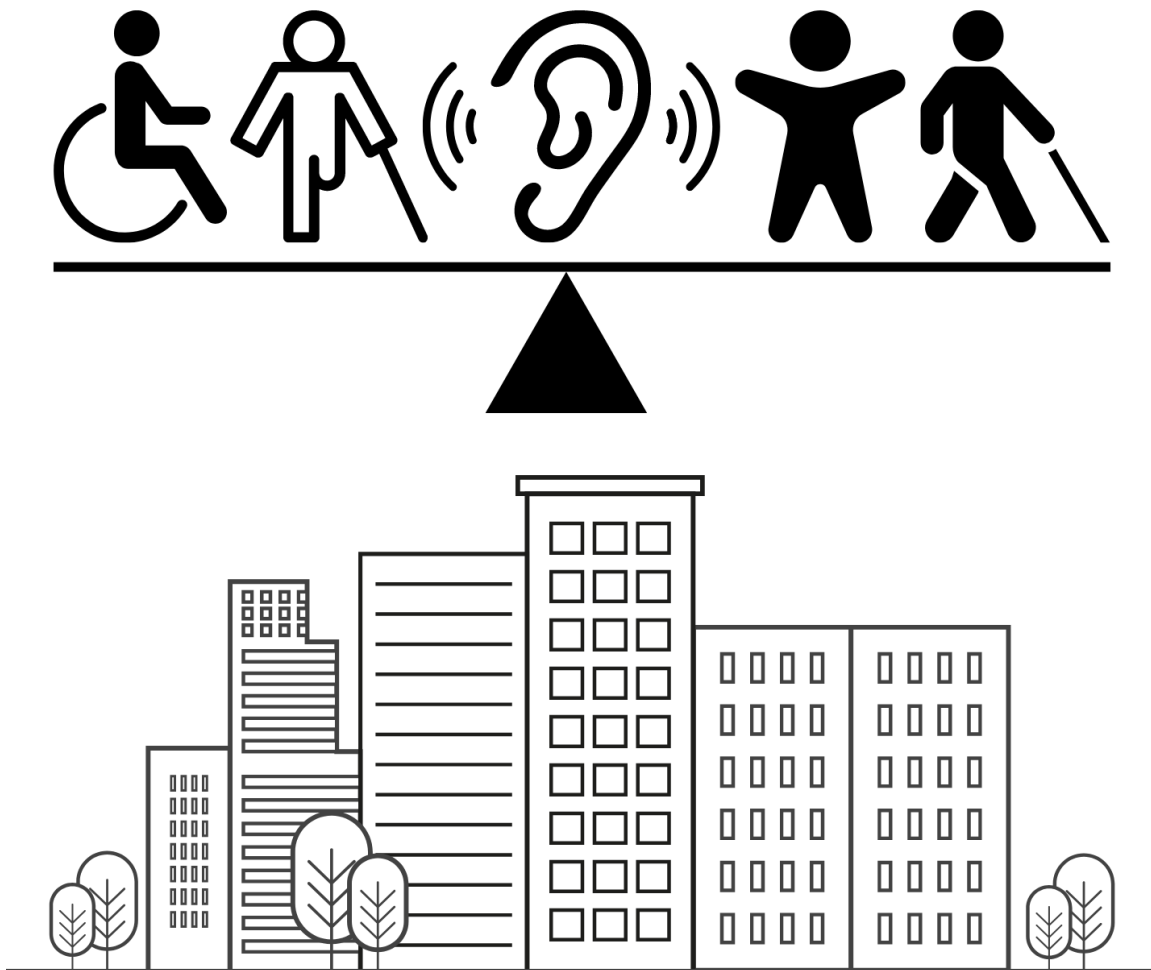


Accessible St. Mary's



An Accessibility Plan

for the

Municipality of the District of St. Mary's

This page is intentionally left blank.

Contents

Introduction	4
Community Engagement	5
Committee Members	5
Rating System	6
The Built Environment	8
Information and Communications	11
Employment	14
Services	17
Transportation	21
Implementing the Plan	24
Responding to Questions or Concerns	26
Promoting Accessibility Awareness	26
Glossary	27
References.....	28

Introduction

On behalf of the Municipality of the District of St. Mary's Accessibility Advisory Committee, Council and Staff, you're invited to read the Municipality's first Accessibility Plan— "An Accessible St. Mary's".

In 2017, Nova Scotia adopted the *Accessibility Act—Bill 59*. This legislation requires public bodies, such as Municipalities to create an accessibility plan with the help of an advisory committee made up of individuals who represent individuals of all abilities. Action is important as 30.4% of Nova Scotians identify as a person with a disability, compared to 22.3% of all Canadians (Statistics Canada, 2022).

The community of St. Mary's is invited to ask questions and share suggestions at any time. As per section 42 of the *Nova Scotia Accessibility Act* updates to the plan will continue to flow through the Accessibility Advisory Committee to Council, and a full update every three years will give the Municipality the ability to steadily address barriers to municipal services, programs, buildings, and infrastructure. As per the municipal *Accessibility Advisory Committee* policy, the Committee will meet four times per year, or otherwise required to fulfill its duties.

The Municipality is committed to equitable access to community life and participation in society for people of all abilities. The Municipality will actively work to eliminate and prevent barriers to ensure environments are welcoming, inclusive, and accepting places for all people with a focus on the areas mandated by the Provincial Government such as the built environment, information and communications, employment, services, and transportation.

The Municipality recognizes the value of making meaningful changes throughout St. Mary's to work towards achieving the provincial goal of an accessible Nova Scotia by 2030. The Municipality trusts that residents and visitors will appreciate the improvements that are being made throughout the Municipality.

Community Engagement

Community engagement was an essential component in developing the Accessibility Plan. Residents and visitors experience services and are the primary users of municipal facilities, therefore they have knowledge and expertise to help identify what does and does not work for persons of all ages and abilities.

The Municipality hosted three Accessibility Community Consultations in different locations throughout the Municipality starting at 6:00 pm. Efforts were made to inform as many individuals as possible of the community consultations with the invitation to attend. Unfortunately, these community consultations were not successful.

The Municipality also issued a survey to gather community feedback. The survey was advertised in the newsletter, on the municipal website, and Facebook page. Councillors were also given copies of the survey to distribute to residents in their communities. The survey was successful in gathering feedback from the community. The comments in the survey as well as a review of municipal practices by staff were used in the preparation of the Accessibility Plan.

Committee Members

To the committee members who have helped create the Municipality's Accessibility Plan, thank you! The Municipality is proud of this plan and look forward to seeing it put into practice and improve accessibility for residents and visitors.

Accessibility Advisory Committee members, current and past, who helped create this plan include:

Deputy Warden Fuller

Deborah Baker

Mallory Nickerson

Mallory Fraser, Municipal Clerk, *ex-officio*

Rating System

The following criteria were used to determine the priority of each action within the Plan.

Urgency

The Urgency level dictates the speed at which a task is expected to be completed.

Low	Individuals have access to community life and participation in society without completing the task.
Medium	Individuals have moderate access to community life and participation in society without completing the task.
High	Individuals have no access to community life and participation in society without completing the task.

Impact

The level of impact measures achieved action items and their ability to improve accessibility for the residents and visitors of the Municipality.

Low	A task that affects a few residents & visitors of all ages and abilities.
Medium	A task that affects many residents & visitors of all ages and abilities.
High	A task that affects most residents & visitors of all ages and abilities.

Priority Level

The priority level of each action is determined by integrating the Urgency and Impact levels together.

Priority Matrix	Impact			
	Low Few Individuals	Medium Number of individuals	High Community-Wide Impact	
Urgency	High	Medium	High	High
	Medium	Low	Medium	High
	Low	Low	Low	Medium

The Built Environment

Our Commitment

The Municipality of the District of St. Mary's is committed to providing public buildings and public spaces that are accessible to people of all ages and abilities, whether owned, leased or operating the space. The Municipality will encourage citizens, community organizations and the business community to make other public and private spaces accessible.

The Starting Point

The Municipality of the District of St. Mary's owns, leases, and operates public facilities. The Municipal Office houses a community space. The Recplex provides a location for skating and curling in the winter and other recreational programs during the spring, summer and fall months. The Municipality also operates a Fitness Center located in Memorial Place at Saint Mary's Education Centre / Academy, and utilizes the other spaces located within Memorial Place. The Municipality has many facilities which are related to providing public municipal services such as the Water Treatment Plant, Sewer Treatment Plant, and the Municipal Transfer Station. The Municipality has two public open spaces, Stonewall Park and Pioneer Park. There are also municipally owned properties that are leased and run by outside organizations such as the Sherbrooke Library, and the Port Bickerton Lighthouse. Other municipal infrastructure includes sidewalks, roads, and parks.

Achievements

Achievements for the built environments owned, leased, or operated by the Municipality include:

- The Municipal Office Building is a one level building, and with an accessible entrance.
- In 2022 approximately one kilometer of accessible sidewalk was constructed on Main Street Sherbrooke making downtown amenities more accessible to residents and visitors.

Barriers

Many public facilities do not meet the most recent CSA building code requirements for accessibility due to updates not being mandated unless triggered by a renovation.

Examples of this include:

- Many facilities entrances do not have accessible doors and entryways.
- Many facilities do not have washrooms that are fully accessible to people of all ages and abilities.
- Many facilities do not have accessible seating.
- Many facilities have a lack of accessible parking.
- Municipal Public Open Spaces are not accessible to people with mobility challenges.
- Rest areas in open municipal spaces are not accessible.
- Navigating the interior of the Sherbrooke Public Library is difficult in a wheelchair.
- Accessible parking is limited at many facilities and spaces.

Policy Work

The Municipality will enact policy for its public spaces to:

- Provide access for people of all ages and abilities to public buildings, public washrooms, and at public parks.
- Provide adequate accessible parking locations, and associated curb cuts at municipal facilities and parking lots.
- Consider accessibility throughout all stages and aspects of design for future Municipal facilities.
- Ensure municipally owned buildings are scent-free environments.
- Ensure the use of accessibility best practices when planning for new trail systems and public open spaces.

- The Municipality will enact policy for community partnerships to:
 - Encourage community organizations to have their existing buildings meet the provincial accessibility standards for the built environment.
 - Encourage accessibility best practices be used when planning for new trail systems and public open spaces.



Recommendations¹	Urgency	Impact	Priority	Recommended Date of Completion
Create the parameters for an Accessibility Impact Analysis for new buildings and when renovating buildings and include it in reports for staff and council.	Medium	Medium	Medium	2023-24
Determine what facilities the Municipality is responsible for inspecting for accessibility & create an inspection schedule.	High	High	High	2023-24
The Building Inspector will perform accessibility audits of the required facilities to identify what does not meet the provincial accessibility standards for the built environment.	High	High	High	2023-24
Create a Municipal Accessible Facility Strategy for the required facilities to meet the provincial accessibility standards for the built environment.	High	High	High	2023-24
Support community partners, local businesses and organizations in making accessibility improvements by promoting available funding opportunities.	High	High	High	2023-24
Investigate accessible parking at municipal facilities and a strategic approach to ensure ample accessible parking is available.	High	High	High	2024-25
Work with Eastern Counties Regional Library to ensure that space within library the library allows access to collections and programs at the Sherbrooke Public Library.	High	High	High	2024-25
Complete the recommendations from the Municipal Accessible Facility Strategy.	High	High	High	2029-30

¹ Please note that recommendations are in the order based on the year they are recommended to be

complete.

Information and Communication

Our Commitment

Information and communications delivered by the Municipality will aim to be clear and accessible to people of all ages and abilities. Plain clear language is essential to providing the best service to residents, visitors, and stakeholders.

The Starting Point

The Municipality delivers information to the public in many ways including:

- In-person- at various municipal facilities or community spaces which can include meetings and customer service delivery.
- Digitally- by email, the municipal website, social media platforms and the Voyent Alert system (email, text, phone).
- Orally- telephone, radio, recordings
- Print- municipal newsletter, letters/mail, and newspaper advertisements.

Achievements

Achievements for municipal information and communication include:

- The Municipality has implemented a button for accessibility tools on the municipal website. Accessibility tools included in the feature consist of a screen reader, adjustments for font size and spacing, adjustments for screen colors, and aids for identifying links and headings.
- Registration forms for recreation programs can be submitted using the municipal website.



Barriers

Barriers to municipal information and communication include:

- Portable Document Format's (PDF's) on the municipal website that are scans of documents are not accessible to individuals who use a screen reader.
- Images on municipal social media platforms and the website do not have alternative text and are not accessible.
- Audio recordings and videos shared on the website and social media do not have closed captions.
- Many municipal documents and communications are not in plain language and at a level for the average reader. 48% of adult Canadians have literacy skills that fall below a high school level, which negatively affects their ability to function at work and in their personal lives.
- It can be difficult to find items on the municipal website when navigating.
- Many municipal documents are not available in large print.
- There are no accessibility accommodations for individuals to participate in public meetings.

Policy Work

The Municipality will enact policy to:

- Upon request, provide information in an accessible format or with communication supports that consider a person's individual needs and develop a campaign to promote this service to the public.
- Hold public meetings in barrier free locations.
- Increase accessibility across the Municipality's website, social media and information sharing platforms.
- Provide training for council and staff to be better equipped to communicate with individuals of all ages and abilities.
- Increase accessibility within municipal documents.

Recommendations²	Urgency	Impact	Priority	Recommended Date of Completion
Reformat PDFs on the municipal website that are scans of documents and are not accessible to all users.	High	High	High	2023-24
Training for council and staff to be better equipped to communicate with individuals of all ages and abilities.	Medium	High	High	2023-24
Redevelop the municipal website to make it more accessible and user friendly.	Low	Low	Low	2024-25
Determine what the municipality is responsible for under the provincial accessibility standards for information and communications.	Medium	Medium	Medium	There is no estimated date of enactment for this standard ³ .
Accessibility audits of required information and communications by the municipal Accessibility Advisory Committee to identify what does not meet the accessibility standards for information and communications.	Medium	Medium	Medium	
Create a strategic approach for Municipal information and communications to meet the provincial accessibility standards for the information and communications.	Medium	Medium	Medium	
Complete the recommendations from the Municipal Communications and Information Strategy.	High	High	High	

² Please note that recommendations are in the order based on the year they are recommended to be complete.

³ The Nova Scotia Accessibility Directorate is responsible for implementing and administering the Nova Scotia Accessibility Act and developing the accessibility standards that will become law.

Employment

Our Commitment

The Municipality is committed to providing barrier free employment opportunities for people of all ages and abilities who seek a career with the Municipality. The Municipality will make employment practices and workplaces more accessible for new and existing employees of all ages and abilities.

The Starting Point

The Municipality employs a range of permanent full-time, part-time, and seasonal employees and works with many volunteers. The main worksites for employees and / or volunteers include the Municipal Office, the Water Treatment Plant, Sewer Treatment Plant, the St. Mary's Municipal Transfer Station, and the St. Mary's Recplex.

The Municipal Council of St. Mary's consist of a set number of councillors, of which two serve as the Warden and Deputy Warden. Each councillor represents an electoral district within the Municipality. The Council may also appoint public volunteers to serve on municipal committees.

Achievements

Achievements for employment include:

- The recruitment process includes standardized questions and a scoring process to remove bias.
- Members of Council receive iPad's for reading agendas and municipal documents. This makes reading more accessible since users can zoom in on text and change the font size.

Barriers

Barriers to employment include:

- The Municipality does not routinely require staff training to recognize employment barriers and identify appropriate job accommodations for individual employees.

- Some municipal worksites are not barrier free or reasonable accommodations are not available.
- The interview process takes into consideration appearance and personal impressions.

Policy Work

The Municipality will enact policy to:

- Routinely offer accommodations during the recruitment and hiring process.
- Offer accessibility accommodations to employees of all ages and abilities.
- Ensure accessibility and inclusion is considered when reviewing and developing programs or processes related to employment.



Recommendations⁴	Urgency	Impact	Priority	Recommended Date of Completion
Require all staff and recommend that Council complete <i>Working with Abilities</i> training.	High	High	High	2023-24
Establish a centralized accommodation fund to pay for assistive technology, devices and accommodations for employees.	Medium	High	High	2024-25
Develop a formal process for council & staff to request accessibility accommodations.	Medium	High	High	2024-25
Determine what the Municipality is responsible for under the provincial accessibility standards for employment.	High	High	High	2025-26
Audit of municipal worksites and practices to identify what does not meet the provincial accessibility standards for employment.	High	High	High	2025-26
Create a Municipal Employment Accessibility Strategy Plan to meet the provincial accessibility standards for employment.	Medium	High	High	2025-26
Complete the recommendations from the Municipal Accessibility Employment Action Strategy.	Low	High	Medium	2029-30

⁴ Please note that recommendations are in the order based on the year they are recommended to be complete.

Services

Our Commitment

The Municipality is committed to providing equitable services to individuals of all ages and abilities.

The Starting Point

The Municipality of the District of St. Mary's offers many services to the public including, but not limited to:

- In person customer service at the Municipal Office.
- Maintaining municipal parks and trails.
- Providing recreation programs.
- Providing grant support to local community organizations.
- Maintaining municipal sidewalks.
- Maintaining water and sewer services.
- Ice rentals.
- Operation of the St. Mary's Municipal Transfer Station.
- Operation of the St. Mary's Fitness Center.
- Use of the Municipal Office Community Room.
- Recreation equipment rentals.
- Dog tag registry.
- Providing resources to the business community.
- Providing funding opportunities to the business community.
- Building & Development Permits.

Achievements

Achievements for services include:

- Many forms of payment are accepted, including mail and online banking which offers flexibility and options for those unable to visit the Municipal Office.
- Online form for recreation program registration.
- The Municipal Building Inspector has been trained through the Rick Hansen Foundation Accessibility Certification program. This program provides participants with the fundamental skills and knowledge required to rate a site for accessibility.

Barriers

Barriers to services include:

- Lack of accessible public transportation.
- Lack of inclusive and accessible recreation programming.
- The cost of individual transportation or inability to obtain public transportation to programs.
- Inaccessible facilities:
 - The inside accessible door at the Municipal Office needs repair.
 - Entering the Sherbrooke Public Library using the ramp is difficult as someone from the inside must open the door for the user.
 - The Recplex and Sherbrooke Library does not have accessible doors or seating.

Policy Work

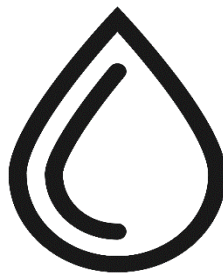
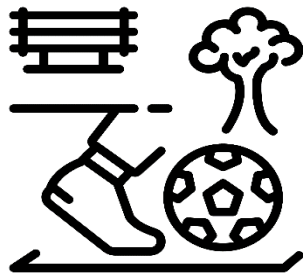
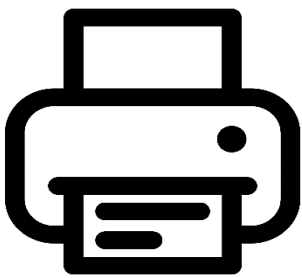
The Municipality will enact policy to:

- Provide accessible services to people of all ages and abilities.
- Provide equitable recreation programs offerings to people of all ages and abilities.
- Consider accessibility as part of the planning, policy development and decision-making processes.

Recommendations⁵	Urgency	Impact	Priority	Recommended Date of Completion
Provide accessibility and inclusion customer service training for new and existing customer service and recreation programming staff.	High	High	High	2023-24
Undertake a review of recreation programming to identify barriers to participation, feasible adaptations to eliminate barriers, and / or new inclusive programming opportunities.	High	High	High	2023-24
Create the parameters for an Accessibility Impact Analysis for new services and when reviewing current services and include it in reports for staff and council.	Low	Medium	Low	2023-24
Repair Municipal Office accessible doors.	High	High	High	2023-24
Install accessible doors at the Recplex.	High	High	High	2024-25
Work with the Eastern Counties Regional Library to develop a barrier free path to maneuver within the facility.	High	High	High	2024-25
Investigate opportunities for partnerships with organizations with expertise in adaptive sport and recreation to support the development of adaptive recreation programming.	Medium	Medium	Medium	2024-25
Initiate an adaptive equipment loan program by growing inventory and providing recreation staff with training for proper equipment use.	Low	Low	Low	2024-25

⁵ Please note that recommendations are in the order based on the year they are recommended to be complete.

Recommendations	Urgency	Impact	Priority	Recommended Date of Completion
Provide accessible seating within the St. Mary's Recplex.	Low	Medium	Low	2025-26
Establish an accommodation fund to help to provide services to residents who need accessibility accommodations.	Medium	Medium	Medium	2025-26
Determine what the Municipality is responsible for under the provincial accessibility standards for services.	Low	Medium	Low	2026-27
Audit of services to identify what does not meet the provincial accessibility standards for services.	Low	Medium	Low	2026-27
Create a Municipal Services Accessible Services Action Plan to meet the provincial accessibility standards for services.	Low	Medium	Low	2026-27
Complete the recommendations from the Municipal Accessible Services Action Plan.	Low	High	Medium	2029-30



Transportation

Our Commitment

The Municipality is committed to supporting accessible transportation options for people of all ages and abilities throughout St. Mary's.

The Starting Point

The Municipality of the District of St. Mary's does not have any type of public transportation. The Municipality owns approximately five kilometers of j-class roads and approximately one kilometer of sidewalk.

Achievements

Achievements for transportation include:

- The installation of approximately one kilometer of sidewalk in Sherbrooke connecting to many valuable services such as the grocery store, pharmacy, post office and bank.
- In 2022 the Municipality participated in workshops for the community to establish a community transit business plan.
- The Municipality has initiated the process to update its *Active Transportation Plan* to create a broader and more accessible active transportation network.

Barriers

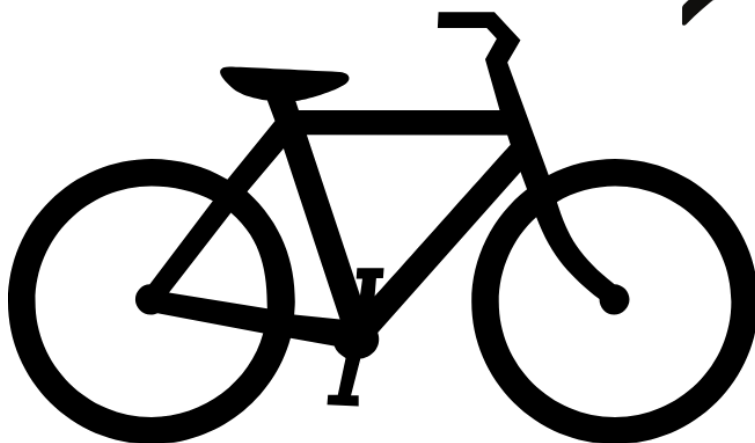
Barriers to transportation includes:

- The lack of a public transportation service.
- Residents are widespread across the Municipality making access difficult for those who do not have access to a vehicle.
- The cost of residents hiring private transportation.
- The lack of lighting on municipal roads and trail networks.
- Active transportation networks outside of Sherbrooke are undeveloped.

Policy Work

The Municipality will enact policy to:

- Ensure and maintain a safe active transportation network across the Municipality.
- Advocate for equitable public transportation services across the Municipality.
- Provide support for public transportation services.



Recommendations	Urgency	Impact	Priority	Recommended Date of Completion
Support the formation of a community organization to administer community transportation throughout the Municipality.	High	High	High	2024-25
Prioritize the implementation of the municipal Active Transportation Plan.	Medium	Low	Low	2024-25
Consider asset management for Active Transportation infrastructure.	Low	Low	Low	2024-25
Improve lighting on municipal roads and trail networks.	Medium	Low	Low	2025-26
Determine what the municipality is responsible for under the provincial accessibility standards for transportation.	Low	Medium	Low	There is no estimated date of enactment for this standard ⁶ .
Accessibility audits of required transportation facilities to identify what does not meet the accessibility standards for information and communications.	Medium	Medium	Medium	
Create a strategic plan for municipal active transportation infrastructure to meet the provincial accessibility standards for transportation.	High	High	High	
Complete the recommendations from the Municipal Accessible Transportation Strategy.	High	High	High	

⁶ The Nova Scotia Accessibility Directorate is responsible for implementing and administering the Nova Scotia Accessibility Act and developing the accessibility standards that will become law.

Implementing the Accessibility Plan

Responsibilities of Council

- Adopt and oversee the Accessibility Plan.
- Participate in training opportunities outlined by the Plan and recommended by staff.
- Allocate funding during the budget process for the accessibility recommendations outlined in the plan.

Responsibilities of the Chief Administrative Officer

- Oversee the implementation of the plan in partnership with directors from each department.
- Participate in training opportunities outlined by the Plan and staff.
- Appoint an Accessibility Coordinator to work closely with the Accessibility Coordinator to ensure appropriate and collaborate approaches for municipal accessibility initiatives.

Responsibilities of the Accessibility Coordinator

- Work closely with the CAO to ensure appropriate and collaborate approaches for municipal accessibility initiatives.
- Receiving and responding to public concerns, complaints and suggestions.
- Administrative duties for the Committee such as preparing agendas and taking minutes and provide advice on removing barriers in new municipal policies, facilities, and programs.
- Promote accessibility awareness and education.

Accessibility Advisory Committee

- Provide ongoing feedback and recommendations to the Chief Administrative Officer and Council.
- Provide guidance to the Accessibility Coordinator to support the development and ongoing review of the Accessibility Plan.

Monitoring the Accessibility Plan

The Accessibility Advisory Committee will prepare a Monitoring Report for Council each year. This report will measure the performance of the policies and actions in this plan. The Committee may also make recommendations to Council to improve the plan.

Evaluating the Accessibility Plan

The Accessibility Advisory Committee will conduct a review and evaluation of the Accessibility Plan every three years. The first review will be conducted during the 2026/27 year.

Responding to Questions or Concerns

Anyone can lodge a complaint, pose a question, or express a concern about accessibility in the Municipality of the District of St. Mary's. The complaints, questions or concerns should be directed to the Accessibility Coordinator.

The Accessibility Coordinator will respond within two business days. If more time is required to prepare a response, they will reach out to the individual to communicate that within the two business days. Before responding. The Accessibility Coordinator will consult with the staff person responsible for the area of inquiry. The response will contain the reasons for the decision.

Anyone can appeal to the CAO if they are not satisfied with the response from the Accessibility Coordinator. The CAO may refer any appeal to the Accessibility Advisory Committee for additional review and recommendations before issuing a final response to the inquiry.

The Accessibility Coordinator will keep a record of all inquiries, comments or concerns submitted to them, and will provide summary updates to the Accessibility Advisory Committee on a regular basis. These updates will become a part of the Committee's continual review of the Accessibility Plan and may inform future changes.

Promoting Accessibility Awareness

To promote Accessibility Awareness the Municipality will:

- Promote National Accessibility Week.
- Share funding opportunities related to making accessibility improvements.
- Identify who the public can contact if they have questions or concerns regarding the accessibility of municipal buildings, infrastructure, or services.
- Highlight accessibility improvements completed by the Municipality.

Glossary

Accessibility: the practice of making information, services, transportation and/or environments sensible, meaningful, and usable for as many people as possible.

Accommodation: a personalized adaptation of a service or environment to overcome the barriers faces by individuals of all ages and abilities.

Active Transportation: refers to all forms of human powered transportation. Most commonly, it refers to walking and cycling, but also rollerblading, skateboarding, running, wheelchair use, skating, canoeing, kayaking, snowshoeing, and cross-country skiing.

American Sign Language (ASL): a complete, natural language that has the same linguistic properties as spoken [languages](#), with grammar that differs from English. ASL is expressed by movements of the hands and face. It is the primary language of many North Americans who are deaf and hard of hearing and is used by some hearing people as well. A translators may be required between users and non-users.

Asset Management Plan: the Municipalities plan for how to manage municipal infrastructure to provide services to residents and other users in a way that meets their expectations, and is financially sustainable into the future.

Barrier: anything that stops or challenges the full and effective participation in society of an individual of any age or ability.

Communication: the process by which information is exchanged between individuals through a common system of symbols, signs, or behavior.

Communication Access Realtime Translation (CART): is the live, word-for-word transcription of speech to text so that individuals can read what is being said in group settings and at personal appointments on a laptop or a larger screen. CART services can be provided on-site or remotely, in both English and French, via a secure website.

CSA: is the Canadian Standards Association.

Disability: Nova Scotia's Accessibility Act defines a disability as a physical, mental, intellectual, learning or sensory impairment, including an episodic disability, that, in interaction with a barrier, hinders an individuals full and effective participation in society.

Equity / Equitable: an individual or group is provided with the same resources or opportunities. Equity recognizes that each person has a different circumstance and allocates the exact resources and opportunities needed to reach an equal outcome.

Invisible Disability: a disability that is not immediately noticeable. Invisible disabilities can include brain injuries, chronic pain, hearing loss, mental health conditions, gastrointestinal disorders, vision loss and much more.

PDF (Portable Document Format): a file format that provides an electronic image of text or text and graphics that looks like a printed document and can be viewed, printed, and electronically transmitted.

Plain Language: language that is clear and easy for the reader or listener to understand.

Visible Disability: a disability that is immediately apparent to other people. Visible disabilities can include cerebral palsy, amputations, paralysis, Down's Syndrome, and many more.

Web Content Accessibility Guidelines (WCAG): covers a wide range of recommendations for making Web content more accessible. Following these guidelines will make content more accessible to a wider range of people with disabilities, including accommodations for blindness and low vision, deafness and hearing loss, limited movement, speech disabilities, photosensitivity, and combinations of these, and some accommodation for learning disabilities and cognitive limitations; but will not address every user need for people with these disabilities. These guidelines address accessibility of web content on desktops, laptops, tablets, and mobile devices.

References

Statistics Canada. (2018). *Persons with and without disabilities aged 15 years and over, by age group and sex, Canada, provinces and territories*. <https://www150.statcan.gc.ca/t1/tbl1/en/cv.action?pid=1310037401>

ABC Life Literacy. (n.d.). *Literacy at a glance*. <https://abclifeliteracy.ca/literacy-at-a-glance/>