



## **The Township of North Dundas Multi-Year Accessibility Plan For 2024-2029**

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

Prepared November 2025

If this information is required in an alternate format, please contact Nancy Johnston,  
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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 making our community more inclusive and accessible for people with disabilities; we will flourish when everyone in the community can participate in regular daily activities no matter their age, background or ability. Accessibility is not just about ramps or parking spaces; it's about creating a Township where everyone can move, communicate, work and play without barriers.

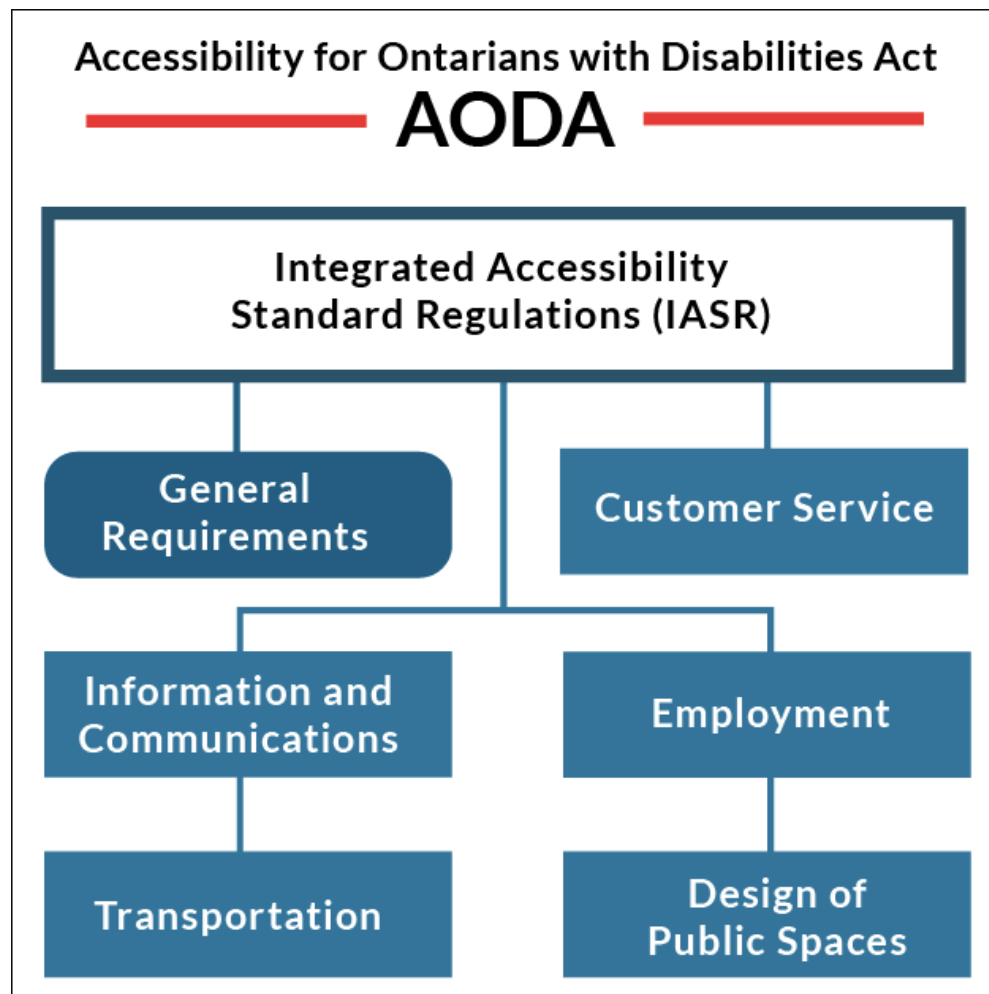
We will continue to review our public spaces, facilities and this also includes our sidewalks and crosswalks. We commit to identifying and working toward the creation of accessible improvements, to removing barriers and preventing any new barriers.

Accessibility is a shared responsibility, we encourage our residents, businesses and community organizations to continue to share their feedback to assist our efforts in making this Township a more inclusive place where everyone belongs.

I will close by thanking the Stormont, Dundas and Glengarry Accessibility Advisory Committee for their dedication, time and passion for helping to make our community accessible and welcoming 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.

Our public spaces are inspected regularly. Any preventative and emergency maintenance of the accessible elements in public spaces is handled by our Recreation and Culture Department. Issues that need to be resolved are entered into our internal tracking system and assigned to the appropriate personnel for completion. If necessary, access to accessible elements is barricaded to protect public safety until returned to working order. Issues brought forward by the Public are entered into the same system.

## 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*

## Stormont, Dundas and Glengarry (SDG) Accessibility Committee

In 2023, an SDG Accessibility Advisory Committee was established to jointly serve the United Counties of Stormont, Dundas and Glengarry and the six lower tier municipalities. The Committee is comprised of one (1) lay person from each of the six (6) local municipalities comprising SDG. Each member shall be appointed by their local municipality and the majority of the Committee membership shall be held by persons with disabilities. Membership aligns with the term of Council. Committee members may serve for two consecutive four year terms. A Committee member may be permitted to serve additional terms at the discretion of the local Council.

### SDG Accessibility Advisory Committee Members:

Al Lummis (North Dundas)	Brenda Brunt (South Dundas)
Roderick Tyo (North Glengarry)	Ian MacDonald (South Glengarry)
Palmer Douglas (North Stormont)	Jesse Beardsworth (South Stormont)

The mandate of the SDG Accessibility Advisory Committee is to advise the Councils of the United Counties of Stormont, Dundas and Glengarry, the Township of North Dundas, the Municipality of South Dundas, the Township of North Stormont, the Township of South Stormont, the Township of North Glengarry and the Township of South Glengarry on identifying, preventing and eliminating barriers to people with disabilities in municipal programs, services, initiatives and facilities.

The role of the SDG Accessibility Advisory Committee will include reviewing and advising the Councils on the following areas, as they pertain to accessibility:

- Requirements under the *Accessibility for Ontarians with Disabilities Act* and any other applicable legislation
- Provide advice on the preparation and implementation of annual and multi-year accessibility plans in order to remove barriers for people with disabilities and ensure that no new barriers are created
- Promote awareness of accessibility and inclusion
- Social and cultural interests and diversities

Meetings are held 2-3 times per year, or as required.



The key contacts for the Township of North Dundas regarding accessibility are:

Nancy Johnston, Director of Corporate Services/Clerk  
Township of North Dundas  
636 St. Lawrence Street, Winchester, Ontario K0C 2K0  
Phone: 613-774-2105 ext. 226 Toll Free: 1-800-795-0437 Fax: 613-774-5699  
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In order for staff to determine if the established targets to address the removal of barriers have been completed, annual reviews are conducted. A summary of recent actions completed are included in the Multi-Year Accessibility Plan and updates of yearly activities are posted on the website.

## Summary of Actions – 2024

### 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 received mandatory training on Accessible Customer Service. A Human Resource 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](http://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 continued to be broadcast virtually through Zoom and are livestreamed through the Township's YouTube Channel. This will continue 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 mice, keyboards, and stand-up desks.

## **Transportation**

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

## **Design of Public Spaces**

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

## Summary of Actions – 2025

### 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. A Human Resources training platform is used to ensure that the content is up-to-date.
2. The Township's volunteer program requires accepted volunteers 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.
3. The lobby of the municipal building is being renovated to add an AODA accessible counter for residents. We are also introducing interior signage and lighting to support better wayfinding and visibility throughout the building.

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2. Continued purchase of ergonomic equipment for staff as required, such as ergonomic mice, keyboards, and stand-up desks.

## Transportation

1. The following repairs/replacement of sidewalks were completed:

### Winchester

- 488 Ottawa Street a 1.3m section was removed and replaced with new monolith concrete.
- 532 Church Street a 4.6m section was removed and replaced with new monolith concrete.
- 522 Church Street had two separate 6m sections removed and replaced with new monolith concrete.
- 482 Victoria Street a 4.5m section was removed and replaced with new monolith concrete.
- St. Lawrence Street south of Clarence Street a 10.7m section was removed and replaced with new monolith concrete.
- St. Lawrence Street at the O.P.P. Station had a 1.5m section removed and replaced with new monolith concrete.
- St. Lawrence Street at Kelly's Garage had a 4.6m section removed and replaced with new monolith concrete.
- St. Lawrence Street at York Street had a 3m section removed and replaced with new monolith concrete.
- A section of 1.5m on the west side of St. Lawrence Street across from 563 was removed and replaced with new monolith concrete.
- A 95m section of asphalt sidewalk on Fred Street west toward St. Lawrence Street on the north side was replaced with new monolith concrete with a tactile plate added at the corner of Fred Street and St. Lawrence Street.

### South Mountain

- A 1.3m section of Main Street/County Road 3 west of the SDG Library was removed and replaced with monolith concrete.
- A 6m section at 10575 Main Street/County Road 3 was removed and replaced with new monolith concrete.
- A 3m section at 10579 Main Street/County Road 3 was removed and replaced with new monolith concrete.
- A 3.5m section at 10577 Main Street/County Road 3 was removed and replaced with new monolith concrete.
- A 6.5m section at 10605 Main Street/County Road 3 was removed and replaced with new monolith concrete.
- A 4.6m section at Main Street/County Road 3 west of Lough Road was removed and replaced with new monolith concrete.

### Inkerman

- A 4.6m section at 11505 Queen Street/County Road 3 was removed and replaced with new monolith concrete.
- A 3.1m section at 11517 Queen Street/County Road 3 was removed and replaced with new monolith concrete.

- A 3.5 section at 11515 Queen Street/County Road 3 was removed and replaced with new monolith concrete.
- At the corner of Queen Street/County Road 3 and Sullivan Street a 1.5m section was removed and replaced with new monolith concrete.
- At the corner of Queen Street/County Road 3 east of 11524 a 1.5m section was removed and replaced with new monolith concrete.

### **Chesterville**

- Casselman Street at Water Street a 4m section was removed and replaced with new monolith concrete.
- Albert Street at Ralph Street an 8.7m section was removed and replaced with new monolith concrete.
- Two separate sections of 4m and 3.5m at 13 Ralph Street at the Law Office were removed and replaced with new monolith concrete.
- 13 Albert Street had a 4m section removed and replaced with new monolith concrete.
- 78 Main Street/County Road 7 had a 7.7m section removed and replaced with new monolith concrete.

### **Morewood**

- Two separate sections of 3m at 104 Main Street/County Road 7 were removed and replace with new monolith concrete.

Along with the removal and replacement of sidewalk panels, the Public Works Department ground down various sidewalk panels in both Winchester and Chesterville to eliminate trip hazards.

## **Design of Public Spaces**

Brian Telford Community Park, 1715 County Road 1, Hallville

The tender for splashpad was issued February 5<sup>th</sup> and awarded March 12<sup>th</sup>.

As of November 2025:

- The base course of the parking lot and building area was completed.
- The Pavillion pad was poured and the pavilion was installed.
- The outdoor rink is complete with boards, fencing, and lights installed.
- Rink house is in production and is expected to be done by end of year.
- All pathways have a base down and ready to receive next rough course in preparation for winter.
- Playground structure is installed and fenced off.

## Summary of Proposed Actions – 2026

- Pathways from the parking area into the playground area and from the playground area to the AODA picnic table at Marilyn Vriend Memorial Park, 101 James Street, Winchester.
- Install handrails in the theatre at Old Town Hall, 478 Main Street, Winchester.
- Sidewalks will be reviewed in Spring and replacement/repairs will be done as required if budgeted.

### Brian Telford Community Park, 1715 County Road 1, Hallville

- Asphalt will be completed on all pathways in Spring of 2026 when plants start running.
- Wood fibre base to be added to play structure in Spring of 2026.
- Plumbing, electrical and mechanical installations followed by commissioning of splash pad components expected to be completed between January – Spring.
- Proposed completion of park project is June 2026.
- Two pedestrian crossovers, Level 2, Type C to be installed on County Road 1 at St. John Street and Wylie Way for accessible access.
- Additional upgrades are planned for the municipal building, including the installation of wall-mounted acoustic treatments to improve sound quality and reduce background noise in public areas, addressing an identified accessibility and comfort gap.

### **Other Proposed Actions – 2027 - 2029 (no established date)**

- Construct a paved pathway through Thompson Park in Chesterville.
- Construct a paved pathway in the Chesterville Community Park that leads from the parking lot to the pavilion and to the new AODA park features.
- Plan to re-pave the pathway by Drew Drive in South Mountain, as well as re-pave the remaining pathway in Harmony Park.
- Ball Diamond at Brian Telford Community Park, Hallville, pending funding.
- Soccer field at Brian Telford Community Park, Hallville, pending funding.



## Appendix A – Photos of Some Improvements from 2024-2025

### Marilyn Vriend Memorial Park, James Street, Winchester



Play Structure





AODA Compliant Swing



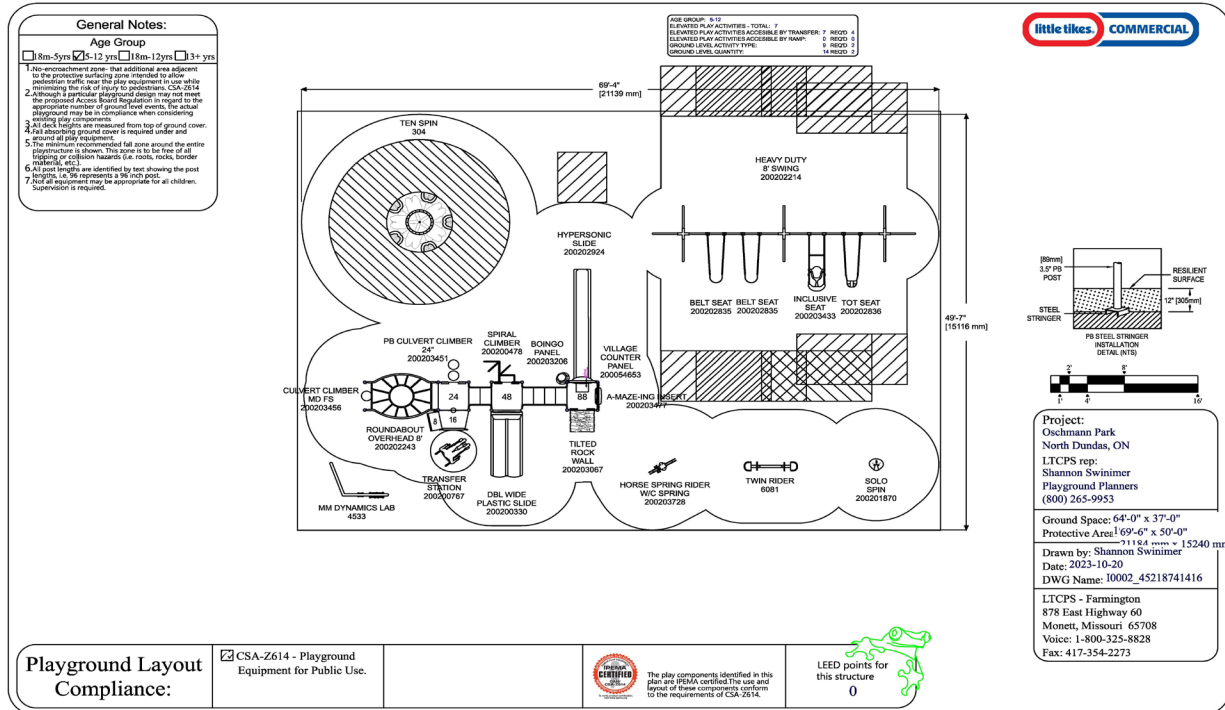
Ramp to access play structure



AODA Compliant Picnic Table  
(Accessible access to be completed in 2026)



## Oschmann Park, Ormond Road, Winchester

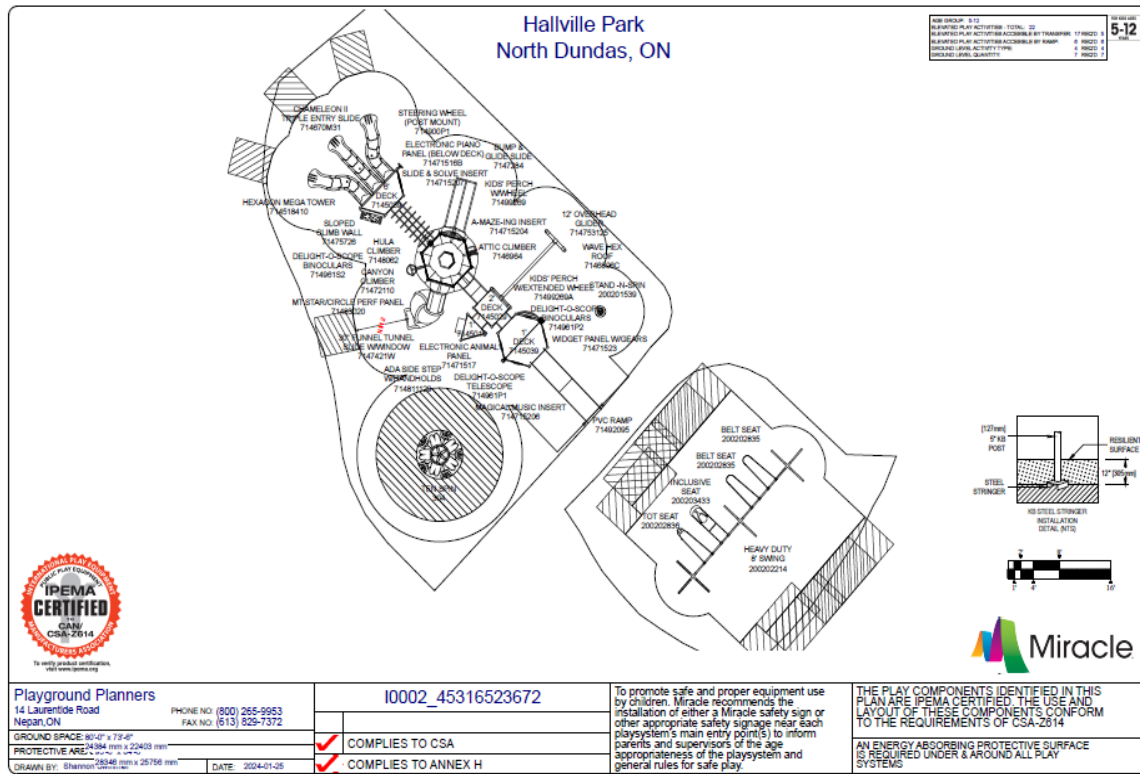


## Oschmann Park Concept Plan



Play Structure

## Brian Telford Community Park, 1715 County Road 1, Hallville



Hallville Park Concept Plan



Playground Conceptual Image



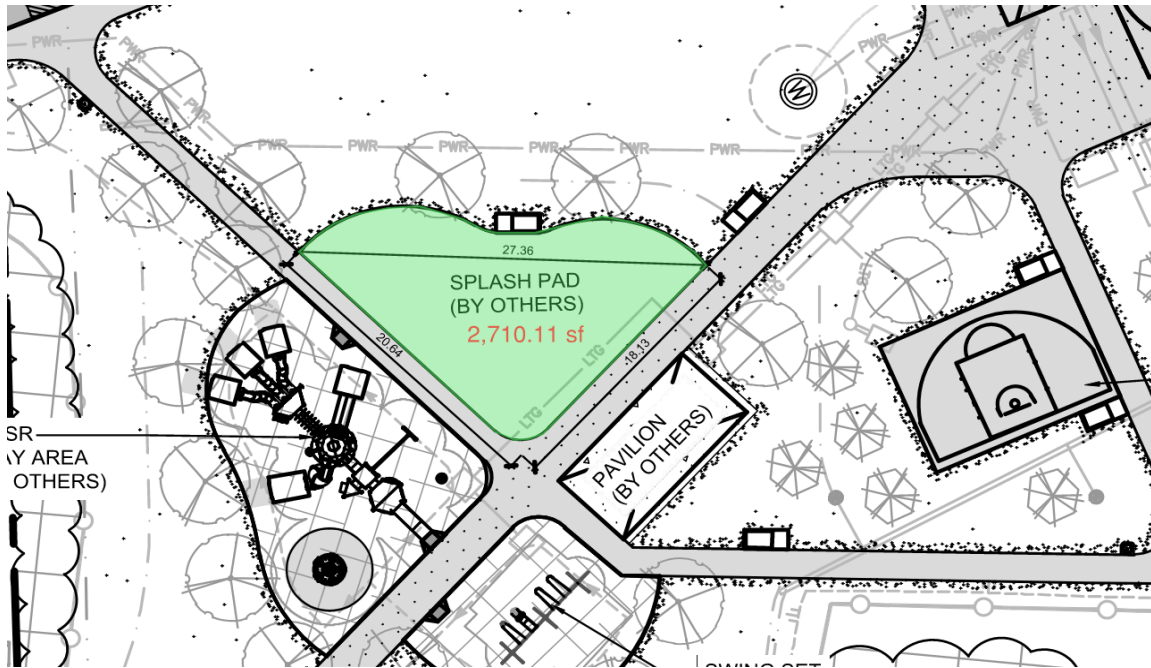


Play Structure



Pavillion (in progress)





Splashpad Concept Plan



Splashpad proposed activities



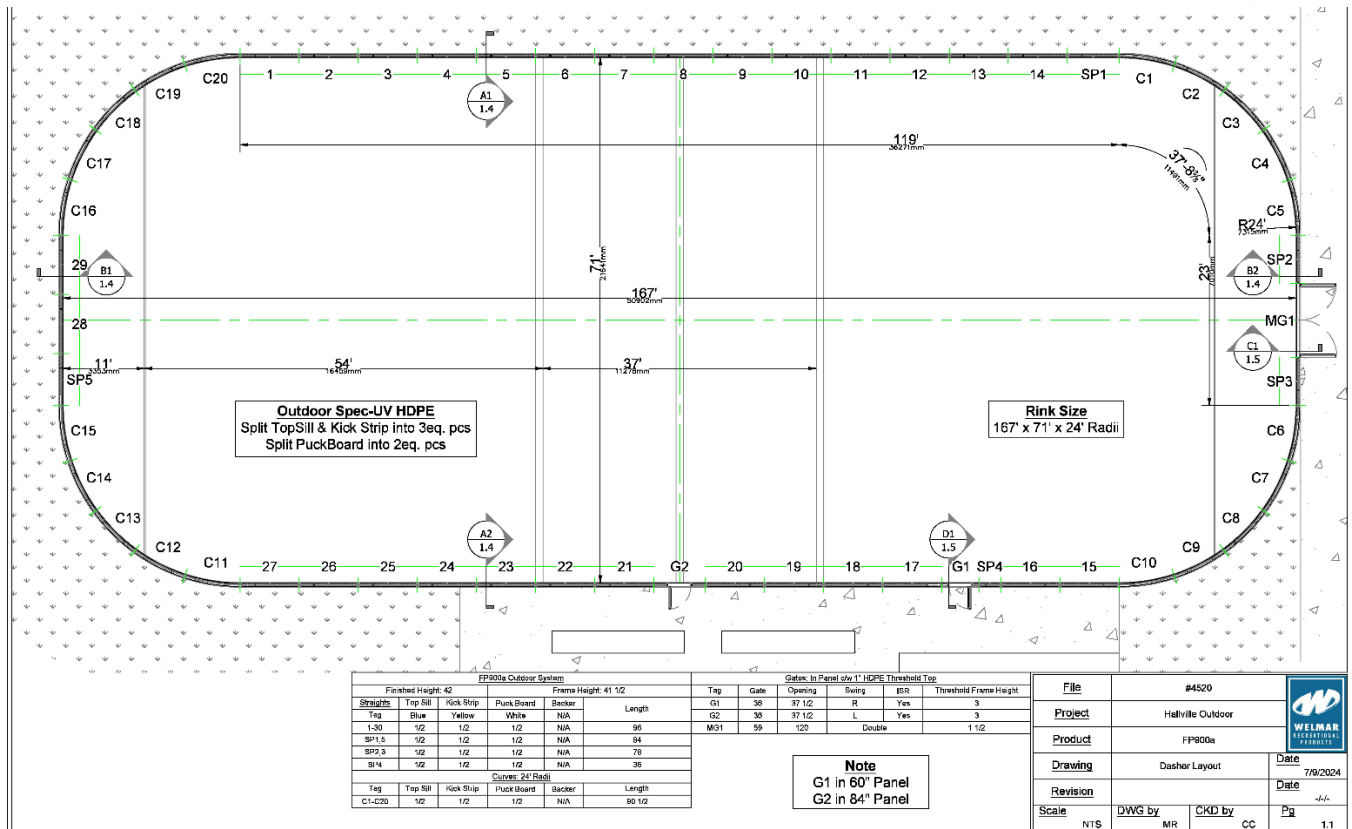


Splashpad (in progress)



Basketball Court (in progress)



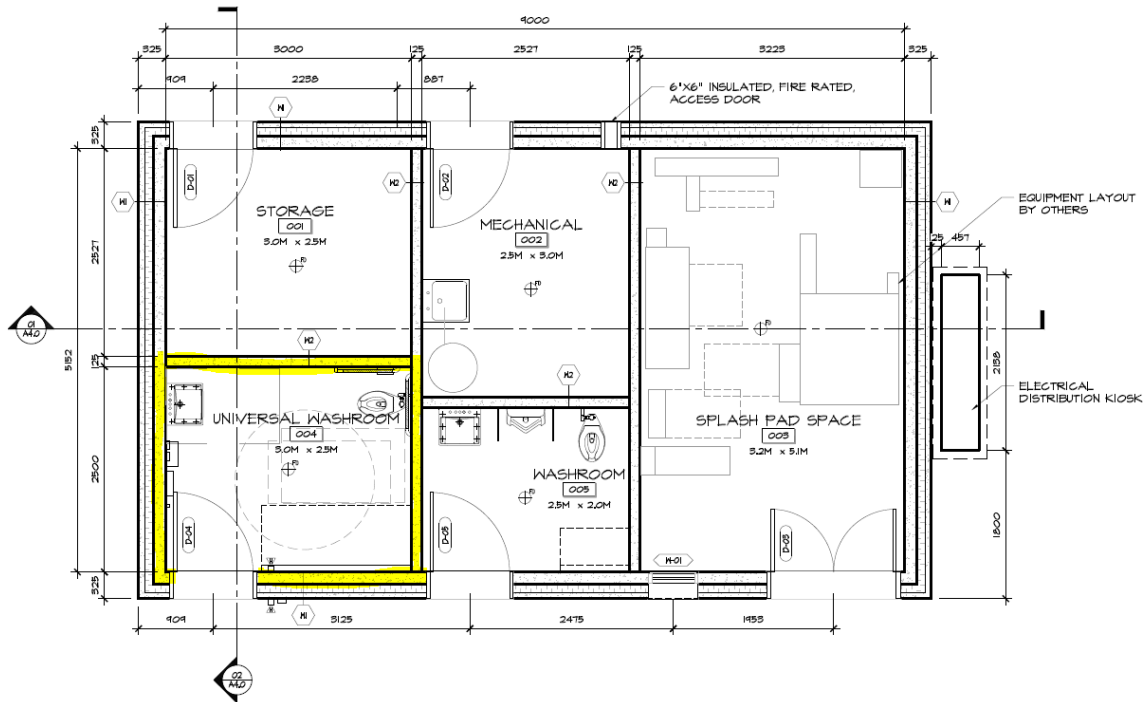


Outdoor Rink Specs



Outdoor Rink

## Washroom Building Specs



## BARRIER FREE DOOR FLUSH BUTTON

ONE HAND OPERABLE PAPER TOWEL

STAINLESS STEEL SHELF LOCATED MAX 1100mm  
AFF & PROJECTS MAX 100mm FROM THE WALL.  
INSTALL TO WALL SURFACE WITH BLOCKING  
FOR SOLID MOUNTING

COAT HOOK LOCATED MAX 1200mm AFF &  
PROJECTS MAX 50mm FROM THE WALL

