



**The Township of North Dundas  
Summary of Actions to  
Improve Accessibility in  
North Dundas During in 2021**

## Summary of Actions – 2021

### Customer Service

- All new employees receive mandatory training on Accessible Customer Service. An HR training platform was purchased that enables employees to take extra training courses and ensures the content is up-to-date.

### Information and Communications

- We began the process to completely redesign the Township's website, with a launch date of Spring 2021. Not only is it now fully compliant with level AA of the WCAG 2.0 web content accessibility guidelines which meets the requirements in the AODA, it also won a gold award for design.
- We purchased a Zoom licence which allows the Municipality to host public meetings virtually, along with closed captioning.

### Employment

- Accessibility accommodations are available throughout the recruitment process and included as part of our advertisements.
- Due to restrictions with COVID-19, virtual interviews were held when required.
- Two ergonomic sit stand work stations were installed.

### Design of Public Spaces

- The Township of North Dundas Municipal Office, 636 St. Lawrence Street, Winchester
  - Replaced one tap in the men's washroom with a touchless model.
  - Sections of the parking lot were replaced to make the surface more even for walking and to lower some areas for wheelchair accessibility.
  - Parking lot lines were repainted to current standards, including required AODA parking spaces with wheelchair markings.
- Old Town Hall, 478 Main Street, Winchester
  - Installed automatic door opener on theatre door.
  - Installed automatic door opener on AODA washroom door.
  - Replaced AODA signage at the front door.
  - Renovated access to AODA washroom.
  - Replacing HVAC system in theatre to lower operating noise, which helps the hearing impaired.
- Morewood Community Hall, 17 Russell Street, Morewood
  - Make rink house change room door flush with ice surface.
- Veteran's View Park, Morewood
  - Added a 3-sided picnic table.

- Reset interlocking paving stones pathway for a smoother path of travel.
- Mountain Memorial Park, 10480 Clark Road, Mountain
  - Trails were upgraded with wood chips and AODA signs prohibiting motorized vehicles were added.
  - 3-sided picnic table was added.
- Rick Cauvier Memorial Park, 10543 South Mountain Main Street, South Mountain
  - Installed a new community pavilion and levelled gravel parking lot for smoother access.
  - Resurfaced South Mountain tennis courts.
  - In partnership with the Lions, two benches to AODA measurements and two picnic tables (one with only three sides) were installed.
- Chesterville Public Pool, 1 William Street, Chesterville
  - Purchased a portable pool lift for this pool (previously shared one with Winchester Centennial Pool).
- Chesterville Ball Field, 153 Queen Street, Chesterville
  - Replaced lights.
- Chesterville Tennis Courts, 9 William Street, Chesterville
  - Resurfaced tennis courts.
- Winchester Centennial Pool, 577 Winchester Main Street, Winchester
  - Added grab bars to men's and lady's bathrooms.
- 100 Club Park, 577 Winchester Main Street, Winchester
  - Paved a new pathway that connects a new AODA parking space in the parking lot with the existing paved pathway that runs through the playground.
- Other
  - 6 parks received AODA swings (South Mountain, Chesterville, Winchester, Mountain, Harmony and Thompson).
  - Tactile plates were installed on Clark Road.
  - Began renting AODA compliant portable washroom facilities for the Winchester and Chesterville ball fields. This will continue to take place annually.