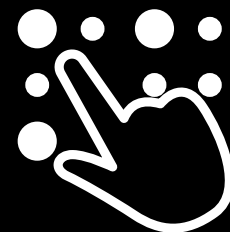
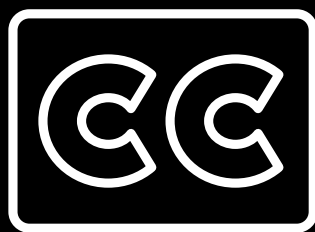
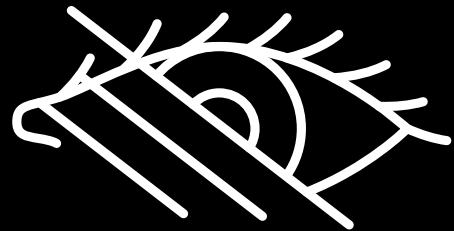
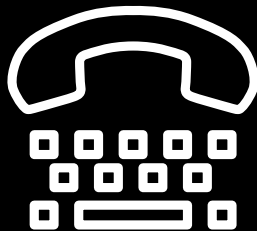
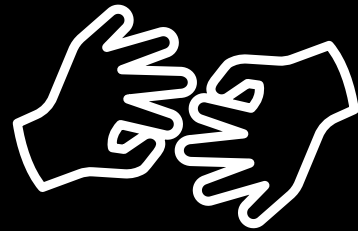


Accessible East Hants



EAST HANTS

This plan has been designed and formatted to be more accessible to persons with disabilities.

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Hearing Assistance Available
Asistencia auditiva a su disposición
Aide à l'audition

This facility is equipped with a hearing assistance system. Please ask for a receiver.

Este establecimiento está equipado con un sistema de asistencia auditiva. Por favor solicite un receptor.

Cet établissement est équipé d'un système d'aide à l'audition. S.V.P. demandez un récepteur.



WILLIAMS SOUND®
HELPING PEOPLE HEAR

WELCOME

On behalf of the Municipality of East Hants Accessibility Advisory Committee, Council, and municipal staff members, I invite you to read the Municipality's first Accessibility Plan - 'Accessible East Hants.' As a community, East Hants strives to be a welcoming, inclusive, and accepting place for all people. Accessible East Hants identifies how the Municipality intends to meet the needs of those who face barriers to accessibility and will do this by identifying, removing, and preventing such barriers and by meeting the requirements of the Nova Scotia Accessibility Act.

The East Hants Accessibility Advisory Committee was created to guide the creation of the accessibility plan and organizing actions to improve accessibility. In accordance with section 44 (2) of the Accessibility Act, "At least one half of the members of an accessibility advisory committee must be persons with disabilities or representatives from organizations representing persons with disabilities."

Public input was an important part of the process in preparing this plan. This input helped to identify existing barriers in East Hants. Information about our public engagement activities is provided in the Community Engagement section of this plan. This isn't, however, the end for public involvement in working towards an accessible East Hants - it's only the beginning. The East Hants community is invited to provide concerns, questions and suggestions at any time to our Accessibility Coordinator. Updates to the plan will flow through the committee to Council, and a full update every three years will give the Municipality the ability to continue to address barriers to accessing municipal buildings, infrastructure and services.

To the committee members who have helped create the Municipality's accessibility plan, thank you. We are proud of this plan and look forward to seeing it put into practice and improve accessibility for our residents and visitors.

Accessibility Advisory Committee members, current and past, who helped to create this plan are:

- Councillor Michael Perry
- Deputy Warden John A. MacDonald
- Former Councillor Heather Smith
- Candace Norman
- Laurie Bernasky
- Pam Kay
- Tanya Burke
- Walter Farmer

Yours Sincerely
Councillor Michael Perry
Chair, Accessibility Advisory Committee
Municipality of East Hants

BUILT ENVIRONMENT

Our Commitment

To construct and maintain municipal infrastructure and buildings that meet the needs of the people within our community and visitors to our community, of all ages and abilities. We will also encourage citizens and the business community to make other public and private spaces accessible.

Our Starting Point

Overview

The Municipality of East Hants owns, leases and operates public facilities. The main municipal offices are located at the Lloyd E. Matheson Centre which is shared with other tenants such as the Nova Scotia Health Authority, Nova Scotia Works and a branch of the Colchester East Hants Public Library. The East Hants Aquatic Centre was completed in 2020 and provides a location for swimming classes, aquatic fitness classes, day camps, open swims, and other recreational programming opportunities. The Municipality also has tourism properties where people from across Nova Scotia and further afield visit and enjoy the property. In addition to municipally-run properties there are other properties which are municipally owned but leased and run by community



groups. This includes the Tin Smith Museum in Shubenacadie, the E.H. Horne School in Enfield and others across the Municipality.

Other municipal infrastructure includes: sidewalks; roads; parks; trails; and street lights. The Municipality has buildings and properties which are related to providing public municipal infrastructure services such as water, wastewater, and solid waste management.

Achievements

- Lloyd E. Matheson Centre
 - Doors into the building have accessible power open function.
 - The Finance Department, which is our most visited area of the municipal side of the building, is on the ground floor.
- Parks
 - Ezlaunch Dock system was installed in 2016 at Wickwire Station Park to assist individuals in a wheelchair or with other disabilities launch and retrieve canoes and kayaks at the Shubenacadie River.
 - A fully accessible Surface Spinner installed at the Mount Uniacke Community Memorial Park in 2019.
 - Starting in 2018 all playground surfacing is certified accessible (wood fibre and rubber surfacing).
- Starting in 2016 walkways are constructed with accessibility in mind. Using a surface of crusher dust or other material which gives a smooth finish and whenever possible, the selection of travel paths to meet recommended accessible grades.
- Accessible standards for new municipal trails have been developed.
- Have installed three inclusive swings since 2018 in municipal parks.
- Recreation
 - Opened doors in July 2020 to newly built aquatic centre with advanced accessibility features.
 - Ramp entry into all three pool tanks.
 - Accessible change room equipped with a with mounted ceiling lift and adjustable table.
 - Accessible door hardware and safety systems; e.g., panic buttons in washrooms to unlock doors.
 - Accessible splash pad attached to the Aquatic Centre outside.
- Infrastructure
 - Over 16 kilometres of new

sidewalks built on existing roads since the year 2000.

- Municipal transportation standards updated in 2020 to include accessible sidewalk features.
- Visitor/Tourism Sites
 - Interpretive signage was designed at a height which allows for wheelchair access at Burntcoat Head Park.
 - Fundy Tidal Interpretive Centre parking area is level and designated parking spots are provided.
 - There is a ramp into the Fundy Tidal Interpretive Centre building.

Barriers

- Parks
 - Costs for fully accessible products are charged a premium.
 - Recommended grades for walkways are hard to meet in some locations.
 - Finding products that don't stigmatize persons with disabilities (e.g., "that's the disability swing").
- Infrastructure
 - Several roads are owned and maintained by the Province

making coordination and funding difficult.

- Asphalt sidewalks are subject to settlement and frost-heave, sometimes resulting in uneven surfaces.
- Visitor sites
 - No elevator or stair lift for the second floor of the Burntcoat Head Park Lighthouse. Second floor includes 'local history' information.
 - There is a steep grade from the parking area at Burntcoat Head Park to the lighthouse.
 - Access to the ocean floor at Burntcoat Head Park is not accessible.

Policies

The Municipality of East Hants will:

- Where appropriate, require accessible parking spaces in/near public areas owned by the Municipality.
- Upgrade existing sidewalks to accessible standards where feasible and cost-effective.
- Prioritize an Accessible Building Audit of municipal visitor properties, eg. Burntcoat Head Park and the Fundy Tidal Interpretive Centre.

Actions

Top Priorities (2021-2024)

- Undertake an accessibility audit of the Lloyd E. Matheson Centre.
- Undertake an Accessibility Audit of the East Hants Aquatic Centre and consider whether to pursue, if appropriate, the Rick Hanson Foundation Accessibility Certification.
- Undertake and prioritize an accessibility audit of municipal tourism properties, eg. the Burntcoat Head Park and the Fundy Tidal Interpretive Centre.
- Undertake an Accessibility Audit of the Waste Management Centre.
- Continue to build accessible playgrounds and walkways.
- Locate pedestrian buttons or light controls, such as those at intersections or pedestrian controlled crosswalks, over areas which are accessible.
- Identify where doorways could be widened and automatic power door buttons or sliding doors could be provided at the public access entrance for municipal buildings and municipal public washrooms.
- Consider auditory and visual pedestrian features at signalized intersections.
- Investigate access to the picnic facilities at Burntcoat Head Park for accessibility options.
- Consider adding accessible parking requirement to the Land Use Bylaw where it is not required under the Building Code (eg. for townhouses).
- Consider accessibility when preparing a Municipal Housing Strategy, which may include encouraging aging-in-place housing options in the Official Community Plan.
- Review accessible parking provision at Burntcoat Head Park and Fundy Tidal Interpretive Centre.
- Investigate how to identify quick bathroom access points.
- Investigate and identify barriers for persons with a sensory disability.

Other Priorities

- Construction of a fully accessible playground in the municipality within the next 10 years.
- Undertake an accessibility audit on municipally-owned buildings that are leased by community groups.
- Promote the Province's Business ACCESS-Ability Grant Program to the East Hants business community.
- Promote the Province's Community ACCESS-Ability Program to local community groups.
- Promote marked crosswalks in high traffic areas to increase pedestrian safety.

EMPLOYMENT

Our Commitment

The Municipality of East Hants commits to supporting people with disabilities in finding meaningful employment and to making our employment practices and workplaces accessible for new and current employees of all ages and abilities.

Our Starting Point

Overview

As of March 2020, the Municipality of East Hants employs 70 permanent employees. The main worksite for most permanent employees is the Lloyd E. Matheson Centre in Elmsdale, NS. Other worksites include the East Hants Waste Management Centre in Georgefield, NS, and various water and wastewater facilities throughout the municipality.

The Municipality employs approximately 40 employees in casual positions at the East Hants Aquatic Centre, and in 2020, approximately 20 seasonal or student employees were employed in the summer months in tourism, parks, recreation, and as summer labour.



The Municipal Council of East Hants consists of a Warden and 10 other Councillors who represent each of the Municipality's 11 districts. The Council is the governing and legislative body for the municipality. The Council may appoint members of the public to serve on committees or task forces.

Achievements

- Council Chambers has a microphone system allowing for use of earbuds for councillors with hearing impairment.
- Council Chambers is on the main floor of the municipal office and allows barrier-free access to Council meetings.
- Job advertisements include a statement detailing how to request an accommodation to assist in the application process.
- The interview scheduling process includes notifying candidates that an accommodation for interviews can be requested.
- Recruitment process includes standardized questions and a scoring process to remove bias.
- Onboarding process for new employees includes an overview of the Nova Scotia Accessibility Act and how to request an accommodation in the workplace.
- Council Chambers Online internal system allows for online and electronic access to all documents, reports, minutes, and Council activities. Users can review documents at one's own pace and exploring assistive technology is an option.
- East Hants has upgraded all users to Microsoft Windows 10 which includes many accessibility features.
- Records Management project underway to move from paper-based processes to online or electronic documentation as well as allowing work to be shared electronically more easily. Users can review documents at one's own pace and exploring assistive technology is an option.
- Accommodation requests from prospective or current employees to-date have been managed on an individualized basis.
- Municipal sites have a Scent-Free Policy to support employees with environmental sensitivities.
- Emergency evacuation procedures for safe exit of the Lloyd E. Matheson Centre include sound and flashing light fire alarms.
- A municipal employee has completed the program requirements and is a qualified assessor with the Rick Hansen

Foundation Accessibility Certification program.

understanding of the value of accessibility and inclusion in our workplace.

Barriers

- A number of municipally-owned sites are not barrier free.
- Municipal processes, systems, communications, and documents generally have not taken accessibility considerations into account and historical documents and processes may not be easily adaptable to assistive technology such as screen readers.
- Managers and staff are not trained in recognizing barriers that may limit job opportunities for qualified individuals.
- Traditional print and online recruitment methods are generally used, which may not reach or be accessible to all qualified candidates.

Policies

The Municipality of East Hants will:

- Offer accommodation during the recruitment process as requested.
- Offer accommodation to employees of all ages and abilities.
- Ensure accessibility and inclusion is considered when reviewing and developing programs or processes related to employment.
- Educate staff and build an

Actions

Top Priorities (2021-2024)

- Conduct a formal review of municipally-owned facilities with respect to physical barriers to employment for persons with disabilities.
- Develop an Accommodation Policy.
- Establish a centralized accommodation fund.
- Provide training for Managers on accommodation and supporting prospective candidates or employees who request accommodation.
- Employee Engagement Survey will include questions about accessible workplace, accommodation, and barriers.
- Provide training for all staff on inclusiveness and diversity.
- Develop an understanding of assistive technologies for the workplace, speech readers, etc.
- Build relationships with community groups that work with or support people with disabilities for discussion around barriers to employment.
- Review workplace emergency response plans with respect to

physical barriers.

- Review the recruitment and selection process for areas where barriers may exist.
- Review the Municipality's performance management program and career development opportunities for areas where barriers may exist.

Other Priorities

- Investigate strategies for non-traditional recruitment methods that may reach a wider and more diverse audience.
- Research implementing a Voluntary Self-Identification Questionnaire for new and current employees to gather data on demographics of our workforce and track metrics.



INFORMATION & COMMUNICATIONS

Our Commitment

The Municipality of East Hants is committed to providing information and communication that is accessible to all. Plain, clear language is essential to providing the best service to our stakeholders.

Our Starting Point

Overview

The Municipality delivers information to the public in many ways, including:

- In-person at various municipal properties and includes meetings, customer service delivery, digital displays, etc.
- Digitally via email, website, social media, and videos.
- Telephone
- Print via newsletters, letters, and newspaper advertisements.

Achievements

- Council Chambers - There are four hearing assistance devices for public use in our Council Chambers. A sign notifies the public that devices are available. They include ear buds and a neckloop for use with hearing aids or cochlear implants.
- Council Chambers - For councillors, our microphone system allows use of earbuds for councillors with hearing impairment.

- Microsoft Windows 10 – East Hants has upgraded all users to Microsoft Windows 10 which includes many accessibility features.
- Council Chambers is on the main floor of the municipal office and allows barrier-free access to Council meetings.
- An adjustable height podium that can rise and lower to accommodate presenters who are seated or standing has been installed in Council Chambers and is accessible during meetings.
- Council meetings will be live streamed to enhance access for people with disabilities to participate in or view Council meeting discussions.
- for the average reader.
- The Municipal Government Act sets limitations for certain public notices to be published in newspapers that may not be accessible to people with visual impairments.
- Many people may not be aware of barriers faced by persons with disabilities.

Barriers

- The municipal website needs to be improved so that those with visual impairment can better access the information.
- Forms and templates developed by the municipality need to be re-formatted so that they are readable by screen readers. The size and colours of the documents also need to be considered so that they take into consideration other visual impairments.
- Some material produced by staff is not plain language and at a level

Policies

The Municipality of East Hants will:

- Upon request, provide electronic documents in an accessible format based on the user's specific needs.
- Give priority to barrier-free locations for municipal events and meetings.
- Documents and web/digital content will be prepared using plain English for clarity and readability and will be written at a level no higher than Grade 8.
- Train staff in better ways to communicate with people of all ages and abilities.

Actions

Top Priorities (2021-2024)

- Ensure that the new **easthants.ca** website is in compliance with Web Content Accessibility Guidelines (WCAG) 2.0 Level A. This will ensure our website is accessible for

persons with disabilities.

- Inventory forms used internally and externally and assess level of accessibility.
- Staff will be trained on the creation of accessible documents and plain language writing.
- Continue to provide staff with resources on the staff intranet and provide accessibility awareness training.
- Produce a style guide to assist staff in writing using plain language and at Grade 8 reading level.
- Provide more services online so that residents with mobility issues can access services virtually.

information on the municipal website of other parks and trails which are accessible but are owned by other organizations.

Other Priorities

- Wayfinding signage review
- Turn forms into accessible documents.
- Investigate improving existing grant programs or establishing a new grant program to enable community meeting spaces and/or comfort centres to enhance accessibility.
- Provide information on the municipal website of municipal buildings, trails and parks which are accessible. For example, the EZLaunch Dock at the Wickwire Station Park.
- Where appropriate, provide

SERVICES

Our Commitment

We will ensure that people of all ages and abilities have equitable access to services delivered by the Municipality of East Hants. This includes ensuring that there are policies, procedures and tools to promote the accessible delivery of services.

Our Starting Point

Overview

The following are some of the many services the Municipality delivers to the public:

- Providing customer service counters at the Lloyd E Matheson Centre and the East Hants Aquatic Centre
- Maintaining parks, trails and open spaces, including playgrounds and Visitor Information Centres
- Providing recreation programming for youth
- Providing aquatic programming
- Providing targeted senior programming
- Providing grants and other administrative support to local community groups
- Providing swim programming adapted to different individuals' needs or abilities
- Maintaining sidewalks, including



winter maintenance to approved service standards (see Built Environment section)

Achievements

- One of the Municipal Building Inspectors has been trained and is qualified through the Rick Hanson Accessibility Foundation.
- Finance
 - Most forms of payment are accepted, including mail and online banking, which offers flexibility and options for those unable to come to the office physically.
- Recreation Services
 - Opened doors to newly built aquatic centre with high accessibility standards in July 2020.
 - District Recreation Fund grant that has allowed for groups to upgrade their accessibility standards.
 - Community Grant Program has section under recreation programming to support persons with disability attending sporting event.
 - The Adaptive Recreation Equipment Loan Program is a partnership with other municipalities in the Fundy

region. This is a new resource for families of children and youth who have a physical disability and/or individuals who would benefit from its use. This equipment will provide opportunities to borrow a variety of equipment to experience new leisure pursuits.

- Special Olympics swimming program provided by the community at Milford Pool and has started at the East Hants Aquatic Centre.
- Online recreation and aquatic centre program registration system.

Barriers

- The municipal website is not accessible to people with visual impairments (see Information and Communication section).
- Recreation Services
 - Dedicated inclusive staff to support recreation program service delivery (ex. day camps).
 - Limited training programs are available to train recreation staff with knowledge and tools on working with people with disabilities.

Policies

The Municipality of East Hants will deliver all goods and services without bias. No resident shall be denied a service because of a disability.

Actions

Top Priorities (2021-2024)

- Recreation Services
 - In process of developing an inclusion framework that reduces the barriers for individuals with disabilities to participate in recreation and leisure programs in East Hants.
 - Train and hire staff who are responsible for delivering programming to persons with disabilities.

Other Priorities

- Where applicable, include an Accessibility Lens/Impact Analysis in reports to Council.



TRANSPORTATION

Our Commitment

We will work towards providing or supporting accessible transportation options for people of all ages and abilities in East Hants.

Our Starting Point

Overview

The Municipality of East Hants does not have a publicly funded transit service but has been exploring options for providing a fixed route service for residents of the corridor area of the municipality.

The Municipality began investigating the feasibility of providing a transit service with the preparation of a Corridor Feasibility Study which was prepared in 2012. Following on from the feasibility study, in 2015, a Transit Services Business Plan was prepared. This document identified options on how the Municipality could provide a fixed route transit service for residents. At this time, Council decided not to go forward with a transit service. The 2015 Business Plan document has recently (2020) been updated. This update builds on the previous two studies and provides recommendations based on updated community road networks,

infrastructure and transit trends. This document has not yet been reviewed by Council and no decisions regarding transit have been made at this time.

The East Hants & Area Community Rider is a non-profit charitable service of which the Municipality is a partner of the program. Community Rider offers dial-a-ride transportation services to residents throughout the community and provides a door-to-door service. Community Rider has been providing transportation services to residents of East Hants since 2006. The organization currently operates five vehicles, three of which are wheelchair accessible.

Achievements

- The community has access to the East Hants & Area Community Rider which the Municipality partners with and provides some of the funding. Community Rider provides a valuable service for persons with disabilities and also the wider community.
- The Municipality has begun exploring options for an East Hants Transit Service.

Barriers

- Without a fixed route transit

service, people without a vehicle or who may not be able to drive a vehicle do not have access to predictable transportation options.

Policies

The Municipality of East Hants will...

- Consider the needs of persons with disabilities if a new transit service in East Hants is pursued.
- Continue to support the East Hants & Area Community Rider as it provides a valuable service to residents throughout the community.

Actions

Top Priorities (2021-2024)

- Review the current business plan for a fixed route transit service within the corridor area of the municipality.
- Continue to support the East Hants & Area Community Rider so that persons of all abilities have access to transportation throughout the municipality.



IMPLEMENTING THE PLAN

Responsibilities

- Council is responsible for adopting and overseeing the Accessibility Plan.
- The Chief Administrative Officer is responsible for implementing the plan and assigning an Accessibility Coordinator.
- The Accessibility Coordinator is responsible for receiving and responding to public concerns, complaints and suggestions.
- The Accessibility Advisory Committee is responsible for giving feedback and recommendations to Council.

Schedule or timeline

All top priorities in this Plan will be implemented by 2024. Other priorities will be implemented by 2030.

Monitoring

- The East Hants Accessibility Advisory Committee (ACAC) will prepare a Monitoring Report for Council each year. This report will measure the performance of the policies and actions in this plan. The committee may also make recommendations to improve the plan.
- The Monitoring Report will be a public document. It will be posted

on the municipal website.

Evaluating

The Municipality will lead a review and evaluation of the Accessibility Plan every three years.

Responding to Questions and Complaints

- Anyone can lodge a complaint, pose a question, or express a concern about accessibility in the municipality. These should be directed to the Accessibility Coordinator.
- The Accessibility Coordinator will respond within a reasonable time. Before responding, the Coordinator will consult with the staff person responsible for the area of inquiry. The Coordinator's response will contain the reasons for the decision.
- Anyone can appeal to Council if they are not satisfied with the response from the Accessibility Coordinator. Council may refer any appeal to the Accessibility Advisory Committee for additional review and recommendations before issuing a final response to the complainant.
- The Accessibility Coordinator will keep a record of all complaints, questions, and concerns submitted

to them, and will provide summary updates to the advisory committee on a regular basis. These updates will become part of the advisory committee's continual review of the Accessibility Plan, and may inform future changes.

Promoting Accessibility Awareness

Promoting awareness throughout the municipality about the importance of accessibility.

- Promote the National AccessAbility Week (late May). 'It is a time when accessibility and inclusion is promoted across communities and workplaces and a time to celebrate the contributions of Canadians with disabilities. It is also an opportunity to recognize the efforts of Canadians who are actively removing barriers and ensuring persons with disabilities have an equal chance to participate in all aspects of Canadian society.' (Government of Canada website). Along with promoting the federal program the Municipality will look at putting our own local voice to this month by highlighting local examples and events.
- Develop an Annual Accessibility

Awareness Plan every year. The plan may include:

- Organizing local events
- Highlighting external accessibility grants
- Identifying local examples of the contributions of local residents with disabilities and the efforts of Canadians who are actively removing barriers.
- Highlight how the Municipality is removing barriers.
- Identify who the public can contact if they have questions or concerns regarding accessibility of municipal buildings, infrastructure or services.
- Identify any 'areas of focus' for the year.

GLOSSARY OF TERMS

Accommodation: For the purpose of this Accessibility Plan, “accommodation” and “reasonable accommodation” are used interchangeably. The fundamental nature of the duty to accommodate imposes a positive duty on employers to provide employees or job applicants with an opportunity to perform the essential duties of the job. It is an individualized process which, to the point of undue hardship, involves the removal or alleviation of barriers that prevent an otherwise capable individual from participating equally in the workplace because of a disability as defined by the Nova Scotia Human Rights Act. Accommodation does not have to be perfect but it does have to be reasonable.

Barrier: something that makes it harder for some people to participate. Nova Scotia’s Accessibility Act defines a barrier as “anything that hinders or challenges the full and effective participation in society of persons with disabilities, including a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier, a policy or a practice”

Business ACCESS-Ability Grant Program: is a grant program offered by the Nova Scotia Government to enable businesses to apply for a cost-shared grant to make accessibility-related improvements.

Community ACCESS-Ability Program: is a grant program offered by the Nova Scotia Government to enable community groups to apply for cost-shared grants for accessibility related capital improvements.

Disability: A condition that makes it harder for a person to participate. The condition may always interfere, or only sometimes. Nova Scotia’s Accessibility Act defines disability as “a physical, mental, intellectual, learning or sensory impairment, including an episodic disability, that, in interaction with a barrier, hinders an individual’s full and effective participation in society.”

Municipal Government Act: Provincial legislation that gives the broad authority to municipalities to govern in whatever ways the councils consider appropriate within the jurisdiction given to them by the Government of Nova Scotia.

Neckloop: is a loop of wire worn

around the neck to enable listeners with telecoil-equipped hearing aids and cochlear implants to hear without the general room background noise.

Consortium (WC3), an international team of experts. WCAG sets guidelines to make their websites more accessible.

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

Recreation Programming: recreation programs and opportunities that typically require registration fees, have set times, occur at predetermined locations, and expect a certain level of commitment by the participant (e.g. swimming lessons, day camp, instructor-led activities, etc.)

Rick Hansen Foundation Accessibility Certification: is a national rating system that measures and certifies the level of meaningful access of buildings and sites.

Screen Reader: is a form of assistive technology for persons with a visual impairment that renders text and image content as speech or braille output.

Web Content Accessibility Guidelines (WCAG) 2.0: is an internationally accepted web accessibility standard developed by the World Wide Web

COMMUNITY ENGAGEMENT

Community engagement is an essential component in developing the Accessibility Plan. The community experiences and uses municipal buildings, infrastructure and services. They are therefore in a position to identify what does and doesn't work for persons with disabilities.

According to Statistics Canada, 30 per cent of Nova Scotians aged 15 years and older identify as having at least one disability and 30 per cent of the East Hants population is around 7,000 people. We hoped to reach a proportion of the approximately 7,000 people, their caregivers, or organizations that represent them.

An open house was held at the Lloyd E. Matheson Centre (LEMC) on November 5, 2019 from 3pm to 7pm. Efforts were made to reach out to as many people and groups as possible, letting them know about the open house and inviting them to attend. Posters were printed and displayed in various locations throughout the municipality inviting people to attend the open house. Around 40 people or groups were directly sent an invite and information was provided in our community development newsletter. The Open House was also promoted

on municipal social media accounts.

At the open house, community maps were printed for Mount Uniacke, Enfield, Elmsdale, Lantz, Milford, Shubenacadie and a large map printed of the whole of the municipality and people were invited to add comments directly on the maps. Paper copies of the survey were also available for people to complete. In addition to the drop-in open house, a table was set up at the East Hants Sportsplex beginning in January 2020 for two weeks. Maps and surveys were provided with an invite to provide feedback and comments.

In total, 47 people responded to the survey and these comments, along with comments provided on the maps, fed into the preparation of the Accessibility Plan. A summary of the survey responses is available on our 'Accessible East Hants' page easthants.ca/accessibility.