

BUSINESS ACCESS - ABILITY PROGRAM

*Evaluation
Framework*

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Introduction

The purpose of this evaluation framework is to provide a framework upon which to measure the success of the development and implementation of a Business ACCESS-Ability Program. This evaluation framework will help to set the parameters around how the program's development and implementation can be measured taking into account objectives and goals, stakeholders and business processes. This framework will serve as the starting point to ensure that the right data is being created, collected and analysed to measure performance.

The resulting evaluation will allow CCH to:

- Make strategic decisions about CCH's administration of the Business ACCESS-Ability grant program
- Document program development and implementation
- Guide best practice
- Identify options for program delivery and governance

1.0 Program Description

1.1 Background

The Government of Nova Scotia passed the *Accessibility Act* in April 2017, and it was proclaimed on September 18, 2017. Under the *Accessibility Act*, Nova Scotia has a goal to be accessible by 2030.

The purpose of the Act is to prevent and remove barriers that hinder full participation in society for persons with disabilities. This could mean physical barriers; architectural barriers; information or communications barriers; attitudinal barriers or technological barriers.

Two grant programs current exist within Communities, Culture and Heritage (CCH) with respect to accessibility improvements. Funding for these programs is included in the 2017-2018 CCH budget.

- 1) Business ACCESS-Ability Program - \$1 million for 2017-2018 to help small businesses make accessibility related improvements.
- 2) Community ACCESS-Ability Program - \$1 million in 2017-2018 for community organizations to make accessibility related improvements. This program was transferred from the Department of Community Services to CCH in September 2017.

1.2 Program Overview

The Business ACCESS-Ability Program is intended to further the Province of Nova Scotia's commitment to equal opportunity and improving accessibility for persons with disabilities. Under this program, funds are available for cost-shared grants to small businesses for accessibility related improvements.

Accessibility improvements may fall under the following areas:

- Built Environment including Design and Permit Fees and Accessibility Certification
- Accessible Communication and Information
- Assistive Devices for Disabled Employees and Customers
- Universal Design Capacity Building
- Accessible Transportation

1.3 Program Objectives

Objectives of the Business Access-Ability Program include:

- 1) Built Environment
 - to remove physical barriers for persons (customers and employees) to access business services
- 2) Accessible Communication and Information
 - to ensure that all customers, clients and employees can access information related to a business
- 3) Assistive Devices for Disabled Employees and Customer Component
 - to provide the business community with access to the wide array of talent within the disability community and for disabled customers to access the services of a business.
- 4) Universal Design Capacity Building Component
 - to build universal design capacity within the professional/technical services community and train disabled persons in the field.
- 5) Accessible Transportation
 - to ensure there is a province wide accessible passenger shuttle service connecting all regions through private operators. Provide support for businesses to make improvements, allowing for improved access to transportation.

2.0 Program Outcomes

Immediate outcome:

- Business awareness of barriers faced by their disabled customers/clients with projects implemented to show the possibilities.

Intermediate Outcomes:

- Improved access to businesses (customers, employees and job seekers) in Nova Scotia through the removal of physical barriers
- Customers and employees with disabilities are able to access information related to a business
- Businesses are able to provide assistive devices to customers and employees with a disability
- Builds universal design capacity within Nova Scotia

Long Term Outcome:

- Nova Scotia is accessible by 2030

*Please refer to attached application form and program guidelines for criteria and additional information.

3.0 Evaluation Questions

The development and implementation of the program will consider the following questions and put into place mechanisms to capture required data.

The questions outlined above will be answered through process and outcome evaluations. The questions and subsequent additional parts are outlined below, with possible data sources and methodology to be used for each respective question.

3.1 Process Evaluation Framework

Question	Data Source/Methodology
Is the program application and approval process easy to understand and timely?	<ul style="list-style-type: none"> - look at number of applications and data -examine logic model with timing for each step compared to actual, if any difference -extent to which projects are funded, implemented and completed on schedule
Is there are wide awareness and promotion of the program?	<ul style="list-style-type: none"> -intake of applications – measure demand -extent to which program is advertised
Are we meeting our targeted stakeholders’ needs?	<ul style="list-style-type: none"> -examine the uptake for each of the components -are there components with higher uptakes?
Have Business ACCESS-Ability Grants resulted in accessibility improvements that are in place and functioning?	<ul style="list-style-type: none"> -range and # of enhancement to businesses -application form question which asks if the business already has accessibility features in place and if so, what - Could use Rick Hansen Audits in future
To what extent did the program contribute to increased access and use for people with disabilities?	<ul style="list-style-type: none"> -change in the number of people with disabilities accessing small businesses reporting increased use (surveys/reporting from businesses) <ul style="list-style-type: none"> -# of people who are now using small businesses since accessibility was increased, both as consumers and employees
What challenges or barriers were experienced in the delivery of the program?	<ul style="list-style-type: none"> -staff assessment and feedback from stakeholders

4.0 Evaluation Team

The evaluation will be managed and carried out by the following team members:

Wayne Matheson, Program Officer, Communities, Culture and Heritage

MPA Student/ Intern

5.0 Next Steps

Following the completion of this framework document, the next phase involves the execution of the evaluation as determined by this framework.

A Work Plan will be developed for the evaluation and will include, although not limited to:

- a workplan and timeline with milestones and deliverables for evaluation over the next year
- identification of resources required
- selection of strategies for the data collection instruments outlined above in Section 3, including identification of stakeholder participants
- analysis and interpretation of data

6.0 Conclusion

This evaluation framework provides the necessary information required to proceed with an evaluation of the Business ACCESS-Ability Program once the program is operational.

Business ACCESS-Ability Grant Program

DAWN STEGEN, DIRECTOR OF REGIONAL SERVICES, COMMUNITIES, CULTURE
AND HERITAGE

Program Objective

Assist businesses to become more accessible

- ▶ Launched Dec. 1, 2017
- ▶ Supports goal to achieve an accessible N.S. by 2030
- ▶ Funds are available for cost-shared grants to businesses
- ▶ CCH budget is \$1,000,000 per year
- ▶ Financial support is available for:
 - Removing physical barriers for persons with disabilities
 - Providing accessible communication services
 - Providing assistive devices
 - Providing training in field of Universal Design
 - Providing support for businesses to improve access to transportation services

Built Environment



The removal of physical barriers for persons (customers and employees) to access business services.



Accessible Communication Services



To provide customers, clients and employees accessible information services related to business.



Assistive Devices



To provide employees and persons with the devices they need to effectively do their jobs and access places of business.

Accessible Transportation



Provide support for businesses to make improvements which will help increase access to transportation services.

Education and Training



To build capacity and knowledge within the professional and disabled persons community in universal design.

SOCIAL MEDIA HELPS PROMOTE THE PROGRAM, PARTNERING WITH THE BUSINESS COMMUNITY TO SPREAD THE WORD



Apply online for help to remove barriers and improve accessibility at your business.



Rick Hansen Foundation Accessibility Certification

Project Type: Universal Design
Training

Project Description: 10 day training
course designed to train assessors to
measure a building's accessibility
and determine how it meets
accessibility requirements

Result/ Impact: 43 professional and
municipal planners trained



“ I found this to be an eye opening
experience that shifted my
perspective and showed me how the
design of a building can profoundly
impact the quality of someone's life” .

Course participant

Questions

Business Access-Ability Grant Recipients 2018-2019

Applicant

Seakist Lobster Ltd.	Yarmouth	\$4,178
Cornwallis Veterinarians	Kentville	\$6,348
Higher Grounds Café	North Sydney	\$7,839
Dr. John Waters Community Health	Port Hood	\$27,551
Souper Douper Soup	Dartmouth	\$3,936
Westin Halifax	Halifax	\$37,834
Marcos Grill	Yarmouth	\$3,346
Avondale Sky Winery	Newport	\$8,111
Paramount Pharmacies Ltd.	Sydney	\$9,400
Route 19	Inverness	\$82,699
Corvid Enterprises	Antigonish	\$10,554
Celtic Country Market	Bras D'or	\$7,788
Bain's Old-World Bakery	Yarmouth	\$14,151
Sterling Properties Development Inc	Halifax	\$10,403
Fast Furniture	Sydney	\$22,644
Celtic Air Services	Hastings	\$8,600
Learnability Cape Breton	Sydney	\$7,980
Granville Developments	Dartmouth	\$80,000
Iron Mountain Wilderness Cabins	Whycocomagh	\$10,000
Glenora Distillers 1994 Ltd.	Inverness	\$50,000
Clansman Hotel	North Sydney	\$50,000
Stillwater Property Development Inc	Dartmouth	\$108,484
Murphy's Electrical	Sydney	\$3,953
Pharmacy First	Stellarton	\$4,204
Wheelshare Inc.	Halifax	\$17,696

CarShare Atlantic	Halifax	\$42,053
Bluenose Insurance	Sydney/St. Peter's	\$15,372
Access Changes Everything	Provincial	\$29,218
Just Us Coffee Roasters Co-op	Hortonville	\$4,319
Jailhouse Takeout	Sydney	\$19,783
Dietrich Dentistry	New Germany	\$5,700
Cabot Links	Inverness	\$11,110
Whitecap Chemicals Ltd.	Sydney	\$31,522
Y-Town Chuck Wagon	Yarmouth	\$4,167
Caper Gym and Fitness	Inverness	\$36,811
Party On People Entertainment	Dartmouth	\$9,366.26
Dog Place Inc.	Port Hawkesbury	\$3,511.86
Janova Enterprises	St. Peters	\$10,985.80
Ann-Mor Properties	Glace Bay	\$42,558.98
NSCC-Rick Hansen Certification	Dartmouth	\$40,000
Reachability	Halifax	\$150,000