



## **2022 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 2022 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.
- Completion of a Radio Contest to Promote Accessibility within the Town.
- Creation of Communication Cards to keep at Customer Service Counters to assist those with hearing impairments.
- Oversee, along with the Provincial Parks, the mobi-mats located at Beachfront.
- 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
- AAC new initiative program for 2022 – Accessibility Accreditation Initiative – now in the trial run stages

- AAC successful in reaching out to new town project managers and local businesses to increase amount of accessible parking spaces. Over 8 new spaces added throughout town.
- School outreach for 2022– (**postponed due to covid**) 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.
- Incorporation of Virtual and permanent hybrid meetings (due to covid-19) now accessible for electronic participation.
- Planning for a 2023 implementation of Communication Boards for non-verbal persons at all Town Municipal Playgrounds.
- Creation of a Residential Accessibility Improvement Program to assist residential homeowners with potential accessible upgrades (in the final stages of program creation)

### **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](http://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
- 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)
- 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/51<sup>st</sup> St South and Mosley Street/62<sup>nd</sup> St South
- Initiated the reconstruction and urbanization of Ramblewood Drive between 45<sup>th</sup> Street South and 58<sup>th</sup> Street South, including storm sewer, curb & gutter, new sidewalk and designated bike lanes. Completion anticipated by summer 2023.
- Converted/painted an existing collector road (58<sup>th</sup> Street South and Ramblewood Drive) to include centerline and designated bike lanes on both sides.
- Improved accessibility via new paved shoulder at the pedestrian crossing at 51<sup>st</sup> Street North / Mosley Street.
- Installed additional accessible parking stalls at the Archives Building, Spruce Street Parking Lot and Dunkerron Parking Lot.

### **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 45<sup>th</sup> Street and Beachwood Road, including dedicated bike lanes and sidewalks
- Continued with the detail design for Beach Area One Roadways, including streetscaping, designated bike lanes/cycle track and boardwalk.
- Completed paved shoulder additions along Sunnidale Road South (east side) to improve safety and provide connectivity with the new/pending Sunnidale Trails Development.
- Completed paved shoulder additions along River Road West (north side) between Village Gate Drive and Theme Park Drive to improve safety and provide connectivity.

### **Transit**

- Improved two (2) existing transit stops with new shelters
- Established a new fully accessible specialized transit system in partnership with the Town of Collingwood and Clearview Township.
- 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

## **Parks**

- Trail resurfacing and access upgrades on the Carly Patterson Trail.
- Completed the reconstruction and paving of the existing trail within the Sunward Estates Subdivision.
- Completed the Glendale Park Playground Redevelopment project, including accessibility enhancements.
- Completed the Town Hall / Mills Park Playground Redevelopment project, including accessibility enhancements.
- Completed the Pridham Park pedestrian bridge replacement project, including trail enhancements at each approach.

## **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. Implemented online payments through the Cityview Portal. In 2021 started to accept online bus pass purchases through Transit Portal. Developed online payment processing through Town website.
- 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 (2<sup>nd</sup> application) to support installation of a new lift. Awaiting confirmation of grant application. Anticipate project to be completed in 2023. Included in 2023 budget are renovations to the Townhall washrooms to make them accessible washrooms.
- 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.
- 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**

- Proactively patrolling/ enforcing all accessible parking spots to ensure valid permits are visible
- 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 Spruce Street parking lot (Beach 1) 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.
- Continue to explore the option of providing more services online, including dog licensing (done), yard sale permits and business licensing applications.
- All administrative processes done in the Bylaw Department can be done online or by email (dog licensing, complaints, yard sale permits, first attendances, business license applications, etc.), and can now pay over the phone.
- New paid parking initiatives have accessible friendly payment options for on-street parking
- 18 new parking machines installed while ensuring accessibility requirements are being met

### **Library Initiatives**

- Launched on site Food Pantry to provide access to snacks / meals for individuals with limited access to nutrition;
- Took Bookmobile and library services to the Wasaga Beach Ministerial Foodbank to ensure vulnerable individuals had access to library services;
- Partnered with Empower Simcoe to offer on-site access to housing assistance for those who are housing insecure;

- Took Bookmobile to Simcoe County Housing on Zoo Park Road to offer library services and pop-up programming to more vulnerable citizens of Wasaga Beach;
- Reviewed library website navigation plan to improve information sharing on proposed new website to be launched in 2023;
- Participated in Simcoe County #ITSTARTS campaign to promote acceptance and inclusion;
- Doubled up sessions to remove barriers to access for popular library programs;
- Offered library programs through online platforms to make participation accessible for residents from home;
- Provided Books on Wheels collection deliveries monthly to members with disabilities, ailments or transportation limitations;
- Offered Wi-Fi hotspots to community members to provide all residents with access to the Internet;
- Offered free Wi-Fi, public computers, and tablets to individuals to provide equal access to technologies;
- Library staff completed Understanding Homelessness training to better support individuals with housing insecurity;
- Received second Daisy Reader to provide individuals with sight disabilities a user-friendly device for listening to books;
- Received an electronic magnifying device for individual with visual impairments;
- Provided curbside pick-up of collection materials for library members with limited mobility or COVID-19 concerns;
- Partnered with the *Centre for Equitable Library Access, CELA*, to provide accessible library service -- books and other materials to Canadians with print disabilities;
- Provided an assistive mobility device for visitors needing assistance;
- Supported Age Friendly Community Advisory Committee initiatives that address the needs of the older adult population, including the isolated.

### **Fire Department Initiatives**

- Station 2 renovation including improvements to meet current accessibility standards (i.e. doors, washroom etc).
- Assist individuals with installation of smoke and carbon monoxide alarms in their homes.
- Add an online version of the inquiry and citizen complaint form on the town website.
- Ensure that all forms meet current accessibility standards.
- Conduct accessible station tours for community members.
- Implement communication assistance cards on trucks and in the office (see attached).
- Partner with Accessibility Advisory Committee to complete a food drive.