuring that all customers, clients, and employees can access information related to a business.

Assistive Devices:

Ensuring that employees and consumers who are person with disabilities have the devices they need to effectively do their jobs and access places of business.

Universal Design Capacity Building:

Training in the field of Universal Design, both for technical services professionals and for persons with disabilities wishing to better understand its value.

Accessible Transportation:

Providing support for businesses to improve access to transportation services.

For more information visit:

<https://cch.novascotia.ca/small-business-access-ability-grant-program>

Community ACCESS-Ability Program

The Community ACCESS-Ability Program reflects the Government of Nova Scotia's commitment to persons with disabilities by providing equal opportunity and improved access to community facilities. This program offers cost-shared grants to community groups for accessibility related capital improvements. The grants cover up to two-thirds of the direct and indirect costs of renovations, installations, and/or equipment to a maximum of \$10,000. The sponsoring organization must raise at least one-third of the funding from other sources. Organizations can receive funding for one project per year under the program.

Who can apply?

- Non-profit community organizations
- Municipalities

For more information visit:

<https://cch.novascotia.ca/investing-our-future/community-funding-and-awards/community-access-ability-program>

Workplace Innovation and Productivity Skills Incentive

Apply now online at:

<https://novascotia.ca/programs/workplace-innovation-productivity-skills-incentive>

Applications for the WIPSI program may be submitted by individual businesses or by an organization/ association on behalf of a group of businesses. WIPSI supplements employer contributions to train full-time staff * (permanently located in Nova Scotia) to

- Improve productivity and profitability
- Increase innovation
- Adapt to new technology, machinery and equipment, or work processes
- Increase inter-provincial and international competitiveness; and Foster workplace diversity.

* Full-time seasonal employees may be considered.

If you identify a training opportunity that would provide new and/or incremental skills to your workforce which will result in

- A new direction or expansion to your core operations; and
- Business and/or sector growth and profitability, you could be eligible for WIPSI funding.

FUNDING

If you are a business in Nova Scotia with less than 50 employees, you may be eligible for up to 100% of your training costs to be covered up to \$10,000. For larger businesses, WIPSI provides up to 50% of direct training costs. WIPSI may also cover other expenses such as travel, books for participants and accommodation costs for persons with disabilities.

Funding Options for Hiring

Resources for employers and government agencies when it comes to accommodations etc.

<https://www.canada.ca/en/employment-social-development/campaigns/hiring-persons-disabilities.html>

START Program (applies to hiring unemployed folks)

<https://novascotia.ca/programs/start/>

Canada Summer Jobs (applications start april 2022)

<https://www.canada.ca/en/employment-social-development/services/funding/canada-summer-jobs.html>

Co-op Education Incentive (Employers offering career-related opportunities for co-op students)

https://novascotia.ca/programs/co-op-education-incentive/?gclid=EAlaIQobChMIsfWxpZ2Y9QIVBZJbCh2rkQBVEAAYASAAEqJNE_D_BwE

Student Summer Skill Incentive (SKILL) (if a non profit wanted to hire a post secondary student for a summer job)

<https://novascotia.ca/programs/student-summer-skills-incentive/>

Energy Training Program (if hiring a student or post secondary if the applicant is in the energy sector)

<https://energy.novascotia.ca/industry-development/energy-training-program>

ECO Canada Youth Placement Program (youth under 30 placement funding in environmentally related positions relating to STEM and natural resources - 3 different streams available)

<https://eco.ca/environmental-professionals/employment-funding-and-job-board/apply-for-job-funding/>

Atlantic Immigration Pilot Program (AIPP) (for highly skilled workers or international graduates to fill labour gaps/needs)

<https://novascotiainmigration.com/help-for-employers/atlantic-immigration-program/>

COVID related - employer can only claim ONE of the below, whichever grants them the most funding

Canada Recovery Hiring Program (only valid till May 7 2022)

<https://www.canada.ca/en/revenue-agency/services/wage-rent-subsidies/recovery-hiring-program.html>

Hardest-Hit Business Recovery Program (HHBRP) (tourism/hospitality related, valid till May 7 2022)

<https://www.canada.ca/en/revenue-agency/services/wage-rent-subsidies/hardest-hit-business-recovery-program.html>

Tourism and Hospitality Recovery Program (THRP) (tourism, hospitality, arts, entertainment and recreation related, valid till May 7 2022)

<https://www.canada.ca/en/revenue-agency/services/wage-rent-subsidies/tourism-hospitality-recovery-program.html>

Database provided by the Sobeys School of Business at SMU

<https://www.smu.ca/webfiles/FundingOptionsforEmployers.pdf>

Multiple options from wage subsidies to grants for hiring (covers all of Canada, not just ns)

<https://fundinghq.ca/small-business-employee-hiring-funding>

10.3 TRAINING & EDUCATION

Rick Hansen Foundation - Making the Business Case for Accessibility

[Homepage | Rick Hansen Foundation](#)

<https://www.rickhansen.com/sites/default/files/2018-08/cboc-final-report-feb2018-accessible-1.pdf>

CSA Group B651-18 - ACCESSIBLE DESIGN FOR THE BUILT ENVIRONMENT

https://www.orderline.com/b651-18-accessible-design-for-the-built-environment?gclid=CjwKCAiA1eKBBhBZEiwAX3gqI45F1tUoNwvXkt5dISI-AkfBP7qIDvCICf1sIWQ8PI7eRXmZ-YhUTRoCF7oQAvD_BwE

Halifax Today: Society's Ableism Exposed

<https://www.halifaxtoday.ca/local-news/societys-ableism-exposed-by-covid-19-pandemic-disability-rights-advocate-2857247>

https://www.halifax.ca/sites/default/files/documents/city-hall/Diversity%20%26amp%3B%20Inclusion%20Framework_Final%20Version%20Aug%203_External.pdf - Diversity & Inclusion Framework, Halifax: identifies

CBC Spark Article and Podcast: Designing for Disability

<https://www.cbc.ca/radio/spark/disabled-people-want-disability-design-not-disability-dongles-1.5353131/designing-for-disability-full-episode-transcript-1.5353287>

Truth and Reconciliation Commission of Canada [Truth and Reconciliation Commission of Canada \(TRC\)](#) <https://nctr.ca/map.php>

Congress of Aboriginal Peoples - Reconciliation Tool Kit

www.abo-peoples.org/wp-content/uploads/2019/05/WP-Revised-Reconciliation-Toolkit_Digital_May12-compressed.pdf (abo-peoples.org)

The Final Report of the Inquiry into Missing and Murdered Indigenous Women and Girls:

[Final Report | MMIWG \(mmiwg-ffada.ca\)](#) <https://www.mmiwg-ffada.ca/final-report/>

Unconscious Bias and Emotional Intelligence for Leaders Training: In alignment with the identified priorities of Access By Design 2030 and the Deputy Minister's Commitments (released in October 2020) from the Federal Government of Canada, we recommend that NSCAD University as per capacity building, complete Unconscious Bias/Emotional Intelligence Training.

Working with Indigenous Peoples - 2018, Acadia University

https://indigenous.acadiau.ca/tl_files/sites/indigenous/Acadia-IndigProtocolsHandbook_27February2018.pdf