

**THE TOWN OF LOCKEPORT  
POLICY STATEMENT**

**Policy # GG-043**

**Town of Lockeport Accessibility**

**Effective Date:  
December 11, 2023**

**Revision Date:  
February 15, 2024**

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The Town of Lockeport is committed to ensuring equal access and participation for people with visible and invisible disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

The Town of Lockeport believes in integration, and we are committed to meeting the needs of people with disabilities to the best of our ability. We will do so by doing what we can to remove and prevent barriers to accessibility, committing to ongoing accessibility improvements, and adhering to standards of the federal Accessible Canada Act, provincial guidelines, and the Human Rights Act of Canada.

The Town of Lockeport understands that obligations under the Accessible Canada Act and its accessibility standards do not substitute or limit its obligations under the Nova Scotia Human Rights Code or obligations to people with disabilities under any other law. We are committed to providing excellence in customer service to all customers, including people with disabilities. To the best of our ability, our accessibility customer service policies are consistent with the principles of independence, dignity, integration, and equality of opportunities for people with disabilities.

## **TRAINING**

The Town of Lockeport is committed to training relevant staff in accessible customer service, accessibility standards, and aspects of Nova Scotia Human Rights Code and the Accessible Canada Act that relate to persons with disabilities.

In addition, we will train:

- 1) All persons who participate in developing the organization's policies.

Training of our employees on accessibility as related to their specific roles.

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Training includes:

- Purpose of the Accessible Canada Act and requirements.
- Purpose of the Nova Scotia Accessibility Act (Bill No 59; 2017)
- Purpose of the Nova Scotia Human Rights Code
- How to interact and communicate with people with diverse types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or support person
- How to use the equipment devices available on-site or otherwise that may help with providing excellent customer service to persons with disabilities.
  - 1) Video monitors in meeting rooms
  - 2) How to assist a person with visual or hearing impairments with an in person support approach
  - 3) How to use newly acquired assistive devices when purchased and installed.
  - 4) What to do if a person with a disability is having difficulty in accessing services

We are committed to training existing staff bi-annually and newly hired staff within fourteen business days in accessing services and purpose of creating a barrier free environment to the best of our ability.

- 1) We will maintain personnel records of completed training.

### **ASSISTIVE DEVICES**

People with disabilities may use their personal assistive devices when accessing our services, facilities, and website.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our services or facilities.

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The Town of Lockeport will ensure that our staff are trained and familiar with various assistive technology and devices we have on site or that we can offer that can be used by customers with disabilities.

**COMMUNICATION**

The Town of Lockeport makes every effort to communicate effectively with persons with disabilities while taking into consideration the variances of disabilities. We will collaborate with individuals to determine what method of communication works best for them and do the best we can to accommodate. We are committed to investing in future communication assistance for people with disabilities as feasibly permitted.

**SERVICE ANIMALS**

The Town of Lockeport welcomes people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties.

When we are unable to identify that an animal is a service animal, our staff may ask for documentation (template, letter, or form) from a regulated health professional that confirms the person needs the service animal for reasons related to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest stating it is working.

The province is responsible for certifying service animals through the Service Dog Act of Nova Scotia. This Act includes service animals that are not dogs. Any service animal will need a certificate from the province as verification that the animal is providing a service to a person with a disability.

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If a service animal is not permitted, we will do the following to ensure people with disabilities can access our services:

- 1) Explain why the animal is excluded.
- 2) Discuss with the customer another way of providing services.

### **SUPPORT PERSONS**

A person with a disability who is accompanied by a support person/worker will be allowed to accompany them on our premises, supporting them in making decisions if necessary, supporting them physically, and in ways that support them in daily living while accessing services.

Before making decisions that impact the person, staff will do their best to be sure the individual understands their own needs and, what is being asked of them.

### **NOTICE OF TEMPORARY DISRUPTION**

If the Town of Lockeport is to experience a temporary disruption or closure of the building, there will be an announcement and posting on the website and social media. This is the same communication for all the public.

### **FEEDBACK PROCESS**

The Town of Lockeport welcomes feedback on how we provide current accessible customer service, and how we can improve. Customer feedback helps us identify barriers and respond to concerns in the most cost-effective way possible. Customers are encouraged to contact the main office line; 902-656-2216, or at our email; [townoflockeport@ns.sympatico.ca](mailto:townoflockeport@ns.sympatico.ca). All feedback, including complaints, will be managed in the following manner:

- 1) Feedback will be forwarded to the Town Clerk and other relevant staff for discussion and response.
- 2) If requested, a response will be provided within ten business days.

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**NOTICE OF AVAILABILITY OF DOCUMENTS**

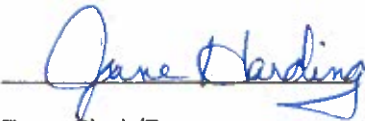
The Town of Lockeport will notify the public that documents related to accessible customer service, are available upon request by posting notices in the following ways:

- 1) Municipal website [www.lockeport.ns.ca](http://www.lockeport.ns.ca)
- 2) In person

We will provide these documents in the most current accessible format we have or with communication support, on request. We will consult with the person making the request to determine the suitability and feasibility of the format or communication support.

**EMPLOYMENT APPLICATION**

The Town of Lockeport notifies job applicants and the public that accommodations will be provided to the best of our ability during recruitment and hiring. We will notify job applicants in advance of selection process that accommodations will be reasonably made available upon request. We will consult with the applicant and provide or arrange for suitable accommodation if feasible and available.

<u>Town Clerk's Annotation for Official Policy Book</u>	
Date of Passage of Current Policy: <u>December 11, 2023</u>	
I certify that this Policy was adopted by Council as indicated above.	
 Town Clerk/Treasurer	<u>Nov. 19/24</u> Date
<u>February 15, 2024</u> Revision Date	