

Northumberland Accessibility Advisory Committee Minutes

October 9, 2025

10:00 – 11:30 am

555 Courthouse Road, Committee Room B (in person)

Members present: Hope Bergeron, Lorraine Gordon, Rae Deschamps (Chair), Stephanie Ash, Mike Gibson, John Logel (County Councillor), Andrea Nicholson (staff liaison)

Regrets: Bob Robertson, Christine Bayer, Selena Forsyth (Vice Chair)

Quorum was confirmed and the meeting called to order at 10:05am

1. Approval of meeting notes from June 12, 2025

Moved by John, seconded by Lorraine that the meeting minutes for June 12, 2025 be approved. **Carried**

2. Action items and follow-up from June 12, 2025

none

3. New Business

i Website update (Cara Timmermans, Communications)

Cara reported the new County website is now live and thanked the committee for help with the final user testing. The County will continue to modify the website to make improvements.

ii International Day for Persons with Disabilities Dec 3 (all, Cara)

Cara presented options for a County theme to recognize the day. The theme will be used through awareness activities including:

- € Proclamation request to Council
- € Sign at County Courthouse
- € Social media postings
- € Internal website posting

Moved by Mike, seconded by Lorraine that the NAAC approve the theme “**Listen, Include, Empower**”. **Carried**.

iii Multi Year Accessibility Plan Q2/Q3 update (Andrea)

Andreea review the progress made in Q2 and Q3 towards the County's Accessibility goals.

iv Accessibility Coordinator's Update – Andrea

- € Enhancing Access to Spaces for Everyone (EASE) grant application – The County applied for a grant to support assistive listening technology for Council Chambers and a POA courtroom. Successful applicants will be notified later in 2025.
- € Exercise Emergency Exits project – The project is underway and barrier-free concrete pathways have been completed to date.
- € Mock Evacuation – Rae and Lorraine will participate as “evacuees” in the October 22 Mock Evacuation Shelter exercise and provide feedback on their experience and accessibility of services and the shelter facility.
- € Emergency Exits project – The project is underway and barrier-free concrete pathway elements have been completed so far.

4. Adjournment

The meeting was terminated at 10:40am.

Next Regular Meeting: November 13, 2025 at 10:00am via Zoom

Northumberland County Multi-Year Accessibility Plan: 2024 Accessibility Goals – Q3 update (draft)

Acronyms

AC	Accessibility Coordinator
COMM	Communications
CSS-HS	Community and Social Services – Housing
HR	Human Resources
IT	Information Technology
MYAP	Multi-Year Accessibility Plan
NAAC	Northumberland Accessibility Advisory Committee
NH	Natural Heritage
PW-F	Public Works Facilities
PW-MCP	Public Works Major Capital Projects
PW-E	Public Works Engineering

See 2025 Accessibility Goals starting on page 2

2025 Accessibility Goals – Q3 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
General	Conduct an annual review of the Multi Year Accessibility Plan, and update the Plan as required	MYAP	HR (AC)	Q4		Q1 – Completed 2024 review and update
Customer Service	Continue to receive and respond to accessibility feedback and address identified barriers in a timely manner	MYAP	HR (AC), all departments	ongoing		Q1 – 1 feedback related to an alternate format for participating in the waste calendar photo contest. Adjustments will be made for the 2026 publication Q2 – 1 feedback related to recycling in bags not picked up. Resident was informed of the correct way to place the accessible recycling sticker on the bags
Customer Service	Explore new technologies that support internal and external customer service	MYAP, ongoing	HR (AC)	ongoing		

2025 Accessibility Goals – Q3 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
Customer Service	Train employees in customer service facing roles to identify accessibility feedback (not always defined as such) and the procedure to address	MYAP, ongoing	HR (AC)	ongoing		
Information and Communications	Develop branding guidelines that improve accessibility, including standardized accessible font sizes and style for emails, business cards, presentations	MYAP	COMM, HR (AC)	Q4 2024		
Information and Communications	Develop and facilitate Accessible Presentations training	MYAP	HR (AC)	Q2		
Employment	Update employee orientation handouts to improve accessibility	MYAP	HR, HSEP, COMM	Q4		Q2 – began the process of reviewing orientation documents
Design of Public Spaces	Explore transportation options to improve access to universal trails.	MYAP	Natural Heritage, AC	Q3		Q3 – not feasible

2025 Accessibility Goals – Q3 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
Design of Public Spaces	Ensure that all new and redeveloped public spaces owned and/or operated by the County meet or exceed the requirements of DOPS.	MYAP, ongoing	PW-F, PW-MCP, PW-E	Ongoing		Q3 – provided feedback to public works on GPL service counters Q3 – emergency exits project underway
Other	Work with community housing providers to support accessible housing improvements	MYAP	CSS-HS PW-F	Ongoing		
Other	Proclaim week of May 25 – May 31 as National AccessAbility Week and promote accessibility through events to be determined.	MYAP, ongoing	HR (AC)	Q2 annually		Q1 – proclamation request prepared; awareness campaign theme chosen and social media posts drafted. Q2 – awareness activities carried out as planned reaching 411 to 1751 unique people per posting

2025 Accessibility Goals – Q3 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
Other	Select County staff members to be awarded 2025 Helping Hands certificate (NAAC to select)	MYAP, ongoing	HR (AC)	Q2 annually		<p>Q1 – nomination period was in February and nominations were reviewed by NAAC in March. Award Presentations are planned for April (Q2).</p> <p>Q2 – Helping hands Awards were presented to 3 County employees on April 10, 2025.</p>
Other	Proclaim December 3 as International Day of Persons with Disability and promote accessibility based on UN Theme for 2025	MYAP, ongoing	HR (AC)	Q4 annually		Q3 – proclamation drafted, waiting on UN theme/County theme

2025 Accessibility Goals – Q3 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
Other	Conduct spot checks/audits for AODA compliance	MYAP, ongoing	HR (AC)	Ongoing		<p>Q1 – 2 webpages and 6 web documents audited for accessibility.</p> <p>Q2 – 5 webpages and 4 web documents audited for accessibility.</p> <p>Q3 – NAAC provided user testing for new County website</p> <p>Q3 – 150-200 webpages (as part of website redevelopment) and 3 web documents audited for accessibility.</p>

Other Unplanned

Q3 – applied for the Enhancing Access to Spaces for Everyone (EASE) grant for assistive listening technology for Council Chambers and POA courtroom.