

## **Summary of Actions – 2024**

### **Customer Service**

1. Newly hired Township employees receive mandatory training on Accessible Customer Service. A newly hired Human Resources Co-ordinator manages the Township's onboarding process.
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](http://www.aoda.ca) or through the Township.

### **Information and Communications**

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. A Link to the Township's AODA information page was added to the footer of our website and placed on the homepage.

### **Employment Standards**

1. Accessibility accommodations are 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.

## **Transportation**

1. Tactile plates were installed on new sidewalks as follows:
  - Clarence Street @ Louise Street, Winchester (north side), 2 plates were added into a new bullnose sidewalk
  - Albert Street at Fred Street, Winchester (north side), 1 plate

## **Design of Public Spaces**

1. New play structures and playground components were installed in the following locations:
  - Marilyn Vriend Memorial Park, 101 James St., Winchester
  - Oschmann Park, 12301 Ormond Rd., Winchester
2. Continued development of the Hallville Park and its amenities, 1715 County Road 1, Mountain