

Condensed 2025–2028 Accessibility Strategy

Office of Diversity & Inclusion/ANSAIO
July 2025



HALIFAX

2025-2028 Accessibility Strategy

The 2025-2028 Accessibility Strategy outlines 30 recommendations for improving accessibility and representation for individuals with disabilities until the end of 2027. The recommendations are to be implemented over a three-year period, as prescribed by the Accessibility Act and were created through public and internal feedback. We will publish annual updates outlining our progress on meeting the recommendations within the Strategy.

Scan the QR code to read the full [2025-2028 Accessibility Strategy](#).



2024 Update

The municipality took a multi-faceted approach to determine what updates should be made to the Accessibility Strategy. From 2023-2024, the municipality reviewed progress on the Accessibility Strategy thus far and consulted with community members and business units. We completed 10 public consultations, surveys and an open house with staff and consultations with the Accessibility Strategy Task Force.

Accessibility Strategy

Recommendations & Timeline

The 2025-2028 Accessibility Strategy recommendations are broken down into three timeframes: short-term (one- year), medium-term (two-year) and long-term (three-year).

TRANSPORTATION & TRANSPORTATION INFRASTRUCTURE



Short Term

- Develop a passenger survey to assess the effectiveness of accessible services.
- Increase targeted public awareness about snow removal for the disability community through distribution of information circulars to different groups.
- Review the eligibility criteria for using Access-A-Bus.

Medium Term

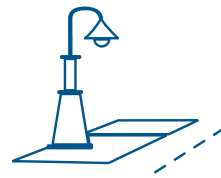
- Procure and implement an online system for booking Access-A-Bus within the Halifax region.
- Develop a newcomers and immigrants Access-A-Bus education campaign that focuses on how to apply for, book and use Access-A-Bus.
- Update municipal policy/standards documentation for CSA standard B-651 2023 (i.e. the HRM Temporary Workplace Traffic Control Manual Supplement, transportation capital works tender specifications and the Construction Site Management Administrative Order) for accessible pedestrian paths.



Long Term

- Increase public awareness of accessible parking spaces within the region.
- Audit accessibility of all transit shelters to identify any physical barriers and make recommendations for their removal.
- Create a public awareness campaign about e-scooters, addressing parking and rider safety.
- Update the Municipal Design Guidelines CSA standard B-561 2023 (to be revised when Provincial regulations tied to the Accessibility Act are finalized) for accessibility in the built environment.

BUILT ENVIRONMENT



Medium Term

- Complete a legal and cross-jurisdictional review of municipally mandated traffic/temporary worksite control signage within Canada (and internationally where appropriate) to improve safety for pedestrian and other non-motor vehicle road users.

Long Term

- Apply CSA B651-23 standards for future municipal infrastructure to the greatest extent possible. Buildings will be designed and constructed to meet Rick Hansen Foundation Accessibility Certification™ (RHFAC) Gold Certified level.
- Apply CSA B651-18 standards for major renewal to current municipal infrastructure to the greatest extent possible.
- Audit up to 100 buildings, public facilities, recreational parks/playgrounds and trails to assess when repairs or upgrades are needed to maintain accessibility.
- Ensure that park walkways and equipment for parks (playgrounds, beaches, sport courts, playing fields, etc.) and recreational facilities are accessible for individuals with disabilities to the greatest extent possible.
- Upgrade up to 25 bus stops within the urban transit service boundary to ensure they follow accessible standards, where the ramp can be deployed; the bus stop has a concrete landing pad (minimum size 1.5 m x 2.5 m) with access to a sidewalk.





INFORMATION & COMMUNICATIONS



Short Term

- Provide employees with access to the Corporate Communications Writing & Style Guide, which includes standards for plain language.

Medium Term

- Develop Accessible Design Guidelines used by Corporate Communications for production of marketing materials accessible to individuals with disabilities.

Long Term

- Increase training for municipal employees on how to serve/ accommodate persons with disabilities.
- Conduct an assessment and build an action plan that enables the municipal internet and intranet websites and web content to achieve Web Content Accessibility Guidelines (WCAG) 2.2 (Minimum Level AA) conformity.
- Conduct research and implement alternative channels such as live chat to enhance digital accessibility with 311 service.



GOODS & SERVICES

Long Term

- Increase the amount of accessible gym equipment, either by purchasing new equipment or replacing existing equipment across municipally operated facilities. Create internal guidelines for accessible gym equipment in municipally owned and/or operated recreation facilities to support this recommendation.
- Increase the capacity by 10 per cent over three years in summer recreation inclusion programs.
- Establish a baseline and measure growth of inclusion support offered in fall/winter/spring recreation programs (including Aquatics programs) over the next three years.





EMPLOYMENT

Short Term

- Develop and promote a process so that all employees are aware of how to request an accommodation.
- Develop corporate training which educates hiring managers about the Duty to Accommodate Policy.
- Establish guidelines to assist with reviewing job descriptions and postings from an accessibility lens and implement these guidelines into the staffing and job description process on a go-forward basis.

Long Term

- Collect data on the number of candidates who choose to self-identify, at the time of application, as having a disability versus the number of candidates hired who self-identify as having a disability.
- Develop a process within Human Resources to encourage students with disabilities to apply for work placements.
- Complete up to nine engagements with groups that support individuals with disabilities seeking employment.

