



2021 Town of Wasaga Beach Annual Status Report - Accessibility Accomplishments

The Town of Wasaga Beach has established a multi-year accessibility plan to prevent and remove barriers to accessibility and to meet requirements under the Accessibility for Ontarians with Disabilities Act and the Integrated Accessibility Standards.

This Annual Status Report details the required annual update for 2021 on the progress of measures taken to improve accessibility. The purpose of this report is to track our organization's progress and make the public aware of our initiatives.

This report is available online at: <https://www.wasagabeach.com/en/services-and-payments/accessibility-services.aspx?mid=54252>.

To request an alternate format of this annual status report, please contact:
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Clerk/Administration/Records & FOI/Accessibility Committee Initiatives

- Clerk provides support to the Wasaga Beach Accessibility Advisory Committee
- Accessibility Advisory Committee were involved in the following:
 - Multi Year Accessibility Plan & Progress Report review
 - Developing an accessibility public education program in the primary grade schools for sensitivity awareness (**postponed due to covid**)
 - AAC Chair is a standing member on the County of Simcoe Accessibility Advisory Committee
 - Membership representation on both the Age-Friendly Committee and the Healthy Community Network Committee.
- Clerk's Department provides assistance to staff and the public on accessibility matters
- Using accessible font Arial and size 12pt on all templates for documents including staff reports, memos, letters, agendas, minutes, resolutions, by-laws
- Oversee the use of two mobi-chairs for residents and tourists. These floating wheelchairs allow users to easily transition from the beach to the water. They are available on a first-come basis at the Wasaga Beach Provincial Park Office.
- Oversee the mobi-mats located at Beachfront (previously located at Beach Area 2 & 5 only), due to high water levels they were able to be split up and used from Beach 1-6. These mats allow easy access to the beach for people using mobility aids or pushing baby strollers.
- Addition of the "Accessibility Award" for the Wasaga's Finest Citizens Awards Ceremony to acknowledge a person, organization or business in Town that goes above and beyond in the realm of Accessibility – awarded to Wasaga Beach Foodland
- AAC outreach at the GNE Fair (September) – liaised with small businesses to provide information regarding Accessibility within the Town and the various legislation that applies, etc. (**postponed due to covid**)

- School outreach for 2021– hands on demonstrations, participation by various community groups/businesses that provide accessibility services, presentation by a person with a disability to provide an overview of a “day in their life” at three local schools. **(postponed due to covid)**
- New proposed renovations to By-law Dept to allow more accessible areas and staff health and safety.
- Incorporation of Virtual and permanent hybrid meetings (due to covid-19) now accessible for electronic participation.
- Implementing COVID-19 measures at Town Hall for staff and public safety while still striving to meet accessible standards.

Human Resources and Training Initiatives

- Continued accessible customer service training as part of the orientation program for new employees
- Continue to provide training for all employees, committee members, volunteers and elected officials on Integrated Accessibility Standards
- Provide ergonomic information and assistance when required for staff
- Include a description of accessible opportunities in all job postings
- Offer accommodations to interview candidates
- Assist in workplace accommodations and disability management
- Review the Emergency Plan and Accommodation Form with all new hires
- Employee Orientation now includes section for employee to indicate any changes to their needs during employment

Information Technology and Communications Initiatives

- Launched our new AODA compliant AA standard municipal website on October 26, 2020. Be sure to visit us at wasagabeach.com
- Daily maintenance of website to ensure Accessible compliance
- Added 4 hearing assistive devices for meetings of council
- Additional online payment services – Created a centralized payment portal on the website
- Weekly “What’s Happening” videos during the summer months
- Daily Media Monitoring service extended to all staff
- Weekly CAO updates to staff
- Increased social media posting

Recreation, Events and Facilities Initiatives

- Director of Recreation, Events and Facilities provides assistance to Accessibility Advisory Committee as needed.
- Annually painting sidewalk ramps blue so they are easily recognizable
- Rec Guide both spring/summer and fall/winter issues are formatted for text to audio (TTA) in the digital format
- Widened doors during the Town Hall renovations
- New accessible counters for Building/Planning departments

- Increased accessibility for the future Archive building including universal washroom and ramped access to all areas of the building
- Grant submitted for upgraded elevator, accessible washroom upgrades throughout Town Hall and new sliding doors at east entrance
- Additional accessible parking slots included at future twin-pad arena and library facility.
- Touchless sinks, toilets and urinals installed at the RecPlex
- Youth Centre accessible ramp railings retrofitted and powdercoated

Public Works, Engineering, Roads and Parks Initiatives

Roads

- Undertook sidewalk improvements and replacement/repairs throughout Town to eliminate vertical sidewalk discontinuities (trip hazards >2cm)
- Retrofit of audible pedestrian heads and installation of new pedestrian counters
- Completed the Main Street Rehabilitation project, which included designated bike lanes and wider sidewalks
- Completed Main Street 'Road Diet' project, which converted four (4) travelled lanes to three (3) lanes with on-road designated bike lanes.
- Completed the Trillium Creek Berm project, which included extension and enhancements to the Carly Patterson Trail network.
- Constructed two (2) new signalized pedestrian crossing installations at Mosley Street/51st St South and Mosley Street/62nd St South
- Constructed one (1) new pedestrian crossing (PXO) and upgraded an existing PXO with rectangular rapid flashing beacons and line painting.
- Completed horizontal and vertical road improvements along Veterans Way, including wide paved shoulders and full intersection improvements at Klondike Park Road.
- Initiated the reconstruction and urbanization of Ramblewood Drive between 45th Street South and 58th Street South, including storm sewer, curb & gutter, new sidewalk and designated bike lanes.
- Converted/painted an existing collector road (58th Street South) to include centerline and designated bike lanes on both sides

Engineering

- Completed the detail design of River Road West Urbanization (Veterans Way to Blueberry Trails), including integration of dedicated bike lanes and sidewalks on both sides of the street
- Continued with the detail design for road improvements to Mosley Street between 45th Street and Beachwood Road, including dedicated bike lanes and sidewalks
- Initiated detail design for Beach Area One Roadways, including streetscaping, designated bike lanes/cycle track and boardwalk.

Transit

- Improved two (2) existing transit stops with new shelters
- Approaching the launch of a new Mobile transit app to assist with trip planning and logistics. Mobile app will also align with Simcoe County LINX and neighbouring (municipal) transit systems
- Town continues to collaborate with the County of Simcoe in an effort to partner with them for the provision of specialized transit.

Parks

- Trail resurfacing and access upgrades on McIntyre Creek Trail and the Carly Patterson Trail
- Awarded the contract for the Glendale Park Playground Redevelopment project, including accessibility enhancements
- Completed the Orchard Drive pedestrian bridge replacement, including trail enhancements at each approach
- Installed new park benches along the Carly Patterson Trail where none previously existed

Planning and Economic Initiatives

- The new Planning, Economic Development, and Building front counter is served by a lift access for those who have difficulty or are incapable of attending to the second floor of Town Hall via the public stairwell.
- When necessary and upon request staff will also meet with members of the public on the ground floor at a desk in the lobby.
- Working with other Town Departments to implement the Goals of the Age Friendly Community Plan including measures to improve accessibility in Town infrastructure (sidewalks and trails), transportation, housing, healthcare, and other services.
- Circulate Site Plan Applications to the Accessibility Committee for review and comment on accessibility design.
- Ensure that new commercial, institutional, and industrial site plan proposals incorporates accessibility features into the design of the development.

Building Initiatives

- Administration and interpretation of the ongoing enhancements to the accessibility requirements of the Ontario Building Code so they are more understandable and accessible to our residents.
- Provide service enhancements such as serving residents on the main floor of Town Hall or at their place of residence when requested.
- Provide pre-construction meetings for accessibility upgrades at personal residences to ensure that construction of accessibility upgrades begins on the right path.
- Renovations on the second floor are now complete and the new accessible service counter is available to those who require it.
- Rolling out a new software platform that will allow our residents to access all of our services through an online portal, thus eliminating the need to attend Town Hall in order to attain a building permit.

Treasury Initiatives

- Continuing to provide Dog Licence, Parking Permits and other sales and services from the main floor Treasury Department counter to provide customers more accessible and efficient service.
- Maintaining e-billing and continuing with accepting online payments options. Expanded the online payments to be offered for the Recreational programming portal on BookKing to be launched in January 2021. Started to take credit card payments by phone during the COVID

period to help service residents, which also expanded the payment options from an accessibility perspective. Implementing online payments through the new Cityview Portal when launched in 2022. In 2021 started to accept online bus pass purchases through Transit Portal. In 2021 working with e-solutions, our website provider, to develop online payment through Town website. Launch will either be late December or early January.

- Conducted a review of the customer service counter in Treasury with regards to the accessibility requirements and determined no changes were required.
- Assist residents and visitors with the lift in order that they can reach other departments within our building. Applied for accessibility grant to support installation of a new lift, new accessible doors, and accessible washrooms for Townhall. Awaiting confirmation of grant application.
- Assist customers by using Video Relay Services” (VRS) to provide them with information they require.
- Assist Roll Book users by finding the information they are looking for in a touch free manner.
- Call staff from the By-law Department to come up stairs to provide customer service when needed.
- Continue providing notices and bills printed on white paper only.

By-Law Enforcement Initiatives

- Should it be requested or if an individual is finding it challenging to use stairs to By-law Department, will speak with individual upstairs in hallway. Note: A desk and chair have been added to the bylaw office for customers to use while filling out paperwork or waiting to see officers.
- Additional accessible parking spaces have been added to Dunkerron parking lot (Beach 3) with new Signage.
- Taxi owners and operators signing off that they will not charge a higher fare or additional fee for persons with disabilities, or from charging a fee for the storage of mobility assistive devices.
- Explore the option of providing more services online, including dog licensing (done), resident parking passes, yard sale permits (to be completed in 2022 with implementation of Cityview).
- All administrative processes done in the Bylaw Department can be done online or by email (dog licensing, complaints, parking passes, yard sale permits, first attendances, business licence applications, etc), and can now pay over the phone.
- Re-configured beachfront parking lots to add additional accessible parking spaces in close proximity to the parking meters and beach accesses, since Beach Drive was closed

Library Initiatives

- Reviewed website accessibility and made revisions as required.
- Enabled captioning on videos posted to social media
- Modified website site map to include more detailed accessible resources page
- Added Press Reader periodical database with multi language newspapers/magazines
- Added LinkedIn learning resources for community upskill initiatives
- Partnered with Simcoe County Alliance to end Homelessness to discuss resource sharing for housing insecure in Wasaga Beach
- Accomplished library lighting project which updated interior library lighting to include modern LED lights
- Examined & reported on fine free service delivery model too remove barriers to library access.

- Reported on website accessibility concerns to Board, with approval of new library website pending 2022 budget approval.
- Staff PD on accessible service delivery.
- Participated in Simcoe County #ItStarts campaign
- Augmented library website with #ItStarts content including resources and information pertaining to diversity and inclusion
- Staff participated in Safer Spaces training to develop a better understanding of accessible spaces for 2S-LGBTQ+ visitors and staff.
- Library staff initiated training in understanding homelessness and accessible needs of vulnerable people in the community.

Fire Department Initiatives

- Renovation of Station 2 is planned for 2022 which will include improvements to meet current accessibility standards.
- Annual assistance in replacing broken CO Alarms for those unable to
- Install two new defibrillators, at an accessible level, at Beach Area 1
- Added Blue Emergency lighting all vehicles for better visibility
- Partnering with Living wish Foundation for storage of vehicles