



**Accessibility Advisory Committee  
Agenda**

**Date and Time** Friday, October 26, 2012 at 10:00 a.m.

**Place** Community Room, Sydenham Library

**Members:**

John McDougall, County Councillor

Gary Davison, County Councillor

Neil Allen, South Frontenac - Chair

Danka Brewer, Central Frontenac

Francine Arsenault, Community Member at Large - Vice

Chair

Page

1. Call to order
2. Adoption of the agenda
3. Disclosure of pecuniary interest and general nature thereof
4. Closed meeting
5. Adoption of minutes
  - September 7, 2012 FAAC Meeting Minutes
6. Business arising from the minutes
  - Information Re: Accessibility Business Awards
7. Deputations and/or presentations
8. Communications
9. Accessibility Advisory Committee Work Plan
  - Review of Draft Multi-Year Accessibility Plan
10. Other business
11. Next meeting date
12. Adjournment

2-4

5-17



**Minutes of the Joint Accessibility Advisory Committee Meeting  
September 7, 2012**

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A meeting of the Frontenac Joint Accessibility Advisory Committee (FAAC) was held at the Sydenham Library on Friday, September 7, 2012 at 10:00 a.m.

**Present:** Neil Allen, Township of South Frontenac Representative – Chair  
Francine Arsenault, Community at Large Representative – Vice-Chair  
John McDougall, County Council Representative  
Gary Davison, County Council Representative

**Regrets:** Danka Brewer, Township of Central Frontenac Representative

**Guests:** Alan Reville, Acting Chief Building Official – Township of Central Frontenac  
Alex Maclean, Ray Zaback, Shoats and Zaback Architects

**Staff Present:** Susan Beckel, Deputy Clerk (Recording Secretary)

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**1. Call to Order**

Neil Allen called the meeting to order at 10:05 a.m.

**2. Adoption of the Agenda**

Committee Recommendation:

THAT the agenda for the September 7, 2012 Frontenac Joint Accessibility Advisory Committee meeting be adopted as circulated.

CARRIED

**3. Disclosure of Pecuniary Interest and General Nature Thereof**

The Chair requested the Recording Secretary to make note in the minutes that no members of the committee declared any disclosures of pecuniary interest.

**4. Closed Meeting – Nil**

**5. Adoption of Minutes – May 25, 2012**

Committee Recommendation

THAT the minutes from the May 25, 2012 meeting be hereby adopted as circulated.

CARRIED

**6. Business Arising from the Minutes**

**a) Committee Membership**

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Ms. Arsenault advised that she had spoken to a number of people on Wolfe Island regarding an AAC representative for Frontenac Islands; however no one has come forward.

**b) Accessible Picnic Tables**

Ms. Beckel provided the committee with an update on the accessible picnic table project:

- The County has advised that the project would not qualify as a Small Scale Community Sustainability Initiative as it does not meet the criteria required under the Federal Gas Tax Agreement.
- Township of Central Frontenac has recently received 4 accessible picnic tables, which were built by students in the St. Lawrence College Construction course. Ms. Beckel contacted St. Lawrence College to inquire if they would be interested in a partnership with the County to build more accessible picnic tables. The response received was positive; however the County is awaiting details of how the partnership would work, ie. design of the tables, materials, cost, etc. (Mr. Revill offered to take a picture of the picnic tables in Central Frontenac for the committee's review)

**c) Accessible Business Awards**

Ms. Beckel advised that she had contacted the City of Brockville regarding their Accessible Business Awards program and is expected to hear back in the next week. She also found information from the City of Sarnia which she will include in the next meeting's agenda package for the committee's review.

**7. Deputations and/or Presentations**

**Alan Revill, Acting Chief Building Official, Township of Central Frontenac,  
Alex Maclean and Ray Zaback, Shoats & Zaback Architects Ltd.  
Re: Review of New Sharbot Lake School Building Plans**

Mr. Revill and Mr. Maclean were in attendance to review the building plans and site plan for the new K-12 school being built in Sharbot Lake. Accessibility features were highlighted.

Mr. Maclean will forward a pdf copy of the floor plans and site plan to Ms. Beckel for distribution to the committee members.

Overall, the committee was impressed with the accessibility features in the school plans, including an elevator, several accessible washrooms, etc.

The Chair advised that small details such as the installed height of paper towel holders, etc. are important and this is an area where the committee could provide input.

Mr. Zaback joined the meeting at 10:45 a.m. and advised:

- some modifications are required to the design of the barrier free showers and the to location of grab bars as detailed on the plans in order to meet the Building Code; and
- stairs will have indicator strips on them, although this is not marked on the plans.

**8. Communications for Information**

**a) Proposed Amendments to the AODA Integrated Accessibility Standards Regulation (IASR)**

The Committee reviewed the information from the Accessibility Directorate and the IASR amendments and provided the following comments:

- definition of Slope Ratio is difficult to understand; needs plain language
- Braille included on trail signage, if possible

An information report will be coming forward to County Council in September. Some highlights of the amendments are:

- (i) including the Design for Public Spaces in the IASR rather than the Built Environment Standard; and
- (ii) permitting joint multi-year accessibility plans.

**9. Accessibility Advisory Committee Work Plan**

**a) Multi-Year Accessibility Plan Template**

The committee reviewed the draft template as presented.

Staff will begin to draft the plan and inquire whether the Townships would like to participate in a joint multi-year plan.

**10. Other Business**

**a) Tour of Township of South Frontenac Municipal Office**

Wayne Orr, CAO - Township of South Frontenac provided the committee with a tour of the newly renovated Township office and Council Chambers.

**11. Next Meeting Date**

Friday, October 26, 2012 at 10:00 a.m. at the Sydenham Library.

**12. Adjournment**

Committee Recommendation

THAT the meeting hereby adjourn at 11:15 a.m.

CARRIED

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Neil Allen, Chair

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Susan Beckel, Recording Secretary



## Joint Multi-Year Accessibility Plan 2013 - 2017

Table of Contents

1. Introduction
2. Statement of Commitment
3. Background
4. The Frontenac Joint Accessibility Advisory Committee
5. Frontenac County Accessibility Staff Committee
6. Overview: What have we accomplished so far?
7. The Multi-Year Plan
  - a. Township of South Frontenac Multi-Year Plan
  - b. Township of Central Frontenac Multi-Year Plan
  - c. Township of North Frontenac Multi-Year Plan
  - d. Township of Frontenac Islands Multi-Year Plan
  - e. County of Frontenac Multi-Year Plan

## **Introduction**

This multi-year plan is one piece of the County of Frontenac's ongoing commitment to making our services and the County more accessible for all. The plan establishes clear directions for how the County and Townships will implement accessibility improvements, as well as the timelines by which we will do so. The plan has been developed in tandem with community members who have provided input and advice into its form and content.

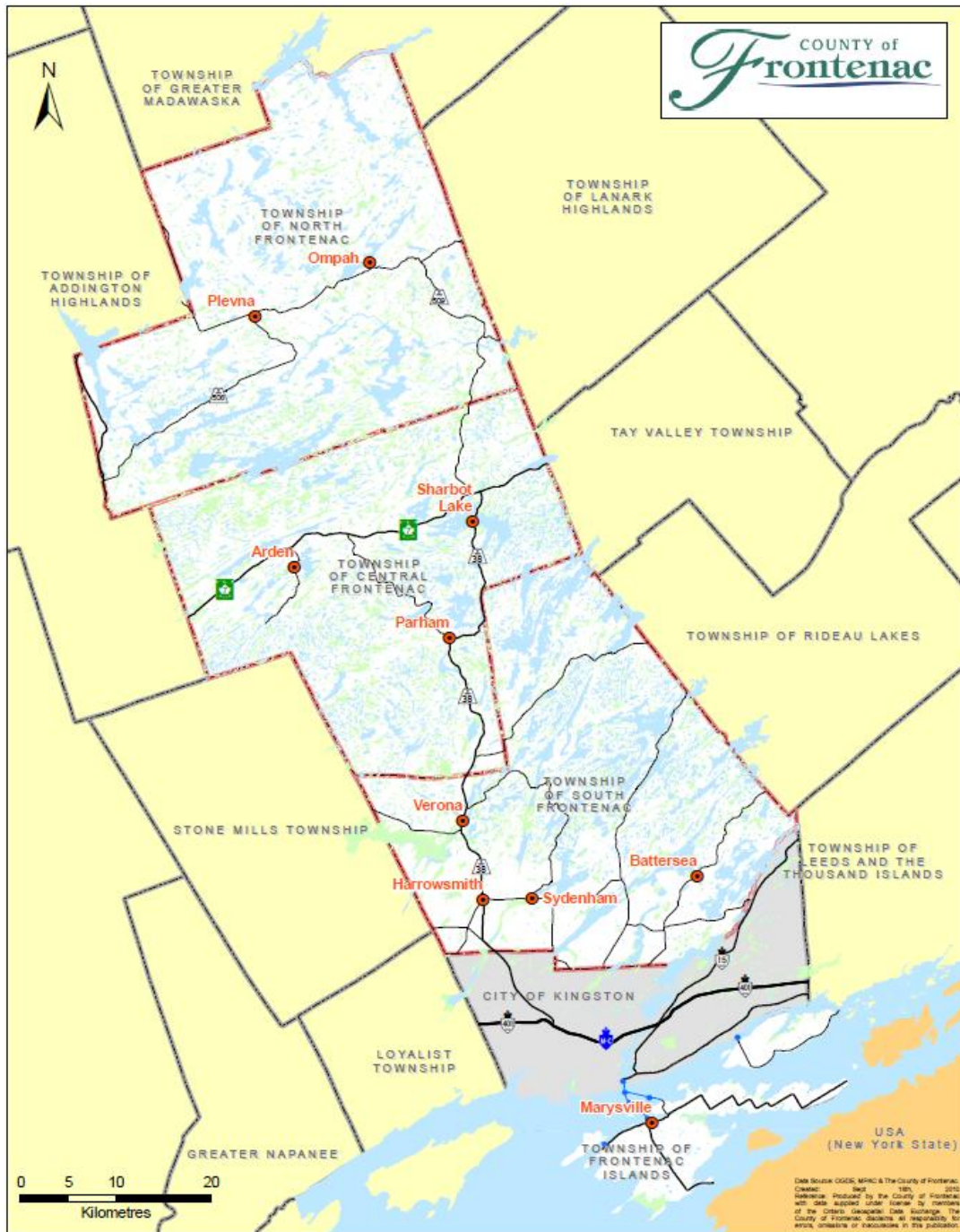
The County of Frontenac is a primarily rural county with several small hamlets and four townships. As of the 2011 census, the County had a population of 26,375. The County provides services to its residents directly and also shares services with the City of Kingston. These responsibilities include:

- Administration
- Land Use Planning - including approval authority for plans of subdivision and condominium;
- Economic Development;
- Fairmount Home, a municipal long-term care home operated by the County of Frontenac and funded by the City of Kingston and the County of Frontenac;
- Emergency and Transportation Services including the provisions of land ambulance service for the Frontenac-Kingston region;
- Frontenac-Howe Islander Ferry, a 24-hour on demand service;
- Weed Inspection.

The mission of the County of Frontenac is to efficiently and measurably deliver excellent services, recognized as an employer of choice with dedicated and capable staff, adding value in all areas of service delivery, while simultaneously working to strengthen the capacity of the local municipalities we represent.

## **Statement of Commitment**

Through accessibility planning and with the advice of the Frontenac Joint Accessibility Advisory Committee, the County of Frontenac will strategically identify, remove and prevent as many barriers to persons with disabilities as possible. (REPEATED IN THE PLAN)



## **Background**

The *Accessibility for Ontarians with Disabilities Act, 2005* (the “Act”) is part of the province’s goal of making all of Ontario accessible by 2025. This law sets out firm standards and deadlines for removing barriers to accessibility and accommodating the needs of those with disabilities.

A “Disability”, as defined under the *Accessibility for Ontarians with Disabilities Act, 2005*, includes:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”).

The first regulation to come from the *Act* was focused on removing barriers to customer service at private and public sector organizations. This regulation came into force in 2012. The most recent regulation includes three focus areas:

### **Information and Communication**

Addresses the removal of barriers in access to information. Includes information provided in person, in print, on a website, or through other means.

### **Employment**

Addresses the supports given to employees and those who are being assessed for employment.

### **Transportation**

Addresses the barriers and supports for transit customers.

This multi-year plan is also part of what is required by legislation. The *Act* requires organizations to establish, implement, maintain and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers and meet

its requirements under the Regulation. The County and Townships are required to post the accessibility plan on the following web sites:

County of Frontenac – [www.frontenacounty.ca](http://www.frontenacounty.ca)

Township of North Frontenac – [www.northfrontenac.ca](http://www.northfrontenac.ca)

Township of Central Frontenac – [www.centralfrontenac.com](http://www.centralfrontenac.com)

Township of South Frontenac – [www.township.southfrontenac.on.ca](http://www.township.southfrontenac.on.ca)

Township of Frontenac Islands – [www.municipality.frontenacislands.on.ca](http://www.municipality.frontenacislands.on.ca)

and to provide the plan in an accessible format upon request. The plan must also be updated every five years.

### **The Joint Frontenac Accessibility Advisory Committee**

In 2002, the County and the four Townships established a Joint Frontenac Accessibility Advisory Committee. The mandate of the Committee is to assist the County and Township Councils in enabling persons with disabilities to have equal access to all opportunities within the County. The Committee holds up to six meetings per year, which are held during the day and last for one or two hours. Committee members currently sit from their date of appointment until December 2014, and are paid a per diem of \$75 for each meeting, along with reimbursement for mileage to and from the meeting.

The duties of the Committee include:

- (a) advise County Council about the legislative requirements and implementation of the accessibility standards and the preparation of accessibility reports and such other matters for which the Council may seek its advice;
- (b) review in a timely manner the site plans and drawings described in section 41 of the Planning Act that the committee selects in terms of how they address the accessibility needs of persons with disabilities;
- (c) perform all other functions as specified by legislation;
- (d) in consultation with Council and Municipal Staff, review new and existing municipal by-laws and policies as applicable;
- (e) work with Council and the community at large to identify and address the needs of persons with disabilities within the community; and
- (f) provide recommendations to Council on the promotion of public awareness and understanding of the needs of persons with disabilities.

The Committee played an important role in the development of this multi-year plan.

## **The Frontenac County Accessibility Staff Committee**

The Frontenac Accessibility Staff Committee is the County's primary internal resource for identifying barriers to accessibility and recommending solutions. The Committee is composed of representatives from every County department. # of staff/mandate

### **Overview: What we have accomplished so far?**

#### **Customer service standard**

In 2009, Council adopted the Accessible Customer Service Policy, making the County compliant with Ontario Regulation 429/07. This regulation established accessibility standards for customer service across the province, ensuring that Ontarians receive services based on the principles of dignity, independence, integration and equal opportunity.

The County's Accessible Customer Service Policy commits us to communicating with persons with disabilities using multiple alternative formats, welcoming persons who are accompanied by service animals or support persons, and training our staff in the provision of goods and/or services to persons with disabilities.

Along with the Accessible Customer Service Policy, County Council also adopted "*How May I Help you?*" Accessible Customer Service Best Practices and Procedures. This document provides clear and detailed instructions on how to best serve persons with disabilities.

#### **Physical improvements**

The accessibility of the County office has been improved through several physical renovations. Along with the addition of curb cuts and automatic door openers over the last several years, in October of 2012 the main entrance to the building underwent substantial accessibility renovations.

## **Accessibility Policies and Plan for the County of Frontenac**

This 2013-2017 accessibility policies and plan outlines the policies and actions that the County of Frontenac will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

The County of Frontenac is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.

Through accessibility planning and with the advice of the Frontenac Joint Accessibility Advisory Committee, the County of Frontenac will strategically identify, remove and prevent as many barriers to persons with disabilities as possible.

### **Accessible Emergency Information**

The County of Frontenac is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

### **Training**

The County of Frontenac will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The County of Frontenac will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2014:

The County of Frontenac has implemented training procedures to meet the requirements of the Customer Service standards. The County will expand these procedures to ensure that the following persons are trained to meet Ontario's accessibility laws, the Integrated Accessibility Standard, and the Human Rights Code.

- (a) all employees, and volunteers;
- (b) all persons who participate in developing the organization's policies; and
- (c) all other persons who provide goods, services or facilities on behalf of the organization.

The method and amount of training shall be dependent on the trainee's role in terms of accessibility. Consistent with current practices, training records shall be kept, including the dates when the training is provided and the names of the individuals to whom the training was provided.

For new employees, training shall be provided to each person as soon as practical after he/she is assigned the applicable duties, but no later than 6 months after a person commences employment with the County of Frontenac. Training shall also be provided on an ongoing basis in connection with changes to the policies, practices and procedures concerning the County's accessibility policies and procedures.

The Deputy Clerk, in conjunction with Human Resources and the Occupation Health Nurse, will ensure that the expanded training procedures are developed and implemented before the end of 2013. The Frontenac Joint Accessibility Advisory Committee shall be consulted throughout this process.

**Information and Communications**

The County of Frontenac is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

The County of Frontenac will take the following steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014:

A comprehensive redevelopment of the County's website will be undertaken before the end of 2012. The new website will conform to the standards of WCAG 2.0, Level A.

Current processes allow for the creation of accessible documents upon request, provided they remain in digital format. Ahead of the 2014 deadline, the County shall review and update its content creation policies and practices to ensure that any new content made available on the website conforms to WCAG 2.0, Level A, and is available in an accessible format. Staff members responsible for creating content for the website shall be trained in these policies and practices.

The County of Frontenac will take the following steps to make ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2014:

In response to the Customer Service Standard, the County of Frontenac has established a process for receiving and responding to feedback regarding the manner in which goods and services are provided to persons with disabilities, and has made information about the process readily available to the public.

The feedback process permits persons to provide their feedback using the following methods:

- (i) in person;
- (ii) by telephone;
- (iii) in writing;
- (iv) by electronic mail at [info@frontenacounty.ca](mailto:info@frontenacounty.ca); or
- (iv) on diskette or otherwise.

All feedback, including questions regarding this policy, is directed to the Clerk's Department. A response can be expected within ten (10) working days.

These practices shall be continued and expanded to encompass all County operations. The County shall ensure that the public is notified about the availability of accessible formats and communication supports. The notice shall be given by posting the information: (i) at a conspicuous place on the County of Frontenac premises; (ii) on the County's official web site – [www.frontenacounty.ca](http://www.frontenacounty.ca); or by such other method as is reasonable in the circumstances.

Prior to the end of 2013, the Deputy Clerk shall work in conjunction with the Communications Officer to review the County's current feedback processes and recommend updates. The Frontenac Joint Accessibility Advisory Committee shall be consulted throughout this process.

The County of Frontenac will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2015:

A County-wide Communications Plan is being drafted with a completion goal of 2014. The Communications Plan will encompass communications strategies for Staff, County Council and Advisory Committees of County Council. Strategies will ensure that all publicly available information is made accessible by January 1, 2014.

Accessibility strategies shall require the County to:

- 1) Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities upon request;
- 2) Provide the accessible format in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons, and;
- 3) Consult with the person making the request in determining the suitability of an accessible format or communication support.

Further, the County Communications Plan shall ensure that the public is notified about the availability of accessible formats and communication supports. The notice shall be given by posting the information: (i) at a conspicuous place on the County of Frontenac premises; (ii) on the County's official web site – [www.frontenacounty.ca](http://www.frontenacounty.ca); or by such other method as is reasonable in the circumstances.

The County of Frontenac will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by January 1, 2021:

A comprehensive redevelopment of the County's website will be undertaken before the end of 2012. Conformity with WCAG 2.0, Level AA has been integrated into the website project proposal. At a minimum, this will allow the website to transition to WCAG 2.0, Level AA well before the 2021 deadline.

Ahead of the 2021 deadline, the County shall review and update its content creation policies and practices to ensure that any new content made available on the website conforms to WCAG 2.0, Level AA, and is available in an accessible format. Staff members responsible for creating content for the website shall be trained in these policies and practices.

Beginning in 2013, Information Services will undertake quarterly website validations to ensure ongoing conformity with WCAG 2.0 standards.

### **Employment**

The County of Frontenac is committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, the County of Frontenac will accommodate people with disabilities during the recruitment and assessment processes and when people are hired:

Human Resources will amend its recruitment procedures to ensure that all job postings include a notice informing prospective applicants and employees that accommodations are available upon request. The notice shall also be provided by posting the information: (i) at a conspicuous place on the County of Frontenac premises; (ii) on the County's official web site – [www.frontenacounty.ca](http://www.frontenacounty.ca); or by such other method as is reasonable in the circumstances.

The County currently informs candidates selected for assessment that accommodations are available upon request in relation to the materials to be used in the assessment. Human Resources will ensure that this notice is provided in writing to the applicant when the assessment is scheduled. Should a candidate request accommodation, Human Resources shall consult with the candidate and provide or arrange for the accommodation that takes into account the applicant's accessibility needs due to a disability.

At the time of offer, Human Resources will notify the candidate in writing of the County's policies for accommodating employees with disabilities.

In 2013, Human Resources will review and update the County's orientation and training material to ensure that it adequately addresses the County's policies used to support its employees with disabilities, including the provision of job

accommodations. This training shall be provided to each person as soon as practical after he/she is assigned the applicable duties, but no later than 6 months after a person commences employment with the County of Frontenac. Human Resources shall provide updated information to employees whenever there is a change to County policies on the provision of job accommodations.

In 2013, Human Resources shall develop procedures to address accessible formats and communication supports for employees. These procedures shall provide or arrange for the provision of accessible formats and communication supports for information that is needed for an employee to perform his/her job, and information that is generally available to employees in the workplace. The procedures will also ensure that the County consults with an employee who requests such an accommodation.

The County of Frontenac will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability:

Working in conjunction with Human Resources, the Occupation Health Nurse shall review the County's current accommodation and return to work policy. A process for developing individual accommodation plans shall be integrated into the policy in 2013.

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account if the County of Frontenac is using performance management, career development and redeployment processes:

The County's current Performance Management and Appraisal system is used in all three processes of performance management, career development, and redeployment. In 2013, Human Resources shall review the system and update it as necessary to integrate the accessibility needs of employees with disabilities as well as individual accommodation plans.

The County of Frontenac will take the following steps to prevent and remove other accessibility barriers identified:

The Accessibility Staff Committee shall be the County's primary venue for identifying actual and potential accessibility barriers, and shall continue to be responsible for recommending solutions for the removal of identified barriers. The County shall continue to ensure that the membership of the Accessibility Staff Committee contains representatives from every area. At a minimum, the Accessibility Staff Committee shall hold meetings on a quarterly basis.

**For More Information**

For more information on this accessibility plan, please contact **[name of person]** at:

- Phone:
- Email:

Accessible formats of this document are available free upon request from:

DRAFT