



Cape Breton Regional Municipality

Special Council Meeting Agenda

Thursday, July 2, 2026

2:00 p.m.

VIA VIDEOCONFERENCE

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Land Acknowledgement**Roll Call**

- 1. Approval of Agenda:** (Motion required)
- 2. Unfinished Business from the June 23, 2026, Council Meeting**
 - 2.1 Transportation Committee:** Christa Dicks, Municipal Clerk / Director of Corporate Information Services (See page 4)
 - 2.2 Curbside Giveaway Feasibility:** Christa Dicks, Municipal Clerk / Director of Corporate Information Services (See page 13)
 - 2.3 Wayfinding Signs – Final Colour Palette and Accessibility Considerations:** Christa Dicks, Municipal Clerk / Director of Corporate Information Services (See page 22)
 - 2.4 Corporate Marks – Modernized Logo, Colour Palette and Brand Consistency:** Christa Dicks, Municipal Clerk / Director of Corporate Information Services (See page 147)
 - 2.5 Reinstatement and Municipal Allocation of One Percentage Point of the Provincial HST for Municipal and Local Infrastructure:** Councillor Steven MacNeil (See page 163)
 - 2.6 12 Month Notice Letter to Municipalities 2027-2028:** Honourable John A MacDonald, Minister of Municipal Affairs (See page 164)
- 3. Council Agenda Request**
 - 3.1 Development Timeline Accountability Policy:** Councillor Kim Sheppard-Campbell (See page 167)

Adjournment

Transportation Committee

Motion

Moved by Councillor Gillespie, seconded by Councillor Parsons, to request CAO to direct staff to explore the creation of a CBRM led Transportation Committee. Also, the committee includes a set number of Councillors, a set number of residents from the general public, users, stakeholders, senior transit staff and marginalized, minority, underrepresented groups.

Discussion:

- Timeline deferred to post-budget

Motion Carried

STAFF REPORT

To: CBRM Council
Submitted by: Christa Dicks, Municipal Clerk
Date: June 23, 2026
Subject: Transportation Committee

Purpose

Staff have received direction arising from a carried motion of Council to explore the establishment of a CBRM-led Transportation Committee, with a defined mix of councillors, public members, users, stakeholders, senior transit staff, and representation from marginalized, minority, and underrepresented groups, consistent with the proposed structure set out in this report.

This report proposes a structure and Terms of Reference grounded in best practices from comparable municipalities and transportation-sector guidance. The proposed Committee is advisory to Council, focused on multi-modal transportation (transit, active transportation, roads, accessibility, and safety), and designed to improve coordination, transparency, and community-informed decision-making.

Recommendation

That Council:

1. approve the creation of a CBRM-led Transportation Committee as an advisory body to Council;
2. approve the proposed Committee structure described in this report (including a mix of Councillors and public members, supported by non-voting senior Transit staff and other staff resources);
3. approve the proposed Terms of Reference included in this report;
4. nominate and appoint four (4) Councillors to serve on the Transportation Committee, including the appointment of one (1) Councillor as Chair, to preside over meetings and serve as the primary liaison for Committee updates as required, and a Vice-Chair appointed by the Committee to support the Chair and act in the Chair's absence; and
5. direct staff to proceed with recruitment for public member appointments and to return an appointments report for Council's consideration in accordance with the approved structure and Terms of Reference.

Background / Context

Transportation planning and service delivery in CBRM involves municipal responsibilities (e.g., transit service, streets/active transportation considerations, accessibility) as well as coordination with provincial and federal partners and community stakeholders. Establishing a Council-appointed, CBRM-led Transportation Committee would provide a consistent forum to review issues, support transparency, and bring informed advice to Council.

Other municipalities have established transportation advisory committees to provide regular, multi-modal advice to Council and staff. For example, Saanich's Transportation Advisory Committee mandate includes advising on transportation policy, bylaws, long-range planning, and road safety within a Safe Systems approach, with membership designed to include diverse perspectives and relevant expertise, including disability, mobility, and transit experience. Other models, such as Belleville, use a smaller voting composition of councillors and citizens and meet monthly, while relying on staff to bring technical items forward for review and recommendation.

Note: This report incorporates best-practice examples drawn from comparator Terms of Reference and guidance documents provided as attachments.

Proposed Committee Structure (Recommended)

Consistent with the Council motion, the recommended approach is a Council-appointed advisory committee that combines elected oversight with lived experience, stakeholder insight, and staff technical support. The structure below is designed to be large enough to reflect community diversity while remaining workable for agenda-based meetings.

Category	# Seats	Voting Status
Councillors (appointed by Council; one serves as Chair; Vice-Chair appointed by the Committee)	4	Voting
Residents at-large (general public) One at-large seat will be prioritized through representation criteria for marginalized, minority, and underrepresented groups, and one at-large member will bring a transit user/rider perspective.	3	Voting
Stakeholder seat (e.g., accessibility organization)	1	Voting
Senior Transit staff (designate)	1	Non-voting (resource)
Other CBRM staff (Planning/Engineering/Accessibility/Police, as required)	As required	Non-voting (resource)

Appointments, Recruitment, and Equity

- **Open call for applications:** Advertise public seats widely and in accessible formats; include meeting schedule, responsibilities, and an application form.

- **Selection criteria:** Balance interest and experience across modes (transit, active transportation, road safety, and accessibility) and reflect community diversity, including age, abilities, language, and cultural or ethnic background, consistent with best practices for advisory committees. Applications will be returned to Council for review and selection.
- **Targeted outreach:** Supplement open recruitment with outreach to underrepresented communities and service organizations to reduce barriers to participation and improve representativeness.
- **Accessibility:** Offer inclusive processes with accessible participation options, such as accessible venues, hybrid participation where feasible, and plain-language materials.
- **Term limits:** Establish two-year terms, with a maximum of two consecutive terms for citizen members to support renewal and opportunity (unless otherwise directed by Council).

Committee Mandate

- Provide advice and recommendations to Council on municipal transportation priorities, policies, and initiatives across modes (transit, walking/rolling, cycling, roads, accessible transportation, and safety).
- Provide feedback on long-range planning and program implementation (where referred by Council/staff), including alignment with climate, accessibility, and land use objectives as they relate to transportation.
- Support equity, accessibility, and inclusion in transportation decision-making by ensuring lived experience and underrepresented voices are reflected in advice to Council.
- Support effective consultation by identifying engagement gaps and advising on outreach approaches.

Committee Membership / Composition

The proposed membership model (see “Proposed Committee Structure (Recommended)”) is Council-appointed and includes councillors and public members, supported by non-voting senior Transit staff and other staff resources. Public voting seats total four (4): three (3) residents at large, including one member with a transit user/rider perspective, and one (1) stakeholder seat. Representation from marginalized, minority, and underrepresented groups will be addressed through the at-large public appointment criteria, including one at-large seat prioritized through representation criteria.

Governance and Operations

Chair and Vice-Chair Roles

- **Chair (Councillor):** Presides over meetings; works with the staff liaison and Clerk’s Office to set agendas and ensure materials are circulated; facilitates orderly, respectful discussion; ensures all members have an opportunity to participate; confirms when the Committee has reached advisory recommendations; and serves as the primary liaison to Council for Committee updates as required.
- **Vice-Chair:** Supports the Chair and acts as Chair when the Chair is absent; may lead time-limited working groups or specific agenda items at the Chair’s request.
- **Advisory status:** The Committee provides recommendations to Council; it is not a decision-making body.
- **Chairing:** Council will appoint the Chair, and the Committee will appoint the Vice-Chair.

- **Meetings:** Quarterly, with agenda materials provided in advance in alignment with Council Agenda Policy.
- **Governance:** RC1 Council Policies and Procedures, RC4 Committees, CBRM Transportation Committee Terms of Reference and other CBRM policies; *Municipal Government Act*.
- **Quorum:** Majority of voting members.
- **Attendance:** Expectation of consistent participation; recommended removal process after three consecutive absences without leave/reason satisfactory to the Committee, subject to Council's appointment authority.
- **Working groups:** Permitted for defined tasks with report-back to the Committee.
- **Staff support:** The Clerk's Office will coordinate agendas and minutes and ensure appropriate staff attendance for agenda items; lead department support will be provided as required.
- **Accessible meetings:** Accessible venues, accommodation processes, and accessible materials; hybrid participation where possible.
- **Transparency:** Public meetings except as permitted for closed session matters as per the *Municipal Government Act*; minutes maintained and shared through established CBRM processes.

Proposed Terms of Reference (Draft)

1. Name

CBRM Transportation Committee (the "Committee").

2. Mandate and Role

The Committee is an advisory body to Council. Its role is to provide an ongoing, formal opportunity for public input and to provide recommendations, advice, and information to Council and staff on multi-modal transportation matters within CBRM.

3. Scope of Work

- Act in an advisory capacity to Council and staff on multi-modal transportation policy, priorities, plans, and programs within CBRM (e.g., transit, walking/rolling, cycling, roads, accessibility, and safety).
- Review and provide feedback on transportation initiatives referred by Council or staff, including long-range planning, service standards, and program implementation approaches.
- Identify systemic barriers and opportunities to improve equity, accessibility, and user experience, and recommend practical, implementable improvements.
- Support road safety discussions by considering evidence-informed approaches and advising on priority issues and responses.
- Advise on public and stakeholder engagement approaches, including outreach to underrepresented communities and reducing barriers to participation.
- Where appropriate, establish time-limited working groups with clear scope and deliverables, reporting back to the Committee.

Out of scope: The Committee is not a customer service or complaints intake body and will not adjudicate individual incidents or provide case-by-case direction on operational matters (e.g., individual trip disputes or requests for immediate service changes). Where individual concerns are raised, they may be referred to the appropriate service channel and/or used to identify broader themes for the Committee's consideration.

4. Membership

Voting members: The Committee will consist of up to eight (8) voting members appointed by Council, including four (4) councillors and four (4) public members (three residents at large, including one member with a transit user/rider perspective, and one stakeholder seat). Public appointments will be selected to reflect a balance of transportation modes and community perspectives and to reflect community diversity. One at-large public seat will be prioritized through representation criteria for marginalized and/or underrepresented groups.

Non-voting resource members: Senior Transit staff and other designated CBRM staff will participate as non-voting resources to provide technical input, coordinate agendas, and support implementation/follow-up.

Chair (Councillor) responsibilities: The Chair presides over meetings; works with the staff liaison to develop agendas and confirm readiness of materials; facilitates orderly, respectful discussion; encourages inclusive participation so all members have an opportunity to be heard; confirms and summarizes Committee recommendations for the record; and serves as the primary liaison for Committee updates to Council as required.

Vice-Chair responsibilities: The Vice-Chair supports the Chair, acts as Chair when the Chair is absent, and may lead specific agenda items or time-limited working groups at the request of the Chair or the Committee.

Appointment: Council will appoint the Chair. The Committee will appoint a Vice-Chair.

Term of office: Citizen members will be appointed for two-year terms, and reappointment is limited to a maximum of two consecutive terms unless otherwise determined by Council.

Eligibility: Public members must meet eligibility requirements set forth in RC4 Committees.

5. Meetings, Quorum, and Procedures

Frequency: Meetings will be quarterly (or as otherwise scheduled), with the annual schedule set in advance where possible.

Agenda preparation: The Chair will work with the department lead and the Clerk to develop the agenda. Agenda materials will be circulated in advance in accordance with CBRM policy. Committee members may request agenda items through the Chair and staff liaison for submission to the Clerk's Office.

Quorum: A majority of appointed voting members.

Procedures: Meetings will be conducted in accordance with applicable CBRM procedures/policies for advisory bodies and meeting conduct. The Chair (or Vice-Chair acting as Chair) will preside and manage discussion to ensure an orderly meeting.

Minutes and recommendations: Staff will prepare draft minutes capturing discussion, action items, and any advisory recommendations. The Chair (or acting Chair) will confirm the wording of recommendations for the record during the meeting, and minutes will be presented for approval at a subsequent meeting.

Attendance: A member who is absent from three (3) consecutive meetings without leave or without reason satisfactory to the Committee may be removed, subject to Council's appointment authority.

Accessibility: Meetings will be held in accessible locations, and materials provided in accessible formats as required.

Public access: Meetings will be open to the public except where closed sessions are permitted under applicable legislation.

6. Subcommittees / Working Groups

The Committee may form working groups to address specific issues. Working groups will have a defined scope and timeline and will report recommendations back to the full Committee. Administrative support for working groups will be determined by the assigned staff lead.

7. Reporting Relationship

The Chair will provide reports to Council. Recommendations will be documented in minutes and routed through staff for inclusion in reports to Council where action or direction is requested.

8. Code of Conduct and Conflict of Interest

Members will comply with applicable legislation, and CBRM policies governing advisory bodies, respectful conduct, and conflict of interest. Members must disclose any real or perceived conflict of interest and refrain from discussion and voting where required.

9. Review and Termination

Council may amend these Terms of Reference at any time. A formal review is recommended within the first 12 months of operation and once per Council term thereafter. The Committee may be dissolved by resolution of Council.

Implications

Financial

Costs are expected to be primarily administrative (staff time, meeting administration, and accessible participation supports such as interpretation/captioning or alternate formats as required). Council may consider a modest participation support approach for citizen members (e.g., mileage and eligible incidentals for in-person meetings) to reduce barriers to participation; if pursued, staff will identify budget and policy implications.

Legal / Policy

Staff will confirm applicable legislative/policy requirements for advisory committees (e.g., appointment process, open meeting practices, record-keeping, and conflict of interest considerations) and align with CBRM Policies and the proposed Terms of Reference accordingly.

Operational / Staff Capacity

A staff lead will be required to coordinate agendas, minutes, and follow-up actions. Staff will recommend an appropriate department and internal working group supports, where needed.

Timeline / Next Steps

- **Immediately following Council approval:** Council will confirm the four (4) councillor appointments to the Transportation Committee, including designation of the Chair.
- **Within 1–2 weeks:** The Clerk’s Office will issue an expression of interest and/or bring forward nominations from Council or a standing committee for the councillor seats, and appointments will be confirmed by resolution.
- **Within 2–4 weeks:** Confirm lead department/staff liaison and administrative support; prepare onboarding package (Terms of Reference, meeting procedures, conflict of interest guidance).
- **Within 4–6 weeks:** Finalize recruitment materials for public members, including the application form, selection criteria, responsibilities, and meeting schedule, and launch the public call for applications.
- **Within 8–12 weeks:** Staff compile applications and bring forward a public appointments report for Council consideration.
- **Within 12–16 weeks:** Hold the inaugural meeting, confirm the annual schedule, and develop a first-year work plan (priority topics, information needs, and reporting cadence).
- **Within 12 months:** Complete a first-year review and recommend any Terms of Reference adjustments to Council.

References

- Saanich. *Transportation Advisory Committee Terms of Reference*. Adopted February 6, 2023.
- OpenCouncil (City of Belleville reference). *Belleville Transportation Committee*. Published June 13, 2025; edited January 5, 2026.
- Transportation Association of Canada (TAC). *Small Municipalities Integrated Committee – Terms of Reference*. Approved December 2, 2019 (including Annex A – general committee terms).
- Region of Waterloo. *Active Transportation Advisory Committee (ATAC) Terms of Reference*. Last Council approval August 9, 2022 (TES-TRS-22-10).
- Capital Regional District. *Transportation Governance Jurisdictional Scan* (Appendix A). May 17, 2023.

- National Aging & Disability Transportation Center (NADTC). *Creating a Transportation Committee that Reflects All Community Voices*. January 2022.
- City of London. *Integrated Transportation Community Advisory Committee – Terms of Reference*. (As provided.)
- City of Burnaby. *Transportation Committee – Terms of Reference*. Last date approved by Council: April 22, 2025.
- Halifax Regional Municipality. *Transportation Standing Committee Councillor Nominations and Appointments*. Transportation Standing Committee report dated December 11, 2024.

A copy of this report can be obtained online at www.cbrm.ns.ca or by contacting the Office of the Municipal Clerk at 902-563-5010.

Report Prepared by: Christa Dicks, Municipal Clerk & Director of Corporate Information Services

Request for Staff Report: Curbside Giveaway Weekend (August 2026)

Motion

Moved by Councillor MacNeil, seconded by Councillor O'Quinn, to direct Chief Administrative Officer to have staff review the feasibility of hosting a Curbside Giveaway Weekend in CBRM at the end of August 2026, with staff to report back to Council no later than middle of June 2026 on operational requirements, communications planning, resource implications, and any associated costs.

Discussion:

- Supports waste diversion
- Positive community feedback
- CBRM Solid Waste Department's current initiatives and changes
- Supports receiving a staff report

Motion Carried

STAFF REPORT

To: Mayor and Council
Submitted by: Demetri Kachafanas, K.C., CAO
Date: June 23, 2026
Subject: Curbside Giveaway Feasibility

Recommendation

That Council authorize a Curbside Giveaway Weekend pilot in fall 2026, supported through communications resources only, and further that, subject to the outcome of the pilot, staff develop an optional interactive mapping tool between spring and fall 2027 for use in future events.

Purpose

The purpose of this report is to provide Council with information respecting the feasibility of a Curbside Giveaway Weekend pilot in CBRM, including comparator programs, operational considerations, resource implications, and implementation timing.

For the purposes of this report, the initiative is intended to support waste diversion and reuse objectives by encouraging residents to place reusable household items curbside for collection by other residents at no cost. The initiative is not intended to function as a heavy garbage program.

Background and Context

At its May 2026 meeting, Council adopted the following motion:

Moved by Councillor MacNeil, seconded by Councillor O'Quinn, that Committee of the Whole recommend to Council that the Chief Administrative Officer direct staff to review the feasibility of hosting a Curbside Giveaway Weekend in CBRM at the end of August 2026, and report back to Council no later than mid-June 2026 on operational requirements, communications planning, resource implications, and any associated costs.

Comparator municipalities demonstrate that curbside giveaway programs are used to support reuse and waste diversion objectives. Examples reviewed for this report include Halifax Regional Municipality, the City of Ottawa, and the City of Markham.

These programs generally allow residents to:

- Place reusable household items curbside during a designated weekend;
- Mark items as "FREE";

- Allow other residents to collect reusable materials at no cost.

These initiatives are generally intended to divert reusable materials from landfill and encourage reuse. Overall, successful programs appear to depend on clear public education, defined cleanup requirements, and optional mapping or promotion tools rather than mandatory registration.

Examples from comparator municipalities reviewed for this report include:

Municipality	Program Model	Key Operational Requirements
Halifax Regional Municipality	Municipality-wide Curbside Give Away Weekend held twice annually. Residents may participate by placing reusable items at the curb, with an interactive map available as an optional promotional tool.	Items must be clearly marked “FREE,” reusable, and removed from the curb by dusk on Sunday.
City of Ottawa	Giveaway Weekend promoted as a reuse initiative that encourages residents to place reusable household items at the curb for collection by others, without a formal registration or mapping requirement.	The City provides public guidance on acceptable participation and reuse-focused messaging as part of the event.
City of Markham	Single-day curbside giveaway event focused on reuse of gently used household items.	Items must be marked “FREE,” and any materials remaining at the curb must be removed by 7:00 p.m.; no special municipal collection is provided.

References reviewed for comparator municipalities included Halifax Regional Municipality’s Curbside Give Away Weekend program pages and interactive map terms of use; the City of Ottawa’s Giveaway Weekend and waste reduction program guidance; and the City of Markham’s Curbside Giveaway Day information published through its recycling and garbage program pages.

Comparator municipalities continue to offer these initiatives on a recurring basis, suggesting they can be supported through clear rules and communications.

Potential Program Structure

Building on these comparator practices, the following framework illustrates how a CBRM pilot could be structured in operational terms and adapted to local communications, cleanup, and service-delivery considerations.

Based on practices observed in other municipalities, a potential CBRM program model could include a municipality-wide event held on a Saturday and Sunday in fall 2026, with curbside set-out beginning Friday evening and a required cleanup deadline of 7:00 p.m. on Sunday.

- Municipality-wide participation;
- Fall 2026 Saturday and Sunday event timing;
- Friday evening curbside placement;
- Mandatory Sunday 7:00 p.m. cleanup deadline;
- Optional interactive participation map for future events;
- Optional resident self-submission to the map, if introduced;
- Public education campaign;
- Routine operational monitoring and cleanup follow-up.

Council's original motion contemplated an August 2026 event. Staff has identified fall 2026 as a practical pilot opportunity supported through communications resources only and without a map tool. Subject to pilot results, an optional interactive mapping tool could then be developed between spring and fall 2027 for use in future events.

This staged approach would allow CBRM to test public participation and operational impacts before committing resources to a mapping tool or more frequent events.

Potential Acceptable Items

Potential acceptable items could include furniture, books, household goods, toys, sporting equipment, small appliances, yard tools, decorations, and kitchenware. All items would be required to be reusable and in safe working condition.

Potential Prohibited Items

Potential prohibited items could include mattresses, broken furniture, household garbage, hazardous waste, construction debris, refrigerant-containing appliances, and unsanitary or infested items. Many municipalities also specifically prohibit materials affected by bed bugs.

Mapping Infrastructure

For future events, CBRM could potentially leverage its existing All Is Bright mapping infrastructure, the solid waste app, or other resident self-submission tools to support an optional interactive participation map. Residents would still be able to participate by simply placing clearly marked reusable items at the curb during the designated event period. Additional technical considerations would include internal moderation requirements, user submission controls, accessibility, and support for public-facing updates during the event period.

Public Works and Solid Waste Services

Public Works and Solid Waste Services would play a lead operational role in monitoring the event and addressing items that remain curbside beyond the cleanup deadline of 7:00 p.m. on Sunday. During routine rounds, staff could identify and tag items left out beyond the allotted time in accordance with current pickup policies and provide public education. No special municipal collection stream is proposed as part of the event.

Communications and Public Education

Comparator municipalities consistently identify communications as a key operational component of a successful program.

Potential communications tools could include:

- Municipal website updates;
- Social media campaigns;
- Press releases;
- Radio advertising;
- FAQ documents;
- Optional interactive mapping tools or solid waste app options for future phases, if introduced; and
- QR code integration.

Messaging would need to clearly communicate:

- Acceptable and prohibited items;
- Cleanup deadlines;
- Resident responsibilities;
- Tagging, cleanup deadlines, and operational follow-up for items left beyond the allotted time;
- Traffic and safety guidance.

Clear communications would therefore be essential to explain event timing, acceptable and prohibited items, resident responsibilities, cleanup deadlines, and operational follow-up for items left beyond the allotted time. Communications could also include a multilingual, downloadable “FREE” poster for residents to print and place on giveaway items, using a CBRM-developed multilingual poster format and made available on the dedicated program webpage and through social media and QR code links. A detailed draft communications plan is included in Appendix A.

Departmental and Operational Implications

Department	Potential Implications
Communications	Campaign development and promotion
Public Works / Solid Waste Services	Routine rounds, tagging of items left past the deadline, cleanup response, and operational coordination.
Corporate Information Services	Potential future mapping support and database maintenance, if the optional interactive map is introduced.
311 / Customer Service	Increased public inquiries and complaint intake

Alternatives

1. Maintain status quo

Maintaining the status quo would avoid any immediate operational or financial implications; however, opportunities to support reuse, waste diversion, and community participation through a structured curbside giveaway program would not be advanced.

2. Implement the optional map during rollout

Implementing the optional map during rollout could improve visibility and public participation over time but would likely require additional development time, staff resources, testing, moderation, and communications support, which could delay implementation of the initial pilot.

Financial and Resource Implications

The initiative could be implemented primarily through existing staff resources. Resource implications would include staff time for website setup and maintenance, communications, customer service coordination, and program monitoring. Limited external costs may also be required for targeted promotion and public awareness, estimated at a few thousand dollars, and would need to be accommodated within existing departmental budgets.

Legal and Administrative Implications

Implementation would require staff to establish participation rules, acceptable and prohibited item lists, cleanup timelines, and internal oversight responsibilities. Existing policies and operational procedures would need to be reviewed to ensure alignment with cleanup requirements, roadside safety, tagging practices, and complaint response processes.

Communications Plan

As noted above, a communications plan would be required to support implementation and public awareness. Key messaging would need to clearly outline participation dates, acceptable and prohibited items, cleanup deadlines, resident responsibilities, and, for future phases if introduced, use of the optional interactive map.

Risk Considerations

Potential risks include roadside debris, illegal dumping, public misunderstanding regarding acceptable items, traffic and pedestrian safety concerns, and increased complaints if materials are not removed within the required timeframe. A further risk is that the initiative may be perceived as an extension of heavy garbage collection if communications are unclear. These risks may be mitigated through clear program rules, public education, defined cleanup deadlines, and routine tagging and follow-up by Public Works and Solid Waste Services for items left out beyond the allotted time.

Attachments:

A – Draft Implementation Plan

B – References

A copy of this report can be obtained online at www.cbrm.ns.ca or by contacting the Office of the Municipal Clerk at 902-563-5010.

Report Prepared by: Christa Dicks, Municipal Clerk & Director of Corporate Information Services

Appendix A: Draft Implementation Plan

The following draft implementation plan is provided to illustrate a fall 2026 pilot launch supported through communications resources only, with optional interactive mapping introduced between spring and fall 2027 if the program is successful.

Draft Timeline

Phase	Timing	Key Activities	Departmental Responsibilities
Planning and Approval	Summer/Fall 2026	Confirm program scope, proposed event window, budget approach, rules, and communications materials for a fall 2026 pilot.	Lead: CAO / Clerk's Office. Support: Communications, Public Works / Solid Waste Services, 311 / Customer Service.
Pilot Launch	Fall 2026	Implement a communications-supported pilot weekend without the map tool and monitor participation, complaints, tagged items, and cleanup outcomes.	Lead: CAO / Clerk's Office. Support: Communications, Public Works / Solid Waste Services, 311 / Customer Service.
Post-Event Review	Late Fall 2026	Review participation, operational impacts, communications effectiveness, tagged follow-up items, and recommendations respecting future events.	Lead: CAO / Clerk's Office. Support: Communications, Public Works / Solid Waste Services, 311 / Customer Service.
Optional Mapping Enhancement	Spring–Fall 2027	If the pilot is successful, develop and test an optional interactive participation map and resident self-submission tools for future events.	Lead: Corporate Information Services. Support: Communications, Clerk's Office.

Draft Program Rules and Engagement Expectations

- Residents may place reusable household items curbside only during the designated event period.
- All giveaway items must be clearly marked "FREE." Communications would provide a CBRM multilingual, downloadable "FREE" poster that residents could print and place on giveaway items, using a CBRM-developed multilingual poster format. The poster would be made available on the dedicated program webpage and promoted through social media and QR code links.
- Items must be safe, clean, and in reusable condition.
- Prohibited items would include household garbage, hazardous materials, mattresses, broken furniture, construction debris, refrigerant-containing appliances, and infested or unsanitary materials.
- Residents would be responsible for removing any unclaimed items by 7:00 p.m. on Sunday.
- Items remaining curbside beyond the allotted time may be tagged by Public Works / Solid Waste Services during routine rounds for follow-up and removal.
- The fall 2026 pilot would not include the interactive map. If introduced for future events, participation in the interactive map would be optional, and residents could continue to participate by simply placing clearly marked items at the curb.
- Residents participating in the program would be expected to avoid obstructing sidewalks, roadways, or sightlines, and to follow all applicable safety guidance.
- Complaints and operational issues would be addressed through existing municipal service channels and operational follow-up by Public Works / Solid Waste Services.
- No special municipal collection would be provided as part of the event.

Proposed Pilot Success Measures

- Estimated household participation in the fall 2026 pilot and, if introduced later, optional map or app options for future events.
- Number and nature of complaints or service requests received.
- Number of items tagged for follow-up after the cleanup deadline.
- Operational impacts on Public Works / Solid Waste Services and 311.
- Communications reach and public engagement across website, social media, and radio promotion.
- Staff's recommendation respecting any future expansion, including whether the program should remain occasional or proceed more frequently based on participation, operational capacity, and program popularity.

Draft Communications Plan

The communications plan is designed to build public awareness, explain participation requirements, and reinforce that the initiative is intended to support reuse and waste diversion rather than heavy garbage collection. Communications should begin approximately four to six weeks in advance of the event and continue through the cleanup deadline.

Timing	Communications Activities	Lead / Support
6 weeks before launch	Launch announcement on the municipal website and social media channels confirming event dates, purpose, and anticipated participation details.	Lead: Communications. Support: Corporate Information Services.
5 weeks before launch	Publish dedicated webpage with program rules, acceptable and prohibited items, cleanup deadlines, FAQs, and information on how residents may participate in the fall 2026 pilot. This page could also include a CBRM multilingual, downloadable "FREE" poster for residents to print and place on giveaway items, using a CBRM-developed multilingual poster format. For future phases, if introduced, the page could also support optional map information.	Lead: Communications. Support: Corporate Information Services, Clerk's Office.
4 weeks before launch	Begin scheduled social media campaign and distribute media release to local media outlining event purpose, timing, and participation requirements.	Lead: Communications.
3 weeks before launch	Launch targeted radio advertising and continue reminder posts focused on acceptable items, prohibited items, and resident responsibilities.	Lead: Communications. Support: Public Works / Solid Waste Services for operational messaging.
2 weeks before launch	Promote event participation, publish reminder content on cleanup deadlines, and provide 311 / Customer Service with key messaging and FAQs. If an optional map is introduced for future events, this step could also include map participation messaging.	Lead: Communications. Support: Corporate Information Services, 311 / Customer Service.

1 week before launch	Issue final reminder messaging across all channels, including event timing, safety reminders, and cleanup requirements for unclaimed items.	Lead: Communications. Support: Public Works / Solid Waste Services, Corporate Information Services.
Event week and cleanup deadline	Provide live reminder messaging during the event period and on cleanup deadline day, with emphasis on removal requirements for unclaimed items and routine monitoring by Public Works / Solid Waste Services.	Lead: Communications. Support: Public Works / Solid Waste Services, 311 / Customer Service.
1 week after event	Publish a short post-event update thanking residents and confirming cleanup completion; provide Council with a report summarizing participation and operational results.	Lead: Communications. Support: Clerk's Office, Public Works / Solid Waste Services.

Sample Weekly Message Themes

- **6 weeks before launch:** Save the date and explain the purpose of the pilot.
- **5 weeks before launch:** Explain how the program works and where residents can find the rules and FAQs.
- **4 weeks before launch:** Promote reuse and waste diversion benefits and outline who can participate.
- **3 weeks before launch:** Highlight acceptable and prohibited items and resident responsibilities.
- **2 weeks before launch:** Encourage participation and remind residents of cleanup deadlines. For future phases, if introduced, this stage could also include optional map participation messaging.
- **1 week before launch:** Reinforce event timing, safety reminders, and removal requirements for unclaimed items.
- **Event week and cleanup deadline:** Provide live reminders, participation updates, and final cleanup notices.
- **1 week after event:** Share a thank-you message, confirm cleanup completion, and provide a public update (Council) on participation and results.

Appendix B: References

- Halifax Regional Municipality. "Curbside Give Away Weekend." Halifax Regional Municipality website.
- Halifax Regional Municipality. "Curbside Give Away Interactive Map Terms of Use." Halifax Regional Municipality website.
- City of Ottawa. "Waste Reduction and Education – Community Programs and Events." City of Ottawa website.
- City of Ottawa. "Join the neighbourhood-wide treasure hunt on Giveaway Weekend." City of Ottawa Newsroom.
- City of Markham. "Recycling & Garbage." City of Markham website.
- City of Markham. "Earth Month." City of Markham website.

STAFF REPORT

To: Mayor & Council
Submitted by: Demetri Kachafanas, K.C., CAO
Date: June 23, 2026
Subject: Wayfinding Signs – Final Colour Palette and Accessibility Considerations

Recommendation

It is recommended that CBRM Council:

1. Approve the dark blue, white, and purple colour palette, as reflected in the 30th anniversary colour palette and as set out in Attachment A of this report, as the colour palette for the municipality's wayfinding signs; and
2. Direct that the final wayfinding signage design continue to meet applicable accessibility guidelines.

Purpose

The purpose of this report is to provide Council with an update on the municipality's wayfinding signage project, seek approval of the final colour palette, and confirm that the final signage design will continue to meet applicable contrast, colour, and accessibility guidelines.

Background

The municipality's wayfinding signage project has advanced to the implementation stage through a revised approach that expanded the number of signs delivered while remaining within the approved budget. Working with the provincial sign shop has made it possible to produce reflective, durable, high-contrast signage suitable for outdoor visibility, while maintaining appropriate contrast and glare reduction considerations.

The original wayfinding strategy, prepared by Fathom Consulting and accepted in principle by Council, carried an estimated cost of approximately \$2,147,500 and included gateway signs, along with a green and yellow colour palette. Accessibility was considered as part of the overall wayfinding strategy; however, during implementation review, staff revisited the colour palette against current draft federal accessibility guidance and recognized accessibility best practices, which place specific emphasis on readability, luminance contrast, reduced glare, and legibility for outdoor signage. The implementation

review identified an opportunity to strengthen alignment with those accessibility considerations while maintaining the approved project budget. The quote received for the gateway signs also exceeded the estimate in the original proposal. As many communities already had gateway features in place, those signs were removed from the final project scope.

Current draft federal accessibility guidance and recognized accessibility best practices emphasize strong contrast, reduced glare, and clear legibility for wayfinding signage. The guidance indicates that signs should maintain strong contrast with their background, reduce glare caused by direct light sources or reflective surfaces, and achieve a luminance contrast of at least 70%. It also identifies white or yellow text on a black, charcoal, or other dark background, including dark blue, as among the most visible approaches. For this reason, the proposed dark blue, white, and purple colour palette is recommended for the final signage design, as it provides a stronger contrast base for highly visible lettering while supporting consistency with accessibility requirements.

The recommended colour palette balances accessibility, visibility, modernization, and municipal identity. Dark blue provides a strong, low-glare background that supports the readability of white lettering at typical viewing distances and in changing outdoor light conditions. White provides clear contrast for primary text and directional information, while purple can be used as a secondary accent without competing with regulatory or emergency sign colours. Although the blue-based palette was introduced through the municipality's 30th anniversary design work, staff recommend its use for permanent wayfinding because it supports visibility, contrast, accessibility, and modernization objectives. The palette also supports the municipality's broader modernization efforts by moving toward a more contemporary and accessible visual identity across public-facing municipal assets.

The project was led collaboratively by staff in Communications, Public Works and Planning & Development, with funding support from the Atlantic Canada Opportunities Agency (ACOA). The total project budget is \$1,000,000, including a municipal contribution of \$600,000 from deferred capital related to the former compost facility and \$400,000 provided through ACOA.

As a partner department, Public Works worked with the provincial sign shop to produce signage similar to provincial highway standards, allowing the project to proceed in a more affordable and practical manner. Some preliminary sign production has proceeded under this model, with final colour direction subject to Council approval. Council's decision through this report is a request to approve the final colour palette and direction that the signage continue to meet applicable contrast, colour, and accessibility guidelines. The Mayor's public presentation of the design mock-ups helped illustrate to the community what the final signage may look like. Following approval of the final colour palette, staff will continue implementation of the signage project across communities throughout the municipality as originally intended.

Financial Implications

The total approved project budget is \$1,000,000, consisting of \$600,000 in municipal deferred capital related to the compost facility and \$400,000 in funding from ACOA. The revised implementation approach allowed the municipality to deliver an expanded signage program and related improvements

within the approved funding envelope. No additional budget allocation is requested through this report. A delay, redesign, or failure to complete the signage installation could affect the project's eligibility under the ACOA funding agreement.

Strategic Alignment / Accessibility Considerations

This project supports municipal objectives related to modernization, community visibility, visitor experience, and navigation throughout the municipality. The final signage design reflects accessibility considerations by prioritizing contrast, legibility, and reduced glare in accordance with current draft federal accessibility guidance and recognized accessibility best practices for outdoor wayfinding signage. The proposed dark blue, white, and purple colour palette supports improved readability for a broad range of users and provides a contemporary and consistent visual approach across municipal signage.

Conclusion

The municipality's wayfinding signage project has advanced through a revised and more practical implementation model that increased the number of signs delivered while remaining within the approved project budget. The project has also supported related public-facing improvements, modernization objectives, and accessibility-informed design decisions. Council approval of the proposed dark blue, white, and purple colour palette will confirm the final colour direction for the wayfinding signs and support improved accessibility, legibility, and consistency with applicable accessibility guidance and best practices.

Alternatives

1. Maintain the status quo

Maintaining the status quo would mean proceeding with the green and yellow colour palette previously accepted in principle by Council. This option would not reflect the accessibility improvements identified through the implementation review. Any significant delay, redesign, or failure to complete the signage installation could affect the project's eligibility under ACOA's funding agreement.

2. Undertake a new branding exercise

Council could direct staff to undertake a broader branding exercise to determine a new design and colour palette. Staff do not recommend this option, as it would require additional time and resources, may compromise the existing funding agreement with ACOA, and could have financial implications requiring CBRM funds not allocated under the approved 2026/27 budget.

Attachments:

A – CBRM Branding and Wayfinding Strategy Design Intent

B – CAN-ASC-2.4- Wayfinding and Signage

A copy of this report can be obtained online at www.cbrm.ns.ca or by contacting the Office of the Municipal Clerk at 902-563-5010.



Cape Breton Regional Municipality

Branding and Wayfinding Strategy Design Intent

PSCO

January 15, 2026

Fathom

We are Fathom Studio.

Fathom Studio is a team of architects, planners, landscape architects, wayfinding specialists, interpretive planners and designers collaborating with clients and communities to bring visions into the built form. Fathom believes in the approach of multiple disciplines working hand-in-hand to create beautiful designs and solutions. Fathom is deeply invested in where they work, having made its name producing high-quality, well-designed public, post-secondary, community, and civic buildings within the constraints of time and budget. For 25 years, major clients throughout the Atlantic provinces, across Canada, and abroad have commissioned Fathom to solve complex problems while providing expert service. The firm offers multidisciplinary solutions and creativity to every problem—the results of deep collaboration between disciplines, clients, and community.

Our distinction lies in a sincere belief in the power of interdisciplinary, emphasizing the benefits of the collective intelligence of many brains, hearts, and methods of practice. Fathom collaborates at all scales, from museum exhibits to cultural centres, from downtown streetscapes, to comprehensive master plans.

Disclaimer on accuracy and completeness of information

While Fathom uses reasonable efforts to provide accurate and up-to-date information, it cannot guarantee its integrity, or the accuracy and completeness of the information. The client hereby agrees that all use of these services and information is at the client’s own risk and that Fathom will not be held liable for any errors or omissions contained in the information provided or in the performance of services.

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Release

January 15, 2026

Workmanship

All workmanship must be square and true with a high finish quality. The contractor must inspect all raw materials for defects prior to fabrication.

All work shall be done by workers skilled in each section of the work, to quality standards set by each industry, authority, or trade guild. Unless noted otherwise, the highest quality standards set by each industry, authority, or trade guild must govern the work.

Minimize, to the greatest extent possible, damage to adjacent or underlying surfaces during demolition, removal, or relocation of existing items.

Responsibility

Where an industry or government standard does not exist, materials and systems must be installed in accordance with manufacturer’s instructions and recommendations.

Responsibility for defects in materials, fabrication or finishing will be assumed by the contractor. Any product deficiencies which arise from transportation or installation remain the responsibility of the contractor.

Shop drawings and details must be submitted to the client for approval prior to fabrication.

Samples for each material and fabrication method must be supplied to the client for review and approval, including but not limited to hardware, post, panels, paint, and applied graphics.

All copy and artwork must be proofread and approved by client before printing. All measurements and site conditions will need to be verified by the contractor.

Material specifications

All materials supplied by the contractor must be new materials complying with the relevant standards as specified, or as normally applicable to the work where specific standards are not stated.

Alterations to specifications

Signs must be fabricated as specified in this document, unless substitutions are highlighted and client-approved in shop drawings. A sample and documentation must be provided to the client, and the client must provide written approval before fabrication.

Permitting and coordination

Contractor must apply for permits for all sign installations, and abide by provincial and municipal legislation.

Installation specifications

Where signs are being installed in public rights-of-way, it is the fabricator’s responsibility to ensure that engineering requirements are followed.

Engineering

Detailed drawings are NOT intended for construction. The contractor must submit fabrication shop drawings for the client’s approval before fabrication commences. Shop drawings must be accompanied by a stamped, approved drawing from a structural engineer.

Conditions

The contractor must ensure that all signs are designed, built and installed appropriate to the conditions of each installation. Any dangers, insufficiencies, or other issues of installation—both exterior and interior—must be identified in writing to the client.

Contents

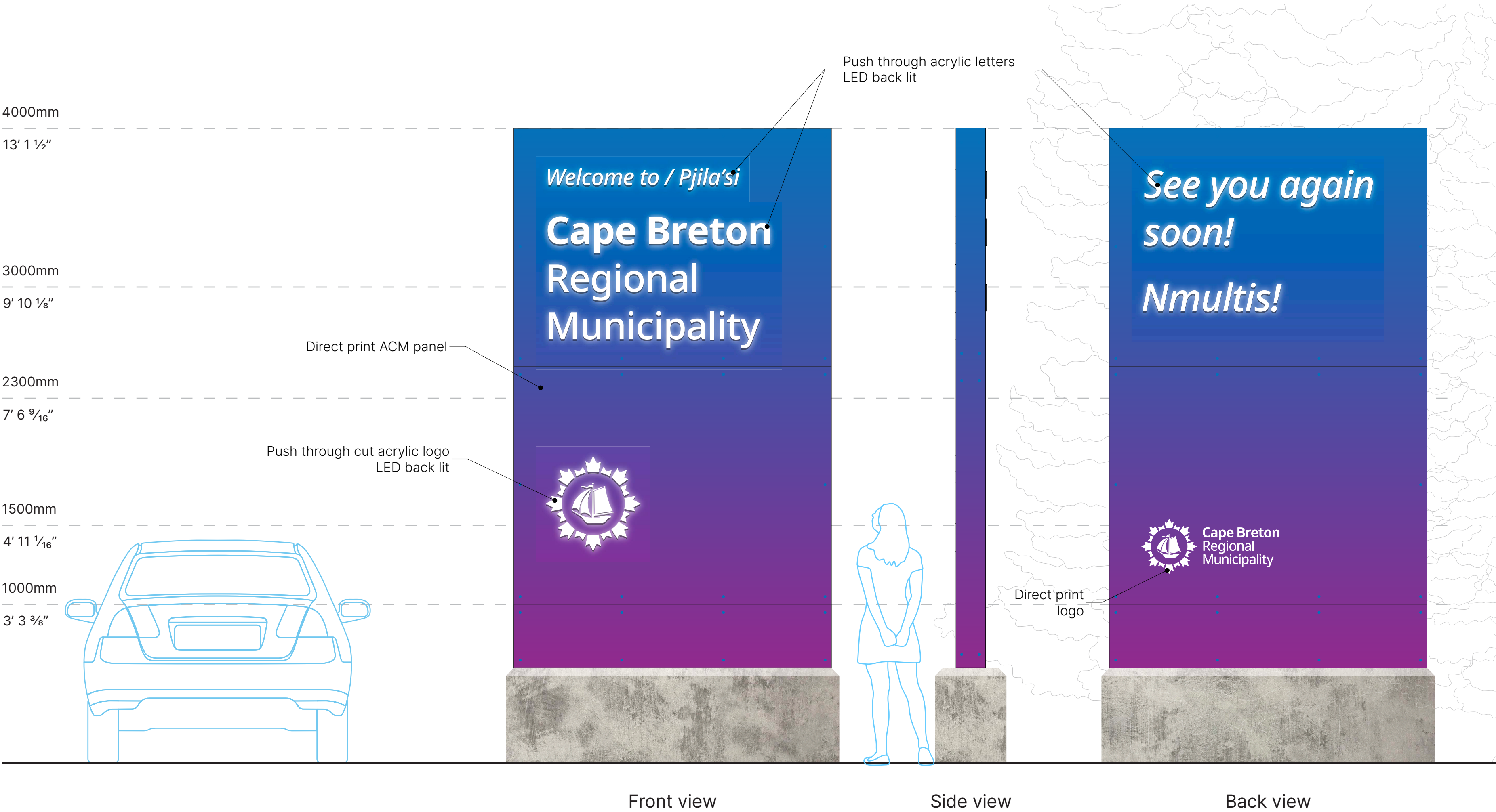
5 Gateway Identification—Major

9 Pedestrian Orientation

Gateway Identification—Major

Design Specifications

Sign Code	GID.1
Intent	This is a heavily-branded sign, intended to let visitors know they have entered Cape Breton Regional Municipality. This sign should be placed at major entry points only, such as along Highway 105 and Route 4.
Sides	Double-sided
Nominal Dimension	2000mm x 4000mm
Mode and Users	Vehicular sign 100km/h and below
Structure	Sign panel: 3mm thick ACM panel Internal framework: stainless steel hollow sections Fasteners: powder-coated countersunk screws, galvanized steel bolts and washers Base: concrete
Text	Front side: 12mm thick cut-acrylic letters and logo in white Back side: 12mm thick cut-acrylic letters in white, direct print logo in white
Coatings and Special Treatments	All panels are finished with 3M anti-graffiti protection layer
Mounting and Footing	Concrete base is set to a depth determined by the site engineer. Internal framework is bolted to the base. Sign panel is screwed to framework.
Illumination and Retro-reflectivity	Front side: text and logo back-lit Back side: text back-lit
Orientation	Perpendicular to the vehicular path of travel
Note	Apply isolation layer between ACM and stainless steel to prevent direct contact.



Solar System

Lighting Specifications

Lighting Source	LED
Material	Tetra Max 50K (24V) Small
Colour Temperature	5000K
Quantity	149 total modules, including 102 for the front side and 47 for the back.
Number of Power Supply	2
Primary Circuit (120 VAC)	2.2 Amps
Total Module Watts	92.98 Watts
Daily Power Draw (based on 12 hours running time)	1.11 kWh
Total Lumens	14900
Reference	Current (Tetra) Signage Support Team: tetradrawings@currentlighting.com

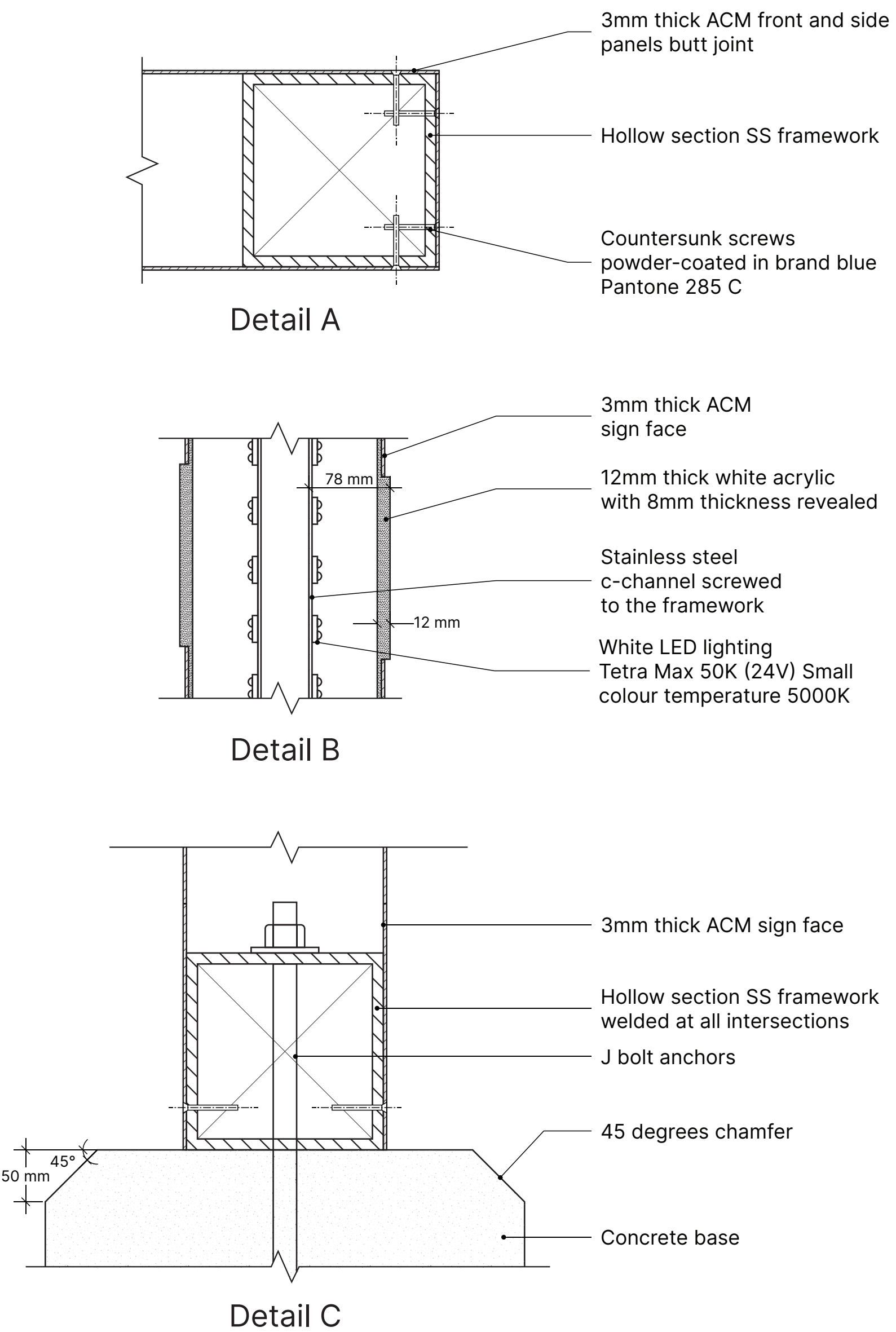
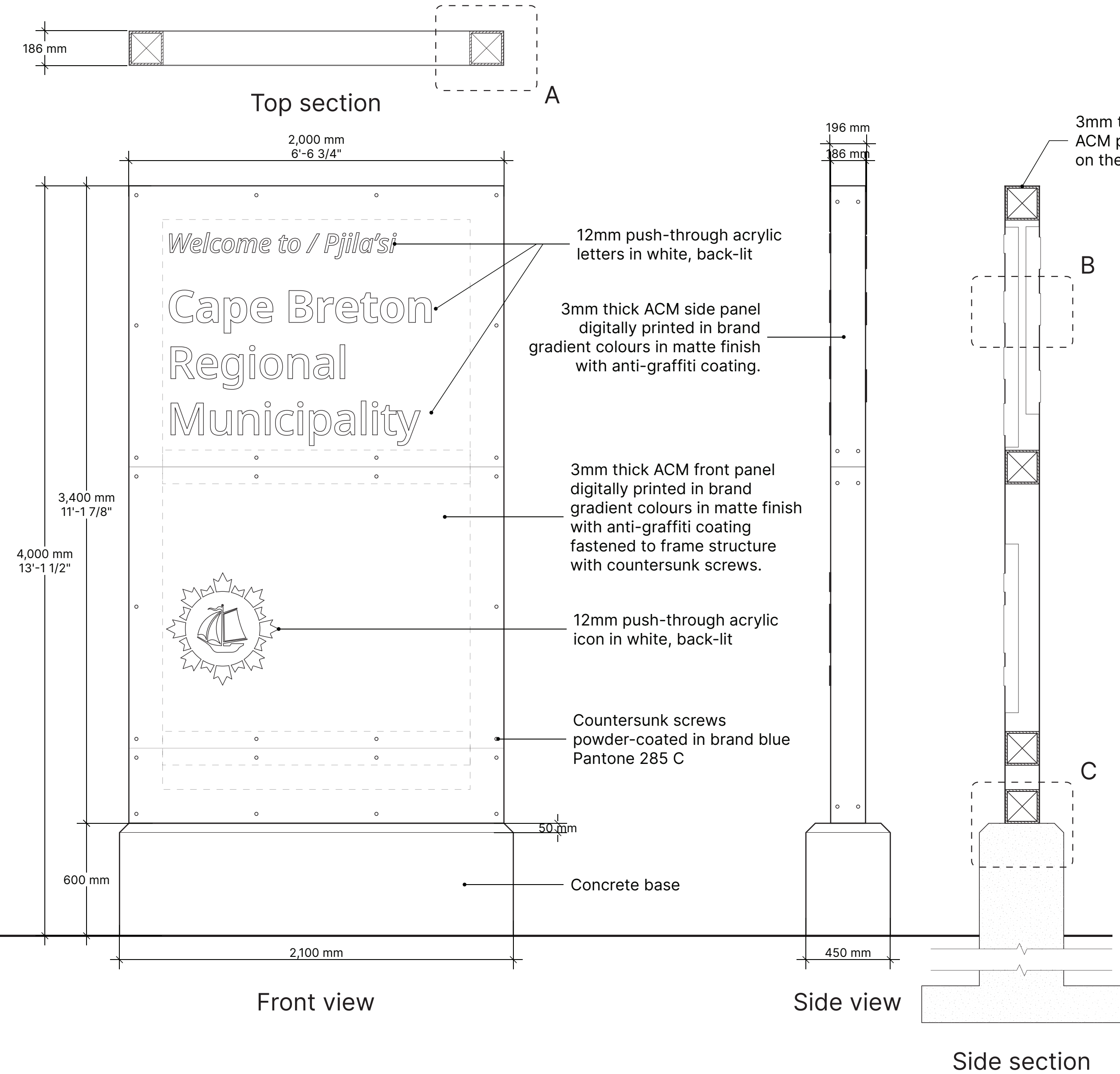
- Note**
- This specification is estimated by Current (Tetra) Signage Support team. The sign contractor is responsible for verifying module placement and quantities to ensure even illumination.
 - All electrical cabling and conduits must be concealed from view. No exposed wiring or components are permitted on the exterior façade. All switches must be recessed and fully covered by a flush-mounted access panel painted or finished to match the surrounding surface.
 - The contractor must provide shop drawings to CBRM for review and approval prior to fabrication.

Solar Kit Specifications

Power System	EcoFlow DELTA Pro 3 + DELTA Pro 3 Extra Battery • Quantity: 1 • Output: $\approx$ 8 kWh total (system provides a minnimum of 48 hours of operational automony without solar input)
PV	Frankensolar - Longi - LR7-72HGD-600M - Bifacial • Quantity: 2 • Power(minimum): 600W per panel, 1.2 kW per site
Accessory	Photocell/illumination sensor to activate the system during low-light conditions, regardless the time of day. The sensor should be configured with an appropriate delay or hysteresis to prevent frequent on/off cycling and to avoid unnecessary illumination under marginal conditions.
Reference	EcoFlow Technical Support Team: support@ecoflow.com

- Note**
- This specification is estimated by EcoFlow Technical Support Team. Final system design and compliance with applicable codes shall be validated by a licensed electrical contractor and approved by local jurisdiction prior to implementation.
 - PV should be mounted and securely fastened to a post.
 - Lithium batteries may restrict charging at sub-freezing temperatures. The power system shall be installed in a weather-rated enclosure with appropriate thermal protection (insulated cabinet and/or temperature management) to maintain battery charging capability in winter.
 - All mounting and attachment details shall be included in the sign contractor’s shop drawings.
 - The solar system must not be installed in any location visible above the sign.

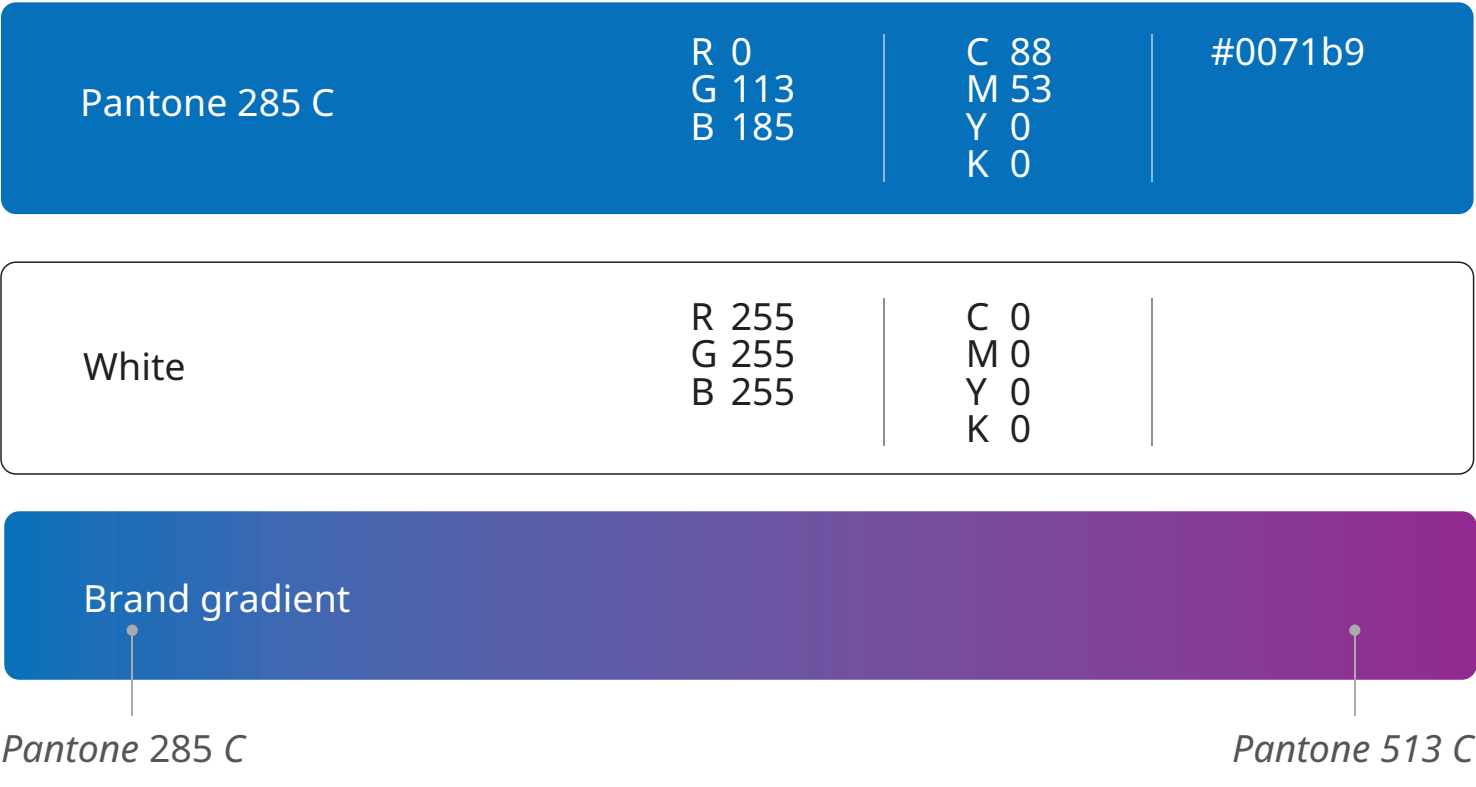
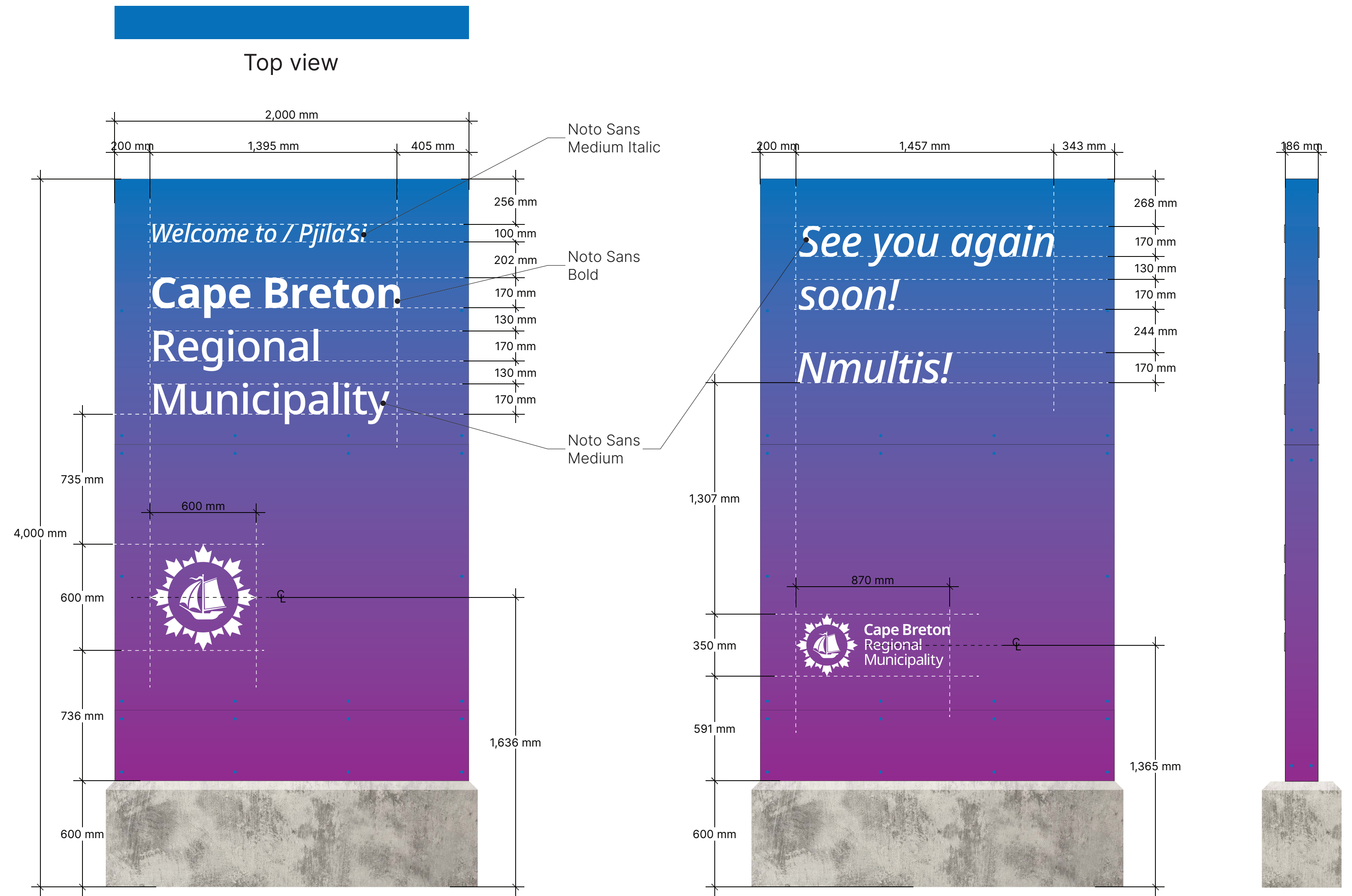
Fabrication Drawing



NOTE

- All fixtures (washers, bolts, screws, etc.) must be finished in requested colour and finish.
- Concrete form is set to a depth determined by the site engineer.
- Gauge of horizontal and vertical hollow sections to be determined by site engineer.
- ACM sign faces with backlit letters must be demountable for maintenance purposes.

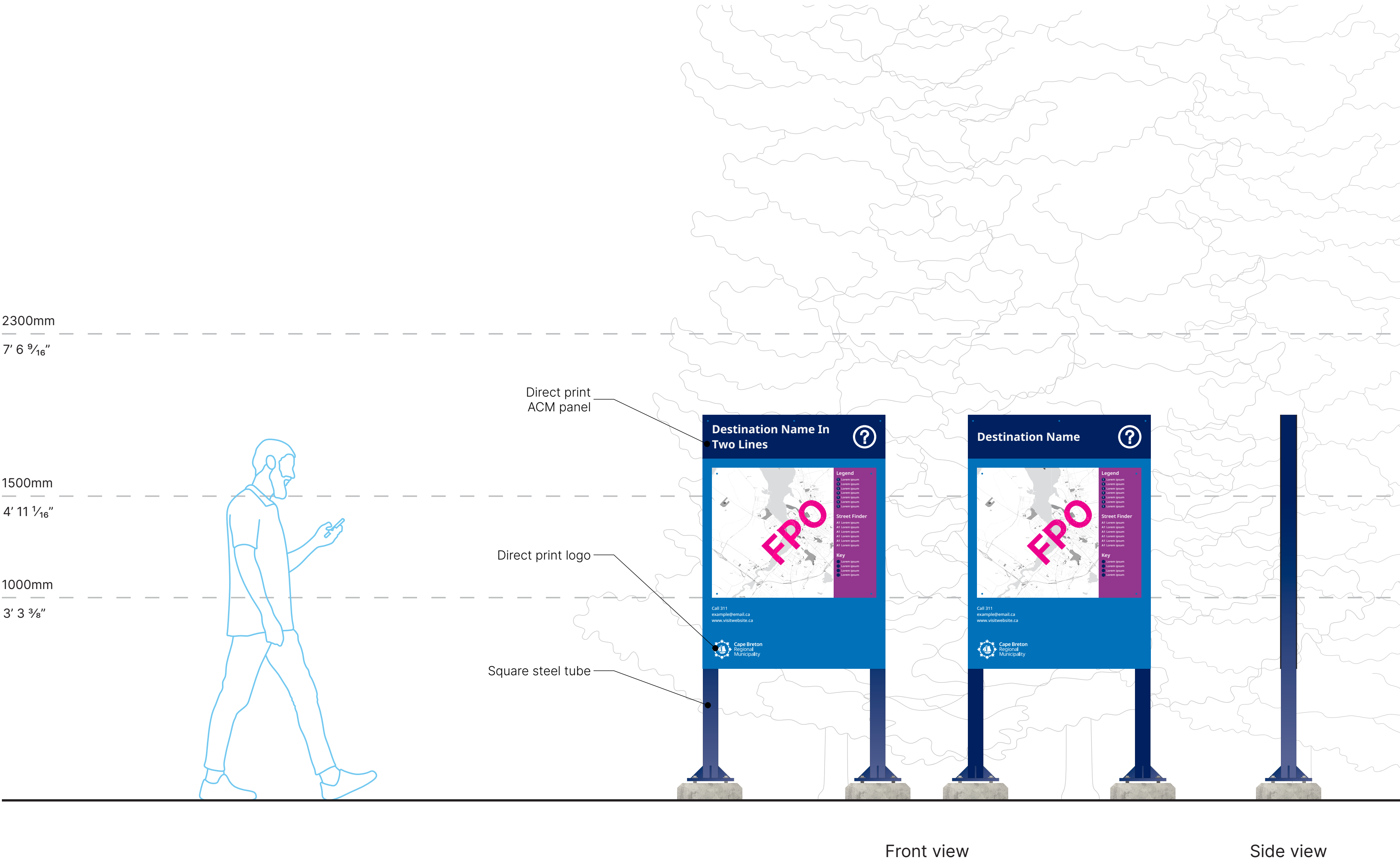
Sign Panel Layouts



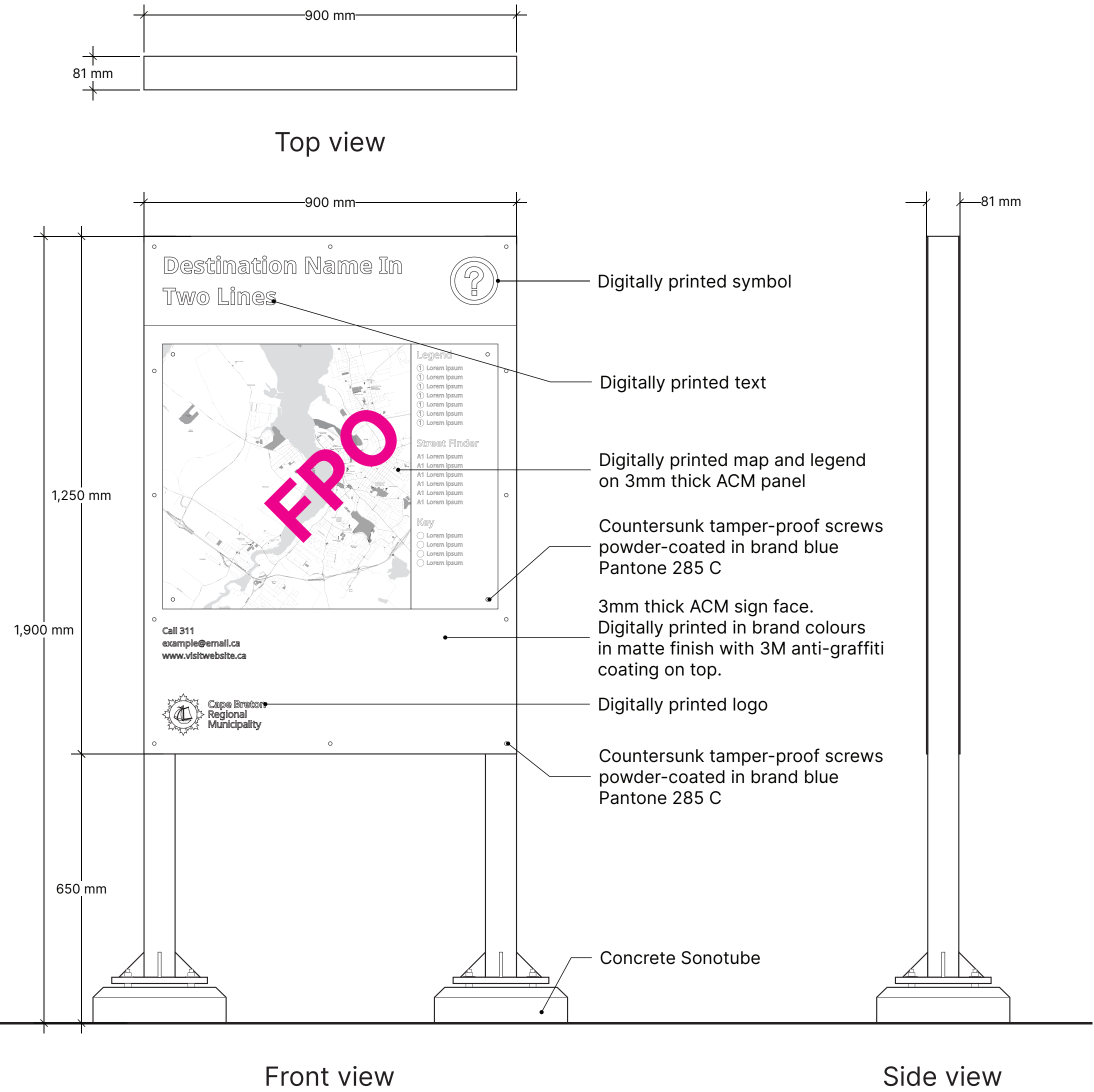
Pedestrian Orientation

Design Specifications

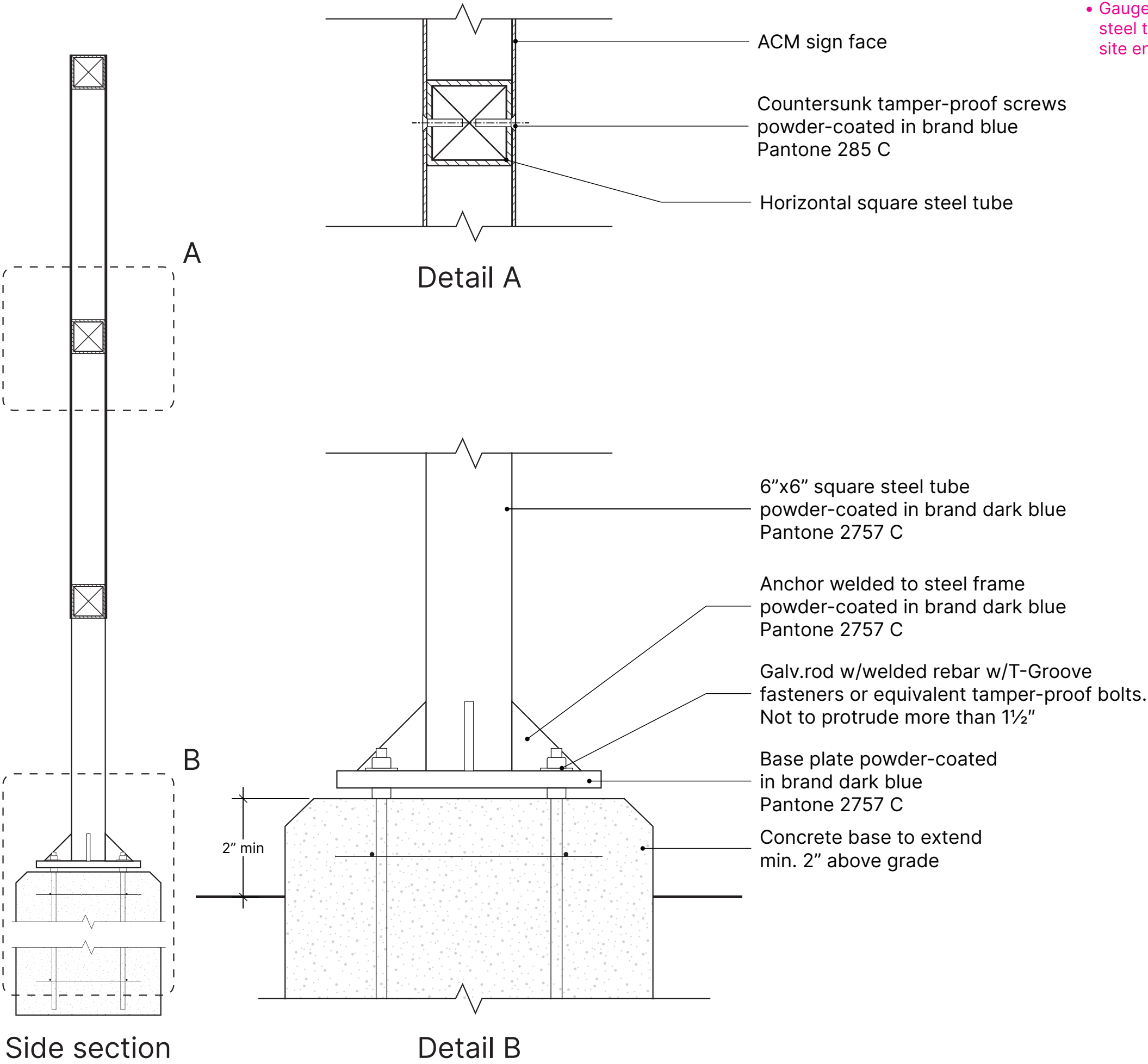
Sign Code	PEO.1
Intent	Lists all the attractions and points of interest in the municipality. Sign should be installed in pedestrian-oriented areas only.
Sides	Double-sided (Could be single-sided based on site context)
Nominal Dimension	900mm x 1900mm
Mode and Users	Pedestrian sign
Structure	Sign panel: 3mm thick ACM panel Framework: 3"x3" painted square steel tubes Anchors: painted steel plate Fasteners: galvanized steel bolts, and washers Base: concrete Sonotube
Text and logo	Direct print
Map and Legend	Direct print on 810mm x 640mm detachable 3mm thick ACM panel
Mounting and Footing	Concrete Sonotube is set to a depth determined by the site engineer. Framework is welded to base plate. Base plate is bolted onto concrete Sonotube. Sign panel is screwed to framework.
Illumination and Retro-reflectivity	Non-illuminated
Orientation	Perpendicular or parallel to the pedestrian path of travel based on site context
Note	Isolation layer to be applied between ACM and stainless steel to prevent direct contact Map design is not in scope.



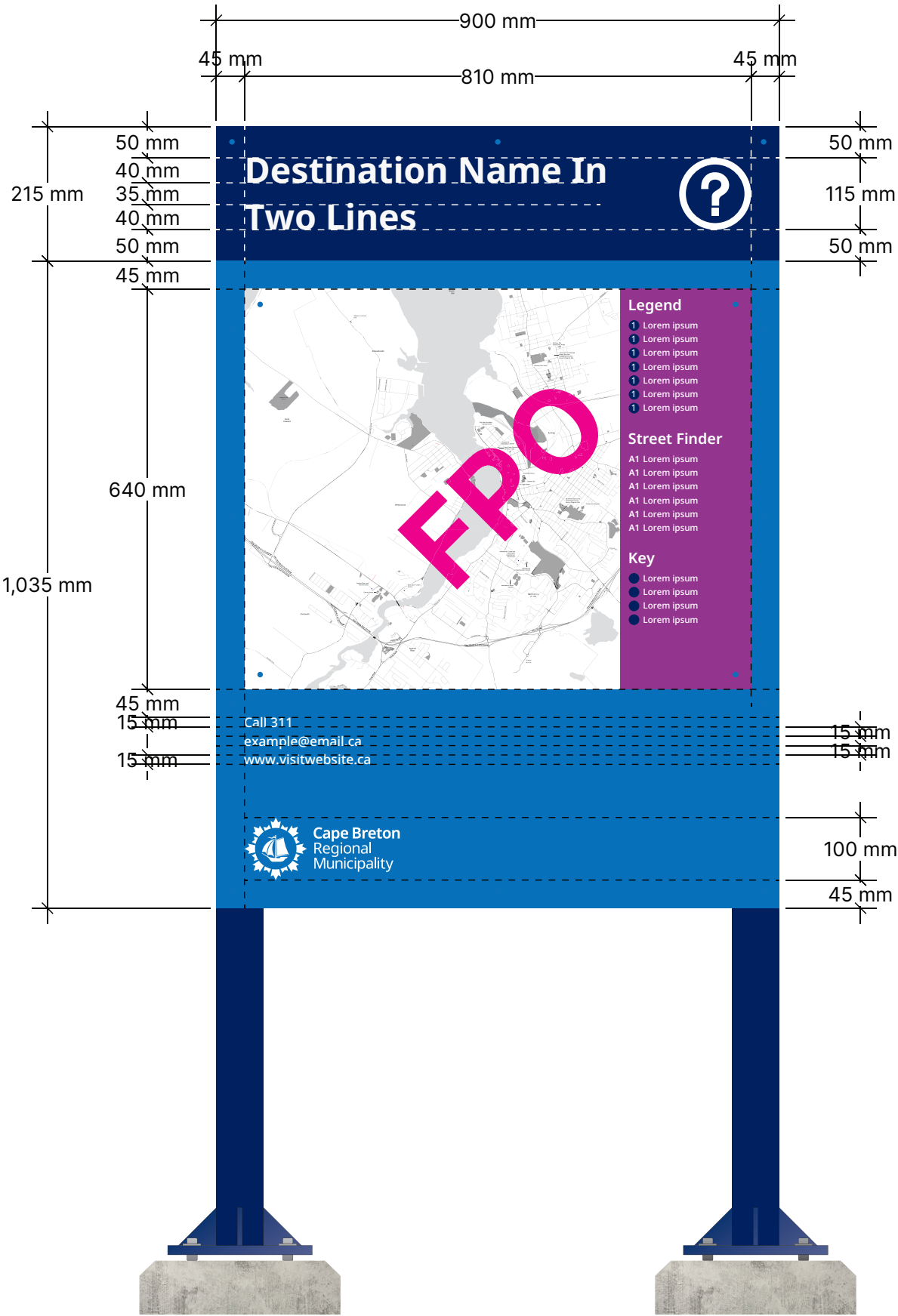
Fabrication Drawings



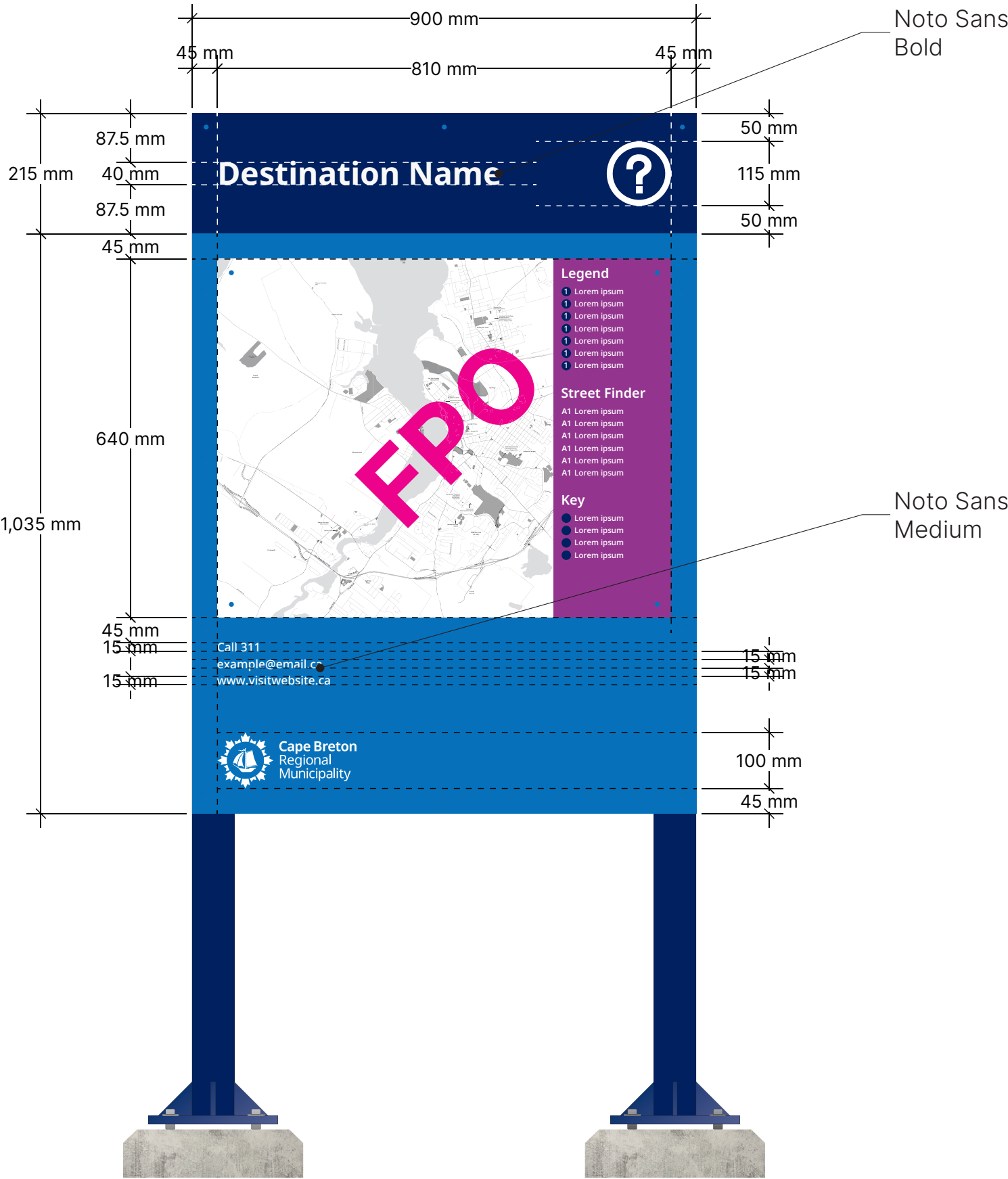
- NOTE**
- All fixtures (washers, bolts, screws, etc.) must be finished in requested colour and finish.
 - Concrete form is set to a depth determined by the site engineer.
 - Gauge of horizontal and vertical steel tubes to be determined by site engineer.



Sign Panel Layouts



Two lines layout



One line layout
Font specifications

Pantone 2757 C	R 0 G 31 B 96	C 100 M 92 Y 31 K 31	#001f60
Pantone 285 C	R 0 G 113 B 185	C 88 M 53 Y 0 K 0	#0071b9
Pantone 513 C	R 147 G 53 B 141	C 49 M 94 Y 5 K 0	#93358d
White	R 255 G 255 B 255	C 0 M 0 Y 0 K 0	

Colour specifications
(extracted from CBRM brand sheet)



CAN-ASC-2.4 – Wayfinding and Signage

Draft Standard



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1 Accessibility Standards Canada: About us

Accessibility Standards Canada, under whose auspices this standard has been produced, is a Government of Canada departmental corporation mandated through the *Accessible Canada Act*. Accessibility Standards Canada's Standards contribute to the purpose of the *Accessible Canada Act*, which is to benefit all persons, especially persons with disabilities, through the realization of a Canada without barriers through the identification, removal, and prevention of accessibility barriers.

Disability, as defined by the *Accessible Canada Act*, means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment — or a functional limitation — whether permanent, temporary, or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person's full and equal participation in society.

All of Accessibility Standards Canada's standards development work, including the work of our technical committees, is carried out in recognition of, and in accordance with, the following principles in the *Accessible Canada Act*:

- all persons must be treated with dignity regardless of their disabilities;
- all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
- all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;

- all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
- laws, policies, programs, services, and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
- persons with disabilities must be involved in the development and design of laws, policies, programs, services, and structures; and
- the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

These principles align with the principles of the United Nations' *Convention on the Rights of Persons with Disabilities*, ratified by the Government of Canada in 2010 to recognize the importance of promoting, protecting, and upholding the human rights of persons with disabilities to participate fully in their communities. Standards developed by Accessibility Standards Canada align with Articles in the Convention.

Accessibility Standards Canada seeks to create standards that are aligned with its vision. This includes commitments to break down barriers to accessibility and abide by the principle of “nothing without us” in our standards development process, where everyone, including persons with disabilities, can expect a Canada without barriers.

As part of the “nothing without us” principle, Accessibility Standards Canada promotes that accessibility is good for everyone, as it can have society wide benefits. As a result, Standards developed by Accessibility Standards Canada are designed to achieve the highest levels of accessibility. This means that Accessibility Standards Canada standards create equity-based technical requirements while taking into consideration national and international best practices, as opposed to focusing on minimum technical requirements.

This approach is meant to push innovation in standards and develop technical requirements that have broad positive impacts. This approach to innovation strives to improve the outcomes for all Canadians, including creating employment opportunities and solutions that contribute to Canada's economic growth.

The standards development process used by Accessibility Standards Canada is the most accessible in Canada, if not the world. Accessibility Standards Canada provides accommodations to meet the needs of Technical Committee members with disabilities. Accessibility Standards Canada provides compensation for people with disabilities to encourage their active participation. Accessibility Standards Canada ensures an accessible public review process, including accessible permission forms and multiple formats of the standard, to encourage Canadians with disabilities to comment. To facilitate an accessible experience for all, our standards are available for free on our website. This includes providing standards in multiple formats, including plain-language, American Sign language (ASL) and langue des signes québécoise (LSQ) summaries. This allows the following groups to benefit from the technical content of our standards:

- people with disabilities;
- people without disabilities;
- the federal public sector;
- private sector;
- non-government organizations;
- indigenous communities; and
- society.

Accessibility Standards Canada applies an intersectional framework to capture the experiences of people with disabilities who also identify as 2SLGBTQI+, Indigenous Peoples, women, and visible minorities. Its standards development process requires that technical committees apply a cross-disability perspective to ensure that no new barriers to accessibility are unintentionally created. In addition, standards developed by Accessibility Standards Canada align with United Nations Sustainable Development Goals, which were adopted by Canada in 2015 to promote partnership, peace and prosperity for all people and the planet by 2030.

Accessibility Standards Canada is engaged in the production of voluntary accessibility standards, which are developed by technical committees using a consensus-based approach. Each technical committee is composed of a balanced group of experts who develop the technical content of a standard. At least 30 % of these technical experts are people with disabilities and lived experience and 30% are from equity seeking groups including 2SLGBTQI+, indigenous peoples, women and visible minorities. These technical experts also include consumers and other users, government and authorities, labour and unions, other standards development organizations, businesses and industry, academic and research bodies, and non-governmental organizations.

All Accessibility Standards Canada standards also incorporate related findings from research reports conducted through Accessibility Standards Canada's Advancing Accessibility Grants and Contributions program. This program involves persons with disabilities, experts, and organizations to advance accessibility standards research and supports research projects that help with the identification, removal, and prevention of new barriers to accessibility.

Accessibility Standards Canada standards are subject to review and revision to ensure that they reflect current trends and best practices. Accessibility Standards Canada will initiate the review of this standard within four years of the date of publication. Suggestions for improvement, which are always welcome, should be brought to the notice of the respective technical committee. Changes to standards are issued either as separate amendments or in new editions of the standards.

As a Standards Council of Canada Accredited Standards Development Organization, all Accessibility Standards Canada standards are developed through an accredited standards development process and follow Standard Council of Canada's Requirements and Guidance for Standards Development Organizations. These voluntary standards apply to federally regulated entities and can be recommended to the Minister responsible for the *Accessible Canada Act*.

In addition to its focus on developing accessibility standards, Accessibility Standards Canada has been a leader amongst Canadian federal organizations for promoting and adopting accessibility internal to government. Accessibility Standards Canada is the first organization in the federal government to have a Board of Directors majority-led by persons with disabilities. Accessibility Standards Canada has a state-of-the-art accessible office space for its employees, Board of Directors, and Technical Committee Members. The carefully designed accessible workspace aligns with the organization's belief in the importance of equitable design.

To obtain additional information on Accessibility Standards Canada, its standards or publications, please contact:

Web site: <https://accessible.canada.ca/>

E-mail: ASC.Standards-Normes.ASC@asc-nac.gc.ca

Mail: Accessibility Standards Canada
320, St-Joseph Boulevard
Suite 246
Gatineau, QC, J8Y 3Y8

2 Standards Council of Canada Statement

[Reserved for publication]

3 ASC legal notice

Note: This draft standard is under development and subject to change. It should not be used for reference purposes.

Please read this Accessibility Standards Canada (ASC) legal notice before using this draft standard.

3.1 Legal notice for standards

The Canadian Accessibility Standards Development Organization (operating as “Accessibility Standards Canada”) standards are developed through a consensus-based standards development process approved by the Standards Council of Canada. This process brings together volunteers representing varied viewpoints and interests to achieve consensus and develop standards.

Although Accessibility Standards Canada administers the process and establishes rules to promote fairness in achieving consensus, it does not independently test, evaluate, or verify the content of the standards. During this process, Accessibility Standards Canada makes the draft standard available for comment, review, and approval.

3.2 Understanding this edition of the draft standard

Revisions may have been or may eventually be developed in relation to this edition of the draft standard. It is the responsibility of the users of this document to verify if any revisions exist.

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4 Technical Committee Members

[Reserved for publication]

5 Preface

[Reserved for publication]

6 Introduction

6.1 Background

This Standard provides information about more inclusive ways to allow everyone to navigate indoor and outdoor environments effectively, safely and efficiently. Signs and navigational cues are found everywhere, but they are not always accessible to those who need to use them. Everyone in Canada has the right to interact with environments effectively, safely, and efficiently.

While the standard will apply initially only to federal facilities, other jurisdictions will be encouraged to adopt this standard and develop regulations to implement it.

Consultation with and testing by persons with disabilities is an essential part of whatever is being considered. The technical committee understands that different disabilities impact the way people access information or gain understanding of messages that are conveyed by signage and wayfinding.

During the development of this Standard, the technical committee considered many factors, including lighting, colour contrast, visibility, tactile and braille requirements, vibration when needed, audible and electronic information, and placement of navigational cues. In addition, the advancement of technological solutions for signage and wayfinding has been included in the standard to allow its users to understand what must be considered when making technological choices that may benefit persons with disabilities as they navigate indoor or outdoor environments. Best practices have been outlined to assist with consultation and decision-making regarding the universal impact, affordability and usefulness of elements included in the design of indoor and outdoor spaces.

New trends in urban design relate to person-centered living. One of these is pedestrianization, i.e., where neighbourhoods or streets are built for restricted pedestrian traffic only. This requires very careful consideration of the accessibility challenges it can inadvertently create. We hope this standard can help navigate these and other changes.

While every attempt has been made to present the Wayfinding and Signage Standard in plain language, there are technical language requirements which apply. The definitions section in this Standard should address this issue. Existing Canadian and international standards and other articles and documents are referenced where applicable throughout this Standard.

Note: Tactile diagrams, tactile maps and acoustics are not considered within this Standard's scope of work.

Requirements and recommendations in this Standard are as inclusive as possible. We have no control over the availability of materials that work best, but we have tried to provide the most up-to-date advice. It should be apparent what is absolutely essential or preferred. The goal is to provide succinct and relevant information so that designers and project managers have the information they need to create more inclusive environments for everyone.

6.2 Guiding principles

The practice of design involves more than consideration for usability.

We invite practitioners to not only include the information presented in this Standard but to also consider these principles to create more inclusive environments.

In all aspects of wayfinding and signage, the following principles apply:

- a) **Affordability:** Wayfinding and signage technologies, if used, are accessible without extra costs to users, including extra data charges or costs to purchase new apps (exclusive of the consumer's personal contracts).
- b) **Perceptibility:** Signage and other technologies are designed to communicate information through multiple sensory channels, such as visual, auditory, or tactile means. The inclusion of multi-sensory feedback allows access for individuals who rely on different senses.
- c) **Operability:** Technologies are operable by all users, in indoor and outdoor environments and in all weather conditions.
- d) **Consistency:** The design and implementation of wayfinding and signage is consistent to ensure information is presented in a way that is familiar, logical, and intuitive.
- e) **Usability and safety:** Any technologies are easy to use, safe, and prevent additional obstacles or harm.
- f) **Reliability and integration:** Signage and any incorporated technology are dependable, robust, and easily integrated across platforms, ensuring suitability for use with adaptive solutions (i.e., applications, smart devices, wearable technologies).
- g) **Training/guidance:** Adequate training and support are provided to staff/service providers to enhance users' abilities to effectively use the wayfinding and signage features being implemented.
- h) **Testing and maintenance:** Wayfinding and signage undergoes testing by intended users prior to implementation and be continuously maintained to ensure sustainability.

- i) Empowerment and independence: Wayfinding and signage in its various forms allow for autonomy and independent navigation, providing timely, accurate, and clear information in multiple formats when necessary.
- j) Awareness and education: Implementers and designers provide ongoing public awareness of the purpose and intent of inclusive wayfinding and signage to ensure everyone understands their meaning and intent.
- k) User consultation: Implementers and designers carry out consultation with user groups when establishing/determining or altering the wayfinding and signage solutions.

7 Scope

7.1 General

This Standard provides requirements and guidance on the design, management and implementation of tools and systems that facilitate wayfinding and access to signage throughout physical spaces. This Standard addresses as well the design and implementation of indoor and outdoor signage as part of a wayfinding system. Unless a clause is specified for outdoor or indoor spaces, the requirements shall apply to both.

This Standard:

- recognizes the equity rights of persons with disabilities as Canadian citizens;
- aligns with the *Accessible Canada Act*;
- considers guiding principles; and
- complements other codes and standards related to the accessibility of the built environment.

This Standard identifies ways to prevent barriers for people with disabilities both now and in the future.

This Standard focuses on the implementation of multiple solutions (e.g., sight, sound, tactile, and technology) to provide individuals with a variety of options to meet their needs and facilitate independent navigation.

7.2 Inclusions

The following topics are covered in this Standard:

- Principles for the application of new and emerging technologies
- Wayfinding cues

- Tactile Walking Surface Indicators (TWSI)
- Paths of travel
- Lighting
- Colour contrast
- Signage
- Tactile signage
- Braille
- Pictograms and symbols
- Audible signs
- Electronic signs
- Maps (non-tactile)
- Technological solutions

7.3 Exclusions

The following topics are not covered in this Standard:

- a) Tactile maps and diagrams

Note: These are not included in this standard at this time as a literature and standards review has indicated a lack of consistency in the approach and application of these tools. More consideration is needed.

- b) Acoustics

Note: This will be a separate standard: CAN-ASC-2.5/ICC A118 Acoustics in the built environment.

- c) Assistive listening systems

7.4 Terminology

In this Standard, three terms are defined as follows:

- **Shall:** Expresses a requirement, or a provision that the user is obliged to satisfy to comply with the standard.
- **Should:** Expresses a recommendation, or that which is advised but not required.
- **May:** Expresses an option, or that which is permissible within the limits of the standard.

Notes accompanying clauses do not include requirements or alternative requirements; the purpose of a note accompanying a clause is to separate explanatory or informative material.

Notes to tables and figures are considered part of the table or figure and may be written as requirements.

Annexes are designated normative (mandatory) or informative (non-mandatory) to define their application.

8 References

This Standard refers to the following publications, and where such reference is made, it shall be to the edition listed below:

Accessibility Standards Canada

CAN-ASC-2.1 — Outdoor Spaces (draft)

Braille Literacy Canada

Accessible Signage Guidelines. 2024

CSA Group

CAN/ASC B651:2023 Accessible Design for the Built Environment

International Organization for Standardization

ISO 23599:2019 Assistive products for blind and vision-impaired persons
—Tactile walking surface indicators

ISO 21542:2021 Building construction — Accessibility and usability of the
built environment

ISO 7001:2023 Graphical symbols — Registered public information
symbols

Other publication

Accessible Canada Act, 2019

9 Definitions, symbols, and abbreviations

9.1 Definitions

The following definitions shall apply in this Standard:

Accessible — Any space, feature, element, site, environment or facility that can be used (e.g., located, approached, entered, exited or operated) by individuals with diverse abilities ensuring equitable access, navigation, and operation. This term can also apply to services, practices, and programs.

Accessible format — A format that presents information in a way that can be perceived, understood, and used by all individuals. Examples include braille, large print, audio, electronic text compatible with assistive technologies, and tactile formats.

Alternate format — Information presented in braille, in large print, electronically (e.g., on removable or portable media), or in an accessible format.

Note: Large print is considered to be 14 point or larger sans serif font.

Bollard — Short post used to create a protective or architectural perimeter. They are vertical posts that come in different shapes and sizes. They are sometimes used to guide traffic or to provide an architectural barrier around a building. As architectural elements, they come in a wide variety of shapes and styles to accentuate or visually stand out in their settings. They are often made of metal, stone, cement or plastic and can include decorative elements.

Braille — A method that uses raised dots to signify letters and numbers. In Canada, Unified English Braille (UEB) serves as the standard for braille in the English language. “Le code braille français uniformisé pour la transcription des textes imprimés” is the code to be used for information provided in French.

Cane-detectable — An object or surface texture modification that can be identified within the reach of a long white cane.

Colour rendering — The process of converting image data that describes the colour-space coordinates of a scene’s elements into output-referred image data that represents the colour-space coordinates of those same elements as they appear in a reproduction.

Note: Colour rendering typically involves one or more of the following steps: adjusting for differences in viewing conditions between the input and output, mapping the tone scale and colour gamut to fit the reproduction’s dynamic range and colour capabilities, and applying adjustments based on viewer preferences.

Colour Rendering Index — A dimensionless value, measured in Ra, that indicates how accurately a light source reveals the colours of various objects when compared to a standard or natural light source.

Communication — Includes languages, display of text, braille, tactile communication, large print, accessible multimedia as well as written, audio, plain-language, human-reader, and augmentative and alternative modes, means and formats of communication, including accessible information and communication technology.

Frontal reach — The distance a person can extend either arm, to the front and not to the side, without losing their balance, in a standing or seated position.

Functional reach — The distance a person can reach forward or to the side beyond arm's length while keeping a fixed base of support in a standing or seated position.

Source: Modified from Medical Dictionary for the Health Professions and Nursing © Farlex. 2012 to add seated position

Note: The collective term for frontal reach and lateral reach is functional reach.

Glare — Bright light reflected from a surface, floor, window or screen. Glare occurs when one part of the environment is much brighter than the general surrounding area, causing discomfort, or loss in visual performance.

Graphical symbol — A visually identifiable figure or image that conveys specific information or meaning without relying on written or spoken language.

Lateral reach — The distance a person can extend either arm, to the side and not to the front, without losing their balance, in a standing or seated position.

Light Reflectance Value — A numerical measure of the fraction of visible light that a surface reflects when illuminated by a light source.

Luminance — The measure of light that a surface emits or reflects in a specific direction.

Lux — The SI unit of illuminance, representing the amount of light that falls on a surface.

Note 1: 1 lux (abbreviation: lx) is equal to the illuminance produced on a surface of area 1 m² by a luminous flux of 1 lumen (lm) uniformly distributed over that surface.

Note 2: Non-metric, non-SI units: lumen per square foot (symbol: $\text{lm}\cdot\text{ft}^{-2}$), foot-candle (abbreviation: fc): $1 \text{ lm}\cdot\text{ft}^{-2} = 1 \text{ fc} = 10,764 \text{ lx}$.

Michelson contrast — Contrast (modulation) which measures the relation between the spread and the sum of the two luminances.

Pictogram — Also called glyph, is an efficient visual means of conveying a specific message or instruction concisely.

Note 1: Pictograms that show a person in a specific action or that illustrate the function of a room are most easily recognized.

Note 2: Pictograms are composed of two elements: a graphical symbol that is broadly associated with a specific message, and the background on which the symbol is positioned (referred to as the field) which may provide additional meaning or context through its shape and colour.

Note 3: Pictograms (except for overhead signs) are always used in combination with raised text and the equivalent braille information.

Note 4: Pictograms include icons, arrows, public information, accessibility and safety symbols and are intended to succinctly convey actions, directional information or provide a room function.

Signage — Means of conveying information about direction, location, safety or action and designed to be clear, concise and consistent. Signage can be audible, text, symbols, tactile or graphical information.

Tactile — Perceptible through the sense of touch; relating to physical surface characteristics intended to be felt rather than seen or heard.

Tactile Walking Surface Indicator — A standardized textured surface designed to be detected underfoot or with a long white cane, providing visual contrast and tactile cues to assist individuals by offering guidance or warnings. There are two types of Tactile Walking Surface Indicators (TWSIs); attention indicators used for hazard warning and direction

indicators used for directional guidance.

Attention indicator — A type of TWSI (Tactile Walking Surface Indicator) design used to highlight potential hazards or key decision points. It consists of truncated domes or cones.

Direction indicator — A type of TWSI (Tactile Walking Surface Indicator) design, used to offer directional guidance to aid in wayfinding across open areas. It consists of elongated flat-top bars.

Uncontracted braille — A letter by letter transcription of text, numbers and punctuation also identified as Grade 1 braille.

Vertical sign — Sign fixed parallel to the wall of a building to which it is attached and with its largest dimension being vertical.

Wayfinding — The process of navigating through an environment by using visual, auditory, or tactile cues to determine one's location and direction toward a desired destination.

Weber Contrast — Relationship between the luminance of a brighter area of interest and that of an adjacent darker area.

Note: Mathematically, the difference between the two luminances divided by the lower luminance.

9.2 Abbreviations

The following abbreviations shall apply in this Standard:

CIE — International Commission on Illumination

Cm — Michelson contrast

Cw — Weber contrast

dB SPL — Sound pressure level measured in decibels

Ft-candles — Foot-candles

GU — Gloss Units

LED — Light Emitting Diode

LCD — Liquid Crystal Display

Lm — Lumen

LRV — Light Reflectance Value

lx — Lux

mm — Millimetres

Ra — Colour Rendering Index

px — Pixel

TWSI — Tactile Walking Surface Indicator

UEB — Unified English Braille

UGR — Unified Glare Rating

UV — Ultraviolet

10 General requirements for lighting and contrast

This Clause outlines requirements and recommendations that apply to all signage and wayfinding. Good lighting and contrast are essential to ensure that the information being conveyed is clear and available to interpret and process visual information.

The requirements in this Clause apply to all aspects of wayfinding and signage. Lighting and the use of colour contrasting materials are essential to the interpretation and understanding of signage and wayfinding.

10.1 Lighting

Good lighting is important mainly for safety and communications. There is no standard set of guidelines that will meet everyone's needs.

As people age, their eyes require more light to function effectively. An eye condition can also affect a person's lighting needs. The same level of light may be fine for a fully-sighted person, excessive for someone with glaucoma and too low for someone with macular degeneration.

In addition to providing visual clarity, lighting is useful in emphasizing important elements of the environment. Lighting makes it easier to identify building elements such as entrances, hallways, obstacles/unsafe areas, stairs, and changes of level.

Light levels, lighting direction, and background decor are factors that help clarify visual information, such as reducing glare.

10.1.1 Application

This Clause shall apply to the lighting of all wayfinding elements (including signage) within the built environment and applicable outdoor spaces.

10.1.2 General lighting design

The lighting design for wayfinding and signage shall:

- a) incorporate the following:
 - i) colour rendering (minimum Ra > 80);
 - ii) colour temperature around 3000 K; and
 - iii) colour rendering index between 60 CRI and 70 CRI; and
- b) consider the following:
 - i) illumination level of vertical and horizontal surfaces;
 - ii) reduction of glare caused by direct light sources or reflective surfaces;
 - iii) consistency and dispersion of luminance; and
 - iv) orientation of light and shadow control.

10.1.2.1 Basic lighting considerations

Lighting design shall:

- a) ensure indoor spaces are lit to a minimum of 100 lx;
- b) ensure outdoor spaces are lit in compliance with Clause [10.1.5](#);
- c) for indoor spaces, be integrated within the handrail only when overhead lighting sources cannot be installed; and
- d) incorporate supplementary lighting, with upward or downward components only, to enhance:
 - i) special features and key orientation elements;
 - ii) key signage and orientation landmarks; and
 - iii) communication or information systems.

Note 1: If lighting is installed in the handrail, the handrail should be visible.

Note 2: Outdoor lighting design may be integrated within the handrail when overhead lighting sources cannot be installed.

Note 3: Care should be taken to avoid the use of devices that operate on a timed mechanism as this may lead to an inadvertent loss of lighting while wayfinding elements are still in use.

10.1.3 Glare and shadow

Various eye conditions cause many people to be impacted by the effects of glare. Glare may lead to discomfort and hinder the ability to perform daily tasks effectively by causing visually contrasting information to be interpreted incorrectly in visual displays.

The lighting design for objects or surfaces causing glare and shadow shall:

- a) use the Unified Glare Rating (UGR) to assess discomfort glare levels caused by light sources; and
- b) ensure that the UGR value does not exceed 22 in circulation areas and does not exceed 19 in habitable rooms.

10.1.3.1 Preventing glare and shadow

Designers should prevent glare and shadow by:

- a) preventing unnecessary light from spilling into unintended areas while softening or dispersing it;
- b) utilizing indirect lighting;
- c) positioning the light source appropriately based on the viewing direction and the intended focal point;
- d) restricting the use of uplighters positioned at floor or low levels that interfere with the user's visual field;

- e) ensuring corridor layouts do not include windows at their endpoints;
- f) selecting light-coloured ceilings and walls to prevent positioning light sources against dark backgrounds;
- g) preventing sudden shifts between brightly lit and dark areas; and
- h) regulating lighting levels at entryways to prevent glare when moving between indoor and outdoor spaces.

10.1.4 Indoor lighting

Both natural and installed lighting have an impact on the perception of information that is needed for navigation of indoor environments.

10.1.4.1 Natural and artificial lighting

Indoor lighting can be natural, artificial, or both.

Indoor lighting design shall:

- a) use available natural light to illuminate entrances and corridors;
- b) integrate artificial and natural lighting to provide comfortable, evenly distributed light at working surfaces and throughout circulation routes, at all times;
- c) control natural light to avoid discomfort, excessively bright light and glare (e.g., using overhanging, shades or UV tinted protection);
- d) use shading to reduce excessive brightness and reflected glare from windows;
- e) avoid positioning sources of light (natural or artificial) at the ends of corridors or behind people at reception areas or counters;
- f) support visual tasks, such as identifying hazards, reading signs, navigating spaces, and interpreting sign language; and

- g) allow an illumination quality that is as close to a full spectrum as possible to aid in identifying edges and colour contrasts which are used as wayfinding cues (this ensures the warm end of the spectrum provides appropriate colour definition).

10.1.4.2 Indoor light fixtures

Indoor light fixtures that specifically illuminate wayfinding elements shall:

- a) be selected with diffusers, lenses, or recessed light sources, so that minimal glare is created;
- b) for surface-mounted fluorescent ceiling fixtures installed below 2440 mm:
 - i) use darkened sides (i.e. not wrap-around lenses); and
 - ii) position them perpendicular to the dominant direction of travel, or as valance-type lighting along the perimeter of a space to create indirect lighting; and
- c) avoid those with multiple pinpoints that result in high-intensity illumination.

Note: Multiple pinpoint light fixtures often add unnecessary glare and leave an afterimage on the retina of people with reduced vision.

10.1.5 Exterior lighting

Exterior lighting presents additional challenges due to changes in natural light that depends on weather conditions. The measurements below are designed to provide guidance for optimum viewing and navigation.

Exterior lighting shall:

- a) maintain lighting levels of 50 lx over frequently used paths of travel, including walkways, paths of travel, stairs, and ramps, measured at the ground;
- b) be positioned such that all ramps, steps, and stairs are lit to clearly define surfaces, treads, risers, nosings, and handrails;
- c) maintain a minimum of 100 lx consistently over building entrances, measured at the ground; and
- d) maintain a minimum lighting level for facilities outside of daylight hours at 50 lx (dusk to dawn).

Note 1: A building entrance is an entrance between indoors and outdoors.

Note 2: The aim is to provide a smooth transition to allow eyes to adjust to the change in lighting levels between outdoors and indoors.

10.2 Luminance contrast

Note: The required luminance contrast value varies based on the visual task and is influenced by:

- a) the size of the smallest detail necessary for recognition;
- b) the time available for detection, such as the immediate identification of hazards and warning signs; and
- c) the lighting environment, including natural daylight, artificial illumination, or a combination of both.

Ensuring proper lighting is crucial for the effective perception of visual contrast (see Clause [10.1](#)). Sufficient illumination, along with minimum reflectance values for lighter surfaces, is necessary to achieve adequate luminance levels for surfaces and building elements, depending on the specific visual task. Typically, lower illumination levels necessitate greater visual contrast to enhance the ability to perceive information, architectural features, and spatial design.

The human eye's capacity to distinguish contrast improves with higher illuminance in the surrounding environment. Minimum luminance contrast values are determined based on changing lighting conditions within buildings, where artificial and natural light interact, as well as in outdoor settings, where daylight fluctuates throughout the day and across seasons. In most cases, individuals with little or no colour vision can still detect luminance contrasts, even if they cannot perceive colour. Colours at the warm end of the spectrum (yellow, orange, bright red, etc.) are easier to recognize than those at the cool end. See Clause [10.4](#) for more information on colour combinations.

10.2.1 General requirements

Luminance contrast design shall:

- a) enhance wayfinding by also clearly defining junctions between walls and floors, doorway recesses and corridor intersections using distinct boundary materials such as carpeting or floor tiles;
- b) serve as a safety measure to define edges or boundaries of objects, such as stair nosings, doors, and handrails;
- c) visually distinguish important architectural features, such as elevators and exit doors, from their immediate environment;
- d) define the boundaries of a room, such as where the wall meets the floor, using colour or tone;

- e) ensure that baseboards in monochromatic environments are contrasted with the wall and floor colours, to provide boundary definition;
- f) be applied consistently to visually identify distinctive objects and important architectural features, such as exit doors and elevators;
- g) include regular maintenance program for both indoor and outdoor environments, to ensure the necessary luminance contrast is preserved throughout the building or outdoor space or facility lifecycle especially for safety-related floor markings such as stair nosing;
- h) not use colours that are close to or identical to those used for regulatory, safety or emergency signage for other types of signage for both indoor and outdoor environments; and
- i) meet the minimum luminance contrast values as those in Table [1](#) (for requirements for glossy or shiny materials see Clause [10.2.2](#) and Table [2](#)).

Note: These are minimum contrast values, higher values are often used to improve the lighting conditions such as when the lighting conditions may at times be low.

Unless specified as outdoor luminance contrast design, such as requirements g) and h), the requirements above shall only pertain to indoor built environments.

Table 1 — Minimum luminance contrast values for matte surfaces according to the visual task

(See Clauses [10.2.1 i\)](#) and [10.2.2 a\) i\)](#))

This table provides the required values of minimum light reflectance value (LRV), Michelson contrast, and Weber contrast for different visual tasks on a matte surface.

Visual task on matte surface by surface type	Minimum LRV* of the lighter surface	Michelson contrast Cm (%)	Weber contrast Cw (%)
Large surface areas, and elements and components to facilitate orientation [†]	≥40	≥30	≥45
Potential hazards, small items, and self-contrasting markings [‡]	≥50	≥60	≥75
Text information [§]	≥70	≥60	≥75

* LRV: The light reflectance value LRV, or CIE Y-value, is expressed on a scale of 0 to 100, with a value of 0 points for pure black and a value of 100 points for pure white.

†: Examples of large surface areas and components to facilitate orientation include, but are not limited to walls, floors, doors, ceiling, handrails, furniture, tactile walking surface indicators, and visual indicators on glazed areas.

‡: Examples of potential hazards, small items, and self-contrasting markings include, but are not limited to visual indicator on steps, glazed areas, switches, and controls.

§: An example of text information is signage.

10.2.2 Luminance contrast of glossy materials

An individual's viewing angle, combined with the placement of light sources and the luminance of reflected objects such as clothing, walls, lighting fixtures, or nearby surfaces, affects the luminance of a glossy surface. These reflections can lead to a decrease in luminance contrast.

Typically, luminance contrast is achieved through the visual distinction between an element and its surrounding surface. For instance, a spherical element reflects light differently from different sides creating high and low luminance surfaces.

- a) The luminance contrast of glossy materials shall:
 - i) meet the luminance contrast requirements specified in Table [1](#) when applied to rounded elements in buildings, such as tactile inscriptions, door handles, or handrails for wayfinding (see also Clause [10.2.1](#));
 - ii) have a threshold greater than that for non-reflective materials when used as reflective material on key surfaces (see Table [2](#)); and
 - iii) follow the specifications outlined under “For brushed metals” in Table [2](#), when brushed metal is used.
- b) Potential hazards shall not be marked using visual indicators made from highly glossy materials.

Note: Backlit signs ensure sufficient luminance contrast against surrounding surfaces made of brushed metal, such as control buttons.

Table 2 — Minimum luminance contrast values for glossy surfaces according to the visual task

(See Clause [10.2.1 i\)](#))

This table provides the required values of minimum light reflectance value (LRV), Michelson contrast, and Weber contrast for large and small areas of a brushed metal surface.

Visual task on brushed metal surface by surface type	Minimum LRV* of the lighter surface	Michelson contrast Cm (%)	Weber contrast Cw (%)
Large surface areas, and elements and components to facilitate orientation [†]	≥40	≥40	≥57
Small items necessary to enable use of building elements [‡]	≥70	≥70	≥82

* LRV: The light reflectance value LRV, or CIE Y-value, is expressed on a scale of 0 to 100, with a value of 0 points for pure black and a value of 100 points for pure white.

†: Examples of large surface areas and elements and components to facilitate orientation include, but are not limited to, walls, floors, doors, ceiling, base plates of controls, and tactile walking surface indicators.

‡: Examples of small items necessary to enable use of building elements include, but are not limited to, control buttons and inscriptions on controls.

10.3 Colour choice

If a feature of a building needs to stand out, the best way to accomplish this is to use bright colours that contrast with adjacent surfaces.

Colours shall:

- a) be utilized to assist in identifying doors, floors, or departments within a building and to support wayfinding;
- b) be bright or have a highly contrasting tone, or both to assist with wayfinding (e.g., if used as part of a signage band located on walls at eye level, this band makes it easier to follow than monolithic wall colouring, and can be the visual cue for other essential signs); and
- c) have high contrast with walls or doors to emphasize changes in direction, the end of corridors, or open areas at intersections, visually defining end walls or return walls in long corridors.

Note 1: When combining colours, darker shades from the outer edges of the spectrum (such as violet, blue, and red) should be paired with brighter hues from the central spectrum (such as yellow and green).

Note 2: Colour pairings such as red with green or blue with yellow should be avoided when their shades have comparable brightness or intensity.

Note 3: The following combinations should also be avoided: grey and blue, light green and navy blue.

Note 4: To establish contrast between blue and yellow or red and green, pairing dark blue with bright yellow or deep red with pale green is recommended, as these combinations are more distinguishable to the human eye compared to dark green with pale red or a strong yellow with light blue.

Note 5: Colours serve as an effective navigational aid, assisting in the recognition of floor levels or room functions. They enhance tactile and visual signage, such as displaying the number “3” to indicate the third floor.

10.4 Colour patterns

Patterns can cause difficulty with the interpretation of visual information. The information below provides guidance about the use of colour patterns.

Colour pattern selection shall:

- a) avoid heavy or distinct patterns on walls or floors since these can add visual confusion to settings for persons with limited vision;
- b) have simple, repetitive, non-directional patterns that feature monochromatic or low-colour contrast;
- c) be designed to minimize high luminance contrast between darker and lighter sections, ensuring a maximum contrast value of $C_m = 20\%$ ($C_w = 33\%$) for floor patterns; and
- d) avoid floor patterns with high luminance contrast, as they may create the illusion of height variations.

Note: Strong contrast in floor patterns can also contribute to vertigo in some individuals.

11 Wayfinding

11.1 General

Wayfinding is facilitated by well-designed indoor and outdoor environments that incorporate clear paths of travel, along with constructed and natural navigation cues such as edges, landmarks, signage, surface textures, lighting, and acoustics that can be detected through visual, tactile, and auditory means.

Wayfinding systems, including those used to identify landmarks and decision points, should present information that is easy to locate, read, and understand. Effective wayfinding enables individuals to:

- 1) understand the site conditions they may encounter;
- 2) know their position relative to other key locations;
- 3) orient themselves in an appropriate and safe direction; and
- 4) discover new destinations and services independently.

Wayfinding shall:

- a) support orientation through variations in acoustics, surface textures, lighting, and colour following the principle of multi-sensory accessibility, ensuring they are available in formats suitable for individuals with sensory impairments;
- b) provide supportive measures in combinations (i.e., audible and tactile; audible and visual);
- c) be supported through tactile direction indicators (TWSIs) in combination with audible, tactile and visual cues in large or highly complex buildings and extensive areas;
- d) indicate changes in direction when TWSIs are used in large or highly complex buildings and extensive areas;

- e) have detectable paths of travel with visual contrast against adjacent walls to facilitate navigation in large or highly complex buildings and extensive areas; and
- f) have paths of travel maintain a minimum luminance contrast with the surrounding environment, as outlined in Clause [10.2](#), in large or highly complex buildings and extensive areas.

Note 1: Wayfinding systems complement but do not replace the need for accessible customer service.

Note 2: Consider ambient noise levels, placement options, and identification of tactile information to assess whether visual information should be supported by audible and tactile elements.

Note 3: For ease of navigation and to help facilitate wayfinding have paths of travel that intersect at perpendicular angles whenever possible.

11.2 Obstacles

Decorative objects, trees, planters and other items are often placed along paths of travel. While it is important to beautify the environment to create an atmosphere, the information below will be helpful for establishing ways to achieve what is needed without endangering others.

11.2.1 Obstacles on paths of travel

Paths of travel shall:

- a) comply with CSA/ASC B651:23;
- b) not have wayfinding or signage elements obstruct the path of travel in accordance with CSA/ASC B651:23;
- c) have visually contrasting markings to highlight the presence of transparent obstacles, such as glass walls or panels; and

- d) have maintenance plans with provisions for the clearing and repair of all wayfinding and signage elements that are part of the space.

Note: Where protruding objects cannot be removed, they should be placed outside paths of travel or recessed so as not to reduce the width required for unobstructed passage for all persons.

11.2.2 Bollards in paths of travel

Bollards in paths of travel shall:

- a) be placed in accordance with CSA/ASC B651:23;
- b) have a height between 500 mm and 1200 mm to facilitate detection by pedestrians and motorists;
- c) have visual contrast markings in an upper position to be easily detected;
- d) avoid being placed in a triangular or U-shape arrangement as they present a barrier for wheeled mobility devices; and
- e) have a form of ground level detection, plinth or tapping rail when they are wider at the top than at ground level to allow detection.

Note 1: Bollards should have a consistent profile throughout their height from ground level.

Note 2: Where possible, bollards should not be linked with ropes or chains as this presents a hazard to pedestrians.

Note 3: Flexible bollards that can withstand low-speed vehicular impact and return to their original position may be considered near pedestrian crossings to enhance visibility and protect pedestrian zones, where fixed bollards are not feasible.

11.3 Walking surfaces of interior and exterior paths of travel

Interior paths of travel are used to navigate indoor environments in buildings, and large complexes. Exterior paths of travel are used to navigate pathways outside of a building.

Walking surfaces of interior and exterior paths of travel in the built environment shall:

- a) be firm, stable, slip resistant, and free of glare;
- b) avoid the use of busy patterns that can result in visual confusion and disorientation;
- c) use consistent floor surface texture to identify the same type of hazard; and
- d) support orientation and wayfinding at critical navigation points through additional illumination, increased visual contrast, and tactile elements, such as material changes (textural changes) or TWSI.

Note 1: Textural changes may be used to indicate non-hazardous features such as seating areas where TWSIs are not required. Textural changes can complement, but should not replace TWSIs where safety or accessibility compliance is required.

Note 2: In large open outdoor and indoor areas, different textured surfaces should differentiate paths of travel from adjacent areas.

11.3.1 Additional specifications for exterior paths of travel

Exterior paths of travel shall:

- a) for paved surfaces:
 - i) have pedestrian and cycling zones that are physically separated and cane-detectable;
 - ii) have a continuous clear visual and tactile detectable delineation between pedestrian and cycling zones, such as a 300 mm grass section for easy detection, or be on different levels such as the street and the sidewalk;
 - iii) incorporate distinctive surface materials, such as tiles, at intersections or key decision points in outdoor plazas to help users identify critical areas and make informed navigation choices;
 - iv) be simple and not interfere with orientation or safe street crossings when used in decorative crosswalks, including elements such as colour, design, imagery, texture, or material that enhance aesthetics beyond standard crosswalk treatments; and
 - v) include two white transverse lines bordering the crosswalk (for all crosswalks).
- b) for paved and unpaved surfaces:
 - i) include identification of the location and nature of the path(s) to the building at the entrance(s) to the site, from any parking space, and at decision points (intersections) within the site;
 - ii) provide a dedicated pedestrian pathway that is visually and tactilely separated from other modes of transportation, such as scooters and bicycles;

- iii) use contrasting colours for pathway edges against the surrounding landscape to support wayfinding (e.g., a light-coloured path against darker greenery allows individuals to better differentiate the route and follow it more easily);
- iv) feature high-contrast railings along pathways or near stairs to enhance visibility; and
- v) connect accessible parking spaces and drop-off zones that are connected to the accessible entrance.

Note 1: Avoid shared infrastructures, including cycling paths between access points to buses and public transportation, as they are not considered accessible.

Note 2: Architectural elements may be included to help maintain visibility of wayfinding and signage elements during different seasons.

Note 3: Decorative crosswalks should be avoided across roadways that have high volumes of traffic or a high percentage of truck traffic, or both, specifically, major and minor arterial roadways.

Note 4: Unpaved paths of travel should be separated from faster moving vehicles (e.g., scooters, bicycles, e-bikes, electric cars) to enhance the safety of people of all abilities.

11.4 Tactile Walking Surface Indicator (TWSI)

Note: This Standard uses the terminology “attention indicator” and “direction indicator” to align with other National Standards of Canada. International Standards may use different terminology such as “attention pattern” and “direction pattern.”

11.4.1 Design according to function

11.4.1.1 General requirements

TWSIs shall:

- a) be placed in areas lacking constructed or natural navigation cues;
- b) be arranged in a clear and structured sequence, with defined start and end points, marking intersections, decision points, or potential hazards along the way;
- c) be of enough depth in the direction of travel to provide adequate detectability and appropriate response by the users, such as stopping and turning;
- d) have their starting point well-defined and easily identifiable, aligning with constructed and natural navigation cues; and
- e) have a smooth adjacent walking surface of at least 600 mm wide.

Note 1: TWSIs are not to be used to compensate for inadequate design.

Note 2: TWSIs can additionally be installed independently to mark hazards or specific locations for individuals to navigate from one destination to another safely.

Note 3: TWSIs can be used to accommodate a range of accessibility requirements and support safe and independent navigation. TWSIs also allow users to orient themselves effectively at intersections and directional crosswalks.

Note 4: Smooth adjacent surfaces make TWSIs easier to detect and distinguish by foot or cane. To reduce confusion, paving joints or gaps should be minimized. Where unavoidable, such gaps should be limited in coverage and kept narrow and shallow to prevent interference with tactile cues.

11.4.1.2 TWSI detection

TWSIs shall:

- a) ensure detectability underfoot and with a long white cane;
- b) ensure clear differentiation between direction and attention indicators for individuals who rely on them for navigation;
- c) be placed adjacent to or surrounded by smooth surfaces to support effective detection; and
- d) feature a slip-resistant surface (see Annex [A](#)).

Note 1: Different slip resistances between the TWSI and adjacent surfaces should be avoided.

Note 2: A consistent pattern should be maintained for each type of TWSI in order to prevent confusion.

Note 3: The slip resistance of TWSIs should also respect the criteria presented for slip resistance of other surfaces in CAN-ASC-2.3 (draft).

11.4.2 Attention indicator surfaces

11.4.2.1 General

Attention indicators provide critical safety information to everyone at potentially dangerous locations. They may be used to indicate pedestrian crossings, curbs, railway platforms, stairways, ramps, escalators, moving walkways, and elevators to enhance safety and awareness.

Attention indicators shall:

- a) only be used to identify potential hazards or provide guidance at intersecting points in a path;
- b) be standard within a building, facility, site, or complex of buildings;
- c) be clearly differentiated from direction indicators; and

- d) extend across the full width of a path of travel and perpendicular to the direction of travel when approaching a hazard.

Note 1: It's important to provide consistent safety information so that people will recognize potentially dangerous situations in any location.

Note 2: In outdoor environments, cast iron is a durable material which doesn't create glare and provides contrast.

Note 3: In indoor environments, the use of carpet, changes in flooring or the use of different materials at intersecting corridors provides useful wayfinding information.

11.4.2.2 Location

Except when the location is protected by a guard complying with clause 6.16.4 of CAN-ASC-2.1 (draft), an attention indicator shall be at the following locations:

- a) Stairs and ramps:
 - i) at the tops of stairs and ramps;
 - ii) at landings where there is a door leading onto the landing; and
 - iii) at landings longer than 2,100 mm where there are no continuous handrails.

Note: When installed at the bottom of a ramp ensure that a proper setback is used so that wheeled mobility device users are not destabilized at the bottom of the ramp but detection of the ramp is still possible for other users requiring the warning.

- b) In outdoor spaces:
 - i) be continuous across the width of the stair with a maximum gap of 75 mm to the end of the tread;

- ii) have a depth between 600 mm and 650 mm, starting one tread depth from the edge of the stair; and
- iii) be provided at:
 - 1) each intermediate landing that has an entrance into a stair system;
 - 2) where the regular stairway pattern is broken; and
 - 3) where the run of the landing is greater than 2100 mm in length and does not have a continuous handrail.
- c) Paved and unprotected drop-off edge where:
 - i) the change in elevation is greater than 250 mm; or
 - ii) the slope is steeper than in a ratio of 1:3 (33%).
- d) Both sides of ground-level railway crossings.
- e) Exposed perimeters of reflecting pools and fountains.
- f) Curb ramps and depressed curbs.
- g) Access points to a vehicular pathway or zone where no curbs or physical barriers distinguish paths of travel from vehicle travel areas.
- h) Where there is a hazard.
- i) Where there is a change in direction within a tactile guidance path using direction indicators.
- j) Where an amenity is present along a tactile path to aid in identification.

Note: At changes in direction within direction indicators, attention indicators should be configured in a square pattern centered on the direction indicators, with each side of the square being 600 – 650 mm.

11.4.2.3 Placement

Attention indicators shall:

- a) span the entire width of the hazard, covering all approach directions when signalling a hazard, and be positioned at least 300 mm away from the hazard;
- b) be positioned 300 mm from the sidewalk edge when indicating a pedestrian crossing;
- c) be installed at a 90° angle to the travel direction while extending across the full width of the crossing;
- d) be positioned 300 mm away from the curb edge when used to mark at-grade curbs separating sidewalks from vehicle lanes;
- e) be placed at the top landing in buildings where a staircase is located in an open space; and
- f) be arranged to ensure clear visibility of the first and last steps when used at stair landings to avoid any visual confusion.

Note: To reduce the likelihood of tripping or stumbling, stair flights and landings made of different materials should have similar frictional properties.

11.4.2.4 Luminance contrast

Luminance contrast for attention indicator surfaces shall:

- a) have a difference in light reflectance or CIE Y-value with their immediate surrounding surface, greater than 30 points for integrated units and greater than 40 points for discrete units, with a minimum reflectance value of the lighter surface of 50 points; and

- b) be achieved between the attention indicators and the surrounding area. If the required contrast cannot be attained, a continuous band of at least 100 mm wide with suitable contrast shall be placed adjacent to the attention indicators.

Note 1: Integrated units are single components that consist of domes, cones, or elongated bars formed together on a base surface or plate.

Note 2: Discrete units are independently installed tactile elements, such as domes, cones, or elongated bars, that are incorporated into ground or flooring surfaces as separate components.

Note 3: The effective area of the attention indicators should have a high visual contrast (see also Clause [10.1](#), [10.2](#) and [10.3](#)) with the immediate surrounding pedestrian surface in both wet and dry conditions.

11.4.2.5 Configuration

Configuration of attention indicators is important to ensure their effectiveness when in use.

11.4.2.5.1 Arrangements of a single plate

Attention indicators design shall:

- a) have truncated domes or cones positioned in a square grid pattern, either aligned parallel or set at a 45° angle to the primary direction of travel; and
- b) have edges bevelled or level with the surrounding surface (e.g., height of 3 mm or less) to avoid tripping.

Note: The diagonal configuration tends to be easier to detect for cane users.

11.4.2.5.2 Dome height

Truncated domes or cones shall have a height ranging between 4 to 5 mm.

Note: Truncated domes or cones are more noticeable when adjacent to smooth surfaces like rubber, plastic or metal rather than rougher materials such as manufactured paving stones or textured concrete.

11.4.2.5.3 Dome diameter

Truncated domes or cones shall:

- a) have a top diameter between 12 mm and 25 mm, as indicated in Table [3](#);
- b) have the bottom diameter 9 mm to 11 mm larger than the top diameter; and
- c) have an allowable variation in the top diameter that does not exceed ± 1 mm.

Note: A 12 mm top diameter is considered the most effective size for individuals to detect and differentiate through the soles of their shoes.

Table 3 — Dome diameter and spacing combinations

(See Clauses [11.4.2.5.3](#) and [11.4.2.5.4](#))

This table provides the top diameter, base diameter, and spacing requirements for flat-topped domes or cones.

Top diameter of flat-topped domes or cones (mm)	Base diameter of flat-topped domes or cones (mm)	Spacing between the centres of adjacent domes or cones (mm)
12	21 to 23	42 to 61
15	24 to 26	45 to 63
18	27 to 29	48 to 65
20	29 to 31	50 to 68
25	34 to 36	55 to 70

11.4.2.5.4 Dome spacing

Dome spacing shall have a minimum distance between the centre points of two neighbouring truncated domes or cones, whether aligned parallel or at a 45° diagonal angle to the travel direction, in accordance with the ranges specified in Table [3](#).

11.4.2.5.5 Dimensions of attention indicators

This Clause does not apply to railway platforms, where national laws, regulations, and standards take precedence.

Attention indicators shall:

- a) be installed cross the full width of the hazard when used as hazard indicators;
- b) have a depth between 600 mm and 650 mm, with one side aligned to the edge of the hazard; and

- c) have an increased depth to enhance detectability and allow for a longer stopping distance when no set-back is present.

11.4.3 Direction indicator surfaces

Before installing direction indicators, input from users should be obtained, and user testing should be completed. Consistency is paramount when installing these features. Direction indicator surfaces may be placed at transportation terminals and stations, as well as open spaces such as plazas or public spaces.

11.4.3.1 General

In large or open spaces, a tactile pathway or guiding line for navigation is required.

Direction indicators shall:

- a) be used to indicate directional orientation especially where no other clues in the built environment indicate the path to follow; and
- b) not rely on natural guiding patterns in areas where hazardous situations, such as driveways or vehicle entrances, are present.

Note 1: Direction indicators are recommended for safety and guidance in outdoor environments.

Note 2: The designated route should connect the entrance with all key locations throughout the premises, including but not limited to service desks, elevators, stairs, and escalators.

Note 3: An overuse of tactile direction indicator paths may lead to confusion. In a confined area, such as a lobby or transit facility, one or two paths should be sufficient.

Note 4: Some existing elements of the built or natural environment provide wayfinding clues so that Direction Indicator Surfaces may not be required. Examples include:

- 1) a wall adjacent to the sidewalk if it goes straight and there are no obstacles or other hazards;
- 2) a small wall, hedge, or curb (i.e., there are no acoustic cues and these elements may be detected only with a long white cane);
- 3) a covered walkway which provides acoustic wayfinding cues; and
- 4) corridors up to 3 m wide inside a building that are free of obstacles and provide acoustic cues. However, if the corridor includes rooms or offices open to the public, a tactile path and braille/tactile signage are essential.

11.4.3.2 Luminance contrast

Direction indicators shall:

- a) have a luminance-contrast of at least 50 % with the surrounding surface;
- b) have an adjoining continuous luminance contrast band at least 100 mm wide installed adjacent to it when the required contrast is not achievable; and
- c) not be yellow.

Note: Direction indicators are not yellow to differentiate from attention indicators.

11.4.3.3 Configuration

11.4.3.3.1 Arrangements

A direction indicator shall be constructed of parallel flat-topped elongated bars with a maximum end-to-end spacing of 30 mm that extend in the direction of travel.

11.4.3.3.2 Height of bars

Flat-topped elongated bars shall have a height between 4 mm and 5 mm.

Note 1: In indoor settings with highly smooth surfaces, a height of at least 4 mm is recommended.

Note 2: Flat-topped elongated bars are more easily detectable when placed adjacent to extremely smooth surfaces, such as plastic, metal, or rubber, compared to rougher materials like textured concrete or manufactured paving stones.

Note 3: Excessive height beyond the required level for effective detectability may increase the risk of tripping.

11.4.3.3.3 Length of bars

Flat-topped elongated bars shall:

- a) have a top length of more than 270 mm with the bottom length extending an additional 9 mm to 11 mm beyond the top; and
- b) have a drainage gap between 10 mm and 30 mm to allow proper water flow if there is risk for water build up between them.

11.4.3.3.4 Bar width

Flat-topped elongated bars shall:

- a) have their top width range between 17 mm and 30 mm as detailed in Table [4](#); and
- b) have their bottom width 9 mm to 11 mm larger than the top width.

Note: A 17 mm top width is considered the most effective dimension for individuals to detect and differentiate using the soles of their shoes.

Table 4 — Flat-topped elongated bar width and spacing combinations

(See Clauses [11.4.3.3.4](#) and [11.4.3.3.5](#))

This table provides the top width, base width, and spacing requirements for flat-topped elongated bars.

Top width of flat-topped elongated bars (mm)	Base width of flat-topped elongated bars (mm)	Spacing between the centrelines of adjacent flat-topped elongated bars (mm)
17	26 to 28	57 to 78
20	29 to 31	60 to 80
25	34 to 36	65 to 83
30	39 to 41	70 to 85

11.4.3.3.5 Bar spacing

Bar spacing is the measured distance between the centrelines of adjacent flat-topped, elongated bars.

The bar spacing shall:

- a) correspond to the top width, as specified in Table [4](#); and
- b) have a top width tolerance of ± 1 mm.

11.4.3.3.6 Width of pattern

The width of a direction indicator shall:

- a) be between 250 and 300 mm when installed to a defined route; and
- b) if installed across a path of travel as an indicator of a facility or changing diverging route:
 - i) be between 600 and 650 mm; and

- ii) have the elongated bars running in the direction toward the facility or changing route.

12 Signage

12.1 General

Signage is a critical part of making buildings, structures and designed spaces coherent, functional and safe for all users. This includes employees, visitors and first responders. Signage provides direction at key decision points along natural paths of travel and works in concert with natural features of architecture, structures, lighting, and sound. Signage combines a variety of cues including common terminology, symbols, colour, and tactile features to help persons of all abilities navigate these spaces efficiently — whether locating rooms, services, amenities or emergency features.

Signage shall:

- a) be installed in a consistent placement to create predictability for the user;
- b) when it is directional signage, lead people all the way to their destination and back without feeling lost, even when they are unfamiliar with an environment;
- c) include tactile text, graphical symbols, pictograms, and braille when installed within lateral reach or frontal reach;
- d) be low glare and provide high contrast;
- e) not be obstructed;
- f) use the symbol of access where it is necessary to identify a specific barrier-free route, or amenity designed to meet the needs of specific people;
- g) have the text and braille associated with the symbol of access indicate that the route or amenity is accessible;

- h) have all audible and visual signs, including those provided for indoor or outdoor mapping tested by people who will use them to confirm usability and clarity; and
- i) be properly maintained.

Note: Signs should be easy to read and intuitive to the user. Use of plain language and recognized graphical symbols are encouraged. The following two standards provide useful methods for testing comprehension and perceptual quality:

- 1) ISO 9186-1:2014 Graphical symbols — Test methods — Part 1: and Method for testing comprehensibility
- 2) ISO 9186-2:2008(2024) -Graphical symbols — Test methods — Part 2: Method for testing perceptual quality

12.2 Types of signage

Signs are used in a wide range of indoor and outdoor environments.

The categories below describe different types of signage and their associated accessibility requirements to support independent navigation, orientation, information access, and safety for all users, including persons with disabilities.

Signs shall:

- a) be in an accessible format for the types of signage identified in Clauses [12.2.1](#), [12.2.2](#), [12.2.3](#), [12.2.4](#), [12.2.5](#), [12.2.6](#), and [12.2.7](#).

12.2.1 Orientation Signs

Orientation signs provide assistance to people in navigating the facility or environment they are in.

Note 1: Examples of orientation signs include maps, sketches, models, and directional signs for elevators and washrooms.

Note 2: Examples specific to outdoor environments trailhead orientation panels, park entrance directories, and “you are here” maps located at trail junctions or large open sites. Directional signs that convey directional guidance from one location to another, conventionally incorporating arrow symbols to fulfill their function.

12.2.2 Identification signs

Identification signs provide general orientation or specific information.

Note 1: Examples of Identification signs include signage for buildings, washrooms, egress, stairwells, doorways, or offices.

Note 2: Examples specific to outdoor environments campsite number signs, cabin or yurt identifiers, accessible beach or picnic shelter identification signs.

12.2.3 Regulatory signs

Regulatory signs that denote forbidden actions (Prohibition Signs), or a mandatory action (Mandatory Signs).

Note 1: Examples of prohibition signs include no entry sign, no stopping sign, no smoking sign, no open fires, no off-leash pets, no swimming.

Note 2: Examples of mandatory signs include dismount bikes sign, keep right sign, keep clear sign, stay on marked trail.

12.2.4 Warning and danger signs

- 1) Warning signs denote a potential hazard.
- 2) Danger signs denote a definite hazard.

Note 1: Examples of Warning signs include radioactivity warning sign, emergency exit sign, area of refuge sign; Caution: floor slippery when wet, crane overhead; Danger: flammable material, poison substance, electric hazard

Note 2: Examples specific to outdoor environments wildlife warnings (e.g., bear in area), steep slope or falling rock alerts, trail closure due to flooding or storm damage.

12.2.5 Information signs

Information signs deliver general, explanatory, or interpretive information in addition to other types of signs.

Note: Examples of Information signs include hours of operation, instructions for accessing a room, interpretive content related to public art, educational panels in parks, heritage descriptions.

12.2.6 Temporary signs

Temporary signs convey safety information, directional guidance, or essential event-related information, including construction notices, temporary closures, detour routes, and event-related information necessary for navigation or participation.

Note 1: Examples of Temporary signs include construction zones, temporary washroom closure, wet floor, detour signage for an outdoor festival.

Note 2: Signs not related to safety, wayfinding, or essential access, such as decorative displays or informal community notices (e.g. bake sales), should follow best practices for legibility and placement, but accessibility requirements are not mandatory.

12.2.7 Parking Signs

Parking signs provide information about parking directions, instructions, etc. in a parking facility. This type of sign is exclusively to be read by motorists.

Note: Refer to other sign types for signs that are not exclusively designed for motorists in a parking facility, such as signage designed for pedestrians.

12.2.8 Requirements for different types of signage

Signage shall:

- a) for signs intended to be read by pedestrians, include tactile characters and braille in:
 - i) identification signs
 - ii) mandatory signs; and
 - iii) warning signs; and
- b) be installed close to the designated area where information is needed as information signs. For example, hours of operation may be installed on the non-operational door swing when possible;
- c) for any vertical sign:
 - i) not create an obstruction within the path of travel;
 - ii) when installed outdoors, be placed in a location that does not intrude into the path of travel; and
 - iii) maintain at least 70% luminance contrast with its surrounding environment, including mounting elements such as the pole;

Note: Examples include signs denoting parking types or accessibility parking stalls and signs for parking payment instructions.

- d) be cane-detectable, stable and fixed securely for temporary signs;
- e) for a designated accessible parking space:
 - i) be identified by a vertically mounted sign that:
 - 1) is at least 300 mm wide by 450 mm high;
 - 2) has the centre of the sign between 1500 and 2000 mm from the ground; and
 - 3) incorporates the International Symbol of Access; and
 - ii) when paved, have the International Symbol of Access painted on the pavement that is:
 - 1) at least 1000 mm long; and
 - 2) luminance (colour) contrasted with the background pavement by at least 70%; and
- f) for digital or electronic signage ensure compliance with Clause [12.11](#), including requirements for visual clarity, accessibility of audio content, screen contrast, and non-flashing elements.

12.2.9 Signs for outdoor spaces

Trailhead signs in outdoor spaces shall be provided at the start of trails and wherever trail conditions change significantly and include:

- a) length or distance of the trail or trail segment;
- b) maximum and typical running slope and cross slope;
- c) surface type, firmness, and stability;
- d) presence of any obstacles (including stairs) or hazards; and

- e) minimum and typical trail width.

Note 1: The location of amenities (if present) should also be provided.

Note 2: A significant change in trail conditions includes but is not limited to large changes in incline, slope direction, type of ground cover, trail width, or the frequency or size of trail obstacles.

Note 3: Trail maps may be used to show alternate routes, where available.

12.3 Quality of information

Information provided by signs shall:

- a) be concise and written using direct and plain language;
- b) avoid the use of jargon, acronyms, and abbreviations; and
- c) include alternative communication methods, i.e., an audible technology, braille booklet or similar alternate format where there is an established need.

Note 1: When a sign contains more than one language, each language should be presented on the same sign in a side-by-side format. When space does not allow for side-by-side format, one language may appear above the other which is known as over-under format. Whether side-by-side or over-under format, both languages should be presented equally in all respects, including size, font, colour, prominence, and respect for conventions and grammar.

Note 2: Motion sensors or QR codes that trigger an audio recording of the information and other technologies that automatically read aloud text are examples of valid options that may be used.

12.4 Configuration

Sign configuration pertains to the physical properties, presentation, and design of signs.

Signs shall:

- a) have surfaces, including raised and background surfaces, with very low reflection and glare, not exceeding 50 gloss units, except where retroreflective finishes are required for safety or operational purposes (e.g., signs used in low-light conditions on trails, emergency signage, or vehicular access areas);

Note 1: Sign surfaces should generally be matte or low-sheen to prevent glare from sunlight or artificial lighting. Retroreflective sign faces are typically used only where increased visibility at night or in remote areas is necessary, such as at unlit trailheads or in emergency situations.

Note 2: A gloss unit is defined as a numerical value used to represent the level of gloss or shine observed on a surface when light is reflected from it.

- b) where required to be illuminated, have an illumination level on the surface of at least 200 lx, measured uniformly across the sign face to ensure visibility and legibility in low-light conditions;
- c) be mounted to surfaces with a matte or non-reflective finish to minimize glare and support legibility, except where retroreflective mounting surfaces are required for safety or operational purposes (e.g., trail marker posts in remote areas, roadside signage, or emergency access points);

Note: In most outdoor settings, signs should be mounted to materials such as matte-coated metal, wood, or powder-coated aluminum posts. Retroreflective mounting is typically reserved for vehicular signs or remote locations where visibility at night is critical.

- d) be produced using materials that are durable and resistant to wear or vandalism (see also Clause [12.7.1](#));

Note: Materials should be selected based on environmental conditions and anticipated public interaction. Outdoor and high-traffic areas may require UV-resistant, weatherproof, or anti-graffiti finishes and tamper-proof mounting systems.

- e) be applied (attached, secured, mounted, adhered) using materials that are durable and resistant to wear or vandalism (see also Clause [12.7.1](#));
- f) be consistently illuminated and free of shadows across their entire surface in indoor environments and exterior locations where controlled lighting is feasible;
- g) in outdoor environments such as parks and trails, where full avoidance of shadows may not be feasible:
 - i) use high-contrast designs with matte finishes to reduce glare; and
 - ii) where required by jurisdiction or operational policy, include retroreflective elements to enhance visibility in low-light conditions;

Note: In federally administered sites, all exterior signage (including pedestrian and vehicular signs) may be required to be retroreflective to ensure visibility in low-light conditions. Where such jurisdictional or operational policies exist, those supersede the general guidance provided in this clause.

- h) have all text and braille left aligned and presented horizontally;
- i) maintain a uniform or consistent design throughout a facility for those providing equivalent information, ensuring consistency in shape, colour, composition, and position;
- j) have flat surfaces, not including tactile characters and braille;
- k) minimize clutter and visual confusion at installation points by combining multiple messages into a single sign where practicable;
- l) have characters, symbols, and backgrounds with an eggshell, matte, or other low glare finish;
- m) have characters, pictograms, and symbols be luminance (colour) contrasted by at least 70% with their background; and
- n) have letters and numbers that:
 - i) are sans serif font;
 - ii) use Arabic numerals;
 - iii) have a width-to-height ratio between 3:5 and 1:1;
 - iv) have a stroke width-to-height ratio between 1:5 and 1:10;
 - v) have the character height sized relative to the intended viewing distance, in accordance with CSA/ASC B651:23, clause 4.6.3, table 7;
 - vi) are measured using the height of an uppercase “X” when determining character size;
 - vii) use a mix of uppercase and lowercase letters (i.e., not appear in all-caps);
 - viii) do not use italics font; and
 - ix) present spacing between lines of text at least 25% to 30% of the point size.

Note 1: In such cases the messages should be prioritized in order of importance to the general viewer.

Note 2: In exterior environments, glare and shadowing may result from natural lighting conditions. Where consistent illumination cannot be maintained, the use of low-glare, high-contrast, and retroreflective materials are recommended.

Note 3: The character heights provided in this Standard are based on minimum values from CSA/ASC B651:23. Designers should consider whether larger character sizes are appropriate in their respective outdoor environments, particularly where increased viewing distances, lighting variability, or complex surroundings may affect legibility.

12.5 Colour contrast

The following information supplements the requirements outlined in Clause [10](#).

Signs shall:

- a) not incorporate colours that are used for regulatory and emergency signs unless they bear a regulatory or emergency message. These colours include, but are not limited to: red, yellow, blue and green;
- b) be highly contrasting with the surface and the background on which they are mounted;
- c) incorporate pronounced low glare colour contrast to ensure legibility under typical indoor and outdoor lighting conditions;
- d) where retroreflective materials are used for outdoor signage, maintain effective contrast in both natural and low-light conditions without causing excessive glare that impairs readability; and

- e) be luminance (colour) contrasted by at least 70% with its background.

Note 1: For signs, the most visible colours are white or yellow on a black, charcoal or other dark background, such as brown, dark blue, dark green or purple.

Note 2: Black lettering on white is also acceptable, although less readable than the reverse. See Clause [10.2](#) for additional colour contrast information.

12.6 Installation

Installation is an important aspect of ensuring a sign is at an appropriate location for the users.

Permanent and temporary sign installation shall:

- a) comply with Clause [11.2](#); and
- b) be cane-detectable if they are free-standing.

12.6.1 Location of signs

Signs shall:

- a) for signs meant to be read looking down (i.e., mounted on a standalone pole either parallel or angled to the ground), be located between 730 mm to 860 mm above the ground to allow viewing from a seated position;
- b) for outdoor toilet facilities (e.g., portable toilets, outhouses):
 - i) be mounted on the exterior wall beside the entrance door, where feasible.

- ii) where such placement is not possible due to limited wall space, be mounted in the centre of the door with a centreline at 1500 mm above the ground, provided the sign does not protrude or pose a hazard. In this case, the International Symbol of Access shall be mounted below the sign, with its centreline at 1350 mm above the ground.

Note: Mounting tactile and Braille signage directly on doors is not recommended due to potential safety risks when doors are in use. Where no adjacent mounting surface is available (e.g. portable toilet enclosures), door-mounted signage may be used as a last resort. In such cases, ensure the door swings inward, and the sign is mounted flush with minimal projection. If feasible, consider supplementary tactile cues near the approach area to assist with locating the sign.

- c) be installed on the latch side of the door for wall-mounted room identification signs (see also Clause [12.7.3](#));
- d) be located 1500 mm +/- 50 mm from the floor when they are visual and do not contain tactile or braille elements;
- e) be installed at a height of 1150 mm to 1250 mm above the floor for those required to include tactile and braille elements (see Clause [12.2](#) and [12.7](#)) in addition to visual (graphical or pictogram) elements, with the lowest tail of the tactile element starting at 1150 mm and the top end not exceeding 1550 mm;

Note 1: They should be easy to locate and consistently placed in predictable locations across a given campus, facility, or building.

Note 2: See Clauses [12.7.1](#) and [12.7.3](#) for additional requirements for tactile signs.

Note 3: An exception may be made for signs specifically designed for children, where the installation height requirements may be lowered.

- f) include allowances for lowered placement in settings where the building users, such as children, are expected to require a lower sign;
- g) be cane-detectable for A-frame signs (see Clause [11.2.1](#));
- h) be cane-detectable for any signs mounted on posts (see Clause [11.2.1](#));
- i) be located at key decision points along a path of travel for directional signs;
- j) follow a logical sequence, giving users reference points to destinations for directional signs; and
- k) be placed securely so that they do not pose a safety hazard or are an obstruction for ground-mounted signs.

Note: Consistent location of signage in outdoor environments enables a person to anticipate where and when signage can be found. If adhering to these requirements is not feasible in an outdoor environment, a consistent tactile information system (e.g., change in surface texture) could be implemented to identify signage locations. For example, at trail intersections the signage can be in advance of the intersection, located to the right at a fixed height above the ground.

12.6.2 Overhead signs

Overhead signs shall:

- a) be installed with a minimum overhead clearance of 2,050 mm from the finished floor for blade or suspended signs;

- b) not be required to have tactile features if installed out of physical reach (e.g., ceiling-mounted). However, a separate sign containing the message in raised text and braille shall be installed within the reachable tactile zone complying with Clause [12.7.2](#) and [12.7.3](#);
- c) be mounted at consistent locations throughout the building and be viewable from a comfortable viewing distance; and
- d) be visible and clear of obstruction for blade or suspended signage.

Note: In crowded areas, blade or suspended signs should be considered to ensure the message is visible from a distance.

12.6.3 Stairs

Note 1: Information signs should be placed in stairwells to identify all entry and exit points.

Note 2: Floor numbers should be displayed on each level at both the top and bottom of staircases, as well as on handrails.

12.7 Tactile signs

Tactile signs are signs installed within functional reach (lateral reach and frontal reach), that provide all information in visual and tactile formats. These tactile elements include raised letters and braille and may also include specific symbols or pictograms. Tactile signs are soft to the touch and can be traced by users with their fingers.

12.7.1 Tactile sign design and build elements

Tactile signs shall:

- a) have rounded corners, edges that are smooth to the touch, and be free from rough or abrasive elements;

- b) be approachable within 100 mm without encountering protruding objects or standing within a door swing;
- c) include an alternative communication method, such as audible technology, braille or large print booklets, or other digital assistive technologies, when containing large amounts of information, particularly in high-traffic areas or when the sign's location makes providing tactile elements impractical or unsafe;
- d) be produced using materials that are durable and resistant to wear or vandalism; and
- e) be applied (attached, secured, mounted, adhered) using materials that are durable and resistant to wear or vandalism.

Note 1: Information that may change frequently is not required to be tactile.

Note 2: In some cases, signs that include variable messages may display tactile elements for the permanent portion of the sign message.

Note 3: Variable information may be presented in an alternate accessible format where appropriate.

12.7.2 Tactile signs at doors—location and mounting

Tactile signage at doors shall:

- a) where there are double doors, be installed at a consistent location on either side of the doorway;
- b) where the wall space is not sufficient, be installed on the nearest adjacent wall;
- c) not be mounted on the door itself to reduce the collision hazard;
- d) be located on the wall on the latch side of doors or openings to ensure people can read it safely;

- e) be at a distance of 140 mm to 160 mm from the leading vertical edge of the door jamb; and
- f) have a clear wall area around the sign of 75 mm wide.

12.7.3 Tactile signs at eye-level

Eye-level can be interpreted differently depending upon the height of the individual or whether a person is sitting or standing. The requirements below attempt to provide guidance dependent upon different eye levels.

Tactile signs at eye-level shall:

- a) be located and installed in compliance with Clause [12.6.1](#);
- b) be reachable (frontal and lateral) from wheeled mobility devices (both manual and powered) when they are wall-mounted;
- c) include allowances for lowered placement in settings where the building users, such as children, are expected to require a lower sign;
- d) require a clear area of 820 mm x 1390 mm in front of the sign when it is wall mounted; and
- e) when installed on posts, be cane-detectable to comply with Clause [11.2.1](#)).

Note: Signage that is at eye level and tactile should be adjacent to the path of travel and installed within reach (600 mm max).

12.7.4 Tactile characters

Tactile characters shall:

- a) have a slight elevation above the background of the sign, measuring between 0.8 and 1.5 mm, including letters and numbers;

- b) have their height between 16 and 50 mm based on the height of the uppercase letter “X”;
- c) have spacing between the baselines of separate lines of characters within a message ranging from 135 percent to a maximum of 170 percent of the character height;
- d) have text that is sans serif font and use Arabic numerals and not be italic, oblique, script, highly decorative, or displayed in other unusual forms;
- e) have a width-to-height ratio between 3:5 and 1:1;
- f) use uppercase characters;
- g) follow print for braille and tactile characters;
- h) have gently rounded edges for text; and
- i) be accompanied by an equivalent description in braille for all raised text characters, pictograms, or symbols, including arrows on directional signs.

12.8 Braille

There are a number of signs that require braille. These include orientation signs, such as directories; directional signs, such as wall-mounted signs with arrows, and identification signs, such as washroom signs.

Braille shall:

- a) be the Unified English Braille (UEB) for English text;
- b) be the code braille français uniformisé for French text;
- c) accompany each language on bilingual and trilingual signs, ensuring that the corresponding braille is provided for each language;

Note: For further information, see the Accessible Signage Guidelines by Braille Literacy Canada.

- d) be included on all permanent signs installed within a lateral or frontal reach, along with tactile lettering;
 - i) The uncontracted braille shall correspond directly with the tactile lettering;
- e) be uncontracted on signs containing 10 words or fewer;
- f) be contracted on signs containing 10 words or more;
- g) have braille dots placed directly below the corresponding text;
- h) be placed below the entire text of the same language for multi-lined text; and
- i) use durable and smooth material.

Note: Poor material can lead to dots wearing off, changing the letters and affecting the meaning of the braille message.

12.8.1 Braille dots

Braille shall:

- a) have dots that are domed and provide:
 - i) a dot base diameter from 1.5 mm to 1.6 mm;
 - ii) a distance between two dots in the same cell from 2.3 mm to 2.5 mm;
 - iii) a distance between corresponding dots in adjacent cells from 6.1 mm to 7.6 mm;
 - iv) a dot height from 0.6 mm to 0.9 mm; and
 - v) a distance between corresponding dots from one cell directly below from 10 mm to 10.2 mm.

- b) be separated by a minimum of 9.5 mm from any other tactile characters and 9.5 mm from raised borders and decorative elements.

12.9 Pictograms and graphical symbols

Examples of pictograms include the symbol of access, used to illustrate that an amenity, space or path of travel is accessible. An arrow in the upwards position is a pictogram used to denote forward motion on a directional sign. A pictogram of a white cross on a green background communicates first aid.

Pictograms shall:

- a) when used on custom wayfinding signs, include:
 - i) pictograms adopted in Canadian standards publications;
 - ii) pictograms and graphical symbols published and registered by the International Standards Organization; and
 - iii) pictograms that have undergone a testing process;

Note: ISO 9186-1:2014 Graphical symbols—Test methods Part 1: Method for testing comprehensibility is the most commonly used test for comprehension of pictograms and symbols.

- b) adopt the International Pictogram Symbol of Access (ISO PI AC 001, also referred to as the International Symbol of Access) where applicable;

Note: As it is universally recognized, the International Pictogram Symbol of Access is not required to be accompanied by raised text. Positioning braille within the field is possible.

- c) have signs that include tactile characters and braille to clearly communicate the meaning of the pictogram they display;
- d) contrast with their fields, with either a light pictogram on a dark field or a dark pictogram on a light field (see Clause [12.5](#) for colour contrast information);
- e) have their symbols appear on a field and be sized to fill it with the following measurements:
 - i) the field to have a minimum height of 150 mm and be raised 0.8 mm – 1.5 mm from the surrounding surface; and
 - ii) the symbol positioned on the field at 0.8-1.5 mm from the surface of the field;
- f) have symbols that are without a differentiated field at a minimum height of 100 mm; and
- g) conform to the non-reflective and low-glare requirements set out in Clause [12.4](#).

12.10 Audible signs

12.10.1 General

Audible signs provide additional information typically found on print or braille/tactile signs. Depending on the situation, they can be spoken in real time or activated by a push of a button.

Audible signs shall:

- a) be loud enough to be easily heard, the volume may need to be increased depending upon the ambient noise level complying with Clause [12.10.3](#); and

Note: Ambient noise levels vary, so consideration must be given to the range that the ambient noise level will be. The intent is to ensure that the audible sign can be clearly heard at all times by the intended user.

- b) be functional during a power outage.

Note: An audio message may be used in addition to braille where practicable.

12.10.2 Usage of audible signs

Audible signs should be used to:

- a) convey safety information or warnings;
- b) identify emergency exits;
- c) indicate washrooms;
- d) identify major transit areas;
- e) identify major pedestrian crossings and hubs;
- f) provide information indicated on a building directory;
- g) identify reception and service areas; and
- h) indicate other important site features and amenities.

12.10.3 Audible signage performance

Audible information from audible signs shall:

- a) be clear and concise with a sound level from 60 to 90 decibels;
- b) be complemented by vibration for intercom systems to allow individuals to access buildings independently; and
- c) be provided when visual displays are used to present information.

12.10.4 Activation of audible signs

Activation of audible signs shall:

- a) be automatic when audible information is transmitted in a public area with high traffic; and
- b) allow users to readily activate them when set to silent if they are not located in a high-traffic public area.

Note 1: Automatic activation is preferred, particularly when the button to activate the audible information is difficult to locate or the information must be provided quickly.

Note 2: Audible signs may be fitted with an audio input jack or provide Bluetooth connectivity to restrict ambient noise in the environment if appropriate.

12.10.5 Elevators

Audible signs in elevators shall use voice prompts to indicate:

- a) if the doors are open or closed;
- b) whether the elevator is going up or down; and
- c) on what floor the elevator has stopped.

12.11 Electronic and digital signage

12.11.1 General

Electronic and digital signage falls into two categories:

- 1) Light Emitting Diode (LED) technologies that form letters and shapes via patterns of light-electrified dots.

- 2) Refreshable display technologies, such as plasma and LCD that are used for dynamic visual output.

The lighting and formation of electronic and digital signage help increase its visibility, making it easily noticeable in various lighting conditions. Lighting also allows a sign to be viewed from a distance, which makes electronic signs more effective.

Electronic and digital signage shall:

- a) allow sufficient time for viewers to view the message complying with Clause [12.11.7](#);
- b) be tested by people with various abilities to find the right amount of time needed;
- c) not present information in a scrolling or animated format;
- d) provide high colour contrast for the text and background; and
- e) have low-glare and low-reflection displays and protective screens.

12.11.2 Usage

Electronic signs are mainly used where the information lasts for a long time and does not change, such as in a pedestrian walk signal, public facility schedule, or a directional symbol for wayfinding.

Digital signage is mostly used where the message can be changed, such as: digital signage units for next-customer alert systems at kiosks and airport departure and arrival schedules.

Electronic and digital signage displays more information than can be displayed on a fixed screen, such as the screen on a building directory.

Electronic and digital signage use shall accomplish the same functions as traditional signs by displaying content that clearly conveys the message regardless of what is being displayed.

12.11.3 Design and installation

The screen size of the unit and the size of the chassis, the accessible controls, feedback confirmation for actions like pressing buttons, and easy maintenance and repair are crucial for accessibility.

Electronic and digital signage design and installation shall:

- a) account for:
 - i) noise level and time-of-day traffic considerations;
 - ii) proximity to reflections by ambient lighting;
 - iii) proximity to reflective acoustic surfaces;
 - iv) proximity to physical obstacles to access within the built indoor or outdoor environment;
 - v) direct placement in the path of sunlight; and
 - vi) installation considerations for indoor built environments (i.e., lighting and visual contrast).
- b) include features that allow remote activation and programming to adapt to changing circumstances, such as next stop alert systems on transit vehicles and queuing wait times at customer service hubs.

12.11.4 Illumination

Electronic and digital signage illumination design shall:

- a) favour models that allow for video brightness settings to be adjusted automatically according to local light conditions over those that have a pre-determined schedule, or which are user-defined;

- b) include a backlight feature to increase contrast and visibility in low-light conditions or in areas with high ambient lighting; and
- c) favour display technologies such as LED displays that economize on electricity consumption.

Note 1: Factors such as the display size, the expected hours of operation, and pixel pitch are considered to help determine and lower energy consumption.

Note 2: Pixel pitch is the relative proximity of the light pixels that make up a LED display. Pixel pitch will dictate the best viewing distance when accessing on-screen information.

12.11.5 Reflectivity and clear visibility

Signs shall:

- a) have protective coatings or lenses installed on the display surfaces of electronic and digital signs, whether used indoors or outdoors, to promote durability, protect against impact, minimize the impact of weathering, and ensure clear visibility and perception in varying lighting and environmental conditions; and
- b) use non-reflective matte screen finishes on electronic signs to display content with reduced glare and reflectivity.

12.11.6 Colour factors

Electronic and digital signage shall:

- a) avoid black backgrounds when placing LED-driven signage in the direct path of sunlight and instead use lighter backgrounds, to maintain the required ratios, indicated in this Clause;

- b) achieve a contrast ratio of at least 4.5:1 for regular text and a ratio of 3:1 for large text when determining background and text colours;

Note: Large text is defined as having a point size of 18 points or 14 points bold and larger, while regular text is consistent with font sizes usually found in body text.

- c) ensure that chosen colour combinations for text and background are tested for minimum contrast using a credible digital colour contrast analyzer;

Note: See Clauses [10.2](#) and [12.5](#) for further information on colour contrast.

- d) favour solid backgrounds over gradient or pattern-based backgrounds to prevent confusion and reading difficulties; and
- e) avoid using colour as the sole means of communicating messaging.

12.11.7 Messaging

Consider how a person who obtains information through alternate methods like audio or tactile means can receive the same messaging easily. Some alternatives include accessible/inclusive seating, simultaneous audio presentation of the message, messaging available via audio by pressing a button or through a pre-recorded message via phone.

Messaging shall:

- a) avoid scrolling text and motion in displayed content;
- b) be timed appropriately for electronic and digital signage, ensuring that the speed of changing messages allows for a best viewing time of 10 to 15 seconds per screen, based on a grade 8 reading level; and

- c) display information in multiple languages by presenting the complete message in one language before transitioning to additional languages.

12.11.8 Animations, flashing elements and graphics

To reduce the possibility of harm to viewers and to promote a clear and comfortable reading experience across a wide public, the following shall be met:

- a) avoid flashing elements, text or backgrounds;
- b) reduce motion by avoiding the use of animated text, shapes or graphics; and
- c) do not include graphics that have no connection to the message.

12.11.9 Acoustics

Audible accessibility for digital and electronic signage shall:

- a) accompany signs that display text with the equivalent audible messaging that conforms to one or more of the following:
 - i) relay the message in real-time and in synchronicity with the messaging;
 - ii) relay information via digital audio recording by pressing a button, activating a sensor, scanning a QR code or picking up a telephone handset;
 - iii) offer acoustic alternatives for the display of complex messaging;
 - iv) when offering content with outputs to video and audio in real-time:

- 1) achieve synchronization of video and sound elements within +/- 25 milliseconds.
- 2) present the audio messaging equivalent of displayed content to synchronize the speech output.
- v) meet the amplification requirements of Clause [12.10.2](#) and [12.10.3](#) to make it perceptible above the environmental noise levels that exist or occur;
- b) ensure that when digital signage presents simultaneous spoken dialogue and sound design such as music, the accompanying track is lowered by -10 to -20 dB SPL to prevent barriers to message perception;
- c) not use acoustics as the equivalent for relayed displayed content; and
- d) not use sound effects to accentuate messaging.

Note: Providing a timbre and tone that is compatible across age demographics and accounts for the impact of hearing loss is good practice.

13 Maps (non-tactile)

13.1 General

Maps play a pivotal role in accessible wayfinding and signage, especially to understand and navigate complex environments. A wide range of map types, including location plans, guide maps, and navigation maps in printed and digital forms, serve distinct purposes and may require different or additional design standards.

In outdoor spaces, directories and wayfinding kiosks should indicate current location (i.e., “You Are Here”), details to help with orientation (e.g., north arrow, landmarks, buildings), distances, and accessibility conditions (i.e., gradient, surface conditions, widths, obstacles, and hazards).

13.2 Information displayed

The information displayed shall be based on a study and understanding of users' needs, including their location, language proficiency, and specific route requirements.

13.3 Design

Map design and readability shall:

- a) use cartographic design elements to enhance clarity and usability such as title/subtitle, neat lines, legend, and orientation indicators when appropriate;
- b) clearly communicate the key theme(s) of the map; and
- c) ensure that map elements contrast with the background, complying with Clause [10.2](#), [10.3](#), and [12.5](#).

13.4 Orientation

Orientation features, such as a north arrow or a “you are here” pin, shall be used to assist users in understanding the map's orientation and their current position.

13.5 Legend

Legends shall provide clear explanations of features on the map and be easily understandable.

13.6 Index

Maps shall include an index as part of the location plan or guide map to help users locate specific information.

13.7 Scale

The scale of the map shall:

- a) indicate distances required to reach facilities; and
- b) use scale bars or typical walking times to effectively convey this information.

13.8 Positioning

Map positioning shall:

- a) be placed where users are likely to expect them, such as near entrances or decision points;
- b) be easily visible and mounted so that the centreline is 1400 mm from floor level; and
- c) avoid creating physical hazards in their placement.

13.9 Commercial elements

When maps are associated with advertising, commercial elements shall not interfere with users' ability to comprehend and utilize the map effectively.

13.10 Construction and maintenance

Location plans shall:

- a) be constructed of durable materials, appropriate to their position and expected service life;
- b) be easy to clean, repair, and update, as and when required;
- c) undergo regular inspections to ensure they remain legible, conspicuous, comprehensible, and accurate; and
- d) be reviewed and revised as necessary whenever there is a change in the information within the area covered by the plan.

14 Annex A: Slip resistance measurement (informative)

The measurement of slip resistance for TWSIs has been evolving over the last 10 years. Currently there is no perfect solution. Slip resistance should be determined when manufactured, but also should be measured in situ at installation and over time. The location of a TWSI is affected by the conditions of use and environment which has made it difficult to come up with comparative method for all cases.

Currently the experts favour the use of EN 16165:2021-Determination of slip resistance of pedestrian surfaces—Methods of evaluation, which gives the option of 3 slip resistance test methods (oil wet ramp, wet barefoot ramp and pendulum).

The test methods in the EN 16165 standard are:

- Annex A (Normative) Barefoot ramp test
- Annex B (Normative) Shod ramp test
- Annex C (Normative) Pendulum test
- Annex D (Normative) Tribometer test

Of these the pendulum test is relevant to TWSIs, in particular, the following Clauses are considered key.

C.3.4 Flatness of the surface

If the measurement surface is not sufficiently flat, it will not be possible to carry out a reliable measurement. In that case, a different section of the surface should be measured or else a different sample should be selected that does comply with the flatness criterion.

The measurement surface should be rejected if the deviation from a straight line over the length of the surface exceeds 2.0 mm (concave or convex) or if the deviation from a straight line over the width of the surface exceeds 0.5 mm. This should be checked in the middle of the measurement surface with the help straight edges and a feeler gauge set over the appropriate length (135 mm) or width (80 mm).

C.6.10 On profiled surfacing values of Pendulum Test Value (PTV) will often be found to be dependent on the angle between the direction of the test and the direction of the main profile axis and several tests at different angles can be necessary in order to determine the minimum slip resistance offered by that surface. When setting the measurement length of 124 mm, it is important that the slider should start on the top of the profile – this can mean moving the instrument.

(C.6 deals specifically with making measurements on site, rather than in the laboratory.)

Additional considerations: Experts also consider the following Australian standards to be useful:

- AS 4586:2013 Slip Resistance Classification of New Pedestrian Surface Materials
- AS 4586 specifies the requirements and methods for the classification of slip resistance in new pedestrian surface materials. Testing methods relevant to this Standard include:
 - o Wet Pendulum Test
 - o Dry Floor Friction Test
 - o Wet Barefoot Inclining Platform Test
 - o Oil-Wet Inclining Platform Test
- AS 4663:2013— Slip Resistance Measurement of Existing Pedestrian Surfaces

- AS 4663:2013 specifies the requirements and methods for measuring the slip resistance of existing pedestrian surfaces. Testing methods relevant to this Standard include:
 - o Wet Pendulum Test
 - o Dry Floor Friction Test
- AS 4586:2013 and AS 4663:2013 include a definition of profiled surfaces: A surface with a designed raised geometrical pattern that provides volumetric displacement and specifies the test direction for our two types of indicators.

For additional information, see:

Australian Building Codes Board. 2020. Slip-resistance for stairways, landings and ramps, Advisory Note.

<https://www.abcb.gov.au/sites/default/files/resources/2020/Advisory-Note-Slip-Resistance.pdf>

15 Annex B: Bibliography (Informative)

Note: Research findings from Accessibility Standards Canada's Advancing Accessibility Standards Research Grants and Contributions Program informed the background research and development of this Standard. Related research reports are listed in the Bibliography below.

15.1 Acts

Government of Canada. S.C. 2019, c. 10. *Accessible Canada Act*
<https://laws-lois.justice.gc.ca/eng/acts/a-0.6/>

15.2 Standards and Codes

CSA/ASC B651.2:2022, Accessible design for self-service interactive devices including automated banking machines
<https://www.csagroup.org/store/product/2702626/>

ICC A117.1-2017, Standard for Accessible and Usable Buildings and Facilities <https://codes.iccsafe.org/content/icca117-12017P4>

City of Mississauga, 2015, Facility Accessibility Design Standards
https://www.mississauga.ca/file/COM/City_Of_Mississauga_Facility_Accessibility_Design_Standards.pdf

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STAFF REPORT

To: Mayor & Council
Submitted by: Demetri Kachafanas, K.C., CAO
Date: June 23, 2026
Subject: Corporate Marks – Modernized Logo, Colour Palette and Brand Consistency

Recommendation

It is recommended that CBRM Council:

1. Approve a corporate mark modernization framework for CBRM that retains the Cape Breton sloop and interprets the eight historic maple leaves as an eight-point maple leaf structure within the municipality's routine corporate visual identity;
2. Authorize staff to implement the modernized corporate marks using the 30th anniversary colour palette, approved corporate typography, and brand standards for new and replacement materials, including future wayfinding and signage applications, while continuing to retain the municipal flag, arms, badge, and other heraldic emblems for official and ceremonial purposes.

Purpose

The purpose of this report is to seek Council approval to modernize CBRM's corporate marks, including the municipal logo and related applications, by retaining key historic elements of the existing identity while applying the 30th anniversary colour palette and current corporate brand standards across municipal materials. This is not intended to be a municipal rebranding strategy; rather, it is a practical approach to modernizing CBRM's routine corporate markings while continuing to respect and use the municipality's traditional and official symbols.

Scope of Report

This report does not recommend changing the legal name of the municipality, replacing CBRM's official heraldic emblems, discontinuing the municipal flag, or undertaking a full municipal rebranding strategy. It recommends a clear distinction between official symbols, which remain unchanged and continue to be used in appropriate ceremonial contexts, and corporate marks, which are used for routine administrative, communications, digital, signage, form, and public-facing purposes.

The decision before Council is therefore to approve the framework for modernized corporate marks and authorize staff to apply that framework consistently over time. If approved, the framework would also allow CBRM to align future signage, templates, forms, digital materials, and other municipal items with the modernized corporate identity as they are developed, replaced, reordered, or updated. This includes immediate use for new materials, replacement of legacy applications when materials are reordered or revised, and retirement of inconsistent versions through normal operational cycles without requiring a separate municipal rebranding exercise or immediate wholesale replacement program.

Background

CBRM's corporate marks appear across a wide range of public-facing and internal materials, including letterhead, envelopes, notices, forms, applications, business cards, signage, posters, municipal property, vehicles, decals, pins, recognition materials, utility materials, and other departmental logo variations. A review of current usage confirmed that the logo exists in multiple forms and applications, creating an opportunity to improve consistency and clarity across the organization.

The municipality's heraldic emblems were granted by the Canadian Heraldic Authority on April 16, 1997. The arms and badge include a Cape Breton sloop and eight maple leaves. The eight maple leaves recognize the eight incorporated municipalities that formed CBRM through amalgamation, while the sloop reflects a long-standing Cape Breton symbol associated with the Great Seal of Cape Breton. In the modernized corporate mark, these historic maple leaves are interpreted as an eight-point maple leaf structure, with the Cape Breton sloop retained as a recognizable design anchor. These elements remain important to CBRM's identity and should continue to be reflected in the corporate mark without replacing the official heraldic emblems.

The intent is to carry it forward through a contemporary, accessible, and practical visual system. Retaining the eight-point maple leaf structure and Cape Breton sloop acknowledges the municipality's history as a community of communities, while the updated colour palette and corporate markings support a modern and unified presentation.

This approach is consistent with practices used by other municipalities that distinguish between corporate brand applications and official heraldic symbols. Halifax, for example, has adopted an official HALIFAX brand for administrative and public-facing purposes while also retaining its corporate coat of arms, official flag, shield, and badge for official municipal use. Municipalities can maintain official heraldic symbols while also using a distinct corporate mark for routine communications.

Corporate Mark and Anniversary Application

For the purpose of this report, the 30th anniversary symbols include the updated corporate mark applications, the eight-point maple leaf structure, the Cape Breton sloop, and the associated colour palette of dark blue, bright blue, purple, cool grey, white, and black applications. These colours provide a stronger foundation for digital, print, signage, apparel, and public-facing materials than the current inconsistent use of legacy logo variations. The palette also supports accessibility and readability when applied with appropriate contrast, particularly through dark blue and white combinations for primary municipal communications.

While the updated symbols were developed in the context of CBRM's 30th anniversary, they provide a practical foundation for a longer-term corporate mark that can be used beyond the anniversary year.

The current brand reference materials identify Noto Sans as the corporate typeface and provide primary logo options for light backgrounds, dark backgrounds, and black-only use when the colour palette is not available. Formal approval of the modernized corporate marks will allow staff to apply these standards consistently, phase out outdated or inconsistent logo uses over time, and carry forward the 30th anniversary symbols into the future as part of a flexible and modern corporate identity.

The modernized corporate mark has also been trialled on the municipal website, providing an initial opportunity to assess resident-facing use in a digital environment. Informal feedback received to date has been generally positive, supporting the view that the updated mark can be used effectively while still maintaining continuity with CBRM's traditional features.

Implementation and Governance

Implementation would be phased and practical. The modernized corporate marks would be used immediately for new materials and would provide a consistent visual foundation for future wayfinding signage, public information signage, templates, forms, digital assets, notices, and other municipal communications. Existing materials would be updated as they are replaced, reordered, revised, or newly produced. Legacy and inconsistent applications would be retired over time through normal operational cycles. This approach avoids unnecessary waste and cost while establishing a clear standard for future municipal communications, forms, signage, public notices, digital assets, and branded materials. The municipal flag would continue to be retained and displayed in official spaces, while the modernized corporate marks would be deployed for everyday administrative, communications, promotional, and public-facing uses.

Corporate Information Services, in coordination with Communications and relevant departments, would maintain the approved corporate mark standards, provide approved files and templates, and support departments in applying the updated marks consistently. This governance approach will help prevent the re-emergence of multiple unofficial versions and will create a single point of reference for internal and external use.

Once approved, staff would apply the corporate mark standards administratively to new and replacement materials. The standards would be maintained as a living administrative resource and may be updated as needed to address new formats, platforms, accessibility requirements, and operational needs.

Financial Implications

No immediate additional budget allocation is requested through this report. The modernization of corporate marks can be implemented through existing communications, printing, signage, wayfinding, and operational budgets by updating materials as they are replaced, reordered, revised, or newly produced. Future costs associated with signage, vehicles, forms, templates, apparel, and other branded materials would be absorbed through existing approved budgets and normal replacement cycles. A phased approach will reduce waste, avoid the unnecessary disposal of existing inventory, and allow

departments to transition to the updated corporate marks in an orderly manner without requiring an immediate organization-wide replacement of existing materials.

Strategic Alignment / Accessibility Considerations

Modernizing CBRM's corporate marks supports municipal objectives related to transparency, public recognition, service consistency, accessibility, and modernization. A consistent corporate identity helps residents recognize official municipal communications and services across departments, facilities, forms, public notices, signage, and digital platforms. The updated colour palette and typography also support improved legibility and more accessible communication when applied with appropriate contrast, scalable digital versions, simplified approved files, plain-language templates, and consistent use of primary, reverse, and black-only versions.

Approved applications should be reviewed for contrast, legibility, and accessibility before use in signage, digital materials, public notices, templates, and other resident-facing materials.

Conclusion

CBRM's corporate marks are used throughout the organization and are one of the most visible ways residents identify municipal services. Modernizing the logo and related marks provides an opportunity to improve consistency, legibility, accessibility, and public recognition while respecting the municipality's history. This report does not recommend a full municipal rebranding strategy. Instead, it recommends a practical corporate mark modernization framework that uses traditional features in a modernized way: retaining the Cape Breton sloop, interpreting the eight historic maple leaves as an eight-point maple leaf structure, continuing to recognize CBRM's origins and the concept of a community of communities, and preserving the municipal flag and official heraldic symbols for official spaces. The modernized mark has already been trialled on the municipal website, with informal feedback received to date being generally positive. Applying the 30th anniversary colours and current corporate brand standards will allow the municipality to present a more modern, unified, and accessible identity across public-facing materials while carrying its established symbols forward.

Alternatives

1. Maintain the status quo

Maintaining the status quo would mean continuing to use existing logo variations and corporate mark applications across municipal materials.

2. Undertake a full rebranding exercise

Council could direct staff to undertake a broader rebranding exercise to develop an entirely new municipal identity for Cape Breton Regional Municipality. Staff do not recommend this option at this time, as it would require substantial resources. The recommended approach modernizes the existing mark while preserving the eight-point maple leaf structure and Cape Breton sloop.

3. Use the 30th anniversary mark for anniversary purposes only

Council could direct that the 30th anniversary symbols be used only for anniversary-related materials and not be carried forward past August 2026 as part of CBRM's corporate identity. Staff do not recommend this option, as it would miss the opportunity to carry forward the

anniversary work into a lasting modernization of CBRM's corporate marks while still preserving the municipality's official symbols and historic features.

Attachments:

A – CBRM Brand Reference Sheet

B – CBRM Logo Usage Review

A copy of this report can be obtained online at www.cbrm.ns.ca or by contacting the Office of the Municipal Clerk at 902-563-5010.

Report Prepared by: Christa Dicks, Municipal Clerk & Director of Corporate Information Services

Primary logo. For use on light backgrounds.



Primary logo in white. For use on dark backgrounds.



Black. For use when the brand palette is not available.



Typography

Headings
Headings
Headings

Body text
consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation

*Duis autem vel eum iriure dolor in hendrerit in vulpu-
tate velit esse molestie consequat, vel illum dolore eu
feugiat nulla facilisis at vero*

Noto Sans Bold

Noto Sans Semi-Bold

Noto Sans Light

Noto Sans Regular/Bold/Italic

Brand colour palette

Pantone 2757 C	R 0 G 31 B 96	C 100 M 92 Y 31 K 31	#001f60
Pantone 285 C	R 0 G 113 B 185	C 88 M 53 Y 0 K 0	#0071b9
Pantone 513 C	R 147 G 53 B 141	C 49 M 94 Y 5 K 0	#93358d
Pantone Cool Gray 1 C	R 217 G 216 B 214	C 14 M 11 Y 12 K 0	#d9d8d6
Brand gradient			

Pantone 285 C

Pantone 513 C



DOWNLOAD NOTO SANS HERE



CBRM Brand Variations

Where it exists in all of its forms

Where is exists

01

Letterheads

02

Documents/Forms

03

CBRM Property

04

Signage

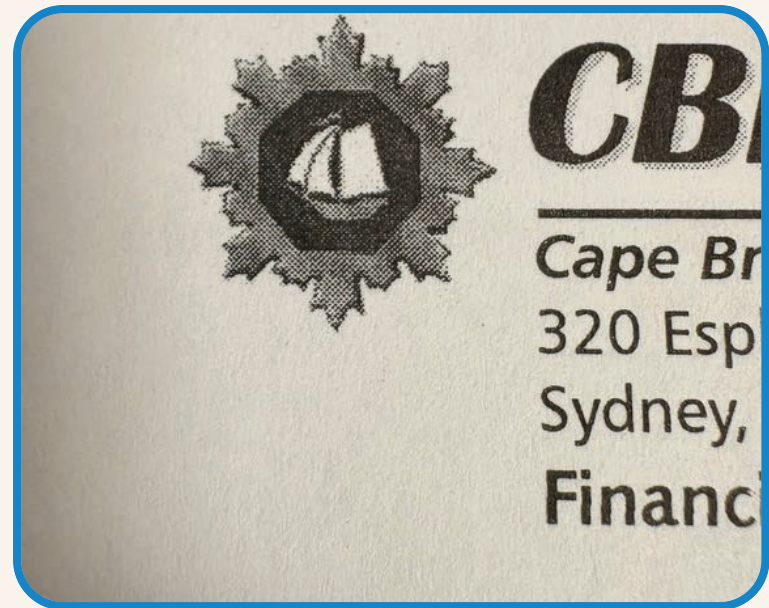
05

Posters

06

Other Logos

Letterheads



Envelopes



Bank Statements



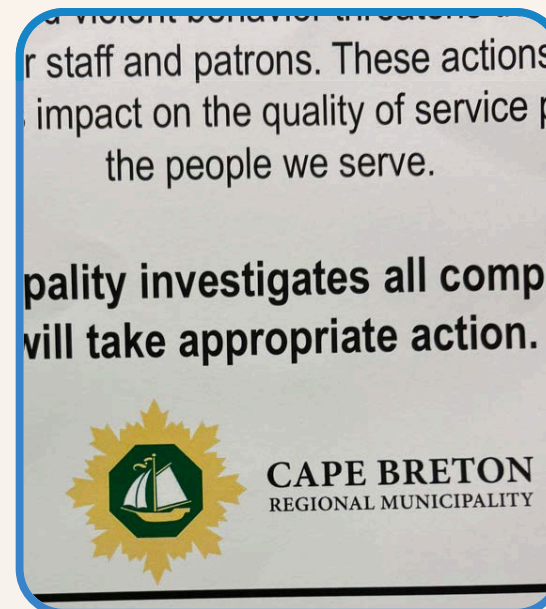
Notepads/pens



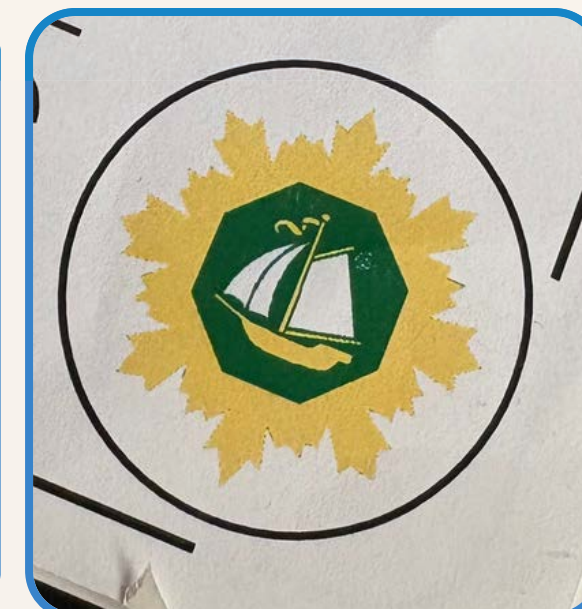
Tax Bill



Budget Documents



Notices



Business Cards

Forms

List of forms/applications under their corresponding logo (Source: [CBRM](#))



- Pre-Authorized Payment Form
- Green Cart Repair Request Form
- Solid Waste Facility Registration Form
- Building and Development Permit Application (CHECKLIST)
- Application for Affordable Housing Grant Program
- Affordable Housing Tax Adjustment Program
- Application for Development Support Program
- SD Licence Application Form
- Festival Events Funding Guide Application Form
- Capital Operating Funding Guide Application Form



- Address Change Form
- Heritage Application 2026
- CBRM Volunteer Awards-Nomination Form



- Application for Municipal Services



- Application for Building and Development Permit
- Building and Development Permit Application (INSTRUCTIONS)
- Application for Subdivision Approval
- Final Subdivision Application Statement of Plan Registration
- Application for Zoning Confirmation and/or Municipal Clearance Letter
- Passenger Vehicle for Hire Application
- Vendor License Application

CBRM Property



In the wild: storm drains, green bins

CBRM Vehicles



At city hall: parking pass, lecterns, pins, etc.

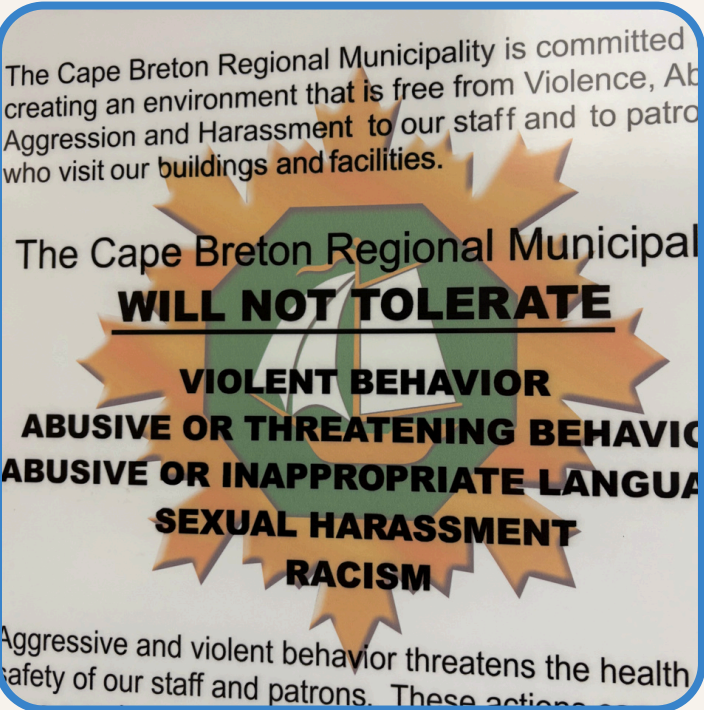
Signage/Posters



Signs & Name plates

Window/glass decals

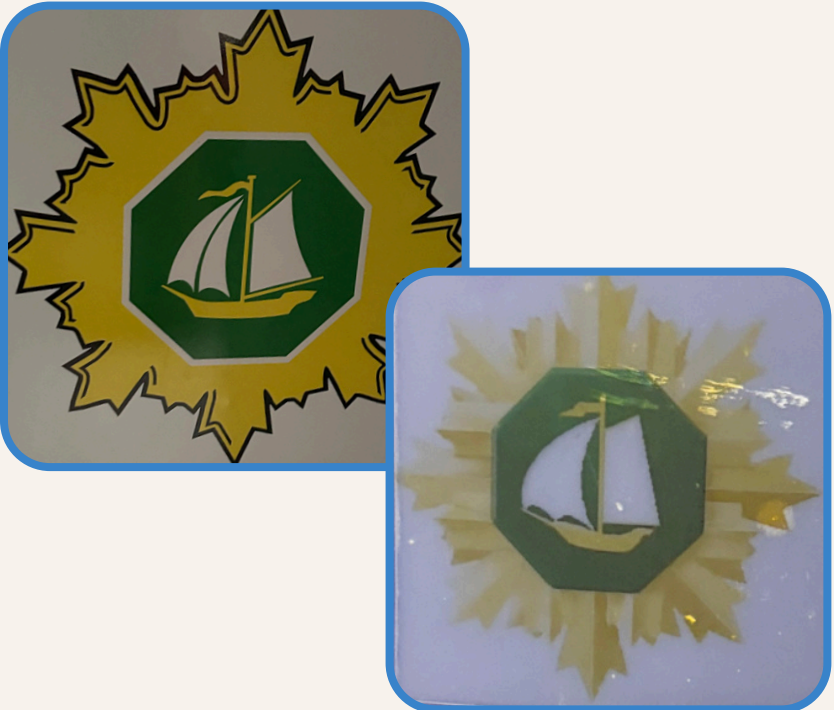
Signage/Posters



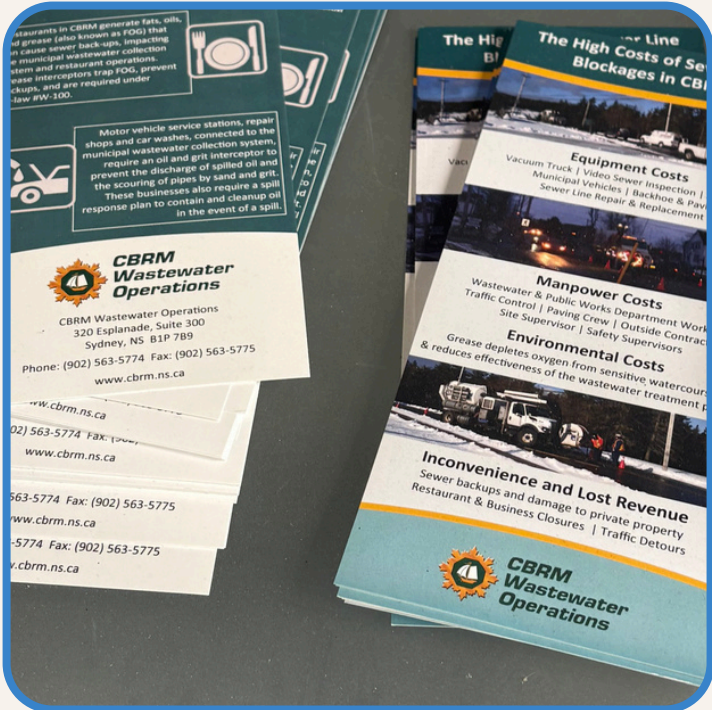
Code of Conduct



Awards/Recognition



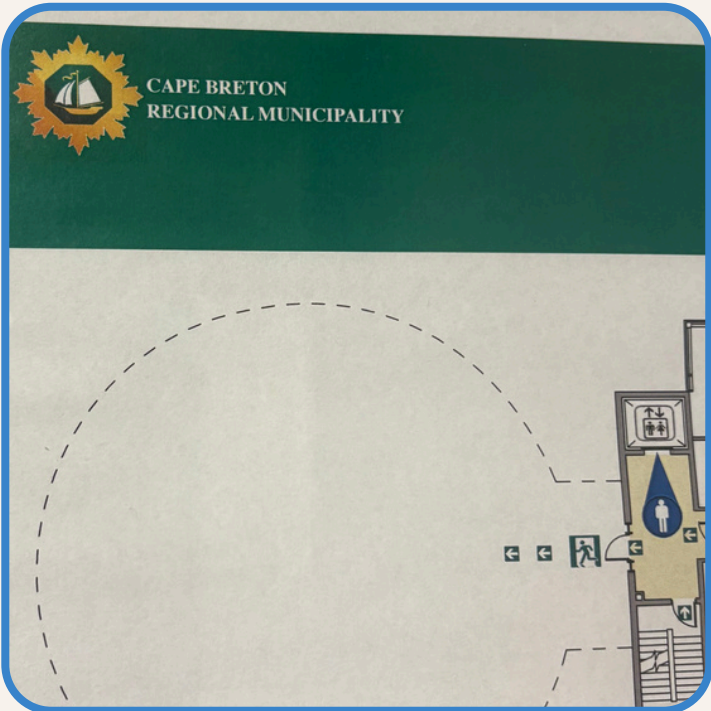
Stickers



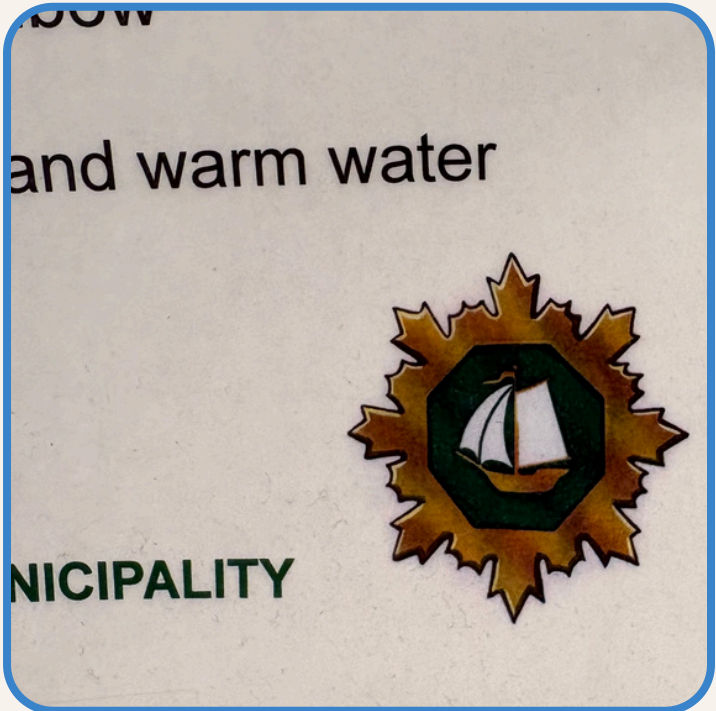
Pamphlets



Calendars



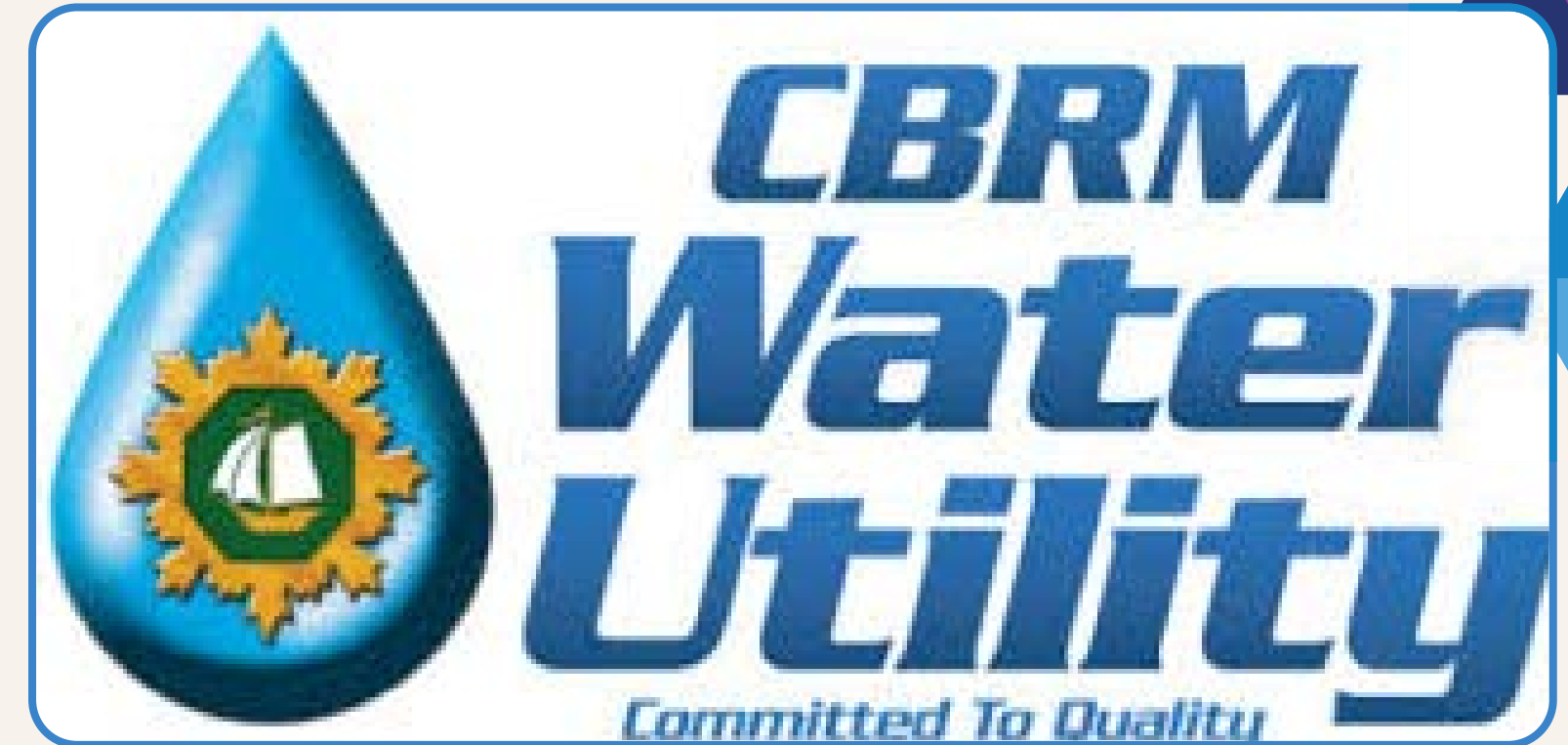
Fire Escape Plan



Miscellaneous Posters



Other Logos



CBRM Water Utility Logo Variations

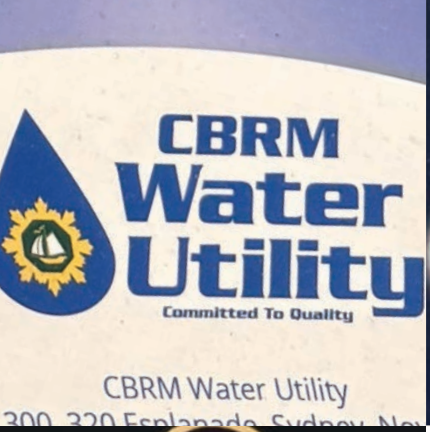
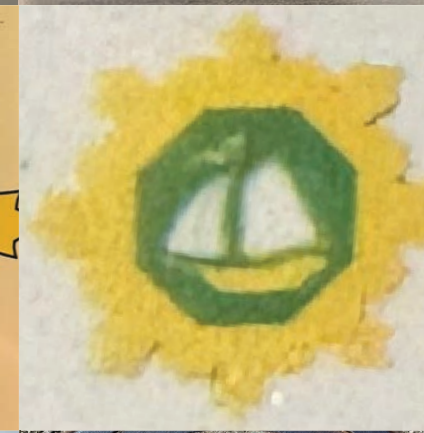
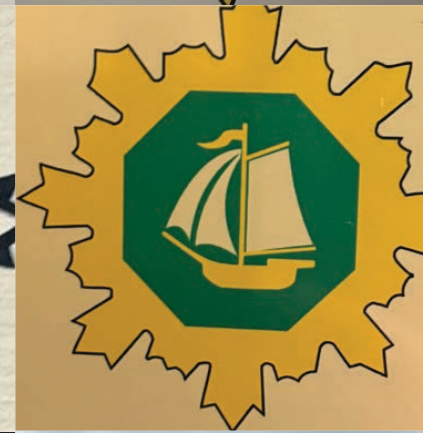
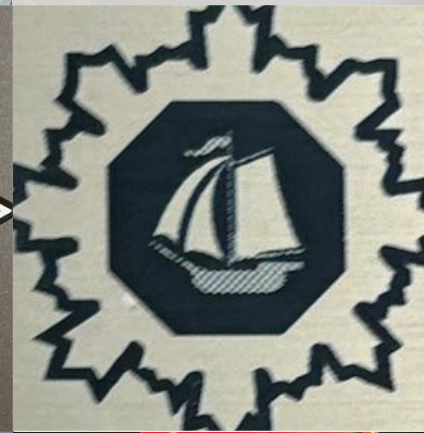
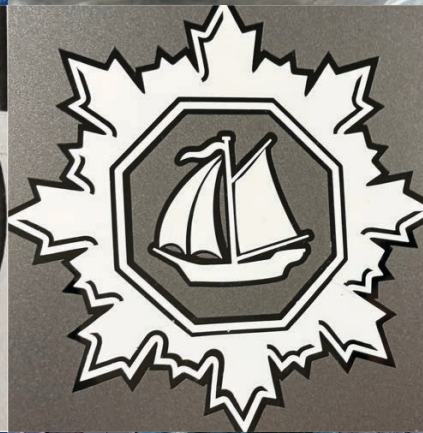
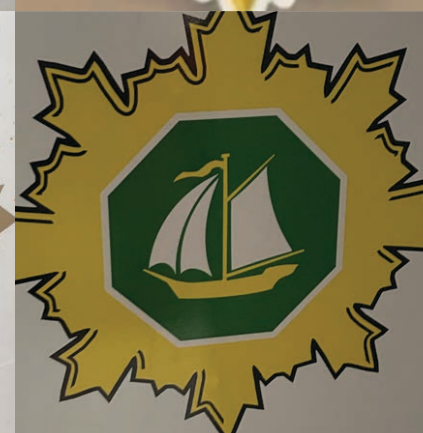
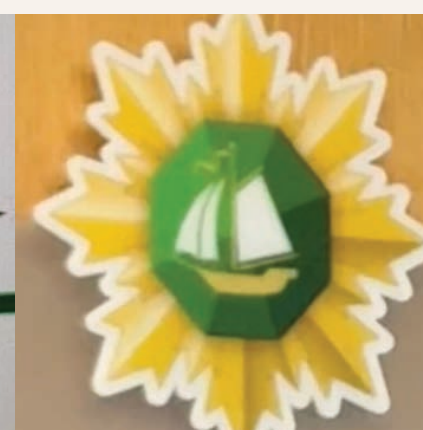
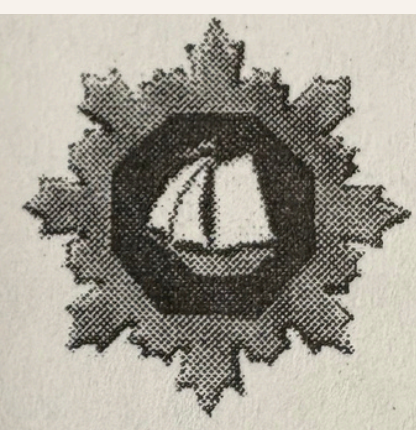


Cape Breton Regional Municipality
providing an environment that is free from Violence
Harassment and Harassment to our staff and to p
visit our buildings and facilities.

the Cape Breton Regional Municipality
WILL NOT TOLERATE

VIOLENT BEHAVIOR
ABUSIVE OR THREATENING BEHAVIOR
ABUSIVE OR INAPPROPRIATE LANGUAGE
SEXUAL HARASSMENT
RACISM

aggressive and violent behavior that is



To: Mayor & Council

From: Councillor Steven MacNeil, District 8

Date: June 23, 2026

Subject: **Resolution:** Reinstatement and Municipal Allocation of One Percentage Point of the Provincial HST for Municipal and Local Infrastructure

Cape Breton Regional Municipality: Resolution

Reinstatement and Municipal Allocation of One Percentage Point of the Provincial HST for Municipal and Local Infrastructure

Whereas: municipalities in Nova Scotia deliver and maintain the essential local services residents rely on every day, roads, water, wastewater, stormwater, fire protection, policing, solid waste, recreation, transit, accessibility, bylaw and planning services, and supports for housing, economic development, and public safety;

Whereas: during our new Council orientation, one statistic stuck with me: local municipalities own and maintain more than 60% of Canada's core public infrastructure yet receive only about eight to ten cents of every tax dollar collected. A clear imbalance between what we are responsible for and the revenue tools we are given;

Whereas: Nova Scotia municipalities depend heavily on property taxation, which the Property Valuation Services Corporation notes make up roughly 80% of most municipalities' revenue, placing real pressure on homeowners, businesses, and community groups;

Whereas: the Cape Breton Regional Municipality faces added challenges from its large geographic service area, aging infrastructure, and the need to support housing, population growth, economic development, and all core services without a property tax increase, in a time of rising costs;

Whereas: effective April 1, 2025, the Province of Nova Scotia reduced the Harmonized Sales Tax by one percentage point, from 15% to 14%, by lowering the provincial portion from 10% to 9%; and reinstating that single point for the purpose of municipal infrastructure would provide a stable, growth linked funding source without creating a new tax or adding to property tax pressure;

Whereas: predictable, formula based revenue sharing would allow municipalities to plan multi-year capital projects, align infrastructure investment with housing and economic development needs, rely less on competitive, application based grants, improve asset management, and deliver better long term value for taxpayers;

Therefore be it resolved: that Cape Breton Regional Municipality Council request the Mayor write to the Nova Scotia Federation of Municipalities, asking that this proposal be studied by the appropriate committee and, if deemed fit, advocated to the Province.

Councillor Steven MacNeil, District 8



**Municipal Affairs
Office of the Minister**

PO Box 216, Halifax, Nova Scotia, Canada B3J 2M4 • Telephone 902 424-5550 Fax 902 424-0581 • novascotia.ca

June 9, 2026

Mayors and Wardens
Via Email

Dear Mayors and Wardens:

Under Section 519 (1) of the *Municipal Government Act* (Requirement to notify Union)
The Minister shall notify the Union of Nova Scotia Municipalities (NSFM) at least one year prior to the effective date of any legislation, regulation or administrative action undertaken by or on behalf of the Government of the Province that would have the effect of decreasing the revenue received by municipalities in Nova Scotia or increasing the required expenditures of municipalities in Nova Scotia.

(2) Subsection (1) does not apply with respect to any legislation, regulation or administrative action applying to the Province generally and not mainly to municipalities.

This letter is intended to provide notice of such changes for fiscal year 2027-2028 and beyond.

The Department of Municipal Affairs (DMA) canvassed all provincial departments to seek information on plans for legislative, regulatory, and policy changes in the coming fiscal year. Below you will find a summary of the results of that process.

Department of Emergency Management

- 1) The Department acknowledges that elements of ongoing work to strengthen fire services in Nova Scotia may have a financial impact on some municipal units.

With the introduction of the *Act to Provide Support for Fire Protection Services*, the Department is providing one-year notice that all municipalities – whether they oversee fire services or not – will be required to:

- conduct a fire protection service review in order to ensure municipalities and fire service providers make evidence-based decisions about the services they provide to their community,
- ensure that local firefighter competencies, training, and personal protective equipment meet the service standard required by the fire protection service review, and
- participate in a common records management system.

The possible impacts of these new requirements, which will be further detailed through regulations and standards, may vary significantly based on local context, including existing governance and collaboration models, levels of municipal readiness, and voluntary fire service provider capacity.

This legislation is part of an ongoing commitment to strengthening the fire service sector through:

- access to specialized firefighter training and the certification process,
- education/training for municipal elected officials,
- procurement support,
- mutual aid and service agreement templates,
- the new Fire Records Management System, and
- a risk-based assessment tool to facilitate council decision-making around fire protection service levels.

Department of Justice

- 1) The Nova Scotia Comprehensive Policing Review was released in June 2025. Since that time, the Department of Justice has met with all municipalities to discuss implementation of the six foundational changes and the expanded role of the provincial police service. These foundational changes are designed to strengthen public safety across the province and support more effective, consistent, and sustainable outcomes. As part of implementation:
 - Municipalities are required to meet established provincial policing standards. Municipalities that are unable to meet these standards independently will be required to contract with the provincial police service for the delivery of those services and, effective April 1, 2027, will be required to purchase those services on a fee basis. While these changes are intended to enhance public safety and ensure greater consistency across jurisdictions, they may result in increased costs for some municipalities. At this time, the specific nature and extent of any financial impacts cannot be determined for any individual municipality.
 - The Province will continue to enhance and modernize its policing standards over time. The creation or expansion of standards may result in additional costs for municipalities.
 - The Province will procure a province-wide records management system (RMS) in fiscal year 2026–27. The Province will fund the acquisition and associated start-up costs. It is anticipated that beginning in 2027–28, as part of implementation, municipalities with their own police agencies will be required to contribute annual licensing fees associated with the RMS. For municipalities policed by the RCMP under the provincial policing model, RMS-related costs will be incorporated into the provincial billing model.
 - The Province will continue to work toward the development of a new municipal billing model for provincial police services during fiscal year 2026–27. Municipalities will continue to be engaged throughout this process. The specific structure of the model and the extent of any financial impacts cannot be determined at this time for any individual municipality; however, changes to the billing model could result in increased costs for some municipalities beginning in 2027–28.

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- 2) The National Police Federation is the certified union representing regular members and reservists of the Royal Canadian Mounted Police (RCMP) below the rank of Inspector. The current Collective Agreement expired on March 31, 2025, and labour negotiations between the National Police Federation and Treasury Board Secretariat Canada are ongoing. The cost implications cannot be determined at this time.
- 3) The 'H' Division (Nova Scotia) Royal Canadian Mounted Police (RCMP) have provided the Department of Justice with the annual Multi-Year Financial Plan (MYFP), that reflects the organization's budget requests for the next fiscal year, and strategic planning for subsequent years. The cost implications cannot be determined at this time.

Department of Public Works

- 1) The recoverable cost to municipalities for adjustments to catch basins, manholes, and water valves during construction work will increase June 1, 2027. Manhole and catch basin adjustments will increase from \$600 to \$1200, and water valve adjustments will increase from \$300 to \$600.

Department of Service Nova Scotia

- 1) Nova Scotia's new FOIPOP Act will come into effect on April 1, 2027, and regulations are currently under development to support the new Act. The legislation requires municipalities to adopt new privacy policies and practices, requires mandatory reporting of significant privacy breaches to affected individuals and the Information and Privacy Commissioner, and gives the Information and Privacy Commissioner oversight over municipal privacy programs for the first time. It is anticipated that these changes will require municipal resources in the form of personnel to undertake privacy assessments for any new projects or programs where personal information is being collected, for mandatory privacy breach notifications when there are significant privacy breaches, and for responding to privacy complaints filed with the Office of the Information and Privacy Commissioner (OIPC). The Province will support municipalities through creation of templates, training materials, and education campaigns to help mitigate some of these impacts.

Yours truly,



Honourable John A. MacDonald
Minister of Municipal Affairs

c: CAOs
David Mitchell, President, NSFM
Juanita Spencer, Chief Executive Officer, NSFM



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Councillor Agenda Request Form

X Included on Agenda (Submitted to Municipal Clerk's Office by 4:30 pm seven days before the meeting)	Late Item (Submitted to Municipal Clerk's Office by Noon the day before the meeting)	Request from the Floor: (New Business) - Announcement - Referral - Submit Petition - Notice of Motion
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Date of Council Meeting: July 2, 2026

Subject: Development Timeline Accountability Policy

Motion for Council to Consider

As part of the Clerk's ongoing work on contracts, consideration be given to developing a Development Timeline Policy within, or alongside, the contract management framework. The policy would consider clear deadlines for approved projects, outline when and how extensions are granted, and establish consequences when developers fail to meet agreed-upon timelines without valid reasons beyond their control.

Rationale: Residents expect approved developments to move forward in a timely manner. A clear policy would improve accountability, provide transparency, and ensure projects do not remain stalled indefinitely.

Outcome Sought To create a fair and consistent process that encourages timely development while allowing flexibility for exceptional circumstances such as natural disasters or other unforeseen events.

Councillor Kim Sheppard-Campbell

Date June 18, 2026

Received by Clerk's Department (date):

June 18, 2026

