

## Summary of Actions – 2022

### Customer Service Standard

The standard outlines requirements for removing barriers for people with disabilities so they can access goods, services, and/or facilities.

1. Newly hired Township employees receive mandatory training on Accessible Customer Service. The Township also provides this training to volunteers.
2. The Township of launched a completely new website in the spring of 2021 which is compliant with Level AA of the WCAG 2.0 Web Content Accessibility Guidelines, which meets the requirements in the AODA. Staff continue to review documents posted on the website and update for accessibility, where required. We are in the process of converting PDF documents into searchable PDF documents to increase accessibility.

### Information and Communications

The standard outlines requirements for organizations to create, provide, and receive information and communications that are accessible for people with disabilities.

1. The Township provides documents in accessible formats upon request and has notifications to this effect on the website.
2. Council meetings continue to be broadcast virtually through Zoom and are live streamed through the Township's YouTube Channel. This change has made it easier for public participation for those who were unable to attend meetings in person.

### Employment Standards

The standard requires that employers must make their workplace and employment practices accessible to potential or current employees with disabilities.

1. Accessibility accommodations were available throughout the recruitment process and employment life cycle, including:
  - Notification to the public that accommodations will be provided upon request.
  - Notification welcoming accommodations throughout the recruitment process and employment life cycle.
2. Continued purchase of ergonomic equipment for staff as required.

## Design of Public Spaces

The design of public spaces standard outlines the need for newly constructed or redeveloped public spaces to be accessible for people with disabilities.

### 1. **Winchester Centennial Pool, 577 Winchester Main Street, Winchester**

- Purchased/reconfigured existing bathroom stalls to become AODA compliant.
- Purchased touch free taps.
- Replaced and lowered bathroom counters.
- Purchased and installed AODA bathroom mirrors.
- Replaced main entrance door with a wider door and smaller frame so the opening becomes 36”.
- Converted two parking spaces into one accessible parking space located within close proximity to the paved path leading to the Lions Club Pavilion and pool building.

### 2. **Other**

- Additional accessible play structures and accessible pathways installed in various parks.
- Accessible spinning playground components and accessible pathways installed based on proximity to parking lot.
- A flat & hard path of travel was included in the construction of the new Queen's Jubilee Butterfly Garden, in the Mountain Memorial Park.

### 3. **Sidewalks**

- One crosswalk was installed in Winchester at christie Lane and Main Street and another crosswalk was installed in Chesterville at Church Street and Main Street. Tactile plates on the sidewalks were installed as part of these crosswalks.
- Tactile plates were installed at various locations around the Winchester Public School.