

Summary of Actions – 2023

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. An HR training platform is used to ensure that the content is up-to-date.
2. A volunteer policy and program for the Township was developed. All volunteers who are accepted are required to complete training on the Accessibility for Ontarians with Disabilities Act either on-line at www.aoda.ca or through the Township.

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 livestreamed through the Township's YouTube Channel. This continues to make it easier for public participation for those who are unable to attend meetings in person.
3. Council meeting agendas and minutes are posted in an accessible format on the Township website for public viewing.
4. A Link to the Township's AODA information page was added to the footer of our website and placed on the homepage.

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, such as ergonomic mouses, keyboards, and stand-up desks.

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. Community Parks and Halls

- An AODA compliant play feature was installed in the Chesterville Community Park.
- Engineered wood fibre was topped-up in various playgrounds.
- The Township rented accessible portable washroom units for the Chesterville sports fields, the 100 Club Park sports fields, the Rick Cauvier Memorial Park, and the Chesterville tennis courts.
- Design work on the Hallville Community Park continued, including plans for a universal washroom, paved pathways, and an AODA compliant play structure and ground prep. These plans were shared with the Accessibility Advisory Committee and the general public.
- The fire alarm system in Morewood Community Hall was replaced complete with visual and audible alarms.

2. Pathways

- Constructed a paved pathway in Sandy Row subdivision park. The pathway leads from the subdivision street, back to the riverfront, where a square picnic table with 3 bench seats was installed on a hard, flat surface. The 4th side of the picnic table has no bench, so that a stroller or mobility device can be at the table.
- Replaced a section of paved pathway in Harmony Park due to erosion. The balance will be completed next year.
- Parking spaces are being repainted at several locations so that the paint remains bright and easily identified. This includes AODA parking spaces.
- Sidewalk repairs were made at several locations. Curb ramps and tactile plates were installed if required.

3. Other

- Tendered for three (3) AODA compliant play structures complete with AODA approved ground base (engineered wood fiber) for Oshmann Park, James Street Park, and Hallville Community Park.
- Tendered pavilions for the Hallville Community Park, Oshmann Park, and a potential new dog park in Chesterville, which are planned to include AODA compliant picnic tables.
- Installed AODA sensor tap in the Old Town Hall washroom.
- Installed AODA sensor taps in each change room in the Chesterville Public Pool house.