

## 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.

### 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.

### 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 continue to be 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. 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.