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Item No. 21.4
Halifax Regional Council
February 18, 2026

TO: Mayor Fillmore and Members of Halifax Regional Council

FROM: Brad Anguish, Acting Chief Administrative Officer

DATE: February 13, 2026

SUBJECT: **2025-28 Accessibility Strategy, 2025 Annual Progress Reports**

INFORMATION REPORT

ORIGIN

May 18, 2021, Regional Council motion (item 11.1.6): MOVED by Councillor Deagle Gammon, seconded by Councillor Mancini THAT Halifax Regional Council:

1. Adopt the Accessibility Strategy as set out in Attachment 1 of the staff report dated April 19, 2021;
2. Direct the Chief Administrative Officer to carry out the actions contained in the Accessibility Strategy as part of the multi-year budgeting and business planning process; and
3. Request that the Chief Administrative Officer provide annual progress reports on the implementation of the Accessibility Strategy to Regional Council.

MOTION PUT AND PASSED

EXECUTIVE SUMMARY

This report is the first annual update on the 2025-2028 Accessibility Strategy, which was passed by Halifax Regional Council in February 2025. It summarizes the work completed by business units in the past calendar year to support the Strategy's implementation, covering the areas of Transportation & Transportation Infrastructure, Built Environment, Information and Communication, and Employment. At the time of this report 24 recommendations are in progress, and four recommendations have been completed.

BACKGROUND

Following the approval of the Accessibility Strategy by Council in May 2021, the Office of Diversity and Inclusion/ANSAIO formed the Accessibility Strategy Task Force. This Task Force is comprised of municipal staff representing all business units, and the goal of the Task Force is to oversee the implementation of the Accessibility Strategy action items. Task Force members were assigned to various subcommittees based on their areas of expertise as well as the needs of the highest-priority action items at the time of implementation. There are presently five subcommittees: Built Environment Subcommittee,

Employment Subcommittee, and the Information and Communications Subcommittee, Goods & Services, and Transit.

DISCUSSION

During fiscal year 2025-26, four of the thirty recommendations in the Accessibility Strategy were reported as complete (13%), 24 were reported as in-progress or ongoing (80%), and two were reported as not being started (7%). Below is a summary of the overall progress towards the Accessibility Strategy:

Planned Start Timeline	Complete	In Progress/ Ongoing	Not Started	Total
2025-2026 "Short Term"	3	3		6
2025-2027 "Medium Term"		4	1	5
2025-2028* "Long Term"	1	17	1	19
Total	4	24	2	30

**Two recommendations have multiple term lengths. They are both included in the long-term section of this table.*

Highlights from the Transportation & Transportation Infrastructure, Built Environment, Information and Communication, Employment, and Goods and Services Accessibility Strategy categories are included below:

- 45 bus shelter locations have been audited and reviewed for recommendations to date, representing 9% of shelters in Halifax Transit's inventory.
- 18 non-standard bus stops were upgraded to accessible, and 1 inaccessible stop was upgraded to accessible.
- Three e-scooter safety events were hosted.
- Upgraded and installed over 350 pedestrian ramps, 1340 Attention Tactile Warning Surface Indicators, and 220 Directional Tactile Warning Surface Indicators to improve safety, wayfinding and access.
- Audible Pedestrian Signals were added at over 22 locations to enhance accessibility for pedestrians with vision disabilities.
- Audited 63 buildings, public facilities, recreational parks/playgrounds or trails.
- Sixteen playgrounds were constructed with accessible features, and two accessible splash pads were installed.
- 72 staff attended corporate accessibility training, 82% of whom worked in public-facing roles.
- Corporate communications created a Writing and Style Guide for municipal staff, which included standards surrounding plain language.
- Video Relay Service was made available through 311.

FINANCIAL IMPLICATIONS

There are no new financial implications resulting from this information report. Any additional budget impacts identified beyond what was originally outlined in the Accessibility Strategy Recommendation Report, which was brought to Council on February 11th, 2025 would be addressed through the annual budget process or via a separate recommendation report.

COMMUNITY ENGAGEMENT

While there was a community engagement component to developing the Accessibility Strategy, no further community engagement has been conducted to date to implement recommendations.

LEGISLATIVE AUTHORITY

The Accessibility Act, S.N.S. 2017, c. 2, subsection 39(2) provides:

39... (2) A municipality, university or organization shall prepare and make publicly available an accessibility plan within one year of being prescribed as a public sector body

The Halifax Regional Municipality Charter, S.N.S. 2008, c. 39, subsections 34(1) and 34 (3) provides:

34 (1) The Chief Administrative Officer is the head of the administrative branch of the government of the Municipality and is responsible to the Council for the proper administration of the affairs of the Municipality in accordance with the by-laws of the Municipality and the policies adopted by the Council.

...

(3) The Council shall provide direction on the administration, plans, policies and programs of the Municipality to the Chief Administrative Officer.

ATTACHMENTS

Attachments 1: Accessibility Strategy Update

Report Prepared by: Melissa Myers, Accessibility Advisor, Office of Diversity & Inclusion/ANSAIO – CAO,
902.292.4574

Accessibility Strategy Update

Prepared by:

Melissa Myers
Office of Diversity & Inclusion/ANSAIO
January 6, 2026



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Introduction

This report outlines the progress that has been made on implementing the *2025-2028 Accessibility Strategy* (the Strategy) since Regional Council approval in February 2025. The report will focus on a specific set of recommendations identified within the Strategy, and the progress that has been made on those specific recommendations from February to December 2025.

Background

On May 18, 2021, Halifax Regional Council approved the original version of the Accessibility Strategy. As part of this motion approval, Council requested an annual update on the progress made towards the Strategy, and that the Strategy be updated every three years. In February 2025, the 2025-2028 Accessibility Strategy was approved by Regional Council.

Following Council approval, the Office of Diversity & Inclusion/ANSAIO formed the Accessibility Strategy Task Force (the Task Force). This Task Force is comprised of municipal staff representing all business units, and the goal of the Task Force is to oversee the implementation of the Strategy's recommendations.

This report was drafted through feedback from Task Force members and has been guided by provincial guidelines and standards.

Accessibility Strategy Task Force

The Task Force was formed in September 2021. As of January 2026, there are 20 members, in addition to the Accessibility Advisor who sits on every subcommittee to provide support.

There are five subcommittees which support a section of the Strategy recommendations: Built Environment, Information & Communications, Employment, Goods & Services, and Transit. Discussions on specific recommendations occur during the subcommittee meetings, whereas the Task Force meetings are primarily to provide updates to the Task Force as a whole.

About CSA B651-18/ B651-23 and Rick Hansen Foundation Accessibility Certification

There are several recommendations in the Strategy which refer to the Canadian Standards Association (CSA) B651-18 and B651-23 standards as well as the Rick Hansen Foundation Accessibility Gold Certification. This section provides additional explanations of these two measures of built environment accessibility.

The CSA develops standards through a consensus process approved by the Standards Council of Canada. This process brings together volunteers representing varied viewpoints and interests to achieve consensus and develop standards. The B651 Accessible Design for the Built Environment has been developed by the CSA Group. The current version is the sixth edition entitled *B651-23 Accessible design for the built environment* –



Implementation Handbook, which was released in 2023. It has been published as a National Standard of Canada by CSA Group. The Accessibility Strategy references both standards, depending on which was most applicable to a given recommendation.

The Rick Hansen Foundation Accessibility Foundation Accessibility Certification™ (RHFAC) program is a rating survey based on Universal Design Principles and the CSA B651 Standard. The program measures the level of meaningful access beyond building code and is based upon the holistic user experience of people of all abilities, including those with mobility, vision, hearing, cognitive and/or intellectual disabilities.

Executive Summary

During fiscal year 2025-26, four of the thirty recommendations in the Accessibility Strategy were reported as complete (13%), 24 were reported as in-progress or ongoing (80%), and two were reported as not being started (7%). Below is a summary of the overall progress towards the Accessibility Strategy:

<i>Planned Start Timeline</i>	<i>Complete</i>	<i>In Progress/ Ongoing</i>	<i>Not Started</i>	<i>Total</i>
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**Two recommendations have multiple term lengths. They are both included in the long-term section of this table.*



Recommendation Progress

This is the first year of reporting on the recommendations within the 2025-2028 Accessibility Strategy. There are 30 recommendations within the Strategy, broken down into three timeframes based on their goal completion date: short term (one-year), medium-term (two-year), and long term (three-year).

The Accessibility Strategy Task Force and associated subcommittees made progress on recommendations within Transportation & Transportation Infrastructure, Built Environment, Information and Communications, Goods and Services, and Employment.

Many key performance indicators (KPIs) were not available for 2025/2026. For a full list of KPIs, see Appendix A.

Transportation & Transportation Infrastructure

1. Procure and implement an online system for booking Access-A-Bus within the Halifax region. (Medium)

Status: In Progress

Progress: Necessary system/technology upgrades needed to facilitate the implementation of the self-service (web booking) features of the software used to manage Halifax Transit's Access-A-Bus (AAB) service have been identified. These upgrades began at the end of Oct. 2025 and are scheduled to be completed in spring 2026.

These upgrades are significant and require a large amount of staff time to be completed (processes must be updated, users must be trained on the

upgrades, thorough testing must be conducted, etc.). These updates are progressing as scheduled.

Once this upgrade work is completed in spring 2026 and necessary staff training is complete, Halifax Transit will be able to provide a more significant update, including a better estimate of when self-service (web booking) will become available to passengers. Funding is in place to support the implementation of this recommendation.

2. Develop a passenger survey to assess the effectiveness of accessible services. (Short)

Status: In Progress

Progress: A draft of a public-facing survey about accessibility on Halifax Transit is currently being reviewed by municipal partners, including the municipal offices of Diversity & Inclusion, Access & Privacy, and Corporate Communications. Feedback from these groups will be included in an updated version of the survey which will then be reviewed by Halifax Transit leadership for any final feedback.

Promotional materials associated with this survey are currently under development in collaboration with the municipal Corporate Communications team, so that Halifax Transit may launch the survey when a final version is approved. Funding is in place to support the implementation of this recommendation.

3. Increase public awareness of accessible parking spaces within the region. (Long)

Status: Not Started

Progress: No new activity for 2025-2026.

4. Increase targeted public awareness about snow removal for the disability community through distribution of information circulars to different groups. (Short)

Status: In Progress

Progress: This item is on an agenda for a meeting with Corporate Communications to determine if revisions to previous circular are required and to establish a distribution strategy.

5. Review the eligibility criteria for using Access-A-Bus. (Short)

Status: In Progress

Progress: Bids on a request for proposal (RFP) for a third-party review of Halifax Transit's accessible operations were received and reviewed throughout fall and early winter 2025. Pending the completion of the RFP awards process, this work is expected to begin in early 2026.

Please note: as the RFP process is still "open", no details about the RFP itself or the bids are available for discussion or review at this time, in order to remain compliant with procurement policies. Funding is in place to support the implementation of this recommendation.

6. Audit accessibility of all transit shelters to identify any physical barriers and make recommendations for their removal. (Long)

Status: In Progress

Progress: 15 shelters were audited and reviewed for recommendations in 2025 as part of ongoing bus stop audits. This represented approximately 3% of all shelters in Halifax Transit's inventory for 2025. While there were a greater number of shelters audited in the field in 2025, only a portion have been reviewed for recommendations to date. The bus stop shelters that were both audited and reviewed for recommendations by quarter were 6 shelters by the end of Q1, 8 shelters in Q2 and 1 shelter in Q3 in 2025. As a result of these audits and reviews, Halifax Transit was able to identify improvements to be integrated with projects planned and constructed on the Bedford Hwy and Mount Edward Rd in 2025. Cumulatively, as of Q3, 45 shelter locations have been audited and reviewed for recommendations to date, representing 9% of shelters in Halifax Transit's inventory.

7. Develop a newcomers and immigrants Access-A-Bus education campaign that focuses on how to apply for, book and use Access-A-Bus. (Medium)

Status: In Progress

Progress: Re-invigorating Halifax Transit's Travel Training program, including creating and delivering a module on Access-A-Bus (AAB) service for newcomers has been identified as an important goal for the Halifax Transit Program Coordinator responsible for the program.

Halifax Transit has also identified the opportunity to update their *How to Ride* manuals to include information AAB services, as well as develop a brochure about accessibility on Halifax Transit (e.g., policies, services, etc.). Both documents would be translated, as per the municipal

Multilingual Policy, with the goal that these products will also provide support for newcomers looking to access AAB service. The implementation of this recommendation will require additional funding and resources, which are currently planned for 2027/28.

8. Create a public awareness campaign about e-scooters, addressing parking and rider safety. (Long)

Status: In Progress

Progress: Riders have taken more than 118,000 total rides between e-bike and e-scooter. Three safety education events were hosted at Dalhousie University, and one session was hosted at NSCC Community to bring awareness around use.

Various social media posts included messages about helmet requirements, obeying posted speed limits, avoiding riding on sidewalks, and parking only in designated areas. Additional safety information is available on Halifax.ca.

9. Update the Municipal Design Guidelines CSA standard B-651 2023 (to be revised when Provincial regulations tied to the Accessibility Act are finalized) for accessibility in the built environment. (Long)

Status: In Progress

Progress: With the Provincial Regulations issued in Spring 2025, work is still ongoing to align with the Nova Scotia Built Environment Accessibility Standard. The Municipal Design Guidelines are planned for delivery in Summer 2026.

10. 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. (Medium)

Status: In Progress

Progress: In February 2025, HRM published a supplement to the Temporary Workplace Traffic Control Manual featuring updated accessibility requirements. The revisions include minimum clear sidewalk widths, headroom clearances, guidelines for sidewalk closures, and pedestrian management plans. They also introduce standards for cane-detectable barricades at sidewalk closures and requirements for temporary sidewalks.

Transportation & Transportation Infrastructure KPIs

Recommendation	KPI Name	Value (2025-2026 or 2025)	Desired Trend
Audit accessibility of all transit shelters to identify any physical barriers and make recommendations for their removal.	Percentage of transit shelters audited annually	9%	Up

Built Environment

11. 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. (Long)

Status: Ongoing

Progress:

Property, Fleet & Environment: Design work continues for the Halifax Forum and Wright's Cove terminal. Construction continues for new facilities such as the BLT Community Centre, Lockview Fieldhouse, Eastern Shore Lifestyle Centre and HRFE Headquarters & Station #1. Design work is underway for new leased location for HPL new Regional Library Services Facility. The Halifax Library and the Halifax Common Pool Facility are now Rick Hansen certified. Funding has been allocated to support the implementation of this recommendation.

Halifax Transit: Construction is in progress for new leased location for Transit Access-a-Bus team, landlord will be completing additional base building work to improve accessibility for users.

12. Apply CSA B651-18 standards for major renewal to current municipal infrastructure to the greatest extent possible. (Long)

Status: Ongoing

Progress:

Property, Fleet & Environment: Design work is underway for the renovation of Fire Station #50, and to add universal washrooms to three rural community centres. Construction renovations were completed at the Lake Echo Community Centre. Construction is in progress at Alderney Gate - future accommodations for Public Works staff, planned relocation for March 2026. This project will include assistive listening technology in a common access meeting room (~1500sf). Public consultations for the revitalization of the Halifax North Public Library have started.

Completed accessibility improvements at Human Resources, located at Purdy's Wharf. On schedule for the relocation of Public Works to Alderney Gate in March 2026. Common access meeting room with assistive listening technology will open at Alderney gate in March/April 2026. Funding has been allocated to support the implementation of this recommendation.

Public Works: Upgraded and installed over 350 pedestrian ramps, 1340 Attention Tactile Warning Surface Indicators, and 220 Directional Tactile Warning Surface Indicators to improve safety, wayfinding and access. Audible Pedestrian Signals were added at over 22 locations to enhance accessibility for pedestrians with vision disabilities.

13. Audit up to 100 buildings, public facilities, recreational parks/playgrounds and trails to assess when repairs or upgrades are needed to maintain accessibility. (Long)

Status: In Progress

Progress:

Property Fleet, and Environment: Hired an Accessibility Auditor for a one-year term. As of Q3, 60 audits have been completed. Funding has been allocated to support the implementation of this recommendation.

Planning and Development: Three audits have been completed as of Q1. These audits were supported by Property, Fleet and Environment.

Parks and Recreation: No funding has been allocated to support the implementation of this recommendation.

14. 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. (Long)

Status: In Progress

Progress: Sixteen playgrounds were constructed with accessible features. Two accessible splash pads were installed. In addition, new accessible pathways, benches, bleaches, parking spaces, pedestrian ramps and attention tactile warning surface indicators were installed. In Q1, three pieces of accessible equipment were loaned out, and staff attended an adapted equipment expo with accessible equipment. This equipment was in summer camps.

There are plans to purchase additional equipment to add to the loan, and to add an equipment catalogue to halifax.ca by Q4. Internal microgrants were offered to recreation centres to increase their inclusive/adaptive equipment and supplies. There are accessibility specifications in the tenders for capital projects, however, there is no specific funding set aside for accessibility

within the operating budget. Some changes can be addressed through the State of Good Repair general ledger.

15. 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. (Medium)

Status: Not Started

Progress: Target to add into 2025/26 budget and start RFP process in mid 2026.

16. 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. (Long)

Status: In Progress

Progress: In 2025, many improvements were made to bus stops within the transit network both at bus stops on-street and at bus bays at bus terminals.

- 45 accessible bus stops were upgraded by replacing or increasing the size of the bus pad keeping the classification as accessible.
- 18 non-standard bus stops were upgraded to accessible by upgrading bus pad size or by connecting the bus stop to a sidewalk or multi-use path.



- 1 inaccessible stop was upgraded to accessible due to installation of new concrete bus pad with opposing pedestrian ramps to provide pedestrian access to the existing sidewalk on opposite side of street.
- 1 new stop was installed to the non-standard classification.
- 3 accessible stops were downgraded to non-standard due to site conditions.
- 1 inaccessible stop was removed from service.
- 10 accessible stops, 4 non-standard stops and 1 inaccessible stop were removed and replaced with 12 new accessible stops and 1 non-standard stop at new locations.
- 6 new accessible stops were installed to improve stop spacing.
- 3 accessible stops and 2 non-standard stops were removed from service to improve stop spacing.

Built Environment KPIs

Recommendation	KPI Name	Value (2025-2026 or 2025)	Desired Trend
Apply CSA B651-23 standards for future municipal infrastructure to the greatest extent possible. Buildings will be designed and constructed to meet	Number of new infrastructure projects that meet CSA standards designed, constructed, and opened annually	<i>5 ongoing projects intended to meet CSA B651-23</i>	Up



Rick Hansen Foundation Accessibility Certification™ (RHFAC) Gold Certified level.	Number of buildings that are Rick Hansen certified	2	Up
Apply CSA B651-18 standards for major renewal to current municipal infrastructure to the greatest extent possible.	Number of major renewal infrastructure projects that meet CSA standards designed, constructed, and opened annually	5	Up
Audit up to 100 buildings, public facilities, recreational parks/playgrounds and trails to assess when repairs or upgrades are needed to maintain accessibility.	Number of audits completed on an annual basis	63	Up
Ensure that park walkways and equipment for parks (playgrounds, beaches, sport courts, playing fields, etc.) and recreational facilities are accessible for	Annual number of walkways, park equipment, and recreation facilities that were made accessible	18	Up



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.	Number of bus stop upgrades per year	31	Up

KPI Notes

- The number of bus stop upgrades in 2025 was high due to the number of carry over projects from 2024. Many bus stop accessibility upgrades from 2024/25 capital projects were not able to proceed to construction or complete construction 2024 due to late tendering timelines and or weather.

Information & Communications

17. Increase training for municipal employees on how to serve/ accommodate persons with disabilities. (Long)

Status: In Progress

Progress: Four sessions of *Going from Support to Inclusion* were hosted in March, June, September, and November 2025. The sessions in April, May, July and August were cancelled due to low registration. An additional half-day session was hosted in November 2025 with Halifax Regional Police Cadets. 82% of those who attended training work with the public to some degree. A total of 72 staff attended training; below is a list of attendance by Business Unit.

- Chief Administrative Office: 3
- Community Safety: 3
- Finance and Asset Management: 3
- Human Resources: 10
- Halifax Regional Police: 39
- Halifax Transit: 4
- Planning & Development: 1
- Parks & Recreation: 8
- Public Works: 1

In June 2025, HRM hosted a training session alongside the Association of Municipal Administrators (AMANS) which focused on plain language and digital accessibility. One staff member from IT attended, as well as 18 from the CAO Office (6 from D&I/ANSAIO and 12 from Corporate



Communications). 31 staff from Design and Asset Management, Project Delivery, Active Transportation, and Strategic Transportation attended CNIB Blindfold Training.

Parks and Recreation:

In the summer of 2025, over 90 inclusion and day camp staff participated in Inclusion training. Topics included understanding disability, trauma sensitive programs, non-violent crisis intervention, personal care, using visuals and positive behaviour strategies.

Fourteen administrative support staff in Recreation Programming attended a training from Accessible Communications regarding interacting with customer who are deaf or hard of hearing.

18. Develop Accessible Design Guidelines used by Corporate Communications for production of marketing materials accessible to individuals with disabilities. (Medium)

Status: In Progress

Progress: Members of the Corporate Communications design and leadership teams met with D&I/ANSAIO leadership and accessibility teams to have an initial discussion regarding the development of accessible design guidelines, with the intention to develop draft outline that addresses and establishes municipal standards regarding:

- Accessible design component standards
- Accessible design tiers for municipal documents (basic, intermediate, highest)

- Training courses / materials for design team for accessible document design

The draft is now with the design team for review and will go to the Office of Diversity and Inclusion and Accessibility Strategy Task Force Information and Communications subcommittee.

19. 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. (Long)

Status: In Progress

Progress: Technical website upgrades have resolved 60 % of issues identified in the Halifax.ca Digital Accessibility Report. The remaining 40 % of issues are all content driven and must be resolved by Business Unit content editors. New guidelines and processes for content management still planned for implementation by Q4.

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

Status: Complete

Progress: This document is complete and was shared with municipal employees in May 2025. The Writing and Style Guide and Quick Guide are available to employees under the Corporate Communications tab of the Lighthouse. This document will be revisited and updated regularly.

21. Conduct research and implement alternative channels such as live chat to enhance digital accessibility with 311 service. (Long)

Status: In Progress

Progress: Video Relay Services became available on the 311 section of Halifax.ca on November 5th, 2025. As of January 2026, the service has been used once. The chat solution is in the review phase. Some budget was approved for 25/26; if more time and/or budget is required, this will continue into 26/27.

Information & Communications KPIs

Recommendation	KPI Name	Value (2025-2026 or 2025)	Desired Trend
Increase training for municipal employees on how to serve/ accommodate persons with disabilities.	Number of municipal staff who attend accessibility training annually	72	Up
	Number of business unit staff who attended other accessibility training annually	154	Up
Conduct an assessment and build an action plan that enables the municipal internet and intranet websites and web content to achieve	Percentage of corrected recommendations meeting WCAG 2.2 standards	60%	Up

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.	Video relay usage	1	Up
	Percentage of 311 calls handled through this alternative channel	0%	Up



Goods & Services

22. 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. (Long/Short)

Status: In Progress

Progress: A guideline for this was posted on the Lighthouse (municipal intranet) in 2025. As of Q3, three pieces of adapted equipment have been ordered for the Canada Games Centre. All fitness equipment will now be purchased from the Capital Budget, which will begin to replace equipment in poor condition. Emphasis will be placed on replacing equipment with dual use equipment at minimum.

23. Increase the capacity by 10 per cent over three years in summer recreation inclusion programs. (Long)

Status: In Progress

Progress: Prior to reporting on this recommendation, the wages for Ready for Rec were increased, and one baseline wage was established for summer inclusion support staff, with the aim of increasing staffing numbers.

In the summer of 2025, 232 children and youth received inclusion supports, which is a 9% increase from 2024. In 2026, locations, job descriptions, and staff training for Ready for Rec will be reviewed. Budget has been allocated to increase the capacity for summer camps.



24. Establish a baseline and measure growth of inclusion support offered in fall/winter spring recreation programs (including Aquatics programs) over the next three years. (Long)

Status: In Progress

Progress: Inclusion Swim Lessons: Swim lesson for both child and adults who would benefit from 1:1 guidance due to a disability. To date there have been 375 inclusion swim lessons offered and there have been 168 participants that have received inclusion support in recreation programs in Fall and Spring. This recommendation has no financial impact.

Goods & Services KPIs

Recommendation	KPI Name	Value (2025-2026 or 2025)	Desired Trend
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	Dollar investment in accessible gym equipment	\$22,836	Up

recreation facilities to support this recommendation.			
Increase the capacity by 10 per cent over three years in summer recreation inclusion programs.	Number of annual attendees at summer recreation inclusion programs	232	Up
Establish a baseline and measure growth of inclusion support offered in fall/winter spring recreation programs (including Aquatics programs) over the next three years.	Number of annual attendees at fall, winter and spring recreation inclusion programs	543	Up



Employment

25. 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. (Long)

Status: Complete

Progress: To initiate this process, Human Resources (HR) reviewed Employee Central system limitations for the collection of self-identification data with IT and use of the data disclaimer with Access & Privacy to discuss uses and limitations of uses of data. HR also met with Corporate Communications to develop a communications plan to increase self-identification in Employee Central.

Talent Acquisition, in collaboration with the HR Data Analyst, developed a quarterly Disability Inclusion in Recruitment Report, which compares the number of applicants self-identifying as Persons with Disabilities to the number of new hires who self-identify, broken down by Business Unit and employment group. This report is shared quarterly with the Accessibility Advisor within the Office of Diversity and Inclusion.

26. Develop and promote a process so that all employees are aware of how to request an accommodation. (Short)

Status: Complete

Progress: The Duty to Accommodate Policy has been developed and implemented. This Policy applies to both job candidates and employees.

To support job candidates with the process, Halifax.ca has a [Common questions about applying for jobs at Halifax](#) page in the Employment section which includes information about requesting accommodations in the hiring process. The [Preparing for an interview with the Halifax Regional Municipality](#) page contains similar information.

There are several resources available to employees on the Lighthouse (municipal intranet), including guidelines to detail the process, an overview video and an accommodation request form. The HR Business Partner or Workplace Health Specialist are available to provide support.

27. Develop corporate training which educates hiring managers about the *Duty to Accommodate Policy*. (Short)

Status: Complete

Progress: Human Resources offers a three-hour training course titled *Supporting Employees in Staying at Work*, which is offered every two months, and is accessible through the corporate training calendar. The purpose of this training is to educate leaders in managing employees through workplace health services, the attendance support program, and the Duty to Accommodate process with the aim of keeping employees at work. To date 165 employees have attended this in-person training. In addition to the in-person training, we have developed a ten-minute training video that is mandatory for Leaders to review the Duty to Accommodate Policy. This video is available to view on the Lighthouse. To date we have had 325 views of the video.

28. Develop a process within Human Resources to encourage students with disabilities to apply for work placements. (Long)

Status: In Progress

Progress: Human Resources developed two Standard Operating Procedures (SOP): one on work placements, which is found in the managers' toolkit, and another for sharing all job opportunities with employment equity groups/communities and service providers supporting these groups/communities.

Human Resources has also developed and maintained relationships with post-secondary institutions and disability employment organizations and worked with the Diversity and Inclusion office to set up two speakers' sessions to equip Hiring Managers with the knowledge and confidence needed to create an inclusive workplace that recognizes the value of employing people with disabilities.

29. 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. (Short/Long)

Status: In Progress

Progress: The Employee Relations Team and Total Rewards team within Human Resources are reviewing the existing "Writing Job Descriptions-Guide for Managers". Following best practice research, the guide will be updated to ensure Leaders are equipped to write job descriptions with a lens towards accessibility. There will also be an opportunity for the Hiring

Manager and Recruiter to review the job description and make any necessary revisions upon posting through the staffing plan.

30. Complete up to nine engagements with groups that support individuals with disabilities seeking employment. (Long)

Status: In Progress

Progress: The Talent Acquisition Team promoted and attended the following engagements within the period

2025 Employee Showcase- The Employee Showcase used a reverse job fair format where Welcome Home to Canada participants hosted their own booths, creating an interactive and inclusive engagement experience rather than a traditional job fair. The event welcomed all types of job seekers including people with disabilities and provided opportunities to engage in meaningful discussions with HRM about employment pathways, skills, and accessible career opportunities.

Employers Hiring Affair- Hosted by Nova Scotia Works, this event was focused on connecting employers with diverse job seekers and places an emphasis on accessibility-focused hiring and inclusive engagement. Date- November 26, 2025.

Employment KPIs

Recommendation	KPI Name	Value (2025-2026 or 2025)	Desired Trend
Develop corporate training which educates hiring managers about the <i>Duty to Accommodate Policy</i> .	Attendance for in person training session	165	Up
	Viewership of Duty to Accommodate informational video	325	Up
Complete up to nine engagements with groups that support individuals with disabilities seeking employment.	Number of engagements completed	2	Up



Additional Accessibility Initiatives

As part of the Strategy update meeting between the Accessibility Advisor and Task Force members, a variety of accessibility initiatives were mentioned across business units that are not captured in the recommendations in the Strategy but will serve to improve accessibility within the Halifax Regional Municipality, both internally and externally. This section outlines these additional accessibility initiatives and are categorized by the business unit leading the initiative.

To mark Disability Employment Awareness Month, HRM hosted two internal speakers' sessions focused on equipping Hiring Managers with the knowledge and confidence needed to create an inclusive workplace that recognizes the value of employing people with disabilities.

The first session, *Disability Awareness and Confidence Training*, was hosted by a facilitator through the Ontario Disability Employment Network, and was attended by 21 HRM staff members. The second session, *CNIB Creates Ripple Effects for Inclusion and Innovation in Today's Workplaces*, was attended by 19 HRM staff members.

The Deaf and hard of hearing pilot program in Parks and Recreation offered a card making class for Deaf participants at Chocolate Lake. American Sign Language interpreters were requested and made available for the volunteer awards and the volunteer conference.

Conclusion

In the first year of the 2025-2028 Accessibility Strategy, we have begun working on 28 of the 30 recommendations, with four recommendations being complete. We are on track to complete the remaining recommendations within the coming years.



Appendix A: List of Key Performance Indicators

	Recommendation	Key Performance Indicator(s) (KPI)
1	Procure and implement an online system for booking Access-A-Bus within the Halifax region.	<ul style="list-style-type: none"> Percentage of bookings on the new system Satisfaction with booking Access-A-Bus
2	Develop a passenger survey to assess the effectiveness of accessible services.	<ul style="list-style-type: none"> Number of surveys completed Percentage of respondents satisfied with service accessibility
3	Increase public awareness of accessible parking spaces within the region.	<ul style="list-style-type: none"> Visits to the accessible on-street parking website, interaction with promotion (e.g., social media likes and comments)
4	Increase targeted public awareness about snow removal for the disability community through distribution of information circulars to different groups.	<ul style="list-style-type: none"> Visits to the snow removal page/fact sheet, interaction with promotion (e.g., social media likes and comments)
5	Review the eligibility criteria for using Access-A-Bus.	<ul style="list-style-type: none"> Number of approved applicants before and after criteria review
6	Audit accessibility of all transit shelters to identify any physical barriers and make recommendations for their removal.	<ul style="list-style-type: none"> Percentage of transit shelters audited annually

	Recommendation	Key Performance Indicator(s) (KPI)
7	Develop a newcomers and immigrants Access-A-Bus education campaign that focuses on how to apply for, book and use Access-A-Bus.	<ul style="list-style-type: none"> • Number of attendees at consultations/travel training program
8	Create a public awareness campaign about e-scooters, addressing parking and rider safety.	<ul style="list-style-type: none"> • Engagement with the campaign (e.g., social media interaction)
9	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.	<i>No KPI</i>
10	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.	<i>No KPI</i>
11	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.	<ul style="list-style-type: none"> • Number of new infrastructure projects that meet CSA standards designed, constructed, and opened annually • Number of buildings that are Rick Hansen certified

	Recommendation	Key Performance Indicator(s) (KPI)
12	Apply CSA B651-18 standards for major renewal to current municipal infrastructure to the greatest extent possible.	<ul style="list-style-type: none"> Number of infrastructure that meet CSA standards designed, constructed, and installed annually.
13	Audit up to 100 buildings, public facilities, recreational parks/ playgrounds and trails to assess when repairs or upgrades are needed to maintain accessibility.	<ul style="list-style-type: none"> Number of audits completed on an annual basis, to be completed over three years
14	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.	<ul style="list-style-type: none"> Number of walkways, park equipment, and recreation facilities that were made accessible, measured annually
15	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.	<ul style="list-style-type: none"> Number of improvements identified
16	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.	<ul style="list-style-type: none"> Number of bus stop upgrades per year over three years, up to or beyond 25

	Recommendation	Key Performance Indicator(s) (KPI)
17	Increase training for municipal employees on how to serve/accommodate persons with disabilities.	<ul style="list-style-type: none"> • Number of front-line municipal staff who attend accessibility training annually over three years • Number of business unit staff who attended other accessibility training annually over three years
18	Develop Accessible Design Guidelines used by Corporate Communications for production of marketing materials accessible to individuals with disabilities.	<i>No KPI</i>
19	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.	<ul style="list-style-type: none"> • Percentage of corrected recommendations from the internet audit to confirm that now confirm to WCAG 2.2 standards annually (from the 155 original recommendations) • Number of new and existing internet web content editors trained/informed in WCAG compliance (mandatory) • Identify a usage threshold and those specific pages could be assessed for percentage, number conforming to standards.
20	Provide employees with access to the Corporate Communications Writing & Style Guide, which includes standards for plain language.	<i>No KPI</i>

	Recommendation	Key Performance Indicator(s) (KPI)
21	Conduct research and implement alternative channels such as live chat to enhance digital accessibility with 311 service.	<ul style="list-style-type: none"> • Possible measure of channel usage if adopted within three years: number of times alternative channel used, percentage of 311 calls handled through this alternative channel; video relay usage statistics
22	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.	<ul style="list-style-type: none"> • Percentage of accessible gym equipment by centre annually • \$ investment in accessible gym equipment
23	Increase the capacity by 10 per cent over three years in summer recreation inclusion programs.	<ul style="list-style-type: none"> • Number of specialized inclusion staff hired annually over three years (note: budget accounted for 5) • Number of attendees at summer recreation inclusion programs annually; include measure of waitlist
24	Establish a baseline and measure growth of inclusion support offered in fall/winter spring recreation programs (including Aquatics programs) over the next three years	<ul style="list-style-type: none"> • Number of attendees at fall, winter and spring recreation inclusion programs annually; include measure of waitlist

	Recommendation	Key Performance Indicator(s) (KPI)
25	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.	<ul style="list-style-type: none"> • Number of candidates who identify as having a disability at the time of application • Number of candidates hired who identify as having a disability
26	Develop and promote a process so that all employees are aware of how to request an accommodation.	<ul style="list-style-type: none"> • Engagement with awareness campaign (e.g., lighthouse/hub post interaction) • Number of accommodation requests annually • Develop an evergreen campaign with Corporate Communications
27	Develop corporate training which educates hiring managers about the Duty to Accommodate Policy.	<ul style="list-style-type: none"> • Number of hiring managers attending training • Attendance for in person training session • Viewership of DTA informational video
28	Develop a process within Human Resources to encourage students with disabilities to apply for work placements.	<ul style="list-style-type: none"> • Number of students with disabilities completing work placements over two years

	Recommendation	Key Performance Indicator(s) (KPI)
		<ul style="list-style-type: none"> • Number of students with disabilities who request a work placement over two years • Develop a process and share within the organization
29	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.	<ul style="list-style-type: none"> • Develop a process to review job descriptions and postings from an accessibility lens • Number of job descriptions reviewed annually over two years; number of job description changed as a result of this review
30	Complete up to nine engagements with groups that support individuals with disabilities seeking employment.	<ul style="list-style-type: none"> • Number of engagements completed annually, recorded over three years