



# Multi-Year Accessibility Plan 2022-2026

Adopted by Council:  
January 27, 2022  
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**This document is available in alternate formats, upon request.**

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## **A Message from the CAO**

The Town of Wasaga Beach, through its policies and actions, demonstrates its commitment to ensuring that its facilities, programs and services are accessible to all. Acting on the advice of the Accessibility Advisory Committee, the Town works to improve opportunities for people with disabilities and to identify, remove and prevent barriers to full participation in the community. We also support increased education and awareness through an in-school education program in the three elementary schools in town.

COVID-19 has presented many challenges over the last year. The Town has taken the opportunity to review high touch areas in its various facilities and implemented improvements that not only eliminate the need to push, pull or twist but have also improved accessibility through entrances, faucets and lights.

The Town is fortunate that it has a fully engaged Accessibility Advisory Committee that acts on behalf of everyone in the community.

## **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 2022 – 2026 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.

The Town of Wasaga Beach trains every person as soon as practicable after being hired and provides training in respect of any changes to the Policies.

The Town of Wasaga Beach maintains records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

## **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 km<sup>2</sup> 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 and one separate elementary school. Secondary school students are bussed to neighbouring Collingwood Collegiate Institute, Our Lady of the Bay Secondary School and Elmvale District High School. There is one retirement home situated in town and one residential treatment facility.

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 and 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/Transit/Water/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 one (1) staff member who is the resource person to the committee. The current Committee members for the term ending 2022 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 accomplishments and actions undertaken by the Town, its departments and the AAC during the last Accessibility Plan timeline (2018-2022), 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 barriers 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. The Town of Wasaga Beach is committed to making our information and communications accessible to people with disabilities.

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.

Town of Wasaga Beach is committed to fair and accessible employment practices.

The Town of Wasaga Beach is committed to providing training in the requirements of Ontario's accessibility laws and the Ontario Human Rights Code as it applies to people with disabilities.

### **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.

The Town of Wasaga Beach is committed to accessible transportation services.

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 accessibility laws are met and 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/lift, 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](http://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 2-4 –Accessibility Policy- 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:

Barbara Kane  
Records and Information Management Specialist  
30 Lewis Street  
Wasaga Beach, ON L9Z 1A1  
Tel: (705) 429-3844 ext. 2262 Fax: (705) 429-6732  
Email: [barbara.kane@wasagabeach.com](mailto:barbara.kane@wasagabeach.com)

The Town's Accessibility Plan is posted publicly at: [www.wasagabeach.com](http://www.wasagabeach.com)

Standard and accessible formats of this document are free on request from:

Barbara Kane, Records and Information Management Specialist –  
[barbara.kane@wasagabeach.com](mailto:barbara.kane@wasagabeach.com)  
705-429-3844 ext. 2262

## SCHEDULE "A"

### **Municipal Facilities**

Town Hall Administration Office	30 Lewis Street
Building and Planning Departments, CAO's Office	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 <sup>nd</sup> Street North
Old Arena	425 River Road West
Sports Park/Fernbrook Centre/	1888 Klondike Park Road
Parks Maintenance Building	
Oakview Community Centre	1724 Mosley Street
The RecPlex	1724 Mosley Street
Oakview Woods/Skate Park/Dog Park	1816 Mosley Street
Wasaga Stars Arena/Library	544 River Road West
Public Works Building/Yard	150 Westbury Road
Youth Centre	1621 Mosley Street
Archives Building (Closed)	140 Main Street
Playland Park washroom building	40 Mosley Street
Municipal Office Parking Lot	30 Lewis Street
Municipal Parking Lot	120 Glenwood Drive
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 <sup>th</sup> to 5 <sup>th</sup> Street entrances
24 <sup>th</sup> Street Lot	31 24 <sup>th</sup> Street

## **SCHEDULE “B”**

### **Town of Wasaga Beach Accessibility Advisory Committee 2014 – 2018**

<b>Member</b>	<b>Position</b>
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
Laura Borland	Deputy Clerk (Town Liaison)
Chris Roos	Director Recreation, Events and Facilities (Town Liaison)
Mark Kinney	Councillor Rep

### **Town of Wasaga Beach Accessibility Advisory Committee 2022 – 2026**

<b>Member</b>	<b>Position</b>
Fred Heyduk	Chair
Shelby Verkindt	Vice Chair
Michelle Heyduk	Secretary
Christine Chapman	Member
Kerri Montgomery	Member
Arlene Weel	Member
Barbara Kane	Records and Information Management Specialist (Town Liaison)
Chris Roos	Director Recreation, Events and Facilities (Town Liaison)
Sasha-Rose Dileo	Councillor Rep

## SCHEDULE "C"

### Town of Wasaga Beach Accomplishments 2022-2026

#### 2022 Town of Wasaga Beach 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:  
Laura Borland, Deputy Clerk [deputyclerk@wasagabeach.com](mailto:deputyclerk@wasagabeach.com) 705-429-3844 ext. 2224

#### **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.

## **2023 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 2023 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:  
Laura Borland, Deputy Clerk  
[deputyclerk@wasagabeach.com](mailto:deputyclerk@wasagabeach.com) 705-429-3844 ext. 2224

### **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 – hoping for 2024 return**)
  - 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
- Oversee the use of four 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.
- 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.
- AAC Communication Board Program at Municipal Parks – installed Communication Boards for non-verbal individuals at all 13 municipal playgrounds

## **Human Resources and Training Initiatives**

- Provide Accessibility for Ontarians with Disabilities Act (AODA) training as part of the orientation program for new employees, committee members, volunteers and elected officials
- 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 and implement action plan as required

## **Information Technology and Communications Initiatives**

- To enhance accessibility on our website, we have successfully integrated Monsido tools, empowering our staff to maintain our website's accessibility on a daily basis. Our current compliance level stands at 81.59%, with industry standards at 88.28%. We are dedicated to achieving and surpassing these standards by the end of 2023.
- In our commitment to inclusivity, we have introduced four hearing assistive devices for council meetings. With the recent installation of our advanced sound system in the council chambers, we now offer the public the option to utilize listening devices provided by us or to download a dedicated app on their personal devices for seamless listening.
- We are pleased to announce the launch of additional online payment services, including the creation of a centralized payment portal on our website. The "Virtual Town Hall" project is currently in its testing phase and is scheduled for public release by the end of 2024. This initiative will provide the public with a central platform for conveniently handling tax and water bill payments. Furthermore, we are committed to ongoing development and expansion of this service in the coming year and beyond.

## **Recreation and Facilities Initiatives**

- Director of Recreation and Facilities provides assistance to Accessibility Advisory Committee as needed. A tour of the new Twinpad Arena and Library is planned for the AAC once the public opening date of the facility is announced.
- 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
- Planning underway for accessible washroom upgrades on both floors of the town hall as well as utilizing grant funding to upgrade the elevator to be far more user friendly by the end of 2024.
- Paving projects for both the Food Trucks area surround the stage west of first street as well as access to the former Dome Site for new commercial tenants at the Town's

beachfront properties were completed in the spring of 2023.

## **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 an accessible concrete sidewalk ramp at the end of the sidewalk on Jenetta Street.
- Completed the asphalt widening on the west side of 39<sup>th</sup> Street South from Knox Road West to the south limit of Worsley Elementary School to incorporate a pedestrian walkway
- Completed the asphalt widening on the west side of 45<sup>th</sup> Street North from Shore Lane to the north limit of Beacon Restaurant property to incorporate a pedestrian walkway
- Constructed an accessible asphalt ramp at the north west quadrant of the intersection of Mosley Street and 45<sup>th</sup> Street to permit access to the pedestrian push button for the traffic signal
- Completed an asphalt sidewalk in the north boulevard of Mosley Street between the west limit of the Beacon Restaurant property to 47<sup>th</sup> Street North.
- Completed the asphalt widening on the north side of Mosley Street from 47<sup>th</sup> Street North to 58<sup>th</sup> Street North to incorporate a pedestrian walkway, and provided a landing area for accessibility to the pedestrian push button, at the signalized intersection of Mosley Street and 58<sup>th</sup> Street.
- Completed the asphalt resurfacing and roadway widening, to incorporate a pedestrian walkway, on Klondike Park Road from Judith Court to about 200 metres past Watson Avenue.

### **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.
- Commenced construction of River Road West Urbanization in late fall of 2023 for the project to be substantially completed in 2025.
- Continued with the detail design for road improvements to Mosley Street between 45<sup>th</sup> Street and Beachwood Road, including an off-road multi-use trail on the south side for cyclists and pedestrians as well as sidewalk on the north side.
- Continued with the detail design for Beach Area One Roadways, including streetscaping, designated bike lanes/cycle track and boardwalk.
- Directed the developer to commission the pedestrian push buttons for crossing of River Road West at Village Gate Drive to facilitate crossing to the paved shoulder on the north side, providing pedestrian accommodation into Town.
- Completed Ramblewood Drive urbanization from 45<sup>th</sup> Street to 58<sup>th</sup> Street (Part B) including surface course asphalt and pavement markings to delineate new cycle

lanes on both sides of the street as well as construction of concrete sidewalk on the north side for pedestrians.

### **Transit**

- Strengthened fully accessible specialized transit system, in partnership with the Town of Collingwood and Clearview Township. Implemented mobile app and online booking to help riders and transit service provider with trip planning and tracking.
- Acquired an accessible van for TransitPLUS door-to-door specialized transit service.
- Launched pilot project for on-demand transit service, to expand service to unserved areas, on the east side of Town.
- Launched mobile app and online booking with on-demand transit service for riders to book their rides. Mobile app and online booking to help riders and transit service provider with trip planning and tracking. On-demand transit service aligns with Simcoe County LINX and neighbouring (municipal) transit systems.
- Awarding contract to install two (2) new transit shelters slated for late 2023.

### **Parks**

- Completed trail resurfacing and access upgrades on the Carly Patterson Trail.
- Built six (6) accessible picnic tables.
- Installed accessible communication boards, at all thirteen (13) parks.
- Paved the accessibility ramp at Glendale Park Playground and Redberry Park.
- Nearing the completion of the new Playground project on River Road East, including accessibility features
- Completed the Oakview Woods Playground Redevelopment project, including accessibility enhancements

### **Planning**

- The Planning 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 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 and Plans of Subdivision 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 in 2022. Grant was approved in 2023. Spending to be completed in 2024.
- Included in 2023 budget are renovations to the Townhall washrooms to make them accessible washrooms. These renovations are expected to be completed in 2024.
- 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.
- Assist customers by coming out from behind the counter or meeting with them at the seating area if easier for them.
- Implementation of Town Hall software going live in 2024 to provide residents access to online tax, and water and sewer account information.

## **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.
- The Department increased the promotion of HONK Mobile payments for all municipal parking lot to ensure online payment options to park in Wasaga Beach are accessible friendly.
- Additional accessible parking spaces have been added to Spruce Street (Beach 1) with new Signage to ensure street parking is available here.
- 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 Bylaw related services.

## **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; Website Launched November 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; Continued to offer hybrid program options where possible after Covid restrictions lifted.
- 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 completed in spring of 2023 which included improvements to meet current accessibility standards (i.e. doors, washroom etc).
- Upon request, assist individuals with installation of smoke and carbon monoxide alarms in their homes.
- Implement online version of the inquiry and citizen complaint form available on the town website.
- Ensure that all forms meet current accessibility standards.
- Provide accessible station tours for community members.
- Maintain communication assistance cards available on trucks and in the office.
- Partner with Accessibility Advisory Committee to complete a Thanksgiving food drive.

## **2024 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 2024 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:

Laura Borland, Deputy Clerk

[deputyclerk@wasagabeach.com](mailto:deputyclerk@wasagabeach.com) 705-429-3844 ext. 2224

### **Clerk/Administration/Records & FOI/Accessibility Committee**

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
  - Hosted Easter and Thanksgiving Food Drives for the Wasaga Beach Food Bank in collaboration with the Fire Department
  - Attended the Seniors Information and Active Living Expo providing information to members of the public on the Committee and various services available for those with disabilities
  - Provided consultation to departments with respect to various initiatives as outlined below
  - Installed new mobi-mat wing to an existing mobi-mat location to enhance accessibility
  - Recommended and obtained approval to purchase and installed mobi-decks at Beach Areas 1 and 2
  - Provided consultation to the Simcoe County District Public School Board on a site plan for a new public school
  - Created a Site Plan checklist to use as a guide for the Committee when reviewing site plans identified for review under Section 42 of the Planning Act
- Clerk's Department provides assistance to staff and the public on accessibility matters
- Oversee the use of four 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.

- Oversaw, along with the Provincial Parks, the mobi-mats and wings located at Beachfront
- Communications have begun with Ontario Parks to enter into a Memorandum of Understanding for the installation and maintenance of mobi-mats and chairs within provincial parks including the installation of signage
- New Agenda Management Software was implemented at the end of 2023 allowing for more accessible access to past, current and upcoming Council and Committee meetings.

### **Human Resources and Training Accomplishments**

- Continue to provide online AODA training with Systems 24/7 as part of employee orientation
- Human Resource continues to update policies and procedures to address standards outlined within the Employment Standard which included Individual Accommodation Plans when requested
- Employees receive MSD & ME (Ergonomics) training with Systems 24/7
- An accommodation statement is included within all job postings for the Town of Wasaga Beach and each candidate is asked if they require any accommodation to participate in the recruitment process
- “In an emergency...Would you require assistance to evacuate the building” form is included with each employee’s “New Hire Package”

### **Information Technology Accomplishments**

- To enhance accessibility on our website, we have successfully integrated Monsido tools on the current website. We have begun working with a website developer to launch a new AODA compliant website with anticipation of going live in Q1 of 2025.
- “Worked in conjunction with the Treasury Department to launch “My Wasaga” site in 2024. This initiative provides the public with a central platform for conveniently handling tax and water bill payments
- Continues to offer support to the AAC members by providing technical accommodations

### **Communications Accomplishments**

- Three (3) in person “Town Hall Meetings” were held providing members of the public an in person opportunity to ask Council and staff questions pertaining to Town matters
- The CAO’s office was opened on Monday mornings to provide members of the public an opportunity to meet one on one with the CAO to ask questions pertaining to Town matters
- Implemented “Engage Wasaga” providing members of the public the opportunity to participate in surveys and review municipal priorities, programs, services and projects

## **Recreation and Facilities Accomplishments**

- A tour of the new Twinpad Arena and Library was held for the AAC in the Spring of 2024. Facilities received feedback from the committee and additional accessibility improvements were made to the Twinpad which included rails along penalty box to protect walkers and wheelchairs, delineation of uprights in the Community Rinks, contrasting stair railings, cement drains correct to remove tripping hazard
- 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 with the anticipation of blending the guide with the Town website
- Planning underway for accessible washroom upgrades on both floors of the town hall as well as utilizing grant funding to upgrade the elevator to be far more user friendly by the end of 2024. This initiation was placed on hold on the anticipation that the Town will be building a new Town hall.
- The washroom at the Youth Centre was renovated to include an AODA washroom
- Signage at the Twinpad is now AOD compliant and includes Brail with more directional signage added for the elevator
- Municipal Law Enforcement and Licensing Office has been moved to first floor to provide for a more accessible location
- Upgrade/renovations at Old Fire Hall Station (Special Events Department/Transit). Renovations at the Old Fire Hall Station have been cancelled in preparation for the revitalization of the Beachfront.
- Visible fire/emergency alarms in all public buildings ongoing
- Levered faucets ongoing. Majority of the faucets have been converted to touchless.
- Youth Centre pathway upgrades. Further upgrades to the Youth Centre pathway are anticipated for 2025. An accessible fire pit was installed at the Youth Centre
- Accessible parking space signs
- Exterior paths of travel (e.g. sidewalks, walkways, ramps, stairs, etc.)
- Spruce Street Public Washroom southern ramp have been completed
- An directional sign was installed at the Youth Center providing direction to the accessible ramp located at the back of the facility

## **Public Works, Engineering, Roads and Parks Accomplishments**

### **Roads**

- Undertook sidewalk improvements and replacement/repairs throughout Town to eliminate vertical sidewalk discontinuities (trip hazards >2cm)
- Installed an accessible concrete sidewalk ramp at the end of the sidewalk on Jenetta Street
- Completed select intersection pedestrian pushbutton upgrades
- Addition of AODA parking stalls and signage at Third Street Parking lot, Nancy Island Parking lot and at the Archives Building
- Completed new streetlight installations, at select locations, throughout Town

## **Parks**

- Initiated a plan for expanding trail Wayfinding signage
- Completed the Oakview Woods Playground Redevelopment project, with accessibility enhancements
- Completed the William Arnill Park Playground Redevelopment project, with accessibility enhancements
- Completed the new River Road East Playground project on, with accessibility features
- Installation of accessible swings at Red Oak, Wasaga Village, and Wasaga Sports Park playgrounds.

## **Engineering**

- Continued construction of the River Road West Urbanization project; including bike lanes, sidewalks on both sides of the roadway, new and upgraded traffic signals, bus stop improvements, and additional street lighting, and improved pedestrian & vehicle signage.
- Continued with the detail design for road improvements of Mosley Street, between 45<sup>th</sup> Street and Beachwood Road; including an off-road multi-use trail on the south side for cyclists and pedestrians, new sidewalks, new and upgraded traffic signals, bus stop improvements, and additional street lighting.
- Continued with the detail design for Beach Area One Roadways project, including barrier free streetscaping, designated bike lanes/cycle track and boardwalk
- Updating Town Engineering Standards with AODA requirements and specifications.

## **Transit**

- Strengthened fully accessible specialized transit system, in partnership with the Town of Collingwood and Clearview Township. Implemented mobile app and online booking to help riders and transit service provider with trip planning and tracking.
- Acquired an additional accessible van for TransitPLUS door-to-door specialized transit service.
- Continued with the pilot of on-demand transit service, to expand service to unserved areas, on the east side of Town.
- Utilized mobile app and online booking with on-demand transit service for riders to book their rides. Mobile app and online booking to help riders and transit service provider with trip planning and tracking. On-demand transit service aligns with Simcoe County LINX and neighbouring (municipal) transit systems.
- Completed the installation of four (4) new transit shelters
- Consulted with the Accessibility Advisory Committee, regarding the construction, renovation or replacement of transit stops and shelters or alterations/additions to routes
- Initiated review of proposed locations for 2 new transit shelters to be installed in 2025, which will be presented to the Accessibility Advisory Committee

## **Planning**

- Planning Department was relocated to 120 Glenwood Drive across from the Town Hall which now provides accessible access
- Planning Department provided training to the AAC with respect to requirements for Site Plans under the Planning Act and circulated site plans to the AAC for review and comments
- “MyWasaga” CityView portal was rolled out in 2024 providing residents the ability to apply, pay, request and check the status of a planning applications eliminating the need to attend Town hall.

## **Building Accomplishments**

- 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.
- Building Department was relocated to 120 Glenwood Drive across from the Town Hall which now provides accessible access
- “MyWasaga” CityView portal was rolled out in 2024 providing residents the ability to apply, pay, request and check the status of a permit application and inspections, thus eliminating the need to attend Town Hall.

## **Treasury Accomplishments**

- 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. This item has not yet been completed
- Assist Roll Book users by finding the information they are looking for.
- Continue providing notices and bills printed on white paper only.
- Assist customers by coming out from behind the counter or meeting with them at the seating area if easier for them.
- “Worked in conjunction with the Treasury Department to launch “My Wasaga” site in 2024. This initiative provides the public with a central platform for conveniently handling tax and water bill payments.

## **By-Law Enforcement Accomplishments**

- New accessible parking spaces were added in lots (Dunkerron Ave, 24<sup>th</sup> Street)
- Installation of new parking lot name/identification signs have been installed
- 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 is being investigated for 2025

### **Library Accomplishments**

- Expanded large print collection in order to offer more reading options for people with visual impairment
- Replaced Junior Fiction collection blue item labels with clear, white labels to make it easier to read for everyone
- Made available a multilingual collection that was donated by Simcoe County to support language barriers
- Provided tablets at the front desk for staff to communicate with patrons who do not speak English
- New service desks and work stations for the public that are wheelchair accessible
- Provided more computers and some have large lettered keyboards for vision impairments
- Achieved a grant from the International Dyslexia Association to add decodable books, which assist people with dyslexia with reading
- CNIB Smart Life in Barrie donated a desktop magnifier for public use

## **Fire Department Accomplishments**

- Upon request, assist individuals with installation of smoke and carbon monoxide alarms in their homes
- Implement online version of the inquiry and citizen complaint form available on the Town website
- Ensure that all forms meet current accessibility standards
- Provide accessible station tours for community members
- Maintain communication assistance cards available on trucks and in the office
- Partnered with Accessibility Advisory Committee to complete a Easter and Thanksgiving food drive in support of the Wasaga Beach Food Bank
- Fire Administration Assistant completed American Sign Language and is not able to assist various departments in communicating with members of the public
- Renovation of Station 2 has been completed, meeting AODA compliance as outlined within the Ontario Building Code. Upgrades include an accessible washroom, powered entry doors and barrier free access

## **SCHEDULE “D”**

### **2024 Town of Wasaga Beach Accessibility Plan Annual Status Report**

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 2024 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:

Barbara Kane, Records and Information Management Specialist  
[barbara.kane@wasagabeach.com](mailto:barbara.kane@wasagabeach.com) 705-429-3844 ext. 2262

### **2024 Accessibility Accomplishments**

#### **Legislative Services**

Legislative Services provides assistance to the Accessibility Advisory Committee and staff with respect to the legislative requirements of the AODA.

#### **Accessibility Advisory Committee**

- Multi Year Accessibility Plan & Progress Report review
- Hosted Easter and Thanksgiving Food Drives for the Wasaga Beach Food Bank in collaboration with the Fire Department
- Attended the Seniors Information and Active Living Expo providing information to members of the public on the Committee and various services available for those with disabilities
- Provided consultation to departments with respect to various initiatives as outlined within the individual department updates
- Installed new mobi-mat wings to existing mobi-mat locations to enhance accessibility
- Recommended and obtained approval to purchase and install mobi-decks at Beach Areas 1 and 2
- Provided consultation to the Simcoe County District Public School Board on a site plan for a new public school
- Created a Site Plan checklist to use as a guide for the Committee when reviewing site plans identified for review under Section 42 of the Planning Act

## **Clerk's Department**

- Oversaw the use of four 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.
- Worked with the Provincial Parks, to oversee the mobi-mats, wings and platforms located on Provincial Park lands
- Communications began with Ontario Parks to enter into a Memorandum of Understanding for the installation and maintenance of mobi-mats, wings, platforms and chairs within provincial parks, including the installation of signage
- New Agenda Management Software was implemented at the end of 2023 allowing for more accessible access to past, current and upcoming Council and Committee meetings.

## **Human Resources and Training Accomplishments**

- Continued to provide online AODA training with Systems 24/7 as part of employee orientation
- Human Resource continued to update policies and procedures to address standards outlined within the Employment Standard which included Individual Accommodation Plans when requested
- Employees received MSD & ME (Ergonomics) training with Systems 24/7
- An accommodation statement is now included within all job postings for the Town of Wasaga Beach and each candidate is asked if they require any accommodation to participate in the recruitment process
- "In an emergency...Would you require assistance to evacuate the building" form is now included with each employee's "New Hire Package".

## **Information Technology Accomplishments**

- To enhance accessibility on our website, the Town has successfully integrated Monsido tools on the current website. We have begun working with a website developer to launch a new AODA compliant website with anticipation of going live in Q1 of 2025.
- " Worked in conjunction with the Treasury Department to launch "My Wasaga" site in 2024. This initiative provides the public with a central platform for conveniently handling tax and water bill payments
- Continues to offer support to the AAC members by providing technical accommodations

## **Communications Accomplishments**

- Three (3) in person “Town Hall Meetings” were held providing members of the public an in-person opportunity to ask Council and staff questions pertaining to Town matters
- The CAO’s office was opened on Monday mornings to provide members of the public with an opportunity to meet one on one with the CAO to ask questions pertaining to Town matters
- Implemented “Engage Wasaga” providing members of the public the opportunity to participate in surveys and review municipal priorities, programs, services and projects

## **Recreation and Facilities Accomplishments**

- A tour of the new Twinpad Arena and Library was held for the AAC in the Spring of 2024. Facilities received feedback from the committee and additional accessibility improvements were made to the Twinpad which included rails along penalty boxes to protect walkers and wheelchairs, delineation of uprights in the Community Rinks, contrasting stair railings, cement drains correct to remove tripping hazard
- 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 with the anticipation of blending the guide with the Town website
- Planning underway for accessible washroom upgrades on both floors of the town hall as well as utilizing grant funding to upgrade the elevator to be far more user friendly by the end of 2024. This initiation was placed on hold on the anticipation that the Town will be building a new Town hall.
- The washroom at the Youth Centre was renovated to include an AODA washroom
- Signage at the Twinpad is now AOD compliant and includes Brail with more directional signage added for the elevator
- The Municipal Law Enforcement and Licensing Office has been moved to the first floor to provide for a more accessible location
- Upgrade/renovations at Old Fire Hall Station (Special Events Department/Transit). Renovations at the Old Fire Hall Station have been cancelled in preparation for the revitalization of the Beachfront.
- Visible fire/emergency alarms in all public buildings ongoing
- Levered faucets ongoing. The majority of the faucets have been converted to touchless.
- Youth Centre pathway upgrades. Further upgrades to the Youth Centre pathway are anticipated for 2025. An accessible fire pit was installed at the Youth Centre
- Accessible parking space signs
- Exterior paths of travel (e.g. sidewalks, walkways, ramps, stairs, etc.)
- Spruce Street Public Washroom southern ramp has been completed
- A directional sign was installed at the Youth Center providing direction to the accessible ramp located at the back of the facility

## **Public Works, Engineering, Roads and Parks Accomplishments**

### **Roads**

- Undertook sidewalk improvements and replacement/repairs throughout Town to eliminate vertical sidewalk discontinuities (trip hazards >2cm)
- Installed an accessible concrete sidewalk ramp at the end of the sidewalk on Jenetta Street
- Completed select intersection pedestrian pushbutton upgrades
- Addition of AODA parking stalls and signage at Third Street Parking lot, Nancy Island Parking lot and at the Archives Building
- Completed new streetlight installations, at select locations, throughout the Town

### **Parks**

- Initiated a plan for expanding trail Wayfinding signage
- Completed the Oakview Woods Playground Redevelopment project, with accessibility enhancements
- Completed the William Arnill Park Playground Redevelopment project, with accessibility enhancements
- Completed the new River Road East Playground project on, with accessibility features
- Installation of accessible swings at Red Oak, Wasaga Village, and Wasaga Sports Park playgrounds.

### **Engineering**

- Continued construction of the River Road West Urbanization project; including bike lanes, sidewalks on both sides of the roadway, new and upgraded traffic signals, bus stop improvements, and additional street lighting, and improved pedestrian & vehicle signage.
- Continued with the detail design for road improvements of Mosley Street, between 45<sup>th</sup> Street and Beachwood Road; including an off-road multi-use trail on the south side for cyclists and pedestrians, new sidewalks, new and upgraded traffic signals, bus stop improvements, and additional street lighting.
- Continued with the detail design for Beach Area One Roadways project, including barrier free streetscaping, designated bike lanes/cycle track and boardwalk
- Updating Town Engineering Standards with AODA requirements and specifications.

## **Transit**

- Strengthened fully accessible specialized transit system, in partnership with the Town of Collingwood and Clearview Township. Implemented mobile app and online booking to help riders and transit service provider with trip planning and tracking.
- Acquired an additional accessible van for TransitPLUS door-to-door specialized transit service.
- Continued with the pilot of on-demand transit service, to expand service to unserved areas, on the east side of Town.
- Utilized mobile app and online booking with on-demand transit service for riders to book their rides. Mobile app and online booking to help riders and transit service provider with trip planning and tracking. On-demand transit service aligns with Simcoe County LINX and neighbouring (municipal) transit systems.
- Completed the installation of four (4) new transit shelters
- Consulted with the Accessibility Advisory Committee, regarding the construction, renovation or replacement of transit stops and shelters or alterations/additions to routes
- Initiated review of proposed locations for 2 new transit shelters to be installed in 2025, which will be presented to the Accessibility Advisory Committee

## **Planning**

- The Planning Department was relocated to 120 Glenwood Drive across from the Town Hall which now provides accessible access
- Planning Department provided training to the AAC with respect to requirements for Site Plans under the Planning Act and circulated site plans to the AAC for review and comments
- “MyWasaga” CityView portal was rolled out in 2024 providing residents the ability to apply, pay, request and check the status of a planning applications eliminating the need to attend Town hall.

## **Building Accomplishments**

- 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.
- Building Department was relocated to 120 Glenwood Drive across from the Town Hall which now provides accessible access
- “MyWasaga” CityView portal was rolled out in 2024 providing residents the ability to apply, pay, request and check the status of a permit application and inspections, thus eliminating the need to attend Town Hall.

## **Treasury Accomplishments**

- 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. This item has not yet been completed
- Assist Roll Book users by finding the information they are looking for.
- Continue providing notices and bills printed on white paper only.
- Assist customers by coming out from behind the counter or meeting with them at the seating area if easier for them.
- " Worked in conjunction with the Treasury Department to launch "My Wasaga" site in 2024. This initiative provides the public with a central platform for conveniently handling tax and water bill payments.

## **Bylaw Enforcement Accomplishments**

- Installation of new parking lot name/identification signs have been installed
- New taxi company licensing is to provide requirement of accessible cabs subject to direction from AAC and Council

## **Library Accomplishments**

- Expanded large print collection in order to offer more reading options for people with visual impairment
- Replaced Junior Fiction collection blue item labels with clear, white labels to make it easier to read for everyone
- Made available a multilingual collection that was donated by Simcoe County to support language barriers
- Provided tablets at the front desk for staff to communicate with patrons who do not speak English
- New service desks and workstations for the public that are wheelchair accessible
- Provided more computers and some have large, lettered keyboards for vision impairment
- Achieved a grant from the International Dyslexia Association to add decodable books, which assist people with dyslexia with reading
- CNIB Smart Life in Barrie donated a desktop magnifier for public use

## **Fire Department Accomplishments**

- Upon request, assist individuals with installation of smoke and carbon monoxide alarms in their homes
- Implement online version of the inquiry and citizen complaint form available on the Town website
- Ensure that all forms meet current accessibility standards
- Provide accessible station tours for community members
- Maintain communication assistance cards available on trucks and in the office
- Partnered with Accessibility Advisory Committee to complete an Easter and Thanksgiving food drive in support of the Wasaga Beach Food Bank
- Fire Administration Assistant completed American Sign Language and is now able to assist various departments in communicating with members of the public
- Renovation of Station 2 has been completed, meeting AODA compliance as outlined within the Ontario Building Code. Upgrades include an accessible washroom, powered entry doors and barrier free access.

## **SCHEDULE “D”**

### **2025 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
- Redesign logo for Accessibility Advisory Committee
- Attending Seniors Information and Active Living Expo
- Create Videos promoting accessible features within the Town
- Spring and Fall Food Drives in support of the Wasaga Beach Food Bank
- Continue to provide accessible devices at Provincial Beaches by installing mobi mats, wings and decks
- Work with Communications to create pamphlets identifying accessible features at Provincial Beaches
- Work with Bylaw Enforcement to finalize Bicycle By-law
- Investigation of Access, Awareness and Inclusion programs during local government week

#### **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**

- Incorporate a “Refresher” Accessibility training course for all staff (Re: AODA/IASR)
- Increase awareness of the availability of hearing assistive devices for meetings of Council and Committees
- Work in partnership with the Human Resources Department to provide volunteer onboarding online

#### **Recreation, Events & Facilities**

- Inclusion of a Business Accessibility Package with new Business Licensing Packages is being investigated for 2025

## **Public Works/Parks/Engineering/Transit**

- Complete the Multi-Modal Transportation Master Plan, including Master Transit Study; evaluate and implement recommendations made therein, subject to Council approval.
- Continue to monitor policies and procedures for the various requirements relating to conventional and specialized transit services to comply with the Standards
- Continue to receive feedback from our customers, act on it when possible and ensure that we provide an equitable service to our customers.
- Acquire a new conventional transit bus, compliant with AODA technical requirements
- Initiate the construction of accessible playground facilities at Sunnidale Trails – Pacific Homes Development (NEW) and Blueberry Trails Park (Replacement)
- Finalize the construction of River Road West, between Blueberry Trails and Veterans Way, including new sidewalks and designated bike lanes.
- Initiate the construction of Beach Area One road improvements, including streetscaping, improved sidewalks and multi-use pathways

## **Human Resources**

- Draft and update policies to incorporate changes to Human Resources policies to address standards outlined in the Employment Standard.
- Work in partnership with the Clerk's Department to provide volunteer onboarding online

## **Treasury/Information Technology**

- Including availability of alternate formats on invoices issued to members of the public.

## **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 support 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**

- Continue to enforce and educate members of the public on parking by-laws

## **Library**

- Continue to build accessible collections including audiobooks large print as well as language items

## **Economic Development & Tourism**

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

## **Building Department**

- Continue to enforce the AODA requirements within the Building Code
- Implement new changes AODA changes under the Building Code

## **Planning**

- Updating Zoning By-law which will recognize the AODA
- Creating Urban Design Standards which will recognize the AODA

## **Fire Department/Emergency Services**

- Deliver fire safety programs at local retirement homes, senior events, and throughout the community.
- Provide assistance with home fire safety inspections, including the installation of smoke alarms, carbon monoxide alarms, and guidance on home escape planning as requested.
- Implement barrier-free car seat installation assistance at Station 1.
- Partnering with the County of Simcoe and a local church to open an overnight warming centre with barrier free access for vulnerable community members.

## 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 four (4) transit buses. All buses are accessible, and all buses are equipped with a driver operated wheelchair lift with room for two (2) wheelchairs on board.

#### **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 wheelchair passengers at the rear of the bus

#### **3. Accessibility Measures taken at the transit level**

- Regular meetings with Landmark Bus Lines (Town's Transit contractor) management to discuss service improvements, customer complaints, accessibility issues.
- Semi-Annual Meetings with Transit Drivers (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

#### **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**

- Strengthened fully accessible specialized transit system, in partnership with the Town of Collingwood and Clearview Township. Implemented mobile app and online booking to help riders and transit service provider with trip planning and tracking.
- Acquired an additional accessible van for TransitPLUS door-to-door specialized transit service.

- Continued with the pilot of on-demand transit service, to expand service to unserved areas, on the east side of Town.
- Utilized mobile app and online booking with on-demand transit service for riders to book their rides. Mobile app and online booking to help riders and transit service provider with trip planning and tracking. On-demand transit service aligns with Simcoe County LINX and neighbouring (municipal) transit systems.

## **6. Accessibility Equipment Failures**

- Should accessibility equipment failures occur on the Town owned conventional system, the Town's transit contractor (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).



## **2025 Town of Wasaga Beach Accessibility Plan Annual Status Report**

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 2025 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/our-organization/accessibility/>

To request an alternate format of this annual status report, please contact:

Barbara Kane, Records and Information Specialist  
[barbara.kane@wasagabeach.com](mailto:barbara.kane@wasagabeach.com) 705-429-3844 ext. 2262

### **2025 Accessibility Accomplishments**

#### **Legislative Services**

Legislative Services provides assistance to the Accessibility Advisory Committee and staff with respect to the legislative requirements of the AODA.

#### **Accessibility Advisory Committee**

- Reviewed 2024 Status Update Report and provided recommendations for 2025 Goals and improvements
- Hosted Easter Food Drive raising funds for the Wasaga Beach Ministerial Food Bank in collaboration with the Fire Department providing information to the public on the Committee, promoting accessible services provided by the Town, Province and County including, beach area mobi-mats, funding availability and 211 services
- Attended the Seniors Information and Active Living Expo providing information to the public on the Committee promoting accessible services provided by the Town, Province and the County including, beach area mobi-mats, funding availability and 211 services

- Reviewed 5 site plans under Section 41 of the Planning Act and provided recommendations
- Reviewed 2 site plans for improvements to municipal parks and provided recommendations
- Provided input to Communications with respect to a rack card to promote accessibility services within the municipality specifically mobi-mat locations
- Provided recommendations to Engineering with respect to transit shelters and Transit Master Plan
- Provided recommendations to Communications with respect to the Town's new website

### **Clerk's Department**

- Purchased additional mobi-mats to be deployed in 2026
- Worked with the Provincial Parks, to oversee the mobi-mats, wings and platforms located on Provincial Park lands
- Provided continued support to the Accessibility Advisory Committee and staff with respect to committee meetings and accessibility
- Participated in events including setting up the Easter Food Drive and Seniors Information and Active Living Expo and providing educational materials

### **Human Resources and Training Accomplishments**

- Continued to provide the following training via Systems 24/7 that will be prompted for refreshers: AODA; MS & ME (Ergonomics)
- Accommodation statements included within all job postings, employment letters to address standards outlined within the Employment Standards with included individual Accommodation Plans when requested
- New Hires received a form that outlines: "In emergency situations, would you require assistance to evacuate the building" form as part of their New Hire Package

### **Information Technology Accomplishments**

- Worked with the Communications Department to put final touches on a new Town website to be rolled out in 2026, which will include an AODA accessibility widget (accessiBe) to support a more inclusive and accessible online experience.
- The IT team continued to provide support to any staff member who required technology-related assistance connected to AODA or accessibility needs and to meet legislative requirements

### **Communications Accomplishments**

- Used accessible public engagement tools including (Engage Wasaga, Town Hall meetings and surveys) to enhance public participation
- Worked with the Information Technology Department to put final touches on a new Town website to be rolled out in 2026, which will include an AODA accessibility

widget (accessiBe) to support a more inclusive and accessible online experience and to meet legislative requirements

## **Recreation and Facilities Accomplishments**

- Installation of an accessible ramp at the Youth Centre
- Creation of a Wellness Sensory Nook at the Youth Centre
- Annually painting sidewalk ramps blue so they are easily recognizable
- Recreation Guides are formatted for text to audio (TTA) in the digital format
- Improve parking lot lighting at the Youth Centre
- Accessible walkway installed at the age-friendly garden
- Accessible railings installed in the spectator arena at Wasaga Stars Arena
- Visible fire/emergency alarms all public buildings- ongoing
- Accessible parking space signs at Wasaga Stars Arena

## **Roads**

- Undertook sidewalk improvements and replacement/repairs throughout Town to eliminate vertical sidewalk discontinuities (trip hazards >2cm)
- Completed select intersection pedestrian pushbutton upgrades
- Completed new streetlight installations, at select locations, throughout the Town
- Completed traffic calming measures (speed tables) and added new paved shoulders on Wedgewood Drive between Morgan Road and Concession 12.

## **Parks**

- Completed the construction of the new Ramblewood Park
- Finalized the detail design for both Blueberry Trails Park Renewal and Sunnidale Trails Park Development (Phase 1).

## **Engineering**

- Finalized construction of the River Road West Urbanization project including bike lanes, sidewalks on both sides of the roadway, new and upgraded traffic signals, bus stop improvements, and additional street lighting, and improved pedestrian & vehicle signage.
- Continued with the detail design for road improvements of Mosley Street, between 45<sup>th</sup> Street and Beachwood Road; including an off-road multi-use trail on the south side for cyclists and pedestrians, new sidewalks, new and upgraded traffic signals, bus stop improvements, and additional street lighting.
- Awarded the tender for Beach Area One Roadway Reconstruction and Streetscaping project, including barrier free streetscaping, designated bike lanes/cycle track and boardwalk. The design includes pedestrian focussed surface treatments, especially for Main Street and 1<sup>st</sup> Street. Construction commenced in mid 2025.

- Town Engineering Standards update with AODA requirements and specifications was completed and adopted in December 2025.
- A new set of intersection pedestrian signals were installed at Sunnidale Road and Wasaga Sands Drive.
- Detailed design commenced for construction of a new roundabout at River Road West and Theme Park Drive, as well as widening River Road West to introduce a left turn lane to accommodate increased traffic for the forthcoming K-12 Catholic school, which also includes pedestrian accommodation through / around the intersection and a 3.0m wide multi-use path on the north side of the roadway.

## **Transit**

- Awarded the RFP and advanced the Transit Master Plan, including engagement with the Accessibility Advisory Committee and general public through focused meetings, surveys, pop-up and Public Information Session.
- Consulted with the Accessibility Advisory Committee, regarding the construction, renovation or replacement of transit stops and shelters or alterations/additions to routes
- Continued with the pilot of on-demand transit service, to expand service to unserved areas, on the east side of Town.
- Utilized mobile app and online booking with on-demand transit service for riders to book their rides. Mobile app and online booking to help riders and transit service provider with trip planning and tracking. On-demand transit service aligns with Simcoe County LINX and neighbouring (municipal) transit systems.
- Awarded the contract for two (2) new transit shelters; installation slated for spring 2026

## **Planning**

- Council adopted a new Official Plan containing accessibility supportive policies, including:
  - identifying the need for municipal buildings and facilities to meet AODA standards;
  - encouraging new development proposals to create barrier free spaces that meet OBC and AODA requirements; and,
  - specific policy language around accessible design of parking, trails, pedestrian routes and site features.
- Continuation of “MyWasaga” CityView portal providing residents the ability to apply, pay, request and check the status of planning applications without the need to physically attend Town facilities; and,

## **Building Accomplishments**

- Continued administration and enforcement of accessibility requirements through applicable provisions of the Ontario Building Code (OBC), ensuring new construction and renovations comply with provincially prescribed accessibility standards.
- Ongoing interpretation and communication of OBC accessibility requirements to designers, builders and residents to support compliance at the permit and inspection stages
- Continued utilization of the “MyWasaga” CityView portal, providing residents with accessibly online options to apply for permits, make payments, request inspections, and track application status, reducing the need for in-person attendance.
- Continued operation of the Building Department from the accessible 120 Glenwood Drive location, ensuring barrier-free access to counter services.

## **Treasury Accomplishments**

### **Customer Service & Front Counter Accessibility**

- Continued providing accessible customer service by offering dog licenses, parking permits, and other treasury services from the main-floor counter, ensuring barrier-free access.
- Supported customers requiring mobility assistance.
- Provided customer support away from the counter when required, including at the seating area to accommodate mobility, communication, and comfort needs.
- Continued to assist customers using Video Relay Services (VRS).
- Assisted Roll Book users by helping locate and interpret required records.
- Coordinated with By-law staff to provide accessible customer service at Treasury when needed.

### **Online Services & Digital Accessibility**

- Maintained and expanded e-billing and online payment options across multiple platforms, including BookKing, CityView, the Transit Portal, and the Town website.
- Successfully launched the My Wasaga platform, enabling residents to access tax and water billing information online and make digital payments.
- Continued providing printed notices and bills on white paper only to support readability.

### **Staff Compliance & Training**

- Ensured staff continue to maintain AODA Customer Service Standard awareness, including directing suppliers through Purchasing on accessibility compliance requirements.
- Ensured all bills, mailings, and notices included information on how to request alternative formats.

## **Bylaw Enforcement Accomplishments**

- Developed and shared educational social media posts to increase public awareness of parking by-laws, including accessible parking requirements
- Conducted proactive patrols in high-traffic areas to ensure compliance
- Increased proactive inspections of public and private parking lots to monitor accessible parking compliance
- Issued warnings and infraction notices where appropriate to reinforce compliance
- Responded to resident complaints in a timely manner to address parking concerns
- Increased the fine for unauthorized use of accessible parking spaces to strengthen deterrence and protect designated spaces
- Updated the Property Standards By-law to strengthen requirements for clearing communal walkways and sidewalks on private property, improving safe winter access
- Relocated the By-law office from the basement to the main level of Town Hall to improve public accessibility
- Installed a lowered section at the front service counter to better accommodate individuals using wheelchairs or mobility devices
- Placed seating outside the department to support individuals who may require accessible waiting accommodations
- Provided direct education during enforcement interactions (officers explaining regulations on-site)

## **Library Accomplishments**

- All library staff participated in Demetia training
- Light wattage was increased in the library for higher visibility while searching for items on the library shelves
- Signage within the library was changed to ensure patrons could easily read and navigate through the library space
- Window decals were put on glass to prevent people to avoid collisions with the glass
- Clearer pathways were made to allow easier flow from one end of the library to the other

## **Fire Department Accomplishments**

- Delivered 206 hours of fire prevention and public education programming to targeted groups throughout the community. These activities included participation in the Seniors Expo, visits to all retirement homes and some retirement communities, outreach to service organizations, and engagement with affordable housing programs. At each event, staff provided educational materials and answered questions from community members.
- Visited approximately 190 homes to assist with alarm testing, alarm installation, and general fire-safety guidance. In most cases, the residents were seniors or individuals with limited mobility, which created the need for additional support.

- Implemented barrier-free car seat installation assistance at Station 1 in 2025 and provided 15 car seat installations, free of charge, to community members.
- In partnership with the County and Faith Missionary Church, we improved accessibility to the overnight warming centre by operating seven days a week from November 1 to March 31. The program is pet-friendly, and all attendees were offered municipal bus tickets to assist with transportation. The centre typically supported 6–10 individuals per night, particularly during the coldest periods of the winter.

- **SCHEDULE “D”**

## **2026 Accessibility Goals/Identified Improvements**

### **Accessibility Advisory Committee (AAC) Goals/Identified Improvements**

- Continue to consult with the Municipality in the future development of accessible design of public spaces including recreational trails, outdoor play spaces, outdoor paths of travel, on-street parking and the construction, renovation or replacement of transit stops and shelters
- Work with Communications to redesign flag for Accessibility Advisory Committee
- Attend Seniors Information and Active Living Expo, Wasaga Lions 2026 Home and Garden Show and Spring and Fall Food Drives in support of the Wasaga Beach Ministerial Food Bank providing information to the public on the Committee and promoting accessible services provided by the Town, Province and the County including, beach area mobi-mats, accessible transit, provincial funding availability and 211 services
- Work with Communications to finalize rack card/pamphlet identifying accessible features at Town and Provincial Parks to be distributed at 2026 events
- Work with Bylaw Enforcement to finalize Bicycle By-law
- Continue to review site plans under Section 41 of the Planning Act and provide comments to the Planning Department
- Provide recommendations with respect to the Wasaga Beach Transit Master Plan
- Create proclamations for AccessAbility Week and International Day of Persons with Disabilities and participate in flag raisings associated with both events
- Provide input into the new 2027-2031 Multi-Year Accessibility Plan

### **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 Goals/Identified Improvements**

- Incorporate a “Refresher” Accessibility training course for all staff (Re: AODA/IASR)
- Increase awareness of the availability of hearing assistive devices for meetings of Council and Committees
- Work in partnership with the Human Resources Department to provide volunteer onboarding online
- Create new 2027 – 2031 Multi-Year Accessibility Plan

## **Recreation, Events & Facilities Goals/Identified Improvements**

- Purchase of Evacuation Chairs at Wasaga Stars Arena
- Relocation of Summer Camp programs to the new public school for increased alignment with building accessibility features
- Additional of accessible planter boxes at the Community garden

## **Public Works/Parks/Engineering/Transit Goals/Identified Improvements**

- Complete the Transit Master Plan; evaluate and implement recommendations made therein, subject to Council approval.
- Complete the installation of new transit shelters within budget allotment
- Continue to monitor policies and procedures for the various requirements relating to conventional and specialized transit services to comply with the Standards
- Acquire a new conventional transit bus, compliant with AODA technical requirements
- Initiate the construction of new accessible playground facilities at Sunnidale Trails – Pacific Homes Development (Phase 1) and Blueberry Trails Park (Replacement)
- Finalize the construction of River Road West, between Blueberry Trails and Veterans Way, including new sidewalks and designated bike lanes.
- Continue with the construction of Beach Area One road improvements, including streetscaping, improved sidewalks and multi-use pathways
- Finalize the detail design for River Road West / Theme Park Drive intersection improvements, including improved pedestrian crossings
- Continue to receive feedback from our customers, act on it when possible and ensure that we provide an equitable service to our customers.

## **Human Resources Goals/Identified Improvements**

- Update the following documents:
  - Individual Accommodation Plan Policy
  - Accommodation Request Form
  - Individual Accommodation Plan Form
  - Return to Work Plan
  - Management Guide to Implement Workplace Accommodations

## **Treasury Goals/Identified Improvements**

### **Accessibility Review & Barrier Identification**

- Evaluate accessibility of Town Hall entrance doors (e.g., sticking, heavy operation) and submit recommendations to Facilities for adjustments or maintenance.
- Evaluate accessibility for ongoing accessibility barriers.

### **Customer Service Commitments**

- Continue offering accessible customer service options including VRS support, assistance at the seating area, and mobility assistance within Town Hall.

- Continue working with By-law to transition Yard Sale permit sales to Treasury to provide a more accessible single-point service location (pending completion).

### **Digital & Communication Accessibility**

- Continue promoting e-billing and reducing reliance on paper notices to improve convenience and accessibility.
- Review online payment portals and Treasury web content for alignment with AODA and WCAG 2.0 Level AA requirements.
- Continue offering notices, bills, and communications in accessible digital formats and reminding customers that alternative formats are available upon request.

### **Procurement & Staff Awareness**

- Continue ensuring suppliers and contractors are informed of accessibility requirements through Purchasing.
- Ensure accessibility considerations remain embedded in departmental specifications, documents, and processes.

### **Support for Multi-Year Accessibility Plan Renewal**

- Participate in corporate consultations during the update of the Multi-Year Accessibility Plan prior to the new Council term.
- Review Treasury operations annually to ensure commitments relating to Customer Service, Information & Communication, and Design of Public Spaces continue to be met.

### **Information and Communications**

- The Communications Department is launching the new Town website, which now includes an AODA accessibility widget (accessiBe) to support a more inclusive and accessible online experience.
- The IT team will continue to provide support to any staff member who requires technology-related assistance connected to AODA or accessibility needs.
- Rolling out Microsoft Teams Phone, the Town will gain several accessibility advantages aligned with AODA requirements, including Real-Time Text (RTT), live captions and transcription, TTY support, sign language view, screen reader compatibility, and enhanced keyboard-accessible controls. These features ensure staff with diverse accessibility needs can participate fully in calls and meetings.

### **Municipal Law Enforcement & Licensing Department/Parking**

- Review and ensure proper signage and pavement markings in accessible parking spaces in municipally owned areas
- Work with property owners/businesses to improve enforcement for designated accessible parking spaces
- Support residents with parking pass renewals to reduce confusion

- Continue proactive enforcement of accessible parking spaces and educating the public
- Proactively monitor private properties for compliance with communal walkways and sidewalks promptly being cleared of snow
- Review office and public service area accessibility for potential improvements (seating, counters etc.)

## **Library**

- The library is working to become a Dementia Friendly Community Supporter
- Installation of high contrast colour vinyl on the public washrooms doors to clearly identify them
- Purchase of an AuraLoop+ hearing device which, can be used for patrons with hearing aids that have "AuraLoop+" technology, and also by patrons who do not have hearing aids.

## **Economic Development & Tourism**

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

## **Building Department**

- Continued enforcement of AODA related provisions within the OBC
- Implement and communicate any forthcoming provincial amendments to accessibility requirements under the OBC
- Review departmental processes and public facing materials to ensure accessibility of information and communication

## **Planning**

- Implement the policies of the new Official Plan, subsequent to County Approval of the document (anticipated early Spring)
- Complete new Zoning By-law which is consistent with/defers to AODA design standards for such matters as the quantity and configuration of accessible parking
- Continue to work with Town departments (especially with landscape architect) and other stakeholders to ensure that accessibility related matters are appropriately addressed through the development review process
- Provide assistance as appropriate to the development of Urban Design Guidelines addressing among other matters, building, site and street/neighbourhood accessibility
- Continue to circulate site plan applications and select subdivision proposals for review and comment by the members of the Accessibility Advisory Committee.

## **Fire Department/Emergency Services**

- Deliver fire safety programs at local retirement homes, senior events, and throughout the community.
  - During 2026, we will aim to increase our programming to 225 hours by reaching out to adult community groups we have not previously engaged with.
- Provide assistance with home fire safety inspections, including the installation of smoke alarms, carbon monoxide alarms, and guidance on home escape planning as requested.
  - During 2026, we will develop a program to help inform residents about who they can contact to receive assistance with the installation of hard-wired smoke alarms.
- Implement barrier-free car seat installation assistance at Station 1.
  - During 2026, we will aim to complete 20 car seat installations by improving our advertising and outreach efforts.
- Partnering with the County of Simcoe and a local church to open an overnight warming centre with barrier free access for vulnerable community members.
  - During 2026, this program will remain status quo; however, we will adjust as needed if any specific accessibility concerns are identified.

## **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 four (4) transit buses. All buses are accessible, and all buses are equipped with a driver operated wheelchair lift with room for two (2) wheelchairs on board.

#### **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 wheelchair passengers at the rear of the bus

#### **3. Accessibility Measures taken at the transit level**

- Regular meetings with Landmark Bus Lines (Town's Transit contractor) management to discuss service improvements, customer complaints, accessibility issues.
- Semi-Annual Meetings with Transit Drivers (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

#### **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**

- Strengthened fully accessible specialized transit system, in partnership with the Town of Collingwood and Clearview Township. Implemented mobile app and

online booking to help riders and transit service provider with trip planning and tracking.

- Acquired an additional accessible van for TransitPLUS door-to-door specialized transit service.
- Continued with the pilot of on-demand transit service, to expand service to unserved areas, on the east side of Town.
- Utilized mobile app and online booking with on-demand transit service for riders to book their rides. Mobile app and online booking to help riders and transit service provider with trip planning and tracking. On-demand transit service aligns with Simcoe County LINX and neighbouring (municipal) transit systems.

## **6. Accessibility Equipment Failures**

- Should accessibility equipment failures occur on the Town owned conventional system, the Town's transit contractor (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.