



## **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).