

Township of North Kawartha

Status Report for Accessibility Projects

Completed Annually in 2019 and Prior Years

Customer Service Standard:

- Completed and made available the Customer Service Policy for the Township
- Completed and made available the Procedures required for Accessible Customer Service
- Completed Customer Request and Feedback Procedures and Form
- Completed Procedures for welcoming Service Animals and Support Persons
- Provided notice of temporary service disruptions
- Provided accessible meeting checklist
- Completed the necessary training for Accessible Customer Service
- Maintained a written record of training for Council, Board and Committee Members, employees, volunteers and those providing a service on behalf of the Township

General Requirements:

- Amended Township policy to procure or acquire goods, services or facilities to include accessibility standards
- Completed all mandatory training as required

Employment Standard:

- Provided and collected Workplace Emergency Response information
- Notified employees and the public about accommodation in the recruitment process
- Accommodation provided to employees upon request and in the return to work process
- Provided documents in accessible formats in the workplace
- Changes to workstations to accommodate employees with disabilities
- Ergonomic Office Equipment to accommodate employees upon Return to Work

Information and Communication Standard:

- Updated the Township website, WCAG 2.0 Level AA
- Updated the Library website, WCAG 2.0 Level AA
- Provided a mobile friendly version of the websites
- Closed captioning available on YouTube for recorded Council meetings
- Provided accessible documents upon request
- Provided interpreters upon request

- Libraries have access to accessible materials that can be made available to the public when requested
- Updated existing emergency information
- Customer Service and Feedback tabs are available on the Township Website

Transportation Standard:

- Not Applicable in the Township of North Kawartha.

Design of Public Spaces Standard:

- There are no municipal trails in the Township of North Kawartha
- The Township did meet certain technical requirements such as minimum height and width requirements and maximum slope requirements when redesigning existing or designing new beach access routes
- Installed automatic doors at the Township office, Council Chambers, Medical Centre, North Kawartha Community Centre, Libraries, Fire Halls and Roads Garage
- Installed and replaced all street lights for improved lighting
- Installed and maintained concrete ramp at Municipal Office based on public suggestions
- Accessibility signage for Municipal Office washrooms
- Glen Alda Community Centre: added accessible equipment to meet the needs of persons with disabilities and seniors, redesign of outdoor park area to include concrete slabs for the paths between areas, accessible rear door ramp
- All facilities have main floor entrances with power assist doors
- North Kawartha Community Centre has an elevator to access upper level
- Accessible washroom provided at Chandos Beach
- North Kawartha Community Centre is designed and accessible for sledge hockey
- Spectator seating and barrier-free viewing

Other

- Through the annual budget, funds were provided to meet accessibility requirements
- Applications were made for available grants and funding opportunities
- The Township Chief Administrative Officer and Department Managers met bi-monthly and at these meetings discussed any accessibility needs within the Township, and ensured the compliance deadlines were being met
- Completed and submitted Accessibility Compliance Reports

Please refer to 2020 – 2025 Multi Year Accessibility Plan for Future Projects