



The Township of North Dundas Multi-Year Accessibility Plan For 2018 – 2023

Township of North Dundas
636 St. Lawrence Street
Winchester, Ontario K0C 2K0

Prepared November 2019

If this information is required in an alternate format, please contact Jo-Anne McCaslin,
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ACCESSIBILITY PLAN UPDATE

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A Message from the Mayor

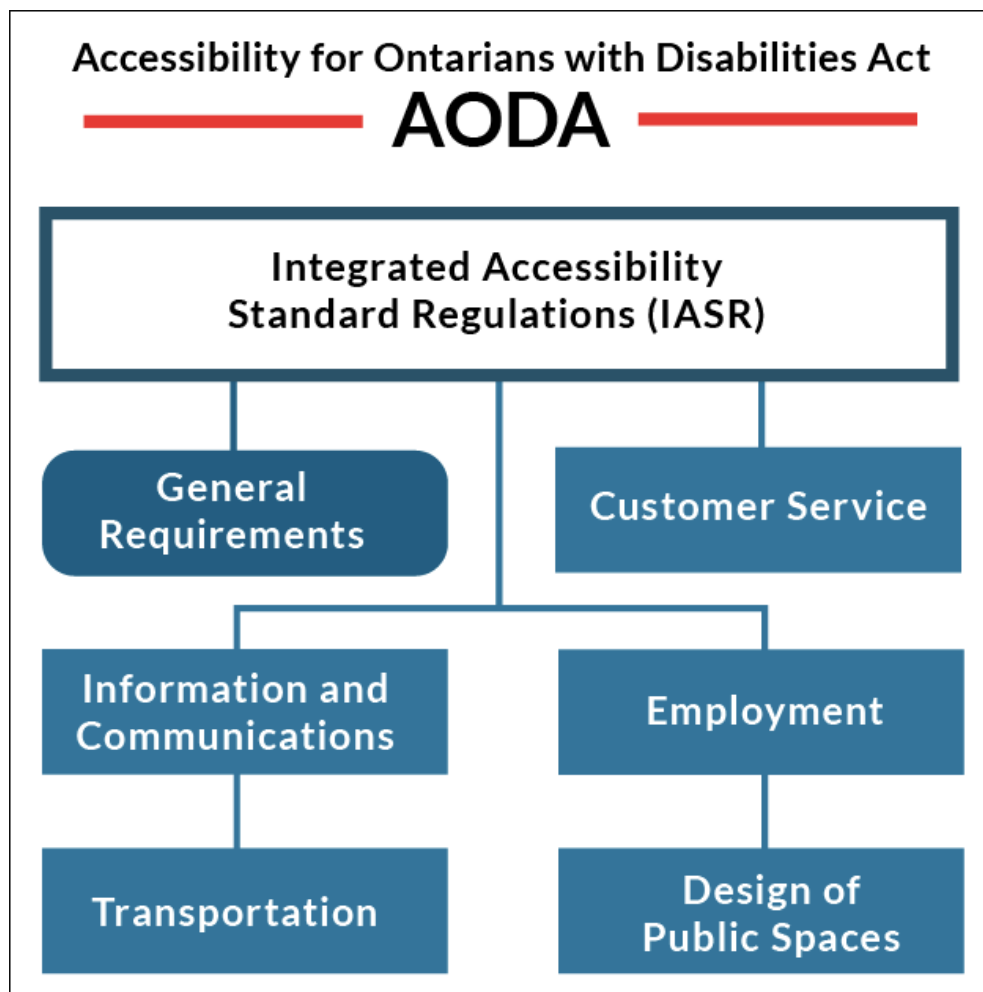
The Council of the Township of North Dundas is very pleased to present our most recent Accessibility Plan for our municipality.

The Township is committed to accommodating any person with a disability regardless of whether they are an employee, volunteer, resident or visitor. Ultimately, the accessibility plan is intended to identify, remove and prevent all barriers that may impede a person from accessing and using municipal services within the responsibility of the Township of North Dundas. We are very proud of the accomplishments attained so far and are committed to continued improvements which will make North Dundas as accessible as possible.

On behalf of the members of Council, I would like to thank the members of the North Dundas Plan Development Working Group and the United Counties of Stormont, Dundas and Glengarry Committee Members, for their time and dedication in helping make our community accessible to everyone.

Commitment to Accessibility Planning

The Accessibility for Ontarians with Disabilities Act (AODA) requires private and not-for-profit organizations with 50 or more employees, to create a multi-year accessibility plan and develop accessibility policies according to established standards in five areas. The AODA has several standards governed by different legislations (see chart below) with varying dates for mandatory compliance.



Source: <https://accessibilitycanada.ca>

1. **General Requirements** – In addition to the five standards that all non-profits, private and public sector businesses must comply with, there are also general requirements that include:
 - Training – Ensuring employees have the basic knowledge about accessibility and how it impacts people with disabilities, and keeping records about the training received.
 - An accessibility policy – A written policy that is available to the public that guides an organization and helps with achieving accessibility goals.

- An accessibility plan – A plan that works with the above-mentioned policy that outlines steps to prevent and remove barriers faced by persons with disabilities and the timeline for implementing these steps.
 - Self-service kiosks – Electronic terminals must include accessibility features when they are designed, procured or acquired.
2. **Standard One - Customer Service Standards (CSS)** – The standard for customer service has been in effect since 2008, and requires organizations to develop policies and a plan on how to provide services to persons with a disability. Under CSS only the information about services needs to be accessible, not the services themselves. Additionally, contact information in multiple formats (phone number, email, address) must be available to collect feedback on accessibility practices. This standard applies to all organizations in Ontario that provide goods, services or facilities to the public or other third parties that has at least one employee in Ontario.
 3. **Standard Two - Information and Communications** – All emergency and public safety information must be provided in an accessible format when asked, including websites which must comply with Web Content Accessibility Standards (WCAG).
 4. **Standard Three - Employment Standards** – All internal communications and workplace information must be accessible to all employees. Employees with disabilities must have individualized workplace emergency response information. Recruitment must be accessible to everyone and accommodations must be made to meet the needs of employees throughout their career including individual accommodation plans and return-to-work plans for employees absent due to a disability.
 5. **Standard Four - Transportation** – Organizations providing transportation services must have accessible options for people with disabilities. The Township of North Dundas is not responsible for any form of public transportation; therefore this standard will not be addressed in this plan.
 6. **Standard Five - Design of Public Spaces** – These standards are still being developed. Since 2015 The Ontario Building Code (OBC) requires that minimum accessibility standards be met for most new construction and extensive renovations to existing buildings. There is a baseline for level of accessibility for service counters, waiting areas with fixed seating and outdoor spaces, such as sidewalks and parking lots; however, like the OBC these standards only apply to new construction and planned redevelopment of public spaces.

Standard five requires municipalities to consult with people with disabilities in certain circumstances to develop design solutions that reflect local conditions and meet the needs of all users. Consultation is required when an organization plans to construct or redevelop:

- Recreational trails
- Beach access routes

- Outdoor public use eating areas
- Playgrounds and outdoor play spaces
- Exterior paths of travel
- Service counters
- Waiting areas with fixed seating
- Sidewalks
- Parking lots

Under the standard, municipalities must consult with the public and persons with disabilities in addition to consulting with their municipal Accessibility Advisory Committee. This consultation should occur as early as possible in the construction or redevelopment process so that the Township can weigh all considerations before decisions are made and design plans are finalized.

The standard also allows for consultations to be combined on varying projects to allow for efficient and effective decision-making. As part of the municipality's systemic compliance, accessibility planning has been incorporated into the Official Plan process, and the Township manages a Community Improvement Plan (CIP). Under the CIP program, businesses can apply for grants to modify their premises to improve accessibility.

Definitions

The definition shown below clearly indicates that a “disability” may include physical limitations, mental or developmental limitations and other non-evident limitations.

A “*disability*” is:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or,
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

A “*barrier*” is:

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Source: *The Accessibility for Ontarians with Disabilities Act*

Accessibility Committee

The Township of North Dundas works closely with an Accessibility Committee to develop a comprehensive accessibility plan with the goal of identifying, removing and preventing barriers for people with disabilities in the Township of North Dundas. The key contact for both Committee and Working Group members is:

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Summary of Actions – 2018

Municipal Administration Building, 636 St. Lawrence Street, Winchester:

- Installed ergonomic work station
- Signs with pictograms, raised letters and braille installed
- Installed accessible handles on washroom faucets and automatic flusher in men's washroom
- Purchased height adjustable chairs for some staff

Municipal Building, 547 St. Lawrence Street, Winchester:

- Signs with pictograms, raised letters and braille installed

New Sidewalk Construction:

- Queen Street Chesterville: south side from County Road 43 to County Road 7 (liquor store to MacEwens); north side Harper Street to MacEwens

Old Town Hall, Winchester:

- Concrete poured over dirt floor in basement to help improve air quality
- Coat hook and grab bar installed in universal washroom
- Signs with pictograms, raised letters and braille installed

Joel Steele Community Centre, Winchester:

- Installed signs with pictograms, raised letters and braille
- Replaced exterior lighting on building
- Repainted parking lot lines according to AODA standards

Winchester Centennial Pool:

- Installed signs with pictograms, raised letters and braille
- Installed concrete ramp to join the paved pathway to pool house threshold
- Reconfigured change room dividers to make accessible stalls

Chesterville Arena:

- Graded the slope from the parking lot into the main entrance
- Installed signs with pictograms, raised letters and braille

Chesterville Public Pool:

- Installed signs with pictograms, raised letters and braille
- Installed a concrete ramp to join the paved pathway to pool house threshold
- Converted storage space into a family/universal change room

Nelson LaPrade Centre, Chesterville:

- Installed signs with pictograms, raised letters and braille
- Installed additional lighting at front door

Morewood Community Hall, Morewood:

- Applied asphalt at the front entrance to eliminate stoop where parking lot meets the bottom of the door frame
- Installed signs with pictograms, raised letters and braille
- Expanded the current accessible washroom, posted an AODA compliant universal washroom sign and left space for an adult change table if future request is received

Mountain Memorial Park:

- An accessible picnic table was installed

Other:

- Upgrading web content to conform with WCAG 2.0, is ongoing
- Adding alternate text to photos is ongoing
- Upgrading website to be more mobile responsive is ongoing
- Update Accessibility Plan annually
- Provide more collections in accessible formats, in conjunction with United Counties (ongoing)
- Rented wheelchair accessible porta potty for the “*Meet Me on Main Street*” event series.

Summary of Actions – 2019

Municipal Administration Building, 636 St. Lawrence Street, Winchester:

- Compliant faucet installed in universal washroom
- Lowered paper towel dispenser in ladies washroom
- Repaired main entrance door and automatic door opener for easier access
- Additional ergonomic work station installed (6 in total now)
- Purchased height adjustable chairs for some staff
- Started using microphones at Council meetings

Municipal Building, 547 St. Lawrence Street, Winchester:

- Installed additional garment hooks at a lower level in accessible washroom stalls

New Sidewalk Construction:

- Chesterville: Water Street to Main Street tactile paving at intersections
- Chesterville: Victoria Street to South Street tactile paving at intersections
- Widened paved shoulders in Winchester from 12077 Main Street County Road 3 to Foodland creating a multi-use pathway to accommodate pedestrians, cyclists, mobility scooters and wheelchairs
- Installed delineators on Main Street Winchester from Foodland entrance to 12077 County Road 3 for a multi-use pathway (note: delineators are removed during winter months)
- Installed street lights along multi-use pathway from 12051 County Road 3 to 12029 County Road 3 Winchester

Morgan Field:

- Replaced/upgraded the lighting on the ball field and surrounding pathway

Old Town Hall, Winchester:

- Created a dip in the concrete to make it flush with the road in close proximity to street-level entrance
- New no smoking signs with pictograms installed

Joel Steele Community Centre, Winchester:

- Relocated accessible parking signs closer to parking spaces to increase visibility

Morewood Community Parks:

- Replaced one swing with an AODA compliant swing
- Installed two accessible picnic tables

Chesterville Public Pool:

- Parking spaces were repainted to AODA standards

Nelson LaPrade Centre, Chesterville:

- Replaced wooden wheelchair ramp and railings compliant with AODA standards
- Replaced toilet in universal washroom with raised toilet

Mountain Memorial Park:

- Graded the parking area to make it level

Hallville Playground:

- Plans for new park design are in development and an application was submitted for a grant to assist with park development

Oschmann Forest:

- Streetlight was installed at entrance

Thompson Park, Chesterville

- Enhanced park space and current play structure
- Installed a bench and a concrete pad by the river bank

Other:

- Added feature to allow website font size to be adjusted
- Upgrading web content to conform with WCAG 2.0, is ongoing
- Adding alternate text to photos is ongoing
- Upgrading website to be mobile responsive is ongoing
- Update Accessibility Plan annually
- Provide more collections in accessible formats, in conjunction with United Counties (ongoing)
- All full-time municipal staff attended an Accessible Customer Service Workshop led by the Municipal Clerk in October/November 2019
- Installed pedestrian crossing lights on St. Lawrence Street at Wintonia Drive
- Rented wheelchair accessible porta potty for “*Meet Me on Main Street*” event series and the Telus Ride for Dad

Summary of Proposed Actions – 2020

Municipal Building, 547 St. Lawrence Street, Winchester:

- Install automatic door opener on door to medical clinic

Old Town Hall - 478 Main Street, Winchester:

- Resurface east parking lot

Chesterville Arena, 153 Queen Street, Chesterville:

- Widen change room door frames (doors are already purchased) (2020)
- Replace flooring in lobby

Joel Steele Community Centre, 577 Winchester Main Street, Winchester:

- Resurface stairs with tactile vinyl
- Install accessible height toilet

Chesterville Community Hall, 1 Mill Street, Chesterville:

- Replace sections of concrete walkway and install tactile surfaces
- Remove curb from walkway to accessible parking space
- Re-lay interlock landing by library

Morewood Community Hall, 17 Russell Street, Morewood:

- Replace current lighting outside the change room door in the rink house

Hallville Park:

- Install new play structure in Hallville Park. Will consult with Accessibility Committee prior to installation

South Mountain Park:

- Construct a new rink house

Other:

- Purchase a portable pool lift to share between Winchester and Chesterville pools
- Install pedestrian crossing lights on York Street at Winchester Public School

Summary of Proposed Actions – 2021

Old Town Hall - 478 Main Street, Winchester:

- Install automatic door opener on theatre door
- Install automatic door opener on universal washroom door

Chesterville Community Hall, 1 Mill Street, Chesterville:

- Parking spaces to be repainted

Morewood Community Hall, 17 Russell Street, Morewood:

- Make rink house change room door flush with ice surface

Hallville Park:

- Install paved pathways in Hallville Park

Chesterville Public Pool House:

- Replace washroom taps and dividers

Other:

- Add play components to existing structures in various public parks

Other Proposed Actions – 2020 - 2023 (no established date)

Nelson LaPrade Centre, 9 William Street, Chesterville:

- Replace two exterior emergency stairs

Municipal Building, 636 St. Lawrence Street, Winchester:

- Resurface section of parking lot for smooth path of travel
- Install an automatic door opener in ladies washroom
- Update or replace the sound system in Council chambers
- Additional ergonomic work stations or components to be installed

Sidewalks

- Replace sections of sidewalk – areas to be determined during budget process

Detailed Review of Achievements:

The following pages contain a detailed review of what the Township of North Dundas has accomplished thus far and what we plan to achieve in the next few years in order to make our community as accessible as possible.

Standard One – Customer Service

Section 3 – Accessibility Policies (completion required by 2013)	Actions Completed
<ul style="list-style-type: none"> • Develop & implement policies that govern accessibility • Prepare written document describing policies • Make documents publicly available and provide in accessible format upon request 	<ul style="list-style-type: none"> • Accessibility policies included in the Personnel Policy, Fire Evacuation Manual, Purchasing Policy, Accessible Customer Service Policy • Update accessibility plan annually • Passed By-law No. 29-2014 (Respecting Integrated Accessibility Standards Regulation) • Accessibility integrated into Selection & Hiring Policy No. 52-2013 • Accessibility integrated into Accessible Customer Service Policy – Policy No. 27-2009 • Implementation of Accessible Customer Service Feedback Form on website • Communication Policy 61-2015 • By-law No. 2019-59 (Dog Licensing) states there is no charge to dog tags for service animals and there is no charge for support personnel to attend municipal hosted event
Section 4 – Accessibility Plans (completion required by 2014)	Actions Completed
<ul style="list-style-type: none"> • Establish, implement and maintain a multi-year accessibility plan • Update in consultation with persons with disabilities • Prepare annual status report on the progress of measures taken • Post the status report on website • Accessibility plans to include IASR requirements 	<ul style="list-style-type: none"> • Accessibility plan completed and reviewed as required • Meet with SD&G Accessibility Committee • Refer to IASR Accessibility Plan annually (ongoing) • Post actions taken each fiscal year on website (ongoing)

Section 5 – Procurement or Acquiring Goods, Services or Facilities (completion required by 2013)	Actions Completed
<ul style="list-style-type: none"> • Incorporate accessibility criteria and features in procurement • Provide an explanation if it is found to be impractical to do so 	<ul style="list-style-type: none"> • Amended Procurement Policy #15-2007 (Feb 19/2013) • Adopted Accessible Communication Policy #61-2015 • By-law #29-2014 (Respecting IASR Standards) includes a process for procurement of goods and services
Section 6 - Kiosks	Action Completed
Not Applicable	
Section 7 – Training (completion required by 2014)	Action Completed
<ul style="list-style-type: none"> • Train employees, volunteers, and everyone involved in development of policies about the IASR and Human Rights Code as it relates to people with disabilities • Ensure training is appropriate to duties of employees, volunteers, and other persons • Train every person as soon as is practical • Keep a record of training as outlined in this section, including dates and number of people 	<ul style="list-style-type: none"> • Training is part of onboarding process • Development of Township of North Dundas Integrated Accessibility Standard Regulation presentation • Training records are kept by the Municipal Clerk/Health and Safety Secretary • Attitudinal - The Municipal Clerk was part of a working group with the Accessibility Outreach and Education Unit of the Accessibility Directorate of Ontario to review and enhance best practices for outdoor events – focussing on fairs • Municipal Clerk participates in the South Mountain Special Friends Day • Several staff members participated in the Accessibility in the Built Environment webinar October 2019 • All full-time municipal staff attended an Accessible Customer Service Workshop led by the Municipal Clerk in October/November 2019

Standard Two – Information and Communications

Section 11 – Accessible Feedback Processes (completion required by 2014)	Actions Completed
<ul style="list-style-type: none"> Ensured accessibility of feedback processes for persons with disabilities (i.e. providing accessible formats and communication supports) included as part of Accessible Customer Service Policy 	<ul style="list-style-type: none"> Development and use of Accessible Customer Service Feedback Form Improving website “Contact Us” feature for efficiency and reliability Marriage Officiants provide an opportunity to discuss necessary accommodations prior to the wedding ceremony
Section 13 - Emergency & Public Safety Information (completion required by 2012)	Actions Completed
<ul style="list-style-type: none"> Provide emergency procedure and public safety information in an accessible format or with appropriate communication supports 	<ul style="list-style-type: none"> Emergency Plan is posted on our website Electronic sign at Community Centre can be used to post alerts Fire Evacuation Maps and Plans posted in all of our facilities
Section 14 – Accessible Websites and Web Content (completion required by 2014 & 2021)	Actions Completed
<ul style="list-style-type: none"> Make internet and intranet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 by 2014 All existing web content must conform by January 1st, 2021. 	<ul style="list-style-type: none"> Updating web content to conform with WCAG 2.0 is ongoing Adding alternate text to photos is ongoing Upgrading website to be more mobile responsive is ongoing Added feature to allow website font size to be adjusted

Section 19 – Public Libraries (completion required by 2013)	Actions Completed
<ul style="list-style-type: none"> • Provide access to or arrange for the provision of access to accessible materials where they exist • Make information about the availability of accessible materials publicly available 	<ul style="list-style-type: none"> • Provide more collections in accessible formats, in conjunction with United Counties (ongoing) • Library services provided by upper tier (SDG Counties)
Develop, Implement & Maintain Policies to support standard. (completion required by 2015)	Actions Completed
<p>Draft Accessible Format & Communication Supports Procedure Policy to include:</p> <ul style="list-style-type: none"> • Timely manner to provide information requested and in accessible format at no extra cost • Consult with person making the request • Notify the public about the availability of accessible format and communications support 	<ul style="list-style-type: none"> • New Accessible Communication Policy # 61-2015 developed and passed • 2018 Municipal Election allowed for telephone & internet voting • AODA compliant signage installed in municipal buildings including pictograms, brail, arial font, contrast colours and raised letters (See Appendix A)

Standard Three – Employment Standards

Section 22 & 23 – Recruitment and Selection (completion required by 2014)	Actions Completed
<ul style="list-style-type: none"> • Notify employees and the public about the availability of accommodation for applicants with disabilities in recruitment processes • Upon request for an accommodation, the employer shall consult with the applicant and provide or arrange for the provision of a suitable accommodation 	<ul style="list-style-type: none"> • Amended Personnel Policy to include accessible employment policies for the provision of communications in accessible format and employment related accommodation if required
Section 25 & 26 – Informing Employees (completion required by 2014)	Actions Completed
<ul style="list-style-type: none"> • Consult the employee to provide or arrange for the provision of accessible formats and communication supports for information needed to perform the employee’s job and information that is generally available to employees in the workplace 	<ul style="list-style-type: none"> • Accessibility included in Recruitment & Selection Policy #52-2013 • By-law 29-2014 (respecting IASR Standards) • Incorporated opportunity for disclosure of accommodation needs into interview process post-ambly
Section 27 – Workplace Emergency Response Information (completion required by 2012)	Actions Completed
<ul style="list-style-type: none"> • Provide individualized workplace emergency response information to employees who have a disability if required and if informed of it 	<ul style="list-style-type: none"> • Safety Zone (meeting points) for individuals with disabilities to be included as part of fire evacuation plan (of which regular drills are completed annually) • Adopted Policy for Employment Accessibility which included process to request and prepare individual emergency response plan

<p align="center">Section 29 – Return to Work Process (completion required by 2014)</p>	<p align="center">Actions Completed</p>
<ul style="list-style-type: none"> • Develop and have in place a return to work process for employees who have been absent from work due to disability and require disability-related accommodations in order to return to work • Document the return to work process outlining the steps the employer will take to facilitate the return to work, using individual documented accommodation plans • This return to work process will not replace or override any other return to work process created by or under any other statute 	<ul style="list-style-type: none"> • Policy in Health and Safety Manual
<p align="center">Section 32 - Redeployment (completion required by 2014)</p>	<p align="center">Actions Completed</p>
<ul style="list-style-type: none"> • Take into account the accessibility needs of its employees with disabilities when redeploying employees with disabilities 	<ul style="list-style-type: none"> • Covered in revised Personnel Policy which includes employment accessibility policies (Health & Safety)

Standard Four – Design of Public Spaces

Roads – Operational Enhancements

Updates to sidewalks and ramps and the installation of tactile paving is ongoing. “*Tactile paving*” (also called Tenji blocks, truncated domes, detectable warnings, tactile ground surface indicators, tactile walking surface indicators, or detectable warning surfaces) is a system of textured ground surface indicator found on footpaths, stairs and train station platforms to assist pedestrians who are visually impaired. (Source: Wikipedia).

Note: Updating sidewalks to eliminate the small lip that can act as a major barrier for wheelchairs is a large task and is ongoing.

Sidewalks in Conjunction with Paving – Completed prior to 2017

- Albert Street, Chesterville
- King Street, Chesterville
- Interlock paving stones on Centre Street East to Ottawa Street (north side), Winchester

New Sidewalk Construction – Completed prior to 2017

- New sidewalks:
 - Riverside Drive, Chesterville
 - Nationview Subdivision, South Mountain
 - Completion of County Road 3 (Main Street) in South Mountain
 - King Street from Ralph Street to Queen Street – Chesterville
 - Louise Street from Church Street to Main Street
- Installed tactile paving:
 - At all intersections in North Dundas when new sidewalks were installed
 - Winchester - St. Lawrence Street, Victoria Street
 - Chesterville – Corner of Queen Street and County Road 7; County Road 7 to Main Street; sidewalk on Church Street from College Street to County Road 7
 - County Road 7 Chesterville (in front of Catholic Church) both sides
 - Hummel Street Chesterville from County Road 7 to the end of Hummel Street
 - Winchester Queen Street from Ottawa Street to Centre Street
 - 636 St. Lawrence Street - installed at sidewalk (Winchester)
 - Water Street from Casselman to Main Street (Chesterville)
 - Main Street East from Albert Street to village limit with tactile walking surface grate installed (Winchester)
- Accessible parking signs installed and lines painted in the Village of Winchester
- Reinstated interlocking brick main corridor, Winchester

New Sidewalk Construction	
Completed in 2018	Completed in 2019
<ul style="list-style-type: none"> Queen Street Chesterville: south side from County Road 43 to County Road 7 (liquor store to MacEwens); north side Harper Street to MacEwens 	<ul style="list-style-type: none"> Chesterville: Water Street to Main Street tactile paving at intersections Chesterville: Victoria Street to South Street tactile paving at intersection Widened paved shoulders from Main Street County Road 3 to 12001 Main Street County Road 3 in Winchester creating a multi-use pathway for pedestrians, cyclists, mobility scooters and wheelchairs. Installed delineators on Main Street Winchester from Foodland entrance to 12077 County Road 3 for multi-use pathway (removed during winter months) Installed street lights along multi-use pathway from 12051 County Road 3 to 12029 County Road 3 – Winchester
Planned for 2020 – 2023	
<ul style="list-style-type: none"> Replace sections of sidewalk – areas to be determined during the budgeting process 	

Other	
Completed in 2018	Completed in 2019
<ul style="list-style-type: none"> Rented wheelchair accessible porta potty at “<i>Meet Me on Main Street</i>” event series 	<ul style="list-style-type: none"> Streetlight installed at entrance to Oschmann Forest Rented wheelchair accessible porta potty at “<i>Meet Me on Main Street</i>” event series and Telus Ride for Dad
Planned for 2020 – 2023	
<ul style="list-style-type: none"> Install pedestrian crossing lights on York Street at Winchester Public School (2020) 	

North Dundas Works Garage, 12269 County Road 43, Winchester

There is limited public access to this building

**Main Works Garage, 12715 County Road 43, Winchester
Completed prior to 2017**

There is limited public access to this building

- 2015 – building was under construction
- 2016 – addition to existing Public Works Garage included many improvements to enhance work productivity and Health and Safety

Recreation and Culture – Physical Barriers

Our facilities have had major improvements in the interest of accessibility and we look forward to keeping it top of mind as we develop budgets in the future.

**Municipal Building, 547 St. Lawrence Street, Winchester
Completed prior to 2017**

First floor rented to OPP & Medical Facility

- Fire escape for OPP office
- Automatic door opener buttons installed to the double front doors
- Updated lighting from T12 to T5 (bulbs brighter and reduced energy consumption)
- Repaired and levelled sidewalk to main building entrance
- In conjunction with SD&G Accessibility Plan inspected downstairs washrooms for accessibility
- Installed new accessible mirrors, lever taps and slimmer garbage receptacles in washrooms to assist with accessibility
- OPP customer service counter remodelled to meet accessibility and upgraded to health and safety standards (bullet proof wall)
- Removed partition to allow easier movement within women’s washroom

Completed in 2018

- Signs with pictograms, raised letters and braille installed

Completed in 2019

- Installed additional garment hooks at a lower level in accessible washroom stalls

Planned for 2020 - 2023

- Install automatic door opener on door to medical clinic (2020)

**Municipal Building, 636 St. Lawrence Street, Winchester
Completed prior to 2017**

- Updated lighting from T12 to T5 and T8 (brighter bulbs and reduced energy consumption)
- Upgrades to municipal website
- New toilet installed in accessible/gender neutral washroom
- Modified walkways leading to main entrances to meet standards
- Added extra accessible parking spaces
- A section of parking lot was repaved, islands were removed and curbs in sidewalk to main entrance were tapered
- Accessible parking space markers were repainted and four accessible parking signs were installed
- Universal washroom signage installed
- Installed four ergonomic work stations
- Posting of a “Service Animals Permitted” sign at main entrance

Completed in 2018

- Additional ergonomic work station was installed
- Signs with pictograms, raised letters and braille installed
- Installed accessible handles on washrooms faucets and automatic flusher in men’s washroom
- Purchased height adjustable chairs for some staff

Completed in 2019

- Additional ergonomic work station installed (6 in total now)
- Compliant faucet in universal washroom
- Lowered paper towel dispenser in ladies washroom
- Repaired main entrance door and automatic door opener for easier access
- Purchased height adjustable chairs for some staff
- Started using microphones at Council meetings

Ongoing

- Repainting of accessible parking space markers
- Maintain lighting in parking lot and exteriors of main entrances

Planned for 2020 - 2023

- Resurface section of parking lot for smooth path of travel
- Install automatic door opener in ladies washroom
- Update or replace sound system in Council chambers
- Additional ergonomic work stations or components to be installed

**Old Town Hall - 478 Main Street, Winchester
Completed prior to 2017**

- Upgraded washroom – installed a grab bar and raised toilet seat
- Lowered soap dispenser
- Widened side entrance door and installed automatic door opener
- Repainted accessible passenger drop-off/loading lines
- Lighting upgrades to theater and lobby
- New slip resistant carpet installed on back theatre stairs complete with stair capping to clearly identify each step
- Directional sign pointing to accessible entrance
- Accessible parking space lines repainted at front of building

Completed in 2018

- Concrete poured over dirt floor in basement to help improve air quality
- Coat hook and grab bar installed in universal washroom
- Signs with pictograms, raised letters and braille installed

Completed in 2019

- Created a dip in the concrete to make it flush with the road in close proximity to street-level entrance
- New no smoking signs with pictograms installed

Planned for 2020 – 2023

- Resurfaced east parking lot (2020)
- Install automatic door opener on theatre door (2021)
- Install automatic door opener on universal washroom door (2021)

**Chesterville Community Hall, 1 Mill Street, Chesterville
Completed prior to 2017**

- Updated lighting from T12 to T8 (brighter bulbs and reduced energy consumption)
- Installed new washroom signs
- Repaired curb by main entrance
- Resurfaced asphalt pathway between building and library
- Held discussions regarding usage and future viability and structural constraints

Planned for 2020 - 2023

- Replace sections of concrete walkway and install tactile surfaces (2020)
- Remove curb from walkway to accessible parking space (2020)
- Re-lay interlock landing by library (2020)
- Parking spaces to be repainted (2021)

**Joel Steele Community Centre , 577 Winchester Main Street, Winchester
Completed prior to 2017**

- Accessible parking lines repainted according to current AODA standards
- Installed wheelchair ramp and railing with viewing area in arena
- New automatic door opener installed on door from lobby to arena
- Installed ammonia detector, complete with visual and audible alarm
- New door installed for ease of access to slab
- Installed fire alarm system and upgraded facility evacuation plans and procedures
- Replaced/upgraded lighting over slab
- Upgraded lighting in upper washrooms
- Installed new accessible taps for upper and lower washrooms
- Two portable ramps finished with grip paint and bright transition strip
- Raised toilet seats available for bathrooms upon request
- Paved pathways linking the park, pool, and ball diamonds

Completed in 2018

- Installed signs with pictograms, raised letters and braille
- Replaced exterior lighting on building
- Repainted parking lot lines according to AODA standards

Completed in 2019

- Relocated accessible parking signs closer to parking spaces to increase visibility

Planned for 2020 - 2023

- Resurface stairs with tactile vinyl (2020)
- Install accessible height toilet (2020)

**Nelson LaPrade Centre, 9 William Street, Chesterville
Completed prior to 2017**

- Updated lighting from T12 to T8 (brighter bulbs and reduced energy consumption)
- Upgraded and added exterior lighting on building and in parking lot
- Repaired existing wood ramp
- Repainted parking lines to designate accessible spaces
- Raised toilet seat available for washrooms
- New accessible hardware installed on door

Completed in 2018

- Installed signs with pictograms, raised letters and braille
- Installed additional lighting at front door

Completed in 2019

- Replaced wooden wheelchair ramp and railings compliant with AODA standards
- Replaced toilet in universal washroom with raised toilet

Planned for 2020 - 2023

- Replace two exterior emergency stairs

**Morewood Community Hall, 17 Russell Street, Morewood
Completed prior to 2017**

- Updated lighting from T12 to T8 (brighter bulbs and reduced energy consumption)
- Grab bars replaced in accessible washroom and lowered toilet paper dispenser
- Removed and replaced existing cracked or broken tiles in entry way
- Automatic door opener installed
- Replaced hall and lobby flooring
- Installed accessible mirror
- Purchased portable sound system

Completed in 2018

- Applied asphalt at the front entrance to eliminate stoop where parking lot meets the bottom of the door frame
- Installed signs with pictograms, raised letters and braille
- Expanded the current accessible washroom, posted an AODA compliant universal washroom sign and left space for an adult change table if future request is received

Completed in 2019

Planned for 2020 - 2023

- Replace current lighting outside of change room door in rink house (2020)
- Make rink house change room door flush with ice surface (2021)

**Chesterville Arena, 153 Queen Street, Chesterville
Completed prior to 2017**

- Accessible parking lines repainted according to AODA standards
- New automatic power door opener installed at main entrance
- Bleachers updated to concrete, complete with ramp and turnaround area
- Installed accessible parking signs
- Emergency lighting in change rooms installed
- Installed ammonia detector complete with visual and audible alarms
- Added lighting in parking lot
- New door installed for ease of access to slab
- New accessible power operated door opener installed on door leading from lobby to bleachers
- Upgraded/replaced lighting over slab
- Installed new accessible taps for washrooms
- 2 portable ramps finished with grip paint and bright transition strip
- Exterior lighting on building replaced
- Canopy installed at side entrance offering exterior protection from the elements

Chesterville Arena, 153 Queen Street, Chesterville Completed in 2018		Completed in 2019
<ul style="list-style-type: none"> • Graded slope from parking lot into the main entrance • Installed signs with pictograms, raised letters and braille 		
Planned for 2020 - 2023		
<ul style="list-style-type: none"> • Widen change room door frames (doors are already purchased) (2020) • Replace flooring in lobby (2020) 		

Chesterville Public Pool, 1 William Street, Chesterville Completed prior to 2017	
<ul style="list-style-type: none"> • Installed ramp to eliminate step into pool house and new railings on steps into pool • Repainted parking lines to designate accessible spaces • Purchased a heavy duty 78" parasol for shade from the sun • Replaced perimeter of concrete deck • Installed new chain-link fence with accessible gates to pool deck • Washrooms and showers made fully accessible • Accessibility to pool deck improved by removing 4" threshold • Power operated door opener installed • Installed grip flooring • Replaced patio stones on walkway to pool house entrance with asphalt 	
Completed in 2018	Completed in 2019
<ul style="list-style-type: none"> • Installed signs with pictograms, raised letters and braille • Installed concrete ramp to join the paved pathway to pool house threshold • Converted storage space into a family/universal washroom 	<ul style="list-style-type: none"> • Parking spaces repainted to AODA standards
Planned for 2020 - 2023	
<ul style="list-style-type: none"> • Purchase a portable pool lift to share with Winchester Centennial Pool (2020) • Replace washroom taps and dividers (2021) 	

**Winchester Centennial Pool, 587 Main Street, Winchester
Completed prior to 2017**

- New railing on steps into pool installed
- Threshold ramp onto deck raised to make level
- Grip flooring installed in pool house and eliminated lip/ledge into the showers
- Increased accessibility to pool deck with exterior gates and paved path
- New power operated door opener installed on exterior door

Completed n 2018

- Installed signs with pictograms, raised letters and braille
- Installed concrete ramp to join the paved pathway to pool house threshold
- Reconfigured change room dividers to make accessible stalls

Completed in 2019

Planned for 2020 - 2023

Purchase a portable pool lift to share with Chesterville Public Pool (2020)

Recreation and Culture (Parks & Playgrounds) – Physical Barriers

Moving forward, all efforts will be made to make our growing number of parks and playgrounds accessible to all.

Morgan Field - Completed prior to 2017

- Graded pathway to bleachers to make it easier to travel

Completed in 2018

Completed in 2019

- Replaced/upgraded lighting on ball field and surrounding pathway

**Park Pavillion, 9 William Street, Chesterville
Completed prior to 2017**

- Repainted parking lines to designate accessible spaces

Legion Field & Sox Field - Completed prior to 2017

- Concrete poured beneath bleachers between Legion Field and Sox Field
- Replaced/upgraded lighting in Sox Field
- Levelled interlock pathway to bleachers to make it easier to travel

Morewood Community Parks - Completed prior to 2017

- Accessibility compliant play structure installed

Completed in 2018

Completed in 2019

- Replaced one swing with an AODA compliant swing (Morewood)
- Installed 2 accessible picnic tables

Planned for 2020 - 2023

- Add new accessible play components to existing structures (2021)

**Flynn Park, Chesterville
Completed prior to 2017**

- Constructed in 2012 with benches, pathways, and other aesthetic enhancements
- Updated walkways to be level
- Installed interlock pathways

**Mountain Memorial Park, 10480 Clark Road, Mountain
Completed prior to 2017**

- Completed interlock pathway from parking lot to the base of monument
- New accessible play structure installed

Completed in 2018

Completed in 2019

- Graded parking area to make it level
- Accessible picnic table installed

**Sweet Corner Park, St. Lawrence & Main Street, Winchester
Completed prior to 2017**

- Developed the park: created a level interlock pathway, very visually appealing

**Hallville Playground, St. John Street, Hallville
Completed prior to 2017**

- Budgeted for new accessible park development
- Began landscape and architecture design process for new accessible park space

Completed in 2018

Completed in 2019

- Plans for new park design are in development and application was submitted for grant to assist with park development

Planned for 2020 - 2023

- Install new play structure. Will consult with Accessibility Committee on design prior to installation (2020)
- Install paved pathways (2021)

**Thompson Park, Chesterville
Completed in 2019**

- Enhanced park space and current play structure
- Installed a bench and a concrete pad by the river bank

**Chesterville Boat Launch Gazebo Pathway, Chesterville
Completed prior to 2017**

- Paved pathways from parking lot to gazebo

**Chesterville Waterfront, Chesterville
Completed prior to 2017**

- Updated with accessible ramps, railings
- Replaced lighting on lower deck
- Purchased and install surveillance cameras
- Replaced lighting on lower deck a second time (vandals ruined first set)
- Installed vandal proof cages over lights

**South Mountain Park, 10543 Main Street, South Mountain
Planned for 2020 - 2023**

- Install new rink house (2020)

County Libraries – Physical Barriers

This section is completed in conjunction with the United Counties. Accessibility features include:

**Chesterville Library, 1 Mill Street, Chesterville
Completed prior to 2017**

- A CNIB section of the library
- E-books, E-readers available
- Computers at both standing and sitting levels available
- Summer Reading Club with Braille books available

**South Mountain Library, 10543 Main Street, South Mountain
Completed prior to 2017**

- New fully-accessible library with meeting rooms, accessible washrooms, ramps
- CNIB section of the library available
- E-books, E-readers available
- Computers at both standing and sitting levels available
- Summer Reading Club with Braille books available

**Winchester Library, 547 St. Lawrence street, Winchester
Completed prior to 2017**

- Accessible via elevator
- Fully accessible meeting room available for public use
- A CNIB section of the library
- E-books, E-readers available
- Computers at both standing and sitting levels available
- Summer Reading Club with Braille books available

“Appendix A” – AODA Signage

17 signs 6" x 9"
 Black signs with raised text/image
 c/w raised braille
 •North Dundas logo unable to be raised

All signs white ADA vinyl on black ACM.
 Apply d/s tape to back.

