



2020 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 2020 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 (**postponed due to covid**)
 - 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 Beach Area 3 (previously located at Beach Area 2 & 5 only). These mats allow easy access to the beach for people using mobility aids or pushing baby strollers. (mats not out in 2020 due to extremely high water levels).
- 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 2020– 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 renovations to Classroom, Building/Planning and Treasury Depts. Adhered to accessible features.

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 26th. Be sure to visit us at wasagabeach.com
- 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
- Widened doors during the Town Hall renovations
- New accessible counters for Building/Planning departments
- Increased accessibility for the future Archive building

Public Works, Engineering, Roads and Parks Initiatives

Roads

- Undertook sidewalk improvements and replacement/repairs throughout Town to eliminate vertical sidewalk discontinuities (trip hazards >2cm)
- Installed new sidewalks along River Road West, east of Zoo Park Road, including tactile plates and line painting at intersections
- Retrofit of audible pedestrian heads and installation of new pedestrian counters
- Continued with the rehabilitation of the Main Street Bridge. Once complete, the bridge will have improved lighting, wider sidewalks and bike lanes.

Engineering

- Continued with 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

Transit

- Nearing the completion of launching 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
- Improved two (2) existing transit stops with new shelters
- 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 Betty Blvd and Martyn Trail up to Blake Court
- Maintained the Goose Garden trail from Oxbow to River Rd W. This now allows pedestrians (especially pedestrians with wheel chairs or mobility scooters) to access the side walk on RRW from Oxbow without having to follow the road on the shoulder.
- Trail reconstruction along Shore Lane Trail between Shore Lane and Betty Boulevard
- Completed improvements to the canoe launch at Klondike Sports Park
- Constructed twelve (12) new accessible picnic tables

Planning and Economic Initiatives

- Constructed a new public front counter shared by both Planning, Economic Development, and the Building Department. The front counter alleviates the need for the public to access multiple front counters during their visit. The new front counter has a barrier-free design incorporated into the build of the counter.
- 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.

Building Initiatives

- Enforcement of continuing changes in Building Code to become a more barrier free process.
- Provides service at the main floor front counter/lobby if requested to provide easier Accessibility.
- New renovations to upper level with new low level accessible service desk

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.
- 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.
- 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 (ongoing). 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 at Dunkerron parking lot (Beach 3) with new Signage. Completed
- 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. Completed
- Explore the option of providing more services online, including dog licensing (done), resident parking passes, yard sale permits (to be completed in 2020).

New in 2020

- Made accessible parking at Town Hall free of charge
- 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)
- 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

- Installed touchless technology on public washroom faucets and in staff washroom faucet.
- Completed door automation project on boardroom door, and installed larger automation buttons on front door exterior/interior to ensure higher accessibility.
- Installed new wheelchair/stroller ramp at boardroom entrance.
- Expanded Books on Wheels service to further support community of individuals without ability to visit the library.
- Partnered with Autism Support Parent Group of WB to host online platform.
- Consulted with Autism Ontario on how new library can support children with autism.
- All staff completed mental health first aid training.
- Staff member undertook racial equity training prior to participating in Simcoe County #ITSTARTS initiative, March 2020
- Provided virtual membership options to allow vulnerable individuals the opportunity to become members and enjoy benefits of library membership from home.
- Partnered with the Creator Space Mobile Digital Arts Lab to bring digital art education programs to the community virtually with plans to expand to in-person in 2021.
- Provided access to new online resources that assisted the community in accessible education opportunities.
- Brought children's programs to an online platform at the onset of the pandemic.
- Brought adults' programs to an online platform at the onset of pandemic.
- Continued to offer community virtual tech support throughout the pandemic period to further allow individuals access/support.
- Partnered in a virtual Paws to Read program where a trained therapy dog supports a child with emerging literacy skills.
- Changed debit/credit point of sale system to wireless unit to allow for more accessibility

Fire Department Initiatives

- Renovation of Station 2 (pending budget and grant approval) is planned for 2021 which will include improvements to meet current accessibility standards.
- Fundraising Campaign to purchase a stand-up wheelchair for a member of the community
- 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