



MULTI-YEAR ACCESSIBILITY PLAN 2018-2022

*Adopted by Council:
December 19, 2017*

This document is available in alternate formats, upon request.

Town of Wasaga Beach
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1. INTRODUCTION

In 2001 the *Ontarians with Disabilities Act* (ODA) was enacted to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The ODA ensures that public organizations include accessibility planning into all areas operations and document it with an Accessibility Plan.

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) builds upon the ODA. The purpose of this Provincial legislation is to ensure the development, implementation and enforcement of accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025; and to provide for the involvement of persons with disabilities in the development of these accessibility standards. This Act applies to every person or organization in the public and private sectors. Regulations under the AODA will establish a series of accessibility standards that will lead Ontario to be fully accessible by 2025.

Under the AODA, Ontario Regulation 191/11 – Integrated Accessibility Standards Regulation (IASR) was established and outlines that all municipalities have a legal obligation to prepare a Multi-Year Accessibility Plan, which is to be reviewed no less than once every five years.

This document represents the 2018 – 2022 Multi-Year Accessibility Plan, as prepared by staff in consultation with the Accessibility Advisory Committee (AAC). The Plan describes the measures the Town has taken to identify, remove and prevent barriers for people with disabilities, who use the programs, goods, facilities and services provided by the Town.

Organizational Commitment

The Town of Wasaga Beach is committed to increasing and enhancing accessibility to its programs, goods, services, and facilities. Commitments from Council, Town staff and the Accessibility Advisory Committee are leading the Town towards ensuring its programs, goods, services and infrastructure is accessible to all residents and visitors, regardless of ability. The goal is to incorporate accessibility as a part of everyday life and maintain it as a core element to Town services. The development and implementation of the Accessibility Plan advances and strengthens the Town's commitment to make Wasaga Beach a more accessible community.

The Town of Wasaga Beach, both as an employer and service provider, is committed to barrier free access and will:

1. Take a leadership role in achieving and setting an example to the business, institutional and volunteer sectors in terms of access and integration, employment equity, communications, recreation, transportation, housing, design of public spaces and education.
2. Identify barriers and gaps in existing programs, facilities and services.
3. Continually improve the level of accessibility of municipal facilities, goods, programs and services.
4. Actively encourage input from all segments of the community in the design, development and operation of new and renovated municipal facilities and services.
5. Ensure the provision of quality services to all members of the community with disabilities.
6. Provide resources and support to give effect to the Accessibility Plan.
7. Promote accessibility within the community.

2. MUNICIPAL PROFILE

The Town of Wasaga Beach

30 Lewis Street

Wasaga Beach, ON L9Z 1A1

Tel: (705) 429-3844

Fax: (705) 429-6732

The Town of Wasaga Beach is a vibrant, young, growing community currently with a population of over 20,000. It is said that Wasaga Beach is the longest fresh-water beach in the world with 14 kms of white sand beach and sees approximately 1.8 million visitors annually. The municipality, located on Southern Georgian Bay, spans 17 kilometers from its easterly to westerly boundaries and covers 61.13 km² in area. The community is especially unique in that a Provincial Park is contained within the municipal boundaries. The neighbour to the west is the Town of Collingwood, while bordering on the southerly side is the Township of Clearview, to the east is the Township of Springwater and to the northeast is the Township of Tiny.

The Town of Wasaga Beach is accessible by:

- County of Simcoe road systems;
- Nottawasaga River
- Georgian Bay

Located within Wasaga Beach are two public elementary schools, one separate elementary school and one private high school (for exchange students). Secondary school students are bussed to neighbouring Collingwood Collegiate Institute, Jean Vanier Secondary School and Elmvale District High School. There are also two retirement homes situated in town.

The Corporation of the Town of Wasaga Beach was incorporated in 1974. The Town is responsible for the delivery of municipal services provided by the following departments of approximately 120 full time employees, governed by a seven (7) member Town Council:

- CAO Office/HR/Communications
- Clerk's Department/Municipal Law Enforcement and Licensing/Cemetery
- Fire and Emergency Management
- Economic Development and Tourism/Planning Development/Building
- Treasury/Information Technology
- Public Works/Parks
- Facilities, Events and Recreation
- Public Library

The municipality maintains several buildings and facilities as set out in Schedule "A" attached.

Services Not Delivered by the Town of Wasaga Beach

The Town of Wasaga Beach is a lower-tier municipality and is not responsible for the delivery of certain services. The County of Simcoe is responsible for the delivery of the following services:

- Ontario Works
- Children and Community Services
- Long Term Care and Seniors Services
- Social Housing
- Paramedic Services
- Waste/Recycling Collection and Waste Management Facilities
- Health Unit Services is offered by the Simcoe Muskoka District Health Unit

As required under the AODA, the County of Simcoe will prepare its own Accessibility Plan covering those services delivered by the County.

3. ACCESSIBILITY ADVISORY COMMITTEE (AAC)

The AODA states that every municipality having a minimum population of 10,000 shall establish an Accessibility Advisory Committee (AAC) of which a majority of the members of the committee shall be persons with disabilities.

The Town of Wasaga Beach has established an Accessibility Advisory Committee (AAC) with the objective of providing guidance and advice to the Municipal Council, to act as a liaison with other departments, agencies and individuals on physical, architectural, informational, communications, technological and attitudinal barriers, to develop policies or practices for consideration of Council, to participate in community events and to help the

municipality achieve the social, cultural and economic objectives of Council as per legislation.

The AAC was formed in April 2003. It currently consists of eight (8) members from the community, the majority being persons with a disability(ies), one (1) member of Council and two (2) senior staff persons who are resources to the committee. The current Committee members for the term ending 2018 are named on Schedule "B". The AAC's main task is to monitor, review and advise Town Council on the status of municipally owned and/or operated buildings, facilities, goods, transportation, parks and recreation, programs and customer service, so that these areas accommodate the needs of persons with disabilities.

The AAC ensures that the Accessibility Plan is inclusive of all departments. The AAC reviews, monitors, reports and acts as a resource to staff and to Council each year on the preparation, implementation and effectiveness of its accessibility plan. The AAC ensures the implementation of all accessibility policies, practices and procedures, including review under section 41 of the *Planning Act*, and that all legislative requirements are being met within respective departments. The AAC also acts as a steering committee for accessibility initiatives to identify, remove and prevent barriers to those individuals with disabilities in such areas as the design of public spaces, etc.

4. OBJECTIVES OF THE ACCESSIBILITY PLAN

Beginning in 2012, the Town, under the authority of the IASR, moved from an annual Accessibility Plan to a Multi-Year Plan with annual status updates. Schedule "C" outlines the actions undertaken by the Town, its departments and the AAC during the last Accessibility Plan timeline (2013-2017), to achieve their priorities.

In addition, Schedule "D" identifies future goals which will keep in compliance with the requirements under the IASR.

Improving accessibility is a shared responsibility. The ODA and the AODA require that the provincial and municipal governments and key public sector organizations review their policies, programs and services through the development of a multi-year annual accessibility plan.

The objectives of the Accessibility Plan are to:

- a) Review previous efforts to identify, remove and prevent barrier to people with disabilities (recent initiatives).
- b) Describe the process that the Town will use to identify, remove and prevent barriers to people with disabilities in the future.
- c) List the facilities, policies, procedures, practices, and services the Town will review in the coming year to identify barriers to people with disabilities.

- d) Identify the measures that the Town will take in the coming year to identify, remove, and prevent barriers to people with disabilities.
- e) Identify the means in which the Town will make the Accessibility Plan available to the public.

The creation and implementation of the Accessibility Plan is under the authority and approval of the Council of the Corporation of the Town of Wasaga Beach.

5. **BARRIERS**

Barrier

The intent of the Plan is to prevent, identify and remove barriers. Barriers are obstacles that stand in the way of people with disabilities from being able to do many of the day-to-day activities that people take for granted. A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of a disability. The traditional definition of a barrier used in the context of accessibility has been expanded to include obstacles beyond physical boundaries. There are several other categories of barriers to consider, such as:

Environmental Barriers: Features, buildings or spaces that restrict or impede physical access. For example, a doorway that is too narrow to accommodate entry by person in a motorized scooter.

Communication Barriers: Obstacles with processing, transmitting or interpreting information. For example, print on a brochure that is too small to read or documents not available in alternative formats.

Attitudinal Barriers: Prejudgments or assumptions that directly or indirectly discriminate. For example, assuming that all visually impaired persons can read Braille.

Technological Barriers: Occurs when technology cannot or is not modified to support various assistive devices and/or software. For example, a website that does not provide for increased text size or contrast options.

Systemic Barriers: Barriers within an organization's policies, practices and procedures that do not consider accessibility. For example, listing a driver's license as an employment qualification for an office position may prohibit persons with visual impairments from applying.

6. **INTEGRATED ACCESSIBILITY STANDARDS REGULATION (IASR)**

The Province released Ontario Regulation 191/11 - Integrated Accessibility Standards Regulation- on June 3, 2011 regarding the accessibility standards of the Transportation, Information and Communication, Employment, Design of Public Spaces (including the built environment) and Customer Service Standards. The requirements in the standards set out in this Regulation are not a replacement or a substitution for the requirements established under the *Human Rights Code* nor do the standards limit any obligations owed to persons with disabilities under any other legislation. This regulation applies to every designated public sector organization, which includes the Town of Wasaga Beach and to every other person or organization that provides goods, services or facilities to the public and that has at least one employee in Ontario.

6.1 Information and Communication

The Information and Communication standard was designed to achieve equitable access to communication and information, to cover the broadest range of how people send and receive information, and facilitate communication.

This standard requires the municipality to provide information in an accessible format upon request that takes into consideration the needs of the individual.

Municipalities are also required to ensure that all new materials are produced in an accessible format including disseminated information and website content and that old documents can be made accessible based on the needs of the individual.

6.2 Employment

The Employment standard focuses on policy, procedures and training requirements to identify and remove barriers in the workplace.

This standard requires employers to have processes in place to determine an employee's accommodation needs. This component also addresses key processes in the life cycle of a job such as recruitment, assessment, selection and retention.

The Town's Human Resources Department ensures all policies and practices reflect the requirements under the AODA and will continue to develop or update policies as necessary to continue compliance with this and other legislation.

6.3 Transportation

The Transportation standard was developed to provide accessibility to public transportation including taxis and transit buses, and emergency procedures. The goal of this standard is to enable residents and visitors the opportunity to live, work and participate in the community. Specific requirements regarding all

aspects of the experience of using transportation are addressed. Schedule “E” attached lists an overview of the Wasaga Beach Transit System.

An annual public consultation meeting shall take place regarding public transportation including the proportion of on-demand accessible taxicabs and the construction or re-development of on-street parking spaces. The annual meeting will be advertised in the local newspaper, on the Town’s website and through the Town’s corporate social media channels.

6.4 Design of Public Spaces (Built Environment)

The Design of Public Spaces standard focuses on removing barriers in public spaces and buildings that are newly constructed or redeveloped. Technical requirements have been developed for recreational trails, beach access, outdoor public use seating areas, outdoor play spaces, exterior paths of travel, service counters, maintenance, parking, etc. Understanding a wide variety of barriers for persons with disabilities in the physical environment is essential to implementation of the standard.

The Town will ensure that persons with disabilities, the Accessibility Advisory Committee (AAC) and the public shall be consulted when constructing new or redeveloping recreational trails, outdoor play spaces and the design and placement of rest areas along exterior paths of travel.

An annual public consultation meeting shall take place with respect to an update from staff regarding upcoming development or redevelopment of public spaces. Staff will review the design standards that must be met and how they are meeting them. The annual meeting will be advertised in the local newspaper, on the Town’s website and through the Town’s corporate social media channels.

The Town understands the importance of an accessibility built environment that allows for independence and participation for persons with disabilities. Public spaces will receive regular inspections and preventative maintenance to ensure that accessible elements are in proper working order. If an accessible element (ramp, tactile surface, elevator, etc.) becomes damaged and is unusable a service disruption notification will be placed on scene, on the Town’s website as well as social media accounts. Emergency maintenance will take place to ensure that the accessible element is restored to working order as soon as parts/labour can be obtained.

In addition to the Design of Public Spaces Standard, the Ontario Building Code was amended in 2016 to include accessible requirements. The amended Building Code is used when issuing building permits and conducting building inspections.

6.5 Customer Service

The Customer Service Standard ensures that people with disabilities receive access to goods, services and facilities in a manner that takes into account their disability. Accessible customer service means dignity, independence, integration and equal opportunity for all people.

All Town staff is trained on the practices and procedures for accessible customer service, as outlined in the Town of Wasaga Beach Customer Service and Integrated Accessibility Standards Reference Training Manual, including the following:

- The use of assistive devices by persons with disabilities;
- The use of service animals by persons with disabilities;
- The use of support persons by persons with disabilities;
- Notice of temporary disruptions in services and facilities

6.6 Procurement of Goods and Services

Section 4-2 of the Town's Policy Manual outlines the current Procurement Policy – Accessibility Organizational Commitment states the following:

The Town of Wasaga Beach is committed to meeting the accessibility needs of persons with disabilities in a timely manner, and shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where not practical to do so. In such situations where it is not practical, a documented explanation shall be provided upon request.

Furthermore, whenever possible the purchase of goods and services shall be based on the principles of universal design.

The Town incorporates accessibility features and has regard to accessibility for people with disabilities when designing, procuring, or acquiring self-service kiosks.

6.7 Self-Serve Kiosks

The Town does not currently have any self-serve kiosks in place.

If that the Town does acquire them in the future we will incorporate accessibility features and consider accessibility for people with disabilities when designing, procuring or acquiring self-service kiosks.

7. MEASURES AND COMMUNICATION

The following measures are in place to ensure the municipality assesses its proposed policies, programs, practices, facilities, goods and services to determine their effect on accessibility for persons with disabilities.

7.1 Consultation

Input on this plan was requested from all Town departments and staff to identify any barriers in their buildings or work areas.

The AAC was consulted to provide input on accessibility policies, procedures and this Accessibility Plan.

The Town solicited feedback directly from those with disabilities through Public Notice in the local paper and on the Town's website.

7.2 Review and Monitoring Process

Staff will monitor the progress on the actions required in the plan, and it will be reviewed as a reoccurring agenda item for the AAC. Minutes from the AAC are forwarded through the General Government Section of Coordinated Committee to Council, for information.

Staff, in consultation with the AAC, will prepare an annual status report on the progress of measures taken to implement the Plan and post this status report on the Town's website.

The Accessibility Plan will be updated at least once every five years in consultation with the AAC and presented to Council.

7.3 Communication of the Plan

Copies of this Accessibility Plan and annual updates are available at:

- the Town Clerk's Office, Town Hall, through pick up, email or mail;
- the Town of Wasaga Beach website at www.wasagabeach.com;
 - upon request, the plan will be made available in an alternate format

7.4 Feedback

Listening to feedback is an integral part of the evaluation process. Town of Wasaga Beach Policy Manual Section 2-10 – Integrated Accessibility Standards-sets out the feedback process. The Town shall ensure its process for receiving and addressing feedback is accessible for persons with disabilities by providing, or arranging for, the provision of any document, related to this service, in an accessible format or communication support, upon request.

Members of the public are notified of the availability of accessible formats and communication supports with respect to the feedback process through the Town's website. Feedback on the accessibility of the Town's facilities, programs, goods and services is always welcome.

8. CONCLUSION

The ODA and AODA have legislated that municipalities, across Ontario, improve access for persons with disabilities. As a provider of goods, services and facilities to the public, the Town is committed to upholding its responsibility of ensuring full access to all residents who utilize our facilities, programs, goods and services.

While the goals and priorities outlined in this Plan are primarily directed towards persons with disabilities, many of the achievements, associated with accessibility, will benefit all Town of Wasaga Beach residents.

In accordance with the provincial legislation, the Town will continue to meet its compliance obligations by developing and implementing programs, policies, and initiatives that create and maintain a fully accessible and inclusive community.

The identification and removal of barriers will continue to be an ongoing activity for Town staff and Committee members. Feedback on the accessibility of its facilities, programs, and goods and services is always welcome.

For further information on the Town's Multi-Year Accessibility Plan, please contact the Clerk's Office:

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Wasaga Beach, ON L9Z 1A1
Tel: (705) 429-3844 ext. 2223 Fax: (705) 429-6732
Email: clerk@wasagabeach.com web: www.wasagabeach.com

SCHEDULE "A"

Municipal Facilities

Town Hall Administration Office	30 Lewis Street
Library	120 Glenwood Drive
Fire Hall Station #1	966 River Road West
Fire Hall Station #2	3050 Mosley Street
Old Fire Hall/Transit Building	16 2 nd Street North
Arena	425 River Road West
Sports Park/Fernbrook Centre/ Parks Maintenance Building	1888 Klondike Park Road
Oakview Community Centre	1724 Mosley Street
The RecPlex	1724 Mosley Street
Oakview Woods/Skate Park/Dog Park	1816 Mosley Street
Chamber of Commerce	550 River Road West
Public Works Building/Yard	150 Westbury Road
Youth Centre	1621 Mosley Street
Playland Park washroom building	40 Mosley Street
Municipal Office Parking Lot	30 Lewis Street
Spruce Street Parking Lot	17 Spruce Street
Playland Parking Lot	40 Mosley Street
Third Street Parking Lot	123 Beach Drive
Nancy Parking Lot	137 Mosley Street
Dunkerron Avenue Parking Lot	16 Dunkerron Avenue
Main Street Parking Lot	130 Main Street
Fourth Street Parking Lot	154 Mosley Street
First Street Parking Lot	80 Mosley Street
Municipal Picnic Area (M.P.A.)	4 th to 5 th Street entrances
24 th Street Lot	31 24 th Street

SCHEDULE "B"

**Town of Wasaga Beach
Accessibility Advisory Committee
2014 - 2018**

Member	Position
Fred Heyduk	Chair (AAC rep on Healthy Community Network Committee and the Age-Friendly Community Advisory Committee)
John Robbins	Vice Chair
Michelle Heyduk	Secretary
Ruth Angel	Member
Kim Lattimore	Member
Frank Nunnaro	Member
Mark Ruttan	Member
Bruce Galbraith	Member
Andrea Fay	Clerk (Town Liaison)
Chris Roos	Director Recreation, Events and Facilities (Town Liaison)
Ron Ego	Councillor

**Town of Wasaga Beach
Accessibility Advisory Committee
2018 - 2022**

Member	Position
Fred Heyduk	Chair
John Robbins	Vice Chair
Michelle Heyduk	Secretary
Kathy Loosemore	Member
Jennifer Bieniek	Member
Vic De Francesco	Member
Kevin Stevenson	Member
Alvin Davidson	Member
Bruce Galbraith	Member
Laura Borland	Deputy Clerk (Town Liaison)
Chris Roos	Director Recreation, Events and Facilities (Town Liaison)
Mark Kinney	Councillor Rep

SCHEDULE "C"

Town of Wasaga Beach Accomplishments 2013-2017

Accomplishments 2013

In 2013, the Town completed the following accomplishments to make the Town facilities, programs and services more accessible:

Administration/Accessibility Initiatives

- Clerk provides support to the Wasaga Beach Accessibility Advisory Committee
- Accessibility Advisory Committee were involved in the following:
 - oReviewed the proposed amendments to the barrier-free design requirements set out in the Building Code Regulation (O.Reg. 332/12)
 - o Discussed a new shelter for the Superstore
 - o Considered/planning for a proposed Activity Court at Beach 2
 - o Attended the Mobi Mat installation at Beach 2 & 5 and ribbon cutting
 - o Attended the Accessibility Directorate of Ontario Accessibility Forum
 - o Multi Year Accessibility Plan & Progress Report review
 - o Breaking Down Barriers Public Lectures Series on Disability Matters
 - o Reviewed training program for Integrated Accessibility Standards training for staff and volunteers; attended training
 - o Reviewed draft Information and Communication Policy for providing documents in an alternate format and providing communication supports
 - o Provided input on locations/intersections for audible pedestrian lights
 - o Developing an accessibility public education program in the primary grade schools for sensitivity awareness
 - o Attended a meeting with the Director of the Accessibility Directorate of Ontario
 - o Reviewed draft policy for Planning Accessibility Meetings and Events
 - o Design of Public Spaces/Built Environment Information
 - o Chair appointed to the County of Simcoe Accessibility Advisory Committee
- Clerk provides assistance to staff and the public on accessibility matters
- Implemented accessible font Arial and size 12pt on all templates for documents including staff reports, memos, letters, agendas, minutes, resolutions, by-laws
- Applied for and received a grant from Enabling Accessibility Fund and from a contribution from Stonebridge Town Centre, for mobi mats
- In cooperation with Ontario Parks, installed 250' of mobi mats at Beach 2 and 5 to provide fully accessible beaches; purchased Mobi Roll N' Stow to assist with installation/storage of mats; held Ribbon Cutting Ceremony at Beach 2; installed beach access signs to designate access to mats
- Updated Council on the Design of Public Spaces/Built Environment Standard

- Updated Council on the Integrated Accessibility Standards requirements and compliance
- Accessibility Employee Manual created as a reference
- Participation in Regional Accessibility Awareness Fairs
- Participation on the County of Simcoe Accessibility Committee
- Participation on the Simcoe County Accessibility Support Group

Human Resources and Training

- Created policies and procedures as a requirement of the Integrated Accessibility Standard:
 - to ensure efforts are made to support employees in need of temporary or permanent work accommodation;
 - to inform candidates of availability of accommodations during the recruitment process when coming for an interview or assessment;
 - to develop individual evacuation plans for employees needing assistance.
- Adopted the following policies
 - Town's Commitment to Accessibility Employment Policy
 - Individual Accommodation Plans Policy
 - Recruitment, Communication & Career Development Policy
 - Non-Occupational Return to Work Disability-Related Policy
- Continued accessible customer service training as part of the orientation program for new employees and volunteers
- Provided training for all employees, volunteers and elected officials on Integrated Accessibility Standards
- Employee booklet created to provide training to new employees and volunteers on the Integrated Accessibility Standards

Information and Communications

- Adopted a policy (Information and Communications policy) on the availability of Town documents in alternate formats and communication supports
- Updated Town templates to ensure accessibility
- Created procedure to notify the public that alternative formats and communication supports are available, upon request
- Created procedure to process to receive and address feedback
- Adopted Policy and created procedure to ensure that meetings and events hosted or sponsored by the Town are accessible; created checklist to assist with planning meetings and events
- Created forms to receive feedback and alternate formats/communication supports
- Created procedures/employee reference guide on how to create accessible documents and produce materials in plain language
- Created using clear print guidelines to ensure accessible documents; Corporate standard font is Arial and size 12pt is being used for all documents created
- Using photos that are inclusive of all persons

- Solicited Request for Proposals to revamp the Town's website that achieves 100% World Wide Web Consortium (WCAG) 2.0 Level AA standards compliance
- Improved wasagabeach.com content quality and accessibility through online quality tools
- Developing accessible online forms

Parks, Recreation and Facilities

- Manager of Parks, Recreation and Facilities provides assistance to Accessibility Advisory Committee
- Upgrades to Trail bridge access points
- Improvements to RecPlex hall lighting
- Renovations to the Youth Center interior includes accessibility provisions
- Installed automatic doors at YMCA entrances
- Installed accessible playground in Marl Lake Village subdivision
- Installed accessible swing in Town Hall Park

Public Works, Engineering and Roads

Roads

- Undertook sidewalk improvements and replacement/repairs throughout Town to eliminate vertical sidewalk discontinuities (trip hazards >2cm)
- Undertook an engineering assessment and design of improved pedestrian crossing locations in Beach Area 1 & 2 with implementation/construction slated for late fall 2013/early spring 2014 – most like construction next spring
- Retrofit of Audible pedestrian head at Sunnidale and Mosley Street intersection – on-going
- Currently awaiting quote from electrical contractor to install new audible pedestrian heads at the Shoppers signalized intersection where none currently exist. This may be done in 2013
- New sidewalks installed along the following streets:
 - o Stonebridge between RRW and Main
 - o Theme Park Drive between RRW and Wally Drive

Engineering

- Review of engineering standards on-going, incorporating new specifications for signalized intersections – count down timers (note – audible ped heads already a requirement in our standards)
- Reviewing design alternatives to facilitate an additional bridge crossing over the Nottawasaga River – including bike lanes, sidewalks, etc. – Nottawasaga River Bridge Crossing Environmental Assessment
- Design of Powerline Road geometric improvements between RRW and Klondike Park Road, including new paved shoulders
- Design of signalized intersections (including audible and count=down timers) for the following intersections

- o River Road West and Powerline Road – Note construction in 2014 budget
- o Oxbow Park Drive and River Road West – Note construction to commence in 2014 due to recent funding announcement

Transit

- Additional bus stop signs have been installed along the routes to facilitate access and cut down on walking time
- Review and evaluate opportunities to improve existing stops – to be undertaken in fall 2013
- Undertook accessibility training for all drivers and administrative staff

Planning

- Forwarded six (6) site plans to CAO (on behalf of Accessibility Committee) for review
- Reviewing service counter for accessibility
- Including the term “alternate formats available, upon request” on larger documents like zoning by-law and official plan

Treasury

- Including the term “alternate formats available, upon request” on larger documents like the budget; also adding to billings and newsletters
- Should it be requested, will speak with individual away from the counter (i.e. sitting at the desk out in the hall)

By-Law Enforcement

- Notifying the public and updating forms to note that “alternate formats are available, upon request”
- Providing alternate formats, upon request for documents such as parking tickets that are pre-printed in small print
- Will meet with visitors in the upstairs hallway or meeting room should it be requested or an individual finding it challenging to use stairs to the By-Law Department.
- Taxi owners and operators are required to sign 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

- New Accessible website
- Provide the following accessible collections:
 - o Large print books
 - o Downloadable Audio Books
 - o Browse, checkout, download
 - o Playaway recorded audio books
 - o DAISY Audio books
 - o CNIB Library collection

- Special Services available
 - o Reader glasses
 - o Books-on-wheels
 - o Staff assistance
 - o Sheet magnifiers
 - o Assistive technology
- Motorized furniture
- Large print keyboard
- Screen magnification software
- Screen reader software
 - o BrowseAloud
 - o Access Guide Canada
 - o Assistive Device Exchange

Accomplishments 2014

In 2014, the Town completed the following accomplishments to make the Town facilities, programs and services more accessible:

Administration/Accessibility Initiatives

- Clerk provides support to the Wasaga Beach Accessibility Advisory Committee
- Accessibility Advisory Committee were involved in the following:
 - o Multi Year Accessibility Plan & Progress Report review
 - o Breaking Down Barriers Public Lectures Series on Disability Matters
 - o Developing an accessibility public education program in the primary grade schools for sensitivity awareness
 - o Chair appointed to the County of Simcoe Accessibility Advisory Committee
- Clerk 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
- Participation on the County of Simcoe Accessibility Committee
- Participation on the Simcoe County Accessibility Support Group

Human Resources and Training

- Reviewed policies and procedures as a requirement of the Integrated Accessibility Standard:
 - to ensure efforts are made to support employees in need of temporary or permanent work accommodation;
 - to inform candidates of availability of accommodations during the recruitment process when coming for an interview or assessment;

- Continued accessible customer service training as part of the orientation program for new employees and volunteers
- Continue to provide training for all employees, volunteers and elected officials on Integrated Accessibility Standards

Information and Communications

- Town templates have been updated to ensure accessibility
- Improved wasagabeach.com content quality and accessibility through online quality tools
- Developing accessible online forms

Parks, Recreation and Facilities

- Manager of Parks, Recreation and Facilities provides assistance to Accessibility Advisory Committee
- Trail access upgrades

Public Works, Engineering and Roads

Roads

- Undertook sidewalk improvements and replacement/repairs throughout Town to eliminate vertical sidewalk discontinuities (trip hazards >2cm)
- Improved pedestrian crossing locations in Beach Area 1 & 2, including illuminated overhead pedestrian cross-overs and signage
- Retrofitted the audible pedestrian heads at Sunnidale and Mosley Street intersection
- Installed new audible pedestrian heads at the Shoppers signalized intersection
- Expanded and widened the sidewalks along Schoonertown Bridge, as part of Bridge Rehabilitation and Widening Project

Engineering

- Review of engineering standards on-going, incorporating new specifications for signalized intersections – count down timers (note – audible pedestrian heads already a requirement in our standards)
- Reviewed design alternatives along River Road West to facilitate bike lanes, sidewalks, etc. – River Road West – Detailed Design – Brillinger Drive to Veterans Way
- Initiate the detail design of Powerline Road geometric improvements between River Road West and Klondike Park Road, including new paved shoulders

Transit

- Adopted new Bus Stop Design Guidelines in consultation with the Accessibility Advisory Committee

- Additional bus stop signs have been installed along the routes to facilitate access and cut down on walking time
- Installation of three (3) new transit shelters
- New Transit Operator undertook all necessary accessibility training for drivers and administrative staff

Planning

- Reviewing service counter for accessibility

Treasury

- Should it be requested, will speak with individual away from the counter (i.e. sitting at the desk out in the hall)

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
- 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

- Provide the following accessible collections:
 - Large print books
 - Downloadable Audio Books
 - Browse, checkout, download
 - Playaway recorded audio books
 - DAISY Audio books
 - CNIB Library collection
- Special Services available
 - Reader glasses
 - Books-on-wheels
 - Staff assistance
 - Sheet magnifiers
 - Assistive technology
 - Motorized furniture
 - Large print keyboard
 - Screen magnification software
 - Screen reader software
 - BrowseAloud
 - Access Guide Canada
 - Assistive Device Exchange

Accomplishments 2015

In 2015, the Town completed the following accomplishments to make the Town facilities, programs and services more accessible:

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
 - Breaking Down Barriers Public Lectures Series on Disability Matters
 - Developing an accessibility public education program in the primary grade schools for sensitivity awareness
 - Chair appointed to the County of Simcoe Accessibility Advisory Committee
- Clerk 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
- Participation on the County of Simcoe Accessibility Committee
- Participation on the Simcoe County Accessibility Support Group

Human Resources and Training

- Continued accessible customer service training as part of the orientation program for new employees and volunteers
- Continue to provide training for all employees, volunteers and elected officials on Integrated Accessibility Standards

Information 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
- Developing accessible online forms

Parks, Recreation and Facilities

- Manager of Parks, Recreation and Facilities provides assistance to Accessibility Advisory Committee
- Trail access upgrades

Public Works, Engineering and Roads

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:
 - Beachwood Road
 - Veterans Way
 - Deerbrook Drive
 - Morgan Road
- Retrofit of audible pedestrian heads and installation of new pedestrian counters at Riverbend intersection
- 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

- Reviewed engineering standards, incorporating new specifications for signalized intersections, including pedestrian count down timers (Note – audible pedestrian heads are already a requirement in our standards)
- Completed the detail design of Main Street Bridge Rehabilitation, including consideration for dedicated bike lanes and wider sidewalks

Transit

- Replaced an existing transit bus with a new fully accessible bus
- Issued a joint Request For Proposals with the Town of Collingwood for new Transitfare Management Software, including smart card technology, digital visual display signboards and on-board (next stop) announcement systems. Implementation slated for spring 2016.

Planning

- Reviewing service counter for accessibility
- Developed an Age Friendly Community Plan that incorporates accessible elements for our aging population.

Treasury

- Should it be requested, will speak with individual away from the counter (i.e. sitting at the desk out in the hall)
- Provide on-line payment options

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
- 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
- Installation of “Book Houses” in various parks and playground areas for better access to reading materials.

Accomplishments 2016

In 2016, the Town completed the following accomplishments to make the Town facilities, programs and services more accessible:

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 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
- Participation on the County of Simcoe Accessibility Committee
- Participation on the Simcoe County Accessibility Support Group

Human Resources and Training

- Continued accessible customer service training as part of the orientation program for new employees and volunteers
- Continue to provide training for all employees, 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

Recreation, Events and Facilities

- Director of Recreation, Events and Facilities provides assistance to Accessibility Advisory Committee when needed.
- Continued Trail access maintenance
- Annually painting sidewalk ramps blue so they are easily recognizable
- Maintain accessible elements in Public Spaces

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 2)
 - Deerbrook Drive (Phase 2)
 - Golf Course Road (Longdale Dr to Bells Park Rd)
- New sidewalks installed along 39th Street South, a distance of approximately 500 metres
- Completed Schoonertown Bridge Expansion Project, including accommodation for wider sidewalks on both sides of the bridge
- Completed Town-wide LED streetlight retrofit program to improve lighting throughout Town
- Retrofit of audible pedestrian heads and installation of new pedestrian counters at the following intersections:
 - Blueberry Trails & River Road West
- Improved street name blade signage (larger overhead signs) at several signalized intersections

Engineering

- Updated engineering standards, incorporating new specifications for signalized intersections, including pedestrian count down timers
- Completed the detail design of River Road West reconstruction (Brillinger Drive to Veterans Way), including consideration for dedicated bike lanes and sidewalks on both sides of the street

Transit

- Replaced an existing transit bus with a new fully accessible bus

- Implemented all transit buses with pre-board and on-board announcement and display systems
- Improved two (2) existing transit stops with new shelters

Parks

- Trail access upgrades

Planning

- Reviewing service counter for accessibility. When necessary and requested staff will 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

- Moved Dog Licence and Parking Permits sales from lower level to main floor/Treasury department to provide customers more accessible and efficient service.

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
- Installed four (4) new over-sized accessible spots at the foot of Beach Drive near mobi-mats access.
- Reconfigured Playland Parking Lot and added eight (8) additional accessible spots

- 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.
- Hiring a part-time “Age Friendly Community Coordinator” to support the Age Friendly Community Plan and coordinate the efforts of the Age Friendly Committee.
- Offer patrons access to nearly 400,000 professionally produced title in English and French in audio, braille, e-text and described video.

Accomplishments 2017

In 2017, the Town completed the following accomplishments to make the Town facilities, programs and services more accessible:

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.

SCHEDULE "D"

Accessibility Goals/Identified Improvements

Accessibility Advisory Committee (AAC)

- Consult with the Municipality in the future development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters and participate in the consultation/planning with construction people
- Addition of a new mobi-mat wing to an existing mobi-mat location to enhance accessibility

Overall Accessibility

- Ongoing training in Accessible Customer Service for all new employees, members of Council, volunteers and those who provide services on behalf of the Town of Wasaga Beach

Clerks/Administration/Cemetery

- Implement new Agenda Management Software to allow for more accessible online access and setup.
- Incorporate a "Refresher" Accessibility training course for all staff (Re: AODA/IASR)

Recreation, Events & Facilities

- Moving Municipal Law Enforcement and Licensing Office to a more accessible location
- Possible addition of a new Town Multiplex which will provide a new Arena, Recreational space and Library
- Upgrade/renovations at Old Fire Hall Station (Special Events Dept./Transit)
- Visible fire/emergency alarms in all public buildings ongoing
- Youth Center Garage
- Levered faucets ongoing
- Youth Centre pathway upgrades
- Accessible parking space signs
- Exterior paths of travel (e.g. sidewalks, walkways, ramps, stairs, etc.)
- Spruce Street Public Washroom southern ramp

Public Works/Parks/Engineering/Transit

- Expand Trail Wayfinding Signage and upgrade trail surfacing

Transportation:

- Complete the Master Transit Study; evaluate and implement recommendations made therein, subject to Council approval.

- Continue to receive feedback from our customers, act on it when possible and ensure that we provide an equitable service to our customers.
- Continue to monitor policies and procedures for the various requirements relating to conventional transit services to comply with the Standards, including but not limited to:
 - a) Deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability
 - b) Ensure that adequate time is provided to persons with disabilities to safely board, be secured and disembark transportation vehicles and that assistance be provided, upon request
 - c) Assist with safe and careful storage of mobility aids or mobility assistive devices use by persons with disabilities
 - d) Allow a person with a disability to travel with a medical aid

Continue to monitor the effectiveness of the following:

- a) communication strategy
- b) emergency preparedness and response
- c) accessibility training to all contracted transit personnel
- d) Accessibility Plan
- e) consult with the AAC, as required

Human Resources

- Draft and update policies to incorporate changes to Human Resources policies to address standards outlined in the Employment Standard.

Treasury/Information Technology

- Continue to budget capital funding for all facilities, trails and parks which includes accessibility upgrades.
- Treasurer to ensure continuous training will be provided by purchasing to ensure that new suppliers understand and comply with the Accessibility standards for Customer Service
- Treasurer to ensure wording to be incorporated into billings and correspondence (i.e. newsletter) that alternative formatting is available upon request.
- Treasurer to ensure that all Department Heads/staff are aware of the accessibility guidelines when creating their specifications for purchase.
- Future change to billing to allow for more e-billing.
- Move sale of Yard Sales from By-law Department to Treasury for easier accessibility

Information and Communications

- Continuous improvement in Town's webpage design, by reviewing and ensuring the information being conveyed meets customer's requirements.

- Continuous review of Town's corporate social media platforms to ensure that information being conveyed is accurate and factual meeting customer's requirements.
- Develop a corporate policy, on the availability of Town documents in alternate formats
- Develop a public process on the availability of alternate formats and communication supports for public notifications (e.g. website)
- Town Clerk to ensure municipal election is fully accessible and inclusive
- Develop a process for creating and circulating accessible notices of services provided by the Town. Consult with various departments to alter various applications with provision that alternate formats are available upon request.

Municipal Law Enforcement & Licensing Department/Parking

- Addition of new accessible parking spaces in lots (Dunkerron Ave, 24th Street)
- Installation of new parking lot name/identification signs
- Hard surfaced accessible parking space to be added to MPA Lot
- Hard surfaced walkway/access to boardwalk to be added.
- New taxi companies licensing are to provide requirement of accessible cabs subject to direction from AAC and Council
- Inclusion of a Business Accessibility Package with new Business Licensing Packages

Library

- Improved shelving practices in place by February 2018 for easier accessibility to books.
- Look to expand large print collection in order to offer more reading options for people with visual impairment.

Economic Development & Tourism

- Will be consulting with the AAC when moving forward with the implementation of the Downtown Master Plan.

Building Department

- Renovate Building Department Administration area to meet accessibility standards

Planning

- Incorporate barrier-free and accessibility friendly features and/or processes into the Planning Department public access areas to meet accessibility standards.

Fire Department/Emergency Services

- Updating accessible parking spaces at Fire Station 1 to include visible posted signage

SCHEDULE "E"**Wasaga Beach Transit System Plan**

The Town of Wasaga Beach operates a public transportation system (Wasaga Beach Transit System).

1. Transit Buses:

The Wasaga Beach Transit System currently has three (3) transit buses. All buses are accessible and all buses are equipped with a driver operated wheel chair lift with room for two (2) wheel chairs on board.

- One (1) bus was purchased in 2015, one (1) more in 2017 and another will be arriving in 2018. The entire fleet will be replaced by 2018.
- The Wasaga Beach –Collingwood Link Bus will also be replaced in 2018.

2. Features of Wasaga Beach Transit Accessible Buses:

- Automated, audible (interior / exterior) and visual stop announcements - (All Buses equipped since the summer of 2016)
- High visibility (yellow) step tread markings and grab handles
- High visibility (yellow lettering) destination signage (exterior / interior)
- Priority Seating (signage) near the front of the bus
- Bus Stop request button (lower elevation) for wheel chair passengers at the rear of the bus

3. Accessibility Measures taken at the transit level

- Regular monthly meetings with Sinton Landmark (Towns Transit contractor) management to discuss service improvements, customer complaints, accessibility issues.
- Semi-Annual Meetings with Transit Drivers (Sinton Landmark) to discuss service improvements, customer complaints, etc..
- Logging / Record Keeping of all related transit complaints and/or suggestions.
- Automated, Audible, and visual stop announcements
- Updated Transit Schedule/Brochure in the winter of 2016.

4. Customer Feedback

- Customer feedback for conventional transit is received through a designated telephone number/email address
- Calls are logged, managed and to evaluate customer feedback
- Feedback is also encouraged through the Town's website by emailing or calling the designated transit contact.

5. Specialized Transportation Demand

- Currently under review by the Town

- The Town does not currently operate a designated Specialized Transit System.
- The Transit Drivers stop along the fixed route(s) at the passengers request for accessibility reasons.
- Passengers are encouraged to contact the Canadian Red Cross Simcoe Muskoka Branch transit system that will transport passengers door to door

6. Accessibility Equipment Failures

- Should accessibility equipment failures occur on the Town owned conventional system, the Town's transit contractor (Sinton-Landmark) is responsible for the immediate replacement of the failed vehicle with another Town –owned accessible vehicle or if not available because of mechanical reasons the contractor will deploy their own accessible vehicle.
- The use of a non-accessible vehicle is not permitted.

7. Consultation with the Accessibility Advisory Committee

- The Town shall consult with the Accessibility Advisory Committee (AAC) regarding the construction, renovation or replacement of transit stops and shelters or alterations/additions to routes.
- The Accessibility Advisory Committee, the public and persons with disabilities shall be consulted in the annual public consultation regarding public transportation (See Section 6.3 Transportation).

SCHEDULE "F"**Wasaga Beach Elections Accessibility Plan**

It is the duty of the Town of Wasaga Beach to ensure that electors in the municipality who have a disability or require accommodation are provided with the best opportunity to vote as independently as possible in all Municipal Elections.

In accordance with the *Municipal Elections Act, 1996*, and the *Accessibility for Ontarians with Disabilities Act, 2005*, the Clerk is authorized to establish procedures and provide appropriate measures to ensure that persons with disabilities have the opportunity to participate fully in any Municipal Elections. Accordingly, all Municipal Elections will be conducted in such a manner to ensure that:

1. candidates and electors with disabilities have full and equal access to all election information and services in a format that takes into account their disability
2. persons with disabilities have full access to the voting location and materials; and
3. persons with disabilities are able to have access to alternative methods of voting assistance.

All staff carrying out election duties will be trained to recognize and ensure that persons with disabilities are served in a way that accommodates their needs. Every effort shall be made to provide alternative methods of providing the information or service to persons with disabilities.

Candidates or Electors with disabilities may require assistance to help them access election information and services. Serving our customers with disabilities is about providing service in a manner that reflects the Town's guiding principles of accessible customer service. This is reflected in the Town's Accessibility Plan.

If there is a temporary disruption in the delivery of election information or services, the Clerk shall provide public notice on the Town's election website, at the physical site of the disruption and when possible in the local media and/or using social media channels. The notice shall include the reason for the disruption, anticipated duration, and description of alternative methods of delivering the information or service.

Following the election, the Clerk will submit a report to Council concerning the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

This plan is a 'living' document and will be improved and updated as best practices are identified and new opportunities of improvement arise.