

THE TOWN OF ESSEX | SUCCESS STORY

ePACT Essential for
the Town of Essex

The Town of Essex, Ontario serves a community of more than 300 members, offering a diverse range of programs, including summer camps and winter break programming. In short order, ePACT has changed everything for the better and become essential to their programming.

Real Time Updates from Families

Families utilize ePACT records to share essential participant details for all their children's registered activities. Staff promptly receive notifications for any new information, ensuring immediate access, even if a program is in progress.

Streamlined Information Access

Staff can monitor form submissions from a centralized dashboard and filter for specific information necessary for program preparation, such as special requirements or medical clearances. Records and documents seamlessly flow between programs and authorized staff, ensuring comprehensive and informed support.

Smoother Process for Families

By seamlessly integrating their recreation registration system with ePACT via API integration, families swiftly receive their ePACT invitations after registering. Staff leverage automated reminders to prompt families who have yet to submit their information and make use of automatic reconfirmations for returning participants and those attending multiple programs, ensuring their details remain current.

Protected Cloud-Based Archiving

All forms, waivers, and uploaded files find a secure home in ePACT's cloud-based archive. Information is automatically deleted after the custom-set retention period, allowing the Town of Essex to meet rigorous retention requirements. Staff can efficiently store and retrieve records when necessary, while aligning with state licensing protocols.



"It changed everything!
It became an essential
tool. We have really seen ePACT
develop with our programs."

CYNTHIA CAKEBREAD
MANAGER, RECREATION
AND CULTURE

THE HIGHLIGHTS

By transitioning to ePACT, the Town of Essex saved hundreds of administrative hours, streamlined the collection of critical information, and ensured a secure archiving process to meet state licensing requirements.

7,500

minutes saved for families filling
out for forms and waivers

\$3,125

annually in administrative
costs after investment

750

pieces of paper saved annually

5

minutes saved accessing critical
information in an emergency



"We don't have to make sure everything is up to date anymore, it just is. The detail we get is really a game changer."

CYNTHIA CAKEBREAD, MANAGER, RECREATION AND CULTURE