



## **2019 Town of Wasaga Beach Accessibility Accomplishments**

### **Clerk/Administration/Accessibility Initiatives**

- Clerk provides support to the Wasaga Beach Accessibility Advisory Committee
- Accessibility Advisory Committee were involved in the following:
  - Multi Year Accessibility Plan & Progress Report review
  - Developing an accessibility public education program in the primary grade schools for sensitivity awareness
  - AAC Chair is a standing member on the County of Simcoe Accessibility Advisory Committee
  - 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.
- Oversee the mobi-mats located at Beach Area 3 (previously located at Beach Area 2 & 5 only). These mats allow easy access to the beach for people using mobility aids or pushing baby strollers.
- 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.
- Additional Accessible Parking Space added at Town Hall.
- AAC outreach at the GNE Fair (September) – liaised with small businesses to provide information regarding Accessibility within the Town and the various legislation that applies, etc.
- School outreach for 2019– 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.
- Updated the 5 year Accessibility Plan for the Town to ensure up to date and continuing awareness of Accessibility needs and requirements are met whenever possible.

### **Human Resources and Training**

- Continued accessible customer service training as part of the orientation program for new employees
- Continue to provide training for all employees, committee members, volunteers and elected officials on Integrated Accessibility Standards
- Provide ergonomic information and assistance when required for staff
- Include a description of accessible opportunities in all job postings
- Offer accommodations to interview candidates

- Assist in workplace accommodations and disability management

### **Information Technology and Communications**

- Continue to improve and review wasagabeach.com content quality and accessibility through online quality tools
- Additional online payment services – Created a centralized payment portal on the website
- Additional security cameras installed at beachfront and Main Street – Added 3 more cameras in 2019
- 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**

- Director of Recreation, Events and Facilities provides assistance to Accessibility Advisory Committee as needed.
- Annually painting sidewalk ramps blue so they are easily recognizable
- Youth Centre automatic door openers
- Active Living Centre outdoor ramp
- Mobilift for facility/event use
- Rec Guide both spring/summer and fall/winter issues
- Classroom elevator/list room review/study

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

#### **Roads**

- Undertook sidewalk improvements and replacement/repairs throughout Town to eliminate vertical sidewalk discontinuities (trip hazards >2cm)
- Installed new sidewalks along 58<sup>th</sup> Street South and Ramblewood Drive, including tactile plates and line painting at intersections
- Retrofit of audible pedestrian heads and installation of new pedestrian counters
- River Road West from Brillinger Drive to Veterans Way
  - New sidewalk c/w tactile plates constructed on the north side, a distance of approximately 1.2 kilometers.
  - The north sidewalk will be completed in 2019.
  - New LED lights on the north side of River Road West were installed
- Initiated the rehabilitation of the Main Street Bridge. Once complete, the bridge will have improved lighting, wider sidewalks and bike lanes.
- Completed the reconstruction of Zoo Park Road North, north of Wally Drive, along the frontage of the new Simcoe County Affordable Housing Development. The roadworks included sidewalk extension and transit stop improvements.
- Constructed a new and accessible boat launch/docks at 2<sup>nd</sup> Street

#### **Engineering**

- Continued with 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
- Initiated the detail design for road improvements to Mosley Street between 45<sup>th</sup> Street and Beachwood Road, including dedicated bike lanes and sidewalks

### **Transit**

- Mobile transit app being developed to assist with trip planning and logistics. Mobile app will also align with Simcoe County LINX and neighbouring transit systems
- Improved two (2) existing transit stops with new shelters
- Town continues to collaborate with the County of Simcoe in an effort to partner with them for the provision of specialized transit.

### **Parks**

- Trail resurfacing and access upgrades
- Redefined the Goose Garden trail from Oxbow to River Rd W. This now allows pedestrians (especially pedestrians with wheel chairs or mobility scooters) to access the side walk on RRW from Oxbow without having to follow the road on the shoulder.

### **Planning**

- Provision of alternate front counter service area at Planning Counter to accommodate accessibility. When necessary and requested staff will also meet with members of the public on the ground floor at a desk in the lobby.
- Planning staff participation in the Town's Age Friendly Community Advisory Committee
- Working with other Town Departments to implement the Goals of the Age Friendly Community Plan including measures to improve accessibility in Town infrastructure (sidewalks and trails), transportation, housing, healthcare, and other services.
- Circulate Site Plan Applications to the Accessibility Committee for review and comment on accessibility design.
- Developed a Downtown Design Master Plan along with associated Official Plan Amendment, Zoning By-Law Amendment, and Urban Design Guidelines which promote accessibility in the creation of the main urban node.

### **Building**

- Enforcement of continuing changes in Building Code to become a more barrier free process.
- Provides service at the main floor front counter/lobby if requested to provide easier accessibility

### **Treasury**

- Continuing to provide Dog Licence, 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.

- Assist residents and visitors with the lift in order that they can reach other departments within our building.
- Assist customers by using Video Relay Services” (VRS) to provide them with information they require.
- 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**

- 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 (ongoing). 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 at Dunkerron parking lot (Beach 3) with new Signage. Completed
- 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. Completed
- Explore the option of providing more services online, including dog licensing (done), resident parking passes, yard sale permits (to be completed in 2020).
- Installed an accessible parking machine at Town Hall lot, as the previous one wasn't accessible.

## **Library**

- Hosted the Wasaga Beach Accessibility Education Program art awards ceremony to celebrate elementary school students' understanding and acceptance of peoples' varying accessibility needs.
- Offered library services and programming at the Seniors Active Living Centre from March through August to provide senior community members living with transit issues access to the library collection, technology assistance and programs offering both creative and learning opportunities.
- Offered library children's programs at the Recreation Centre through the summer to provide youngsters with access issues the same opportunities to learn, create and socialize.
- Offered library programs for teens at the Wasaga Beach Youth Centre to ensure that young people living on the west side of town have the opportunity to experience Virtual Reality as well as creative programs.
- Obtained funding to support a new Library Bookmobile project dedicated to expanding the library's ability to reach residents in more remote areas of the community.
- Introduced a new Simcoe County Library / Wasaga Beach Public Library app to provide local library members with easier access to their online accounts as well the library's collection and programming information.
- Introduced three specialized lamps to provide residents with free access to tools that combat seasonal affective disorder.
- With support from the Friends of Wasaga Beach Public Library, new learning walls were erected in an outdoor classroom on the library's property to provide people of all ages with access to passive learning opportunities focused on wildlife, the weather, music and art.

- Expanded the community's access to digital technology and the internet by making two additional desktop computers plus two laptops available for public use.

### **Fire Department**

- January 2019 – Worked with Canadian hearing society to install strobe lights and a bed shaker to alert a deaf couple to fire emergencies in their home
- May 2019 – Accessibility presentations at elementary schools. Focus of 911 and fire safety.
- June 2019 – Updated inspection reports and pamphlets for businesses to allow easier understanding of Fire Code requirements.
- 2019 – Provided approximately 25 community based presentations to various groups (inc. seniors, youth, businesses, fairs etc.) for fire safety and emergency preparedness. Providing presentations in the community allows us to reach a wider audience.
- Summer 2020 – Initial implantation of Next Gen 911 in Ontario. This will pave the way for text-to-911 and video-to-911 services.
- New Forms for Orders issued under the FPPA