



2017 Town of Wasaga Beach Accessibility Accomplishments

Clerk/Administration/Accessibility 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
 - AAC Chair is a standing member on the County of Simcoe Accessibility Advisory 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
- Purchased 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.
- Addition of 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.
- AAC outreach through attendance and booth at the Great Northern Exhibition (September) advised people of the various accessible features that are available through the Town, the purpose of the Committee, etc.
- AAC outreach at the Business Expo hosted by the Chamber of Commerce (October 20th) – liaised with small businesses to provide information regarding Accessibility within the Town and the various legislation that applies, etc.
- School outreach – 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".
- Participation on the County of Simcoe Accessibility Committee
- Participation on the Simcoe County Accessibility Group (organized by fellow County municipalities on an as needed basis).

Human Resources and Training

- 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

Information Technology and Communications

- Town templates have been updated to ensure accessibility
- Continue to improve and review wasagabeach.com content quality and accessibility through online quality tools
- Developed accessible online/fillable forms for customer use
- Security cameras installed at beachfront
- Panic alarm/security alarm installed at Town Hall for staff safety
- Ergonomic standing desks installed at 3 staff workspaces to accommodate needs
- New Communications Officer Position implemented to provide more updates and information to the public via social media tools and notice releases.

Recreation, Events and Facilities

- Director of Recreation, Events and Facilities provides assistance to Accessibility Advisory Committee when needed.
- Maintain accessible elements in Public Spaces
- Annually painting sidewalk ramps blue so they are easily recognizable
- Installed new levered taps and door handles
- All washroom signs at the RecPlex and Town Hall upgraded with Braille Signs.

Public Works, Engineering, Roads and Parks

Roads

- Undertook sidewalk improvements and replacement/repairs throughout Town to eliminate vertical sidewalk discontinuities (trip hazards >2cm)
- Resurfacing and construction of new paved shoulders along sections of the following streets:
 - Veterans Way (Phase 3)
- Retrofit of audible pedestrian heads and installation of new pedestrian counters at the following intersections:
 - 45th Street & Mosley Street
 - Mosley Street & Shoppers Drug Mart Plaza/Puccini Drive
- Installation of new traffic signals, including audible and pedestrian counters at the intersection of River Road West and Oxbow Park Drive
- New sidewalks installed along Robinson Road, a distance of approximately 500 metres
- Initiated Town-wide LED streetlight retrofit program to improve lighting throughout Town

Engineering

- Initiated the detail design of River Road West Urbanization (Veterans Way to Blueberry Trails), including consideration for dedicated bike lanes and sidewalks on both sides of the street
- Initiated the Municipal Class Environmental Assessment for road improvements to Mosley Street between 45th Street and Beachwood Road, including dedicated bike lanes and sidewalks
- Completed a traffic signal timing review, including walk phase/duration analysis

Transit

- Replaced an existing transit bus with a new fully accessible bus
- initiated a Transit Study to evaluate to evaluate service levels, route optimization and opportunities for improvement, including compliance with AODA for conventional and specialized transit service
- Improved two (2) existing transit stops with new shelters

Parks

- Trail resurfacing and access upgrades

Planning

- Provision of alternate front counter service area at Planning Counter to accommodate accessibility. When necessary and requested staff will also meet with members of the public on the ground floor at a desk in the lobby.
- Developed an Age Friendly Community Plan that incorporates accessible elements for our aging population.
- Planning staff participation in the Town's Age Friendly Community Advisory Committee
- 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

- 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

Treasury

- Continuing to provide Dog Licence and Parking Permits sales from main floor/Treasury department to provide customers more accessible and efficient service.
- Has now implemented e-billing and continuing with accepting online payments.

By-Law Enforcement

- Should it be requested or an individual finding it challenging to use stairs to By-Law Department, will speak with individual upstairs in hallway
- Additional accessible parking spaces at Beachfront 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.

Library

- Continue to build and provide accessible collections
- Continuation of “Book Houses” Program in various parks and playground areas for better access to reading materials.
- Looking at the possibility of having a part-time “Age Friendly Community Coordinator” to support the Age Friendly Community Plan and coordinate the efforts of the Age Friendly Committee.
- Library website now has a Translate button to allow people who speak alternate languages to utilize the online resources.
- New Storybook Trail that offers families the opportunity to read together outside the library setting.
- Library collection is now shared with community organizations – retirement centres, youth centre, elementary schools, and correction facilities – to provide vulnerable citizens with access to reading materials.